

# PRODUCT WARRANTY\*

Please complete this form and return to Rockstar.

We hereby warrant that Rockstar  
will provide water and stain resistance for a \_\_\_\_\_ period from the date of  
application & maintain the slip rating achieved for a period of \_\_\_\_\_

This warranty is given under the following conditions:

- The surface is maintained in accordance with our Recommended maintenance system.
- The product is not misused.
- The product is not used on excessively worn or etched surfaces.
- The surface is not exposed to excessive environmental conditions
- The product needs to be applied by an authorised Rockstar applicator.

## Rockstar offer

### 2-3 year Warranty COMMERCIAL ENVIRONMENT – FLOORS ONLY

For example: 2 years shopping centres, airports and hotels;  
3 years office foyers

### 15 year Warranty\* DOMESTIC APPLICATIONS

\*Conditions Apply

## APPLICATION DETAILS *(please complete all details)*

Property Owner Details	Applicator Details
Date: _____	Name of Accredited Applicator: _____
Name of owner: _____	Applicator's phone number: _____
Address: _____	Surface sealed: _____
Suburb: _____	_____
State: _____ Postcode: _____	Meters: _____
Phone: _____	Litres: _____
Fax: _____	_____
Rockstar was applied in accordance with specification instructions.	
_____	_____
Applicator's signature	Date

For all enquiries about the work completed please call the above Applicator.  
This warranty shall be governed by and interpreted in accordance with the laws of Victoria.  
All claims shall be made in writing. Notification must be immediate where practicable and made within one month at the latest.  
The warranty will then be signed and registered and a copy returned to the owners.

Please return this completed form to:  
**Rockstar Sealing Systems,  
3 Spray Avenue, Mordialloc,  
Victoria, 3195**

Property Owner

Accredited applicator

Rockstar Sealing Systems

\*Rockstar Product Warranty is not available for all Rockstar products. Cleaning and maintenance regime needs to be followed.  
Please call 1300 88 44 18 if you are unsure whether a specific product is eligible.

## Recommended Maintenance Guidelines for Rockstar Sealing Warranted Surfaces

Effective care and maintenance systems are essential to ensure the longevity of your treated surfaces. Follow these maintenance recommendations to keep your surfaces in top condition and maintain your warranty.

### Immediate Spill Cleanup

Promptly mop up any spills as they occur to prevent potential staining.

### Spot Cleaning

Use *Rockstar Stone Care Spray* for spot cleaning on countertops. It cleans-and-seals per use.

### Monthly Floor Scrub

Periodically scrub floor surfaces using natural bristle brush or nylon pad with *Rockstar Neutral Cleaner* (PH 7 Neutral Detergent). This helps maintain the surface's cleanliness and appearance. You may use *Rockstar Stone Clean Plus* (high-performance alkaline cleaner) for more stubborn marks.

### Regular Cleaning

Routinely clean countertops using *Rockstar Stone Care Spray*. Use *Rockstar Neutral Cleaner* for floors. *Rockstar Stone Clean Plus* is an excellent cleaner for high use areas. Ideal for removing heavy deposits of dirt and grime.

### Contact Accredited Applicator

For any inquiries regarding treated surfaces, reach out to the Accredited Applicator who performed the sealing work.

### Documentation

Keep records of your cleaning and maintenance efforts. You may also show continual purchase of *Rockstar Stone Care Spray* or other Rockstar Cleaning products with your warranty claim. 1 bottle of *Rockstar Stone Care Spray* should last 1-month if used daily. *Rockstar Neutral Cleaner* diluted 20-to-1 will provide for 3 months cleaning.

*\*In the event of a warranty claim, having documentation of recommended product purchases or a reasonable cleaning/maintenance schedule is crucial.*

### Warranty Claims

Claims against Rockstar Sealing will be considered only if it is established that the treated areas have not remained water and stain resistant as described and has followed the recommended maintenance guidelines.

If a valid claim is confirmed, Rockstar Sealing will provide the necessary product to the Accredited Applicator to ensure the continued effectiveness of the treatment.

## **Conditions for All Warranty Claims on Rockstar Sealing Warranted Products**

Effective care and maintenance are essential to ensure the longevity of your treated surfaces. Follow these maintenance recommendations to keep your surfaces in top condition and maintain your warranty.

Surfaces must be maintained in accordance with the Recommended Maintenance System.

Claims must be submitted in writing, with immediate notification if possible, and within one month at the latest.

In the event of a dispute about the cause of damage, both parties must engage a neutral third party, mutually approved, to provide an expert opinion. Costs will be covered by the responsible party.

If no agreement is reached within six months, either party may initiate legal action.

### **Warranty governance and interpretation:**

- For European customers: English and Welsh laws apply.
- For North American and Latin American customers: Delaware, USA laws apply.
- For all other customers: New South Wales, Australia laws apply.

Note that surfaces in saltwater environments may deteriorate faster, even when sealed.

Rockstar Sealing can warrant improved longevity compared to unsealed surfaces.

Disclaimer: Rockstar Sealing explicitly disclaims liability for incidental or consequential damage resulting from product use. This warranty is exclusive, with no other express or implied warranties, including merchantability or fitness for a specific purpose. Consumer rights under applicable laws are preserved, including replacement, refund, repair, or compensation for major failures or defects.

Visit [rockstarsealing.com.au](http://rockstarsealing.com.au) for further product information.