

# Quality Assurance Program

*If it's worth building, it's worth protecting.*

DESIGN ASSISTANCE



APPLICATOR PROGRAM



INDEPENDENT INSPECTION



PERFORMANCE





# It's Our Business to Protect Your Structure

Nothing threatens the structural integrity and interior environmental quality of a building like water ingress. That's why waterproofing is so important in protecting the structure and the valuable assets inside – people, furnishings, equipment and inventory. With the pervasiveness of today's construction litigation, rely on CETCO and the HydroShield Quality Assurance Warranty Program to protect your structure from water ingress with sound design guidance, quality waterproofing products, proper installation, as well as qualified independent inspection programs.

## *System Approach Provides Comprehensive Protection*

CETCO's systematic approach to managing water protection has proven to be an effective means for providing quality design and installation which are the hallmarks of a dry structure. CETCO's waterproofing systems are known for providing superior long-term performance and installation versatility at an outstanding value. With a proven track record that exceeds 45 years, CETCO has demonstrated the dependability of its products and commitment to quality.

## *The HydroShield Warranty Program Provides*

- ♦ **Design Assistance** – system design and specification guidance regarding what type of waterproofing system is best suited to your project's site conditions and construction
- ♦ **System Review** – CETCO's technical staff can provide a thorough review of the specification and details for constructability and completeness
- ♦ **Complete Product Offering** – including membranes, waterstops, drainage products and detailing accessories
- ♦ **Job-Specific CAD Details** – CAD generated details to minimize field decisions which are always schedule and cost motivated

- ♦ **Quality Assurance** – mandatory pre-construction meeting for review of installation with all involved parties
- ♦ **Material Installation by Experienced Approved Applicator** – for assurance on proper material installation, within manufacturer's guidelines, by professionally trained applicators
- ♦ **Independent Inspection** – for verification of proper installation and materials free of damage prior to coverage
- ♦ **Contractual Accountability** – the warranty is a direct contract between building owner and waterproofing manufacturer. There is no second or third party involvement
- ♦ **Financial Assurance** – waterproofing warranty backed by the strongest insurance in the industry

## *Our Commitment To Quality*

Successful waterproofing installations are the result of solid design, quality products, proper installation, and on-site inspection. As a part of your team, CETCO makes it easier for you to get the long-term performance you expect from your waterproofing system by providing:

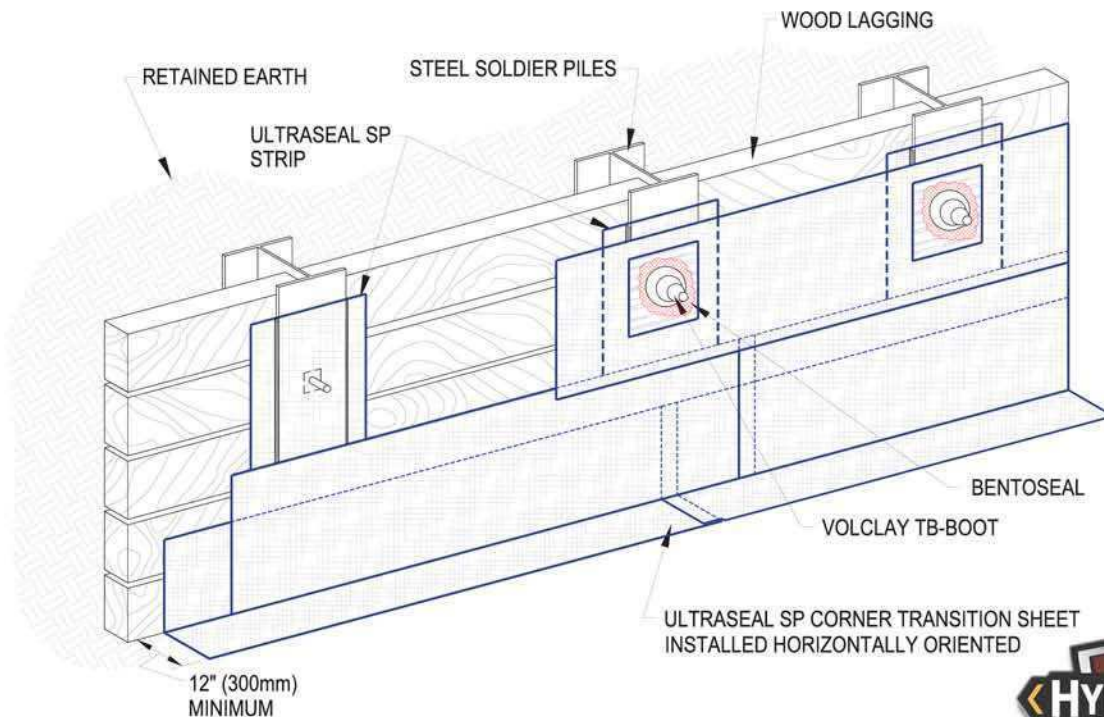
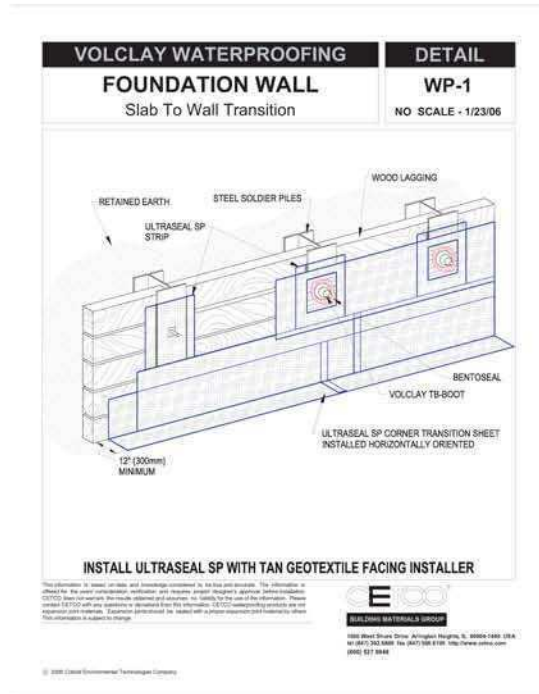
1. World-Class Research and Development
2. Design Assistance
3. Experienced Approved Applicators
4. Independent Inspection Services
5. Labor and Materials Warranty
6. Recurrent Training Programs

# Design Assistance



## Let Us Work For You

CETCO provides a wide range of value-added design assistance service and technical expertise. As an industry leader, we have the resources and take the time to focus on your specific project needs. We offer extensive experience with material selection and application, specification preparation, and reliable solutions for your project. Our professionals will work hand-in-hand with you to ensure your project's success from design through construction. From the most basic to stringent projects, CETCO's application manuals provide sound fundamental application details for hydrostatic or non-hydrostatic conditions. Another value-added service our staff provides is CAD capabilities to efficiently produce quality AutoCAD® drawings based on actual project design and field conditions.





# Applicator Program

## *Approved Applicator Program Experienced, Professional Craftsmanship*

Because leaks are typically the result of improper installation, the best solution is to have a trained, experienced applicator install a properly designed waterproofing system. Since 1981, CETCO has maintained and managed an Approved Applicator program wherein experienced, professional contractors not only have the ability to perform quality installations but are also contractually able to perform HydroShield warranty work. This long term commitment to applicator quality cannot be matched by any other prominent waterproofing manufacturer. Today, after decades of success, CETCO remains fully committed to its preeminent applicator program, working with the most highly skilled professionals to protect your assets, provide you installation confidence and peace of mind.

## *Applicator Program Advantages:*

- ♦ Ensures installation quality for maximum performance
- ♦ Experienced professionals that are knowledgeable about waterproofing applications install the materials
- ♦ Only installations by Approved Applicators are eligible for the HydroShield Warranty Program
- ♦ Minimizes risk of moisture damage and long-term repair costs



# Inspection



## *Water Leaks are Expensive and Difficult to Resolve*

When it comes to waterproofing, problems are difficult and expensive to resolve. The materials usually are difficult to access. In many cases, repair costs can quickly escalate to many times the cost of the initial installation. The substantial repair costs do not include interior finish repair, mold remediation, lost revenues due to decreased building space use, and the common by-product litigation. One cannot overemphasize the value of getting it done right the first time.

## *Be Sure What You Specify Is What You Get. Third-party Independent Inspection*

Waterproofing in new construction is typically one-percent or less of the building cost, but it is the leading cause for construction defect

litigation. Statistics reveal that the top reasons waterproofing failures occur is either inappropriate product application or installation error. Even the best contractor can have an off day.

Historically, the integrity of below grade waterproofing has been left up to field construction personnel. Even with a well intended applicator and good design, construction flaws have sometimes not been detected or corrected. Effective waterproofing inspections require multiple site visits and a well coordinated field effort.

Compliance with project requirements during installation and subsequent work by other trades can be monitored by third-party independent inspection. With this quality control measure in place, the HydroShield Warranty affords a true Performance warranty.

## *Most leaks occur not because the materials were defective, but because of these primary causes\*:*



### **Poorly Prepared Substrates**

One cannot expect a waterproofing membrane to perform correctly when applied to an improperly prepared substrate.



### **Improper Installation and Detailing**

Leaks are often a result of human errors in installation and detailing. Even a minor mistake can lead to significant damage.



### **Damage after Installation**

Waterproofing is routinely damaged by subsequent construction traffic and operations.



### **“Field” Solutions to Specific Jobsite Needs**

Incomplete or faulty installations to keep the project on schedule and keep the initial expense down raise questions about quality.

The HydroShield program is designed to eliminate these primary causes of water leaks through pre-installation planning, experienced craftsmanship, and on-site inspection, resulting in superior waterproofing performance.

\* Construction Waterproofing Handbook, Michael T. Kubal, Copyright 2000.





# The “Fine Print” Distinction

## *What Does The Fine Print Really Mean?*

After all it's what's in the fine print that often matters most.

Knowing that your investment in waterproofing is protected by a warranty can bring great peace of mind. But warranties can be very different in what they cover. For example, warranties for our waterproofing systems are performance warranties covering both materials and labor – not merely product warranties like most manufacturers provide.

Warranty documents often contain restrictive provisions that significantly limit the warrantor's liability and owner's remedies in the event that problems develop. The warranty document may also contain other restrictions and limitations, such as a prohibition against assignment or transfer of the warranty, exclusion of damages resulting from defined events. So be sure to consider and compare these factors when evaluating a warranty offer:

### **Length of coverage**

This is the main feature that most warranties tout, and what many owners don't look beyond. Though important, length of coverage should not be the primary criterion in the selection of a waterproofing system. The selection should be based on the product's qualities and suitability for the prospective project. A long-term warranty may be of little value to an owner if the waterproofing does not perform satisfactorily and leaks. Don't let the warranty fail you too.

### **Dollar coverage**

Combined with the length of coverage, this attribute defines a warranty's true strength. What's the maximum dollar limit allowed to correct problems? A warranty may offer a lengthy period of coverage but minimal allowances for actual cost. Many warranties limit the manufacturer's monetary responsibility. CETCO's is a “No Dollar Limit” warranty which has no limitations on monetary responsibility.

Some warranties are pro-rated. Meaning the coverage is reduced proportionately depending on how many years it has been since installation. CETCO stands behind its waterproofing systems with 100% non-prorated warranty. You get full protection for the full term of the warranty.

### **Terms of coverage**

What does the warranty offer to correct claims? Merely more of the product that failed? Materials and labor for replacement? **CETCO's warranty covers both labor and material.** However, fully understanding what a warranty covers helps owners make the right decision – a HydroShield Warranty from CETCO.

### **Source of coverage**

A warranty is only as good as the company that stands behind it. It helps little to have “lifetime” coverage from a company that's dissolved two years later. CETCO is a financially stable company that has built a solid reputation in the industry since 1963. And CETCO is backed by the assets of its parent company AMCOL International, trading on the NYSE under the symbol ACO.





### *Quality Products – Proven Performance*

Since 1963, over one billion square feet of CETCO waterproofing products have been installed around the world becoming the standard by which all other waterproofing membranes are measured.

By specifying CETCO products, you are assured of optimum waterproofing performance from products specifically engineered to be integrated and installed as a complete waterproofing system. CETCO manufactures and markets a complete line of quality waterproofing membranes, waterstops, drainage composites as well as a complete line of installation accessories – everything you need from the bottom of the excavation up.

The broad product range and installation versatility of our waterproofing systems allow you to work with a single manufacturer to cover all of your waterproofing needs. From zero-lot property line construction to backfilled foundation walls to under slab and plaza deck applications, CETCO has the waterproofing solution.



CETCO Building Products Group is a driving force in the commercial waterproofing industry because we are focused on providing complete waterproofing solutions. CETCO has the resources, facilities, expertise and extensive product line to meet your specific waterproofing needs. A total waterproofing system from CETCO means you have a single source of accountability – one company responsible for product quality and one contact for service, technical support and warranty responsibility. Plus, all CETCO warranties are backed by the assets of a diversified half-billion dollar corporation. All things considered, using a qualified single source for your commercial waterproofing systems needs adds up to more control and investment security for you.



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