



WARRANTY ISSUANCE INSTRUCTIONS

Applicators must be approved **prior** to the job start of projects requiring a Master Builders Solutions Wall Systems warranty. If the required warranty is not a standard warranty offered by Master Builders Solutions Wall Systems, please contact the Technical Services Department for approval. The job plans and specifications may be requested and all pre-warranty requirements (if any) must be strictly adhered to.

Once the project has been **completed** (please note warranties will **only** be issued within the first **12 months** from the date of substantial completion) the distributor obtains the warranty via the Master Builders Solutions Wall Systems Warranty Procurement Database. It is the responsibility of the distributor to collect the specific project information needed for warranty issuance (a "required field" form can be located on the main page of the procurement database). Standard warranties are issued through the database via email after the distributor enters all required information. Warranties that require additional Technical Review will be held and reviewed by the Technical Service Department and released via e-mail once all requirements are satisfied.

Warranties cannot be predated, the project/system must be completed prior to the issuance of a warranty.

Please contact Technical Service Department for special warranties that are not available through the Master Builders Solutions Wall Systems Warranty Procurement Database.