



### **Limited Warranty**

- For best results, drilling and mixing are critical to Dexpan®. First time users are highly recommended to call our FREE technical support group before use.
- All products of Archer Company USA (DBA Dexpan USA) are warranted to be free from defects in materials or workmanship for one year from the date of purchase.
- Within this period, Archer (Dexpan) will, at its sole option, replace any products that fail in proper and normal use. Such replacement will be made at no charge to the customer, provided that the customer shall be responsible for any transportation cost.
- This warranty does not cover failures due to abuse, misuse, accident, or unauthorized alterations. Always follow safety precautions and usage instruction on our website.
- Written description of problem and supporting job photos are necessary to warrant this claimer.

### **Disclaimer**

- Dexpan® may be used to break concrete including reinforced concrete, rocks including limestone, granite, marble, onyx, and flagstone. Call before you try on other material. (i.e. porous or decomposed rocks.)
- Breakage or cracks vary due to drilling pattern done by customer. Archer (Dexpan) is not responsible for any unexpected results.
- Cracking Time is not guaranteed. Allow at least 24 hours for complete set time. Archer (Dexpan) is not responsible for any job delay lost.

### **Procedure for Claims under Limited Warranty**

Archer (Dexpan) will help customer resolve the problem:

- In the event Dexpan® does not work, allow an extra 48 hours. If it fails after 48 hours, contact technical support before you try other means. Do not remove Dexpan® from holes. This may void the warranty if the Dexpan® is removed.
- Take photos showing job was done according to proper procedures. A written description showing purpose of the job, dimensions, drilling patterns, depth of holes, water mixing rate, weather and temperature. Both description and job photos are necessary to obtain warranty service.
- Archer (Dexpan) gives customer an analysis report showing what could be the problem. Onsite technical support may be requested for larger projects.
- Archer (Dexpan) will honor this warranty based on the evidence provided and approval.