



1. Workmanship Warranty

Waterproofing Northeast offers a **limited lifetime warranty on workmanship** for all interior and exterior waterproofing services. Covered services include, but are not limited to:

- Interior drain tile systems
- Sump pump discharge lines
- Foundation crack repairs and sealing
- Select grading and drainage corrections*
- Exterior drainage system installations*

If a failure occurs due to improper installation under normal use, the Company will correct the issue at no cost.

2. Manufacturer Warranty

This warranty does not cover product defects. Components such as sump pumps, battery backups, and sealants are covered separately by **manufacturer warranties**, which will be provided to the Client at the time of installation.

3. Warranty Exclusions

This warranty does **not** apply to the following conditions:

- Damage caused by natural disasters or severe weather (e.g., flooding, freeze/thaw cycles, root intrusion)
- Modifications or repairs by unauthorized parties
- Pre-existing plumbing, utility, or structural issues outside of our defined scope

- Foundation settling, landscaping changes, or site conditions beyond our control
- Clogged discharge lines or sump pumps due to lack of routine maintenance

Note on Exterior Surface Drainage:

Surface water management solutions such as **grading, French drains, and roof runoff systems** are effective tools but not standalone guarantees against basement water intrusion. These methods can **reduce moisture** at the foundation level, but should be understood as **pieces of a holistic solution**. Interior water management may still be required to fully resolve seepage, hydrostatic pressure, or foundation leakage. Warranty coverage for such exterior systems applies to workmanship only, and not to water entry caused by external factors beyond our control.

4. Filing a Claim

To initiate a claim, the Client must provide written notice and supporting photos of the issue. Waterproofing Northeast reserves the right to inspect and determine whether the issue qualifies under this warranty.

5. Transferability

This warranty is transferable to a new homeowner with written notice to the Company within **30 days of property transfer**.

6. Additional Work Coverage

Standalone sump pump installations or replacements are covered for workmanship only. This does not include failures due to power loss, manufacturer defect, or maintenance neglect (e.g., float obstructions, debris buildup).

Concrete patching is warranted for **workmanship**, not for cosmetic concerns or natural cracking due to sub-base conditions, settlement, or material shrinkage.

All claims under this section follow the same process and limitations described in Sections 3–5.

7. Entire Agreement

This document represents the full and complete warranty agreement and supersedes all previous versions.