



EnviroGuard Warranty

General Product Limited Warranty

New System Installation

The EnviroGuard warranty is between EnviroGuard and the original user of the product herein referred to as “End User”. EnviroGuard warrants Eagle, Hawk, Condor, and Condor Plus systems, herein referred to as “Products”, against defective materials and workmanship for a period of one full year from the date the Products are shipped. After End User completes the warranty registration process and receives acknowledgement from EnviroGuard, Products shipped after January 1, 2018 are warranted against defective materials and workmanship for a period of five years full plus ten years pro-rated limited warranty. For Products that shipped prior to January 1, 2017, EnviroGuard warrants against defective materials and workmanship for a period of one full year from the date containment system is installed or eighteen months from the date of shipment, whichever occurs first.

Pre-Installation Storage: Prior to installation, the Product must be stored indoors in a clean, dry area having an average ambient temperature of 77° and cannot be subjected to high humidity. After installation, Products are designed to function when installed in an application that is consistent with industry standards for battery room climate conditions. Ambient room temperature must be 77° and the product must not be subjected to high humidity or high ultra-violet exposure. All applications must be in accordance with EnviroGuard listed set-up installation/operating/maintenance instructions. See Warranty Rules of Behavior below for further details.

If the initial physical inspection, after system commissioning, identifies flaws in material or workmanship that would impair the life of the Product as defined by this warranty, EnviroGuard must be notified in writing/email within 72 hours of system commissioning by contacting: customerservice@EnviroGuard.com

A Material Inspection & Evaluation must be performed to determine any potential defect prior to any repair/replacement actions and must be approved by EnviroGuard. If the Product is found to have defective materials or workmanship on the part of EnviroGuard, the defective materials will be repaired or replaced at the sole discretion of EnviroGuard, without charge to the End User for replacement materials or repair labor. However, costs of replacement installation including but not limited to labor, equipment, travel expenses of EnviroGuard representative(s), and costs of material transportation expenses are excluded. EnviroGuard reserves the right to issue a short-life adjustment credit in lieu of replacement Product. EnviroGuard does not offer a warranty on epoxy due to the field variations of application procedures and the volatility of substrates such as concrete expansion and contracting which can cause fracturing after application.

EnviroGuard Installation and Commissioning Training

EnviroGuard includes installation instructions, a system layout drawing, and bill of materials. On-demand installer training is also available on the EnviroGuardUniversity.com Learning Management System (LMS). These installation instructions and training procedures ensure systems will be installed and commissioned properly. All attendees who complete the Factory Installer Training program receive a certificate of completion proving that they have been factory trained and are approved to perform installations. When required, systems should be sealed and water tested for 72-hours prior to commissioning ensure that the system has been properly installed. If a water test is preformed, it is critical to ensure that the inside of the containment system is completely dry prior to installing neutralization products. EnviroGuard recommends documentation and photos of the installation and commissioning procedure to be kept on file throughout the warranty period. For information on installation training contact EnviroGuard at 1-800-206-9884 or visit our [training area](#).



Care & Maintenance

Please see the installation manual for EnviroGuard Products

Warranty Rules of Behavior

Do Recommend performing an annual Site Assessment during Battery Maintenance utilizing our checklist for overall battery room compliance. (Contact EnviroGuard at 800-206-9884 for additional details and Partner services.)

Do Recommended to perform an Annual Pillow Material Evaluation to ensure the product is functional and identify any replacement needs. Annual documented pillow inspections with EnviroGuard will maximize the warranty credit if eligible (Contact EnviroGuard at 800-206-9884 for Pillow Material Evaluation Form and to take advantage of the Pillow Replacement & Recycling-Buy Back Program.)

Do Carefully move Pillows and Soc's as needed during battery maintenance and replace as per EnviroGuard published installation/operating/maintenance instructions.

Do Replace any Damaged/Torn/Punctured Pillows and Soc's immediately. Test for classification and determine Disposal Criteria or Recycling- Buy Back eligibility. (Contact EnviroGuard at 800-206-9884 for pillow profiling, additional details and Partner services.)

Do Ensure Disposal of contaminated Pillows and Soc's are handled in Accordance with Local State and Federal regulations. (Contact EnviroGuard for additional details and Partner services.)

Do Only use UL recognized Pillows and Soc's manufactured by EnviroGuard to ensure UL listing is not compromised.

Using non-UL Listed pillows and socs will void the UL Listing

Do Only use FM approved pillows for sites that are insured by Factory Mutual Insurance Company.

Damaged and End of Life Pillows and Soc's may be eligible for the EnviroGuard Pillow Recycling and Buy-Back Program. Please Contact EnviroGuard at 800-206-9884 regarding Removal, Replacement and Recycling Credit eligibility and to complete a Material Inspection and Evaluation.

Do Not Vacuum Pillows and Soc's and Soc's or use any tool/equipment to remove foreign debris. (Contact EnviroGuard for additional details and Partner services.)

Do Not Step on, Walk on or place any devise/equipment/tools on Pillows and Soc's during installation or maintenance.

Do Not Expose Pillows and Soc's to High Humidity or Moisture.

Do Not Store or stage Pillows and Soc's outdoors

Do Not Expose Pillows and Soc's to Ultra Violet Light.

Do Not Throw Pillows and Soc's.

Do Not Place Pillows and Soc's until acid resistant sealant/epoxy has completely cured.

Do Not Allow products to be exposed to pests and rodents.

Do Not use vacuum without a HEPA filter for pillow and soc removal or particulate clean-up. The Hepa vacuum should meet IEST standards for Type A HEPA filters, minimum 99.97% @ .3 microns not to exceed 1" pressure when tested at 100 CFM. The Hepa filter should be an "Absolute" for best results. All appropriate safety equipment should be worn and utilize the recommended method of procedure available by contacting EnviroGuard at 800-206-9884 for further assistance.

Do Not Attempt to re-coat barrier walls if the protective coating has been removed.

Do Not Field modify any EnviroGuard products. (Special circumstances may apply in which written permission is required)

Do Not Remove or Replace any neutralization and absorption Pillows or Soc's with other companies' products as this will void the UL Listing on your system. Ask about our warranty replacement and credit program for Pillow and Soc's by contacting EnviroGuard at 800-206-9984.

Warranty Registration

EnviroGuard provides a Warranty Registration with each product sold. This Warranty Registration Card can be found by visiting EnviroGuard.com. EnviroGuard requires that all products be registered within 90 days of installation for our General Product Limited Warranty Policy to be in effect. Additional incentives are also available for completing the Warranty Registration. Contact EnviroGuard at 800-206-9884 for further details on additional incentives. Register online at Enviroguard.com to complete warranty registration and receive warranty extensions for annual inspections and viewing online the installation care and maintenance course. Warranty credits apply for companies who provide annual visual inspections during battery maintenance routines. See or Annual Site Inspection checklist for the entire battery room to ensure compliance.

FAQ's

What is the "shelf life" of the absorbent and neutralizing pillow?

The EnviroGuard unique absorbent and neutralizing material is blended with ingredients that have an extended shelf life of approximately 10 to 15 years provided battery room conditions are within specifications. To date, our materials have proven to be very effective and are exceeding 15 years.

Can I send Non-Contaminated un-used, end of life or damaged pillows back to EnviroGuard?

Yes! EnviroGuard has developed a Pillow Recycling and Buy-Back Program for Non-Contaminated pillows. Complete the [EnviroGuard Warranty Registration-Existing Systems](#) and EnviroGuard will send a test kit to determine if the product has been contaminated. After the testing process is complete and products are determined to be non-contaminated, an RMA number will be issued for the return. Customers will need to purchase the approved Recycling-Buy Back Boxes and liners that include pre-paid freight back to one of EnviroGuard's Recycling locations. Contact EnviroGuard at 800-206-9884 or email warranty@enviroguard.com for more details or questions.

Can I receive a credit for pillow replacements and or recycling?

Yes! EnviroGuard has developed a Pillow Recycling and Buy-Back Program. **For Pillow Replacements:** an instant prorated credit is issued on the replacement pillows purchased based on the life of the pillows being recycled. **For Recycling Only:** a material Credit is issued for future orders and is also prorated based on the life of the pillow. Contact EnviroGuard at 800-206-9884 for more details or questions.

How do you properly dispose of Pillows and Soc's that have been in contact with sulfuric acid?

Statements by individuals or companies indicating neutralized Pillows and Soc's can be disposed of in the trash are false! In many cases, the "Authorities Having Jurisdiction" (AHJ's) will allow various types of recycling and disposal methods. Call 800-206-9884 for assistance. Absorbent Pillows and Soc's that come in contact with sulfuric acid and other foreign substances must be first be tested and profiled for them to be properly disposed in accordance with Local, State and Federal laws. EnviroGuard and its partners offer programs that will ensure that the testing, profiling, recycling (if applicable) and disposal are completed in a fast and effective manner compliant with all Federal, State and Local regulations. Contact EnviroGuard at 800-206-9884 for details.

How do you order replacement Pillows and Soc's?

Simply call EnviroGuard at 800-206-9884 and we will refer you to the nearest EnviroGuard channel partner in your area. EnviroGuard provides replacement pillow services nationally through our network of sales channel partners and their service groups often at reduce pricing based on your location.