

SERVICE BULLETIN

Subject: Lane Finish Warranty

Date: 4/6/04

Distribution: Resurfacers

Letter No. SB04-1

It has come to our attention that some Resurfacers are having lane finish adhesion issues when sanding and/or recoating wood lanes. These issues include lane finish "fish eyeing", lane finish pulling back from the board lines, and lane finish actually peeling from the lane surface in some severe cases.

These types of problems usually occur when contamination on the wood lane is not properly and effectively removed before the lane finish is applied. Our ongoing research supports this and we have concluded that the most likely contaminant is silicon.

We have commissioned an independent laboratory to analyze lane finish samples removed from some of the bowling centers exhibiting this problem. The independent lab detected silicon presence and identified it as the source of contamination in each of the samples tested. Further studies at two (2) independent labs have documented that certain lane conditioners contain this silicon contaminant. *Please be assured that all Brunswick lane conditioners are 100% silicon-free.*

Based on this research, our Lane Finish warranty policy may be affected.

It is critical that bowling centers follow proper and correct lane maintenance procedures. We believe that if bowling centers maintain their lanes adequately, including thorough, effective, daily cleaning, it is unlikely that a lane finish adhesion issue will exist. We realize that you must continue to support these affected bowling centers with their lane finish needs and we encourage you to do so. In particular, we encourage you to work with these centers to assure that they maintain the proper daily lane maintenance and cleaning requirements throughout the year. Also, we encourage you, the Resurfacers, to thoroughly and effectively clean the lanes prior to your sand and/or recoat job. We recommend cleaning their lanes with Invincible™ lane cleaner (p/n 62-860055-005). Invincible contains a silicon emulsifier that can help minimize these contamination issues. Also, we strongly recommend that you use Invincible lane cleaner prior to any lane finish application.

Brunswick lane finishes are not warranted to perform when applied to contaminated or defective lane surfaces. Properly maintaining lanes and keeping them free of contamination is the responsibility of the proprietor and the Resurfacers.

We thank you for your consideration.

Please contact me with any questions and/or concerns at 231-725-4669 or fax 231-725-4536

Sincerely,



Mike Nousain
Product Manager - Aftermarket Lane Finishes and Supplies