



ARDEX Tile & Stone Installation System

Standard & Extended Warranty

Standard Product Warranty Program
Extended System Warranty Program

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ARDEX Tile & Stone Installation Extended Warranty Program

ARDEX has you covered.

Equally as important to the building owner as the aesthetics of tile being installed is the technical quality of the setting materials and who stands behind them. By selecting setting materials manufactured specifically for long-term performance and durability, you can assure the owner that their installation will have the lasting value expected for a tile or stone installation. But it's one thing to talk about technically advanced performance characteristics and another to back up these claims in writing with a no-nonsense, straightforward installation warranty. The ARDEX Tile & Stone Installation System Warranty Program provides just such a warranty – high quality installation products, fully backed by the manufacturer, that make it faster and easier for contractors to do their best work. The result – the enduring beauty of tile and the peace of mind in knowing that the job was done by the best and is backed by the best.

ARDEX is a proven leader worldwide in specialty cement products dating back more than 50 years. Here in the US, our nearly 30 year track record as the best of the best in Engineered Cement Technology has been replicated in the performance and installation characteristics of each one of our tile and stone setting products. By designing in faster, better and ease of use into our full line of products, it is only natural that we can back each one of them up, and in writing. And we don't mean just for the replacement value of the product used. Let's face it, a warranty for the replacement of a bag of thin set is of little help when a \$20 per square foot installation goes bad. If our setting materials fail to hold your tile in place due to any type of product defect, we will cover all of the costs to repair or replace the damaged area. The length of the covered warranty period is available at two levels:

- Individual Product Warranties for each product when used on its own;
- Extended System Warranties for combinations of products when used as an overall installation system.

Take a moment to review the product offerings on the opposite page. The Individual Warranty column provides the warranty period for each product when used on its own. When certain products are used in combination, such as a setting material and a grout, it is possible to extend the warranty period to five or even ten years!

Our goal is simple: to provide you with materials formulated to perform at the highest levels whether used in combination with other manufacturers' products or together with other ARDEX Tile & Stone Installation Products. No matter what tile or stone material you are setting, you can do so with complete confidence - and offer your customer an extended warranty for the installation. Complete warranty details are provided on the last page of this brochure.

Simple is easy.

All of the products included in the ARDEX Tile & Stone Installation System Warranty Program are installed using traditional tile setting best practices. By keeping things simple, there are no extraordinary or confusing installation steps that can lead to costly errors, the need for rework or callbacks.

Our coverage goes beyond what's in the bag.

We know that having the best products available for every installation is very important, but our commitment to you doesn't end there. This is why we back our complete product line with a service program unmatched in the industry:

- Local technical and sales support
- Full ARDEX Technical Services Department support
- Job-site visits and start-up support
- Intensive, hands-on product training
- Written job-site recommendations
- Formatted architectural specifications
- A network of regional Tile and Stone Installation System Specialists
- Easy access to all product information at www.ardex.com

If you ever have any questions or just want to make sure you are reading something right, the ARDEX Technical Department and your local ARDEX Sales Professional are just a phone call away.

All ARDEX Tile & Stone Installation Products have a one year stand-alone product warranty. However, when used in a system they are also eligible for an extended system warranty period.

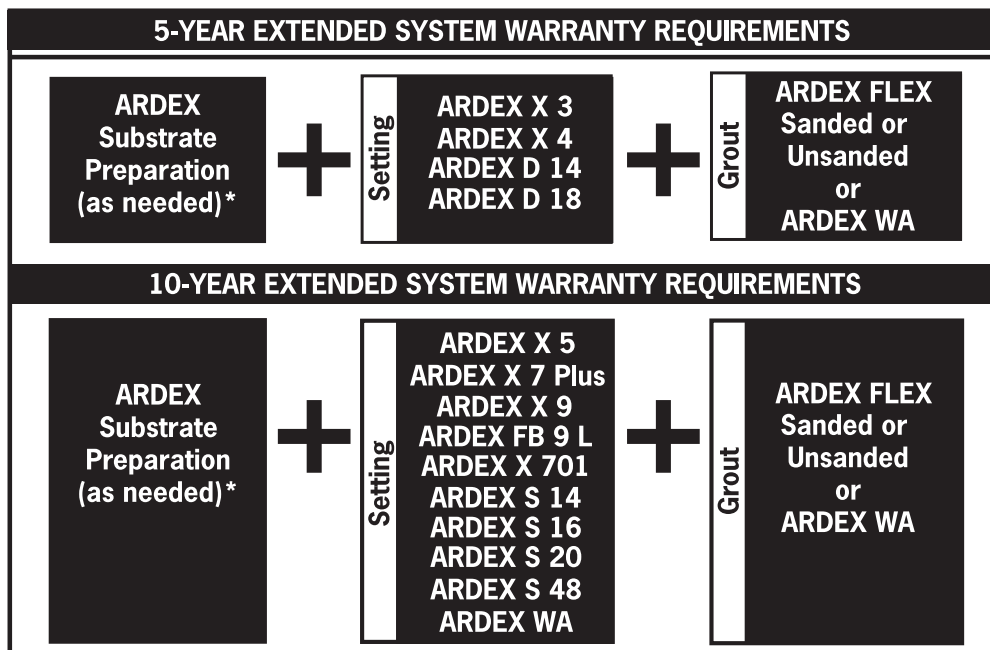
**ARDEX Technical Services Department: 888-512-7339,
or call for your local Sales Professional: 724-203-5000**

All ARDEX Tile & Stone Installation Products have a one year stand-alone product warranty. However, when used in a system they are also eligible for an extended warranty period:

	5 Year System Warranty (See assortment below)	10 Year System Warranty (See assortment below)
Waterproofing	ARDEX S 1-K	ARDEX 8+9
	ARDEX 8+9	
Thinset & Specialty Mortars	ARDEX X 3	ARDEX X 5
	ARDEX X 4	ARDEX X 7 Plus
		ARDEX X 9
		ARDEX FB 9 L
		ARDEX X 701
		ARDEX S 14
		ARDEX S 16
		ARDEX S 20
Tile Adhesives	ARDEX D 14	ARDEX S 48
	ARDEX D 18	ARDEX WA
Grouts	ARDEX Flex Unsanded	ARDEX Flex Unsanded
	ARDEX Flex Sanded	ARDEX Flex Sanded
		ARDEX WA

REQUIREMENTS

To change the individual product warranty period to the extended system warranty period as listed above, simply use the product combinations listed below.



**Warranty Approved
Substrate Preparation
Products:*

ARDEX S 1-K
 ARDEX 8+9
 ARDEX S 2-K
 ARDEX TL 700
 ARDEX TL 1000
 ARDEX TL Wood
 ARDEX TL Patch
 ARDEX AM 100
 & other ARDEX Substrate
 Preparation Products

Warranty

ARDEX guarantees that for the applicable warranty periods as described in this document, beginning with the date of installation:

- The ARDEX setting material will solidly bond the specified tile to the recommended substrate, underlayment or surface under normal usage as stated in the ARDEX Product Literature without defect.
- The ARDEX products covered by this warranty will not break down or lose their strength under normal usage due to a manufacturing or formulation defect.

If a failure due to product defect does occur, ARDEX Engineered Cements will pay material and reasonable labor costs to either repair or replace (at our option) the area of the surface affected by the defective ARDEX product.

In order for this warranty to apply:

- ARDEX Engineered Cements must be notified within the warranty period;
- All components of the floor, subfloor, wall, or other surface must be installed in accordance with the manufacturer's instructions and industry standard practices;
- The ARDEX products must be used only for their stated purpose;
- The ARDEX products installed must be used within their stated shelf life;
- The ARDEX products and tile & stone materials to be installed must be applied in accordance with ARDEX application instructions;
- The tile & stone products used must be compatible with the ARDEX products.
- Exterior tile & stone installations to be covered by this warranty require a written recommendation by the ARDEX Technical Department.

Note: Should the tile, stone or any other material used in the original installation no longer be readily available, ARDEX reserves the right to determine a suitable substitute at its option.

This warranty does not cover:

- Improper or defective installation of the substrate repair material or flooring;
- Sub-floor irregularities;
- Bottom-up staining due to mold, mildew or bacterial growth;
- Natural color variations, color fading due to sunlight, or normal traffic wear;
- Installations that experience excessive moisture and/or alkali;
- Efflorescence;
- Improper maintenance;
- Material and labor costs above or in excess of the original installation cost;
- Competitive materials used as part of the installation system.

The responsibility for warranties and/or performance guarantees for the actual tile or stone rest with the manufacturer of those products and not with ARDEX Engineered Cements. Under this warranty, ARDEX Engineered Cements will not be liable for consequential or incidental damages of any kind. Consequential or incidental damages refer to any loss, expense, or damage beyond the flooring materials and labor covered by this warranty. Contractors are responsible for installing test areas to determine product suitability and compatibility for their intended use.

This warranty is in lieu of all other warranties, expressed, implied or statutory and is strictly limited to its terms and is non-transferable. ARDEX System Warranties override individual product warranties and cannot be combined with other warranty programs. ARDEX Engineered Cements makes no warranty of merchantability or suitability of their products for any particular purpose. PLEASE NOTE: Some states do not allow exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights. You may also have other rights, which vary from state to state.

This Limited Warranty is effective May 31, 2007.