



Tile & Stone Installation Systems

Limited Warranties for Products and Systems

Get MAPEI's Best-Backed™ Warranty in 2 simple steps:

- 1.** From the warranty document, choose the products you will use in your installation. You'll find helpful product information at www.mapei.com.
- 2.** Attach your receipts of purchase to a printout of the warranty that you have chosen, and keep these documents in your files for future reference.



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1-800-42-MAPEI (1-800-426-2734) • www.mapei.com

Product Warranty Length Table for MAPEI's Tile & Stone Installation Systems

Product Category	5-Year Product Warranty	1-Year Product Warranty
Surface Preparation	<i>Mapecem® Premix</i>	<i>4 to 1™, Mapecem, Mapelath™, Topcem™ Premix, Mapecem Quickpatch, Planipatch®, Novoplan® 2, Novoplan Easy, Ultraplan® Easy, Ultraplan 1 Plus, Primer L™, Primer WE™</i>
Waterproofing Products	<i>Mapelastic™ 315 (with Fiberglass Mesh and/or Mapeband™), Mapelastic 400 (with MAPEI's Reinforcing Fabric), Mapelastic HPG (with Fiberglass Mesh and/or Mapeband), Mapelastic AquaDefense (MAPEI's Reinforcing Fabric optional)</i>	
Crack-Isolation and Sound-Reduction Products		<i>Mapeguard™ 2 with MAPEI SM Primer™</i>
Mortars	<i>Planicrete® W, Kerapoxy®, Kerapoxy 410, Granirapid® System, Kerabond/Keralastic™ System, Keraset® with Keraply™, Ultracontact™, Ultracontact RS, Ultraflex™ LFT, Ultraflex LFT Rapid, Ultraflex 3, Ultraflex 2, Ultraflex RS, Ultralite Mortar™, Adesilex™ P10 with Keraply™ (submerged areas)</i>	<i>Glass-Block Mortar, Kerabond™, Keraset, Keraflor™, Ultraflex 1, Adesilex P10, Ker® 111, Ultraflor™</i>
Additives	<i>Keralastic, Keraply</i>	<i>Keracrete</i>
Mastics	<i>Type 1™</i>	<i>Ker 909</i>
Grouts	<i>Kerapoxy IEG, Kerapoxy, Opticolor™, Ultracolor® Plus, Keracolor™ S, Keracolor U</i>	
Miscellaneous	<i>Mapesil™</i>	<i>Keracaulk™ S, Keracaulk U, Grout Refresh™</i>

Note: A "Product Warranty" for the above named products applies to an individual product or product pairing from a single product category. All products shown must be installed according to their Technical Data Sheets.

Residential System Warranty Length Table for MAPEI's Tile & Stone Installation Systems

Product Category	Lifetime Residential System Warranty	15-Year Residential System Warranty	5-Year Residential System Warranty
Surface Preparation	<i>Mapecem® Premix, Mapecem Quickpatch, Planipatch®, Ultraplan® Easy, Ultraplan 1 Plus, Primer L™, Primer WE™</i>	<i>Mapecem, 4 to 1™, Topcem™ Premix, Novoplan® 2, Novoplan Easy</i>	<i>Mapelath™</i>
Waterproofing Products		<i>Mapelastix™ 315 (with Fiberglass Mesh and/or Mapeband), Mapelastix HPG (with Fiberglass Mesh and/or Mapeband), Mapelastix 400 (with MAPEI's Reinforcing Fabric), Mapeband with MAPEI membranes, Mapelastix AquaDefense (MAPEI's Reinforcing Fabric optional)</i>	
Crack-Isolation and Sound-Reduction Products		<i>Mapeguard™ 2 with MAPEI SM Primer™</i>	
Mortars	<i>Granirapid® System, Kerabond/Keralastix™ System, Ultraflex™ 3, Planicrete® W, Kerapoxy®, Kerapoxy 410</i>	<i>Keraset® with Keraply™, Ultraflex LFT, Ultraflex LFT Rapid, Ultraflex 2, Ultracontact™, Ultracontact RS, Ultraflex RS, Ultralite Mortar™, Adesilex™ P10 with Keraply™ (submerged areas)</i>	<i>Glass-Block Mortar, Ultraflex 1, Adesilex P10</i>
Additives	<i>Keralastix™</i>	<i>Keraply</i>	<i>Keracrete™</i>
Mastics		<i>Type 1™</i>	<i>Ker 909</i>
Grouts	<i>Kerapoxy IEG, Kerapoxy, Opticolor™, Ultracolor® Plus</i>	<i>Keracolor™ S, Keracolor U</i>	
Miscellaneous		<i>Mapesil™</i>	<i>Keracaulk™ S, Keracaulk U</i>

Note: A "System Warranty" for the above named products requires using MAPEI products from at least 2 product categories to make up 100% of the layers under the final floor (wear) surface. All products shown must be installed according to their Technical Data Sheets.

Commercial System Warranty Length Table for MAPEI's Tile & Stone Installation Systems

Product Category	15-Year Commercial System Warranty	10-Year Commercial System Warranty
Surface Preparation	<i>Mapecem® Premix, Mapecem Quickpatch, Planipatch®, Ultraplan® Easy, Ultraplan 1 Plus, Primer L™, Primer WE™</i>	<i>Mapecem, 4 to 1™, Topcem™ Premix, Novoplan® 2, Novoplan Easy</i>
Waterproofing Products	<i>Mapelastic™ 315 (with Fiberglass Mesh and/or Mapeband™), Mapelastic 400 (with MAPEI's Reinforcing Fabric), Mapelastic AquaDefense (MAPEI's Reinforcing Fabric optional)</i>	<i>Mapelastic HPG (with Fiberglass Mesh and/or Mapeband)</i>
Crack-Isolation and Sound-Reduction Products		<i>Mapeguard™ 2 with MAPEI SM Primer™</i>
Mortars	<i>Kerapoxy®, Kerapoxy 410, Granirapid® System, Kerabond/Keralastic™ System, Keraset® with Keraply™, Adesilex™ P10 with Keraply (submerged areas), Ultraflex 3, Planicrete® W</i>	<i>Ultracontact™, Ultracontact RS, Ultraflex™ LFT, Ultraflex LFT Rapid, Ultraflex 2, Ultraflex RS, Ultralite Mortar™, Adesilex P10</i>
Additives	<i>Keralastic, Keraply</i>	<i>Keracrete®</i>
Mastics		<i>Type 1™</i>
Grouts	<i>Kerapoxy IEG, Kerapoxy, Opticolor™, Ultracolor® Plus, Keracolor™ S, Keracolor U</i>	
Miscellaneous	<i>Mapesil™</i>	<i>Keracaulk™ S, Keracaulk U</i>

Note: A "System Warranty" for the above named products requires using MAPEI products from at least 2 product categories to make up 100% of the layers under the final floor (wear) surface. All products shown must be installed according to their Technical Data Sheets.

MAPEI's® Tile & Stone Installation Systems: Product and System Limited Warranty

WARRANTY COVERAGE:

MAPEI Corporation ("MAPEI"), subject to the terms and conditions set forth below, warrants that its product or system (as defined below) will be free from manufacturing defects and will not fail under normal usage for the applicable warranty period stated in the warranty length table attached to this warranty ("Warranty Length Table"), when used within its shelf life and in accordance with (1) our technical data sheets and other written instructions, (2) applicable building codes and regulations, and (3) standard industry practices. For purposes of this limited warranty ("warranty"), (a) a "system" is a group of MAPEI products used together in the same job installation that are set forth in the Warranty Length Table; (b) "residential" means a job installation utilizing one or more MAPEI products at a single-family detached dwelling; (c) "commercial" means a job installation utilizing one or more MAPEI products at multi-family residential projects (such as condominiums, cooperatives, apartments, timeshares and mandatory homeowner associations), public places and other commercial establishments; (d) it is the sole responsibility of the installer, general contractor, architect of record or owner, as a condition of warranty coverage, to first determine the suitability and compatibility of our product or system for the user's intended use; and (e) for any MAPEI system having a lifetime warranty period, a "lifetime" means for so long as the job installation remains unchanged by the original owner.

PRODUCTS OR SYSTEMS OF PRODUCTS COVERED BY THIS WARRANTY:

Please refer to the Warranty Length Table that is attached to this warranty.

EXCLUSIONS FROM WARRANTY COVERAGE:

The following are specifically excluded from coverage under this warranty: structural failure, inadequate subflooring, or improper subfloor preparation; damages caused by Acts of God, including, but not limited to hurricane, flooding, earthquake or other types of natural disaster, or as a result of unforeseen circumstances; acts of negligence, or product misuse or abuse; failure to comply with our technical data sheets and other written instructions, applicable building codes and regulations, and standard industry practices; variations of color, shade or texture from those shown on samples, product packaging or any other marketing materials; changes in color due to exposure to sunlight and age; subfloor moisture or water damage; normal wear and tear resulting from usage; efflorescence and shading inherent in all cementitious products; and cracking due to structural movement, excessive deflection or other failure of the substrate.

YOUR LEGAL RIGHTS:

This constitutes your entire express warranty for the product or system purchased. To the extent permitted by law, all other warranties, whether express or implied, including, but not limited to the implied warranties of **MERCHANTABILITY** and **FITNESS FOR A PARTICULAR PURPOSE** are EXCLUDED. ANY IMPLIED WARRANTIES ARISING BY OPERATION OF LAW ARE LIMITED IN DURATION TO THE TERM OF THIS WARRANTY, BUT SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. No implied warranty can be modified by any course of dealing, course of performance or usage of trade. This warranty gives you specific legal rights and you may also have other rights which vary from state to state. This warranty: (a) shall commence on the date of purchase of our product or system and shall end as specified in the Warranty Length Table; (b) is limited to the original purchaser and is nontransferable; (c) replaces all previous warranties; and (d) applies only to purchases and installations within the United States on or after January 1, 2011.

FILING A CLAIM:

To file a claim under this warranty, you must contact us, in writing, within fifteen (15) calendar days of the discovery of the alleged manufacturing defect in our product or system, at MAPEI Corporation, Attn: Technical Services Department, 1144 East Newport Center Drive, Deerfield Beach, Florida 33442. Proof of purchase must be submitted with any notice of claim. We have the right to physically inspect an installation site and obtain samples from that job installation and of our product or system used in that installation before we determine the validity of your claim. Your claim must be received and evaluated by us before any repair or replacement work is performed; otherwise, this warranty will be null and void. For additional information regarding our warranty policy, please refer to our website at www.mapei.com.

YOUR EXCLUSIVE REMEDY:

If our product or system is proven defective within the applicable warranty period shown in the Warranty Length Table, then for a product-only purchase, you will receive, as your sole remedy, MAPEI replacement product for only that specific portion of the original installation requiring replacement; and for system purchases, you will receive, as your sole remedy, MAPEI replacement product and reimbursement of your reasonable and substantiated costs and labor for only that specific portion of the original installation requiring replacement.