# 25 Year System Warranty

(United States and Canada)

**APPLICATION** | **PRODUCTS**
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Underlayment | NTX® LEVEL PLUS  
SUPERCAP® SC 500 Plus
Primer | NTX PRIMER  
SUPERCAP® Primer Plus  
PRIME-N-BOND™
Floor Warming* | STRATA_HEAT™ Wire  
STRATA_HEAT™ Thermal Packs  
1/8-1”XL with STRATA_HEAT™ Thermal Packs
Vapor Reduction | Vapor Bar™ Primer Kit  
NXT Vapor Reduction Coating  
SUPERCAP® Moisture Vapor Control
Waterproofing/ Anti-Fracture | HYDRO-BAN®  
9235 Waterproofing Membrane
Waterproofing | HYDRO-BAN® Sheet Membrane  
LATAPoxy®® Waterproof Flashing Mortar  
HYDRO-BAN® Quick Cure  
HYDRO-BAN® Cementitious Waterproofing Membrane
External Veneer Waterproofing/ Anti-Fracture | MVIS™® Air & Water Barrier
Shower System | HYDRO-BAN® Pre-Stopped Shower Pan (and applicable accessories)  
HYDRO-BAN® Liner Pre-Stopped Shower Pan (and applicable accessories)  
HYDRO-BAN® Linear Drain  
HYDRO-BAN® Bonding Flange Drain  
HYDRO-BAN® Drain Cover  
HYDRO-BAN® Board  
HYDRO-BAN® Board Tab Washer  
4XL-T™
Sound Control/ Anti-Fracture | 125 Tie-Max  
125 Sound & Crack Adhesive  
170 Sound & Crack Isolation Mat  
Fraction Bar™  
Fraction Bar 90  
Fraction Bar Primer
Plaza & Deck | Plaza and Deck System
Uncoupling | STRATA_MAT™  
STRATA MAT XT
Thin Bed Method | 3701 Fortified Mortar Bed  
MVIS Premium Mortar Bed  
Quick Cure Mortar Bed
Sloppy Bond Coat | 257 Titanium  
254 Platinum
Thin Bed / Adhesive Method | LATAPOXY®  
LATAPoxy BOGREEN™  
Glass Tile Adhesive
MVIS Hi-Bond Veneer Mortar (regular or rapid version)  
MVIS Veneer Mortar  
MVIS Thin Brick Mortar  
MVIS Lightweight Mortar
Large, Heavy Tile Method | MULTIMAX™® Ultra  
MULTIMAX™® TRI-LITE™
Spot Bonding | LATAPOXY® 310 Stone Adhesive - Standard and Rapid Grade
Grouting / Pointing | SPECULAROCK®® PRO Premium Grout (non-industrial applications)  
United States Patent No.: 6681768 (and other Patents)  
SPECULAROCK®® PRO Grout (non-industrial applications)  
United States Patent No.: 6681768 (and other Patents)  
PERMACOLOR®® Grout  
United States Patent No.: 6,784,229 (and other Patents)  
PERMACOLOR®® Select  
United States Patent No.: 6,784,229 (and other Patents)  
MVIS Premium Pointing Mortar  
MVIS Pointing Mortar
Sealant | LATASEAL™  
LATASEAL 9118 Primer

† Use of suitable flexible sealant is required per Tile Council of North America Detail EU171 for use in expansion joints, coves, corners, changes in plane and other joints or wherever tile or stone abuts dissimilar materials or restraining surfaces.  
4XL-T for use to install HYDRO-BAN® Pre-Stopped Shower Pans to substrate only.  
A Floor Warming Thermostat and STRATA_HEAT™ Thermostat sold by LATICRETE International, Inc., warrants parts and materials for one (1) year from the date of purchase. The sole remedy for the Floor Warming Thermostats and STRATA_HEAT™ Thermostats is product replacement (see DS 200.13 for full details on the LATICRETE® Product Warranty).  
4XL-T with STRATA_HEAT Thermal Packs when used as a large & heavy tile adhesive mortar.

## LIMITED WARRANTY

Subject to the conditions and limitations stated below, LATICRETE INTERNATIONAL, INC. ("LATICRETE") warrants that the products listed on this document will be free from manufacturing defects and will not break down or deteriorate under normal usage for a period of twenty-five (25) years from the date of purchase when installed in accordance with the written specifications of LATICRETE and industry standard guidelines. For this limited warranty to apply, the applications that comprise the installation must be performed with the products listed in this document for each application (refer to chart). Please refer to individual product data sheets for specific guidelines. Notwithstanding the previous paragraph, exterior facades with ceramic tile, stone, adhered masonry veneer, or thin brick installed over substrates with steel or wood framing do not qualify for this limited warranty—see Data Sheet 230.15 for such applications. Notwithstanding the previous paragraph, ceramic tile, stone or quarry/stacking house tile installed in commercial and industrial kitchens do not qualify for this limited warranty—see Data Sheet 230.10G for such applications.

## DISCLAIMER

THIS LIMITED WARRANTY IS GIVEN IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED. THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES BASED ON SAMPLES OR ORAL STATEMENTS, WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE OF THIS DOCUMENT. IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE ARE EXCLUDED.

## EXCLUSIVE REMEDY

The sole and exclusive remedy for a breach of this limited warranty is replacement of only the specific portion of the installation that is proven to be defective**. LATICRETE will pay for replacement of its own products and replacement of finishing materials, as well as for labor for the replacement installation, but LATICRETE will not pay more, calculated on a square-foot (square-meter) basis, for the replacement than the original purchase price of the portion being replaced. LATICRETE will not pay for replacement of any portion of the installation that is not proven to be defective.

In the event that the sole and exclusive remedy described above fails of its essential purpose, the liability of LATICRETE is limited to the monetary value, on a square-foot (square-meter) basis, of the original purchase price of the portion being replaced.

**NOTE: Efflorescence is a normal condition of portland cement mortars and is not a defective condition.

## EXCLUSIONS

LATICRETE is not responsible for workmanship not in accordance with the instructions of LATICRETE and industry standard guidelines. Cracking due to structural movement, excessive deflection or other failure in the substrate is also not covered.

LATICRETE is NOT LIABLE FOR ANY INCIDENTAL DAMAGES OR CONSEQUENTIAL DAMAGES, INCLUDING LOSSES DUE TO DELAYS, INCURRED BY THE PURCHASER OR ANY OTHER PARTY.

## NO ASSIGNMENT

This limited warranty is not transferable or assignable.

## HOW TO MAKE A CLAIM

To make a claim under this limited warranty, you must notify LATICRETE in writing within thirty (30) days of the discovery of the alleged manufacturing defect. At the option of LATICRETE, you may be required, as a condition of this limited warranty, to provide proof of product purchase and use.  
**Address your claim to:**  
LATICRETE International, Inc.  
1 LATICRETE Park North  
Bethany, CT 06524-3423 USA  
Attn.: Technical Services Department

## TECHNICAL INFORMATION

Technical assistance and information is available by calling the LATICRETE Technical Services Department.

**Telephone:** +1.203.393.0010, ext. 1225  
**Fax:** +1.203.393.1948

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