



# 5 Year System Warranty (United States and Canada)

DS-230.05-0720

**Globally Proven  
Construction Solutions**

APPLICATION	PRODUCTS
Underlayment	NXT® LEVEL SUPERCAP® SC500 SUPERCAP SC500 LW
Primer	NXT PRIMER SUPERCAP Primer Plus PRIME-N-BOND™
Floor Warming <sup>^</sup>	Floor Heat Mat (Mat Only) Floor Heat Wire (Wire Only) STRATA_HEAT™ Wire
Vapor Reduction	VAPOR BAN™ Primer ER NXT Vapor Reduction Coating SUPERCAP Moisture Vapor Control
Waterproofing	LATAPOXY® Waterproof Flashing Mortar
Waterproofing / Anti-Fracture	HYDRO BARRIER™
Sound Control	170.3 OR 170.5 Sound & Crack Isolation Mat
Anti-Fracture	FRACTURE BAN™ SC
Uncoupling	STRATA_MAT™ STRATA_MAT™ XT
Thick Bed Method	209 Floor Mud
Large and Heavy Tile Method	LHT™ LHT Plus
Slurry Bond Coat	254 Platinum
Thin Bed Method	LATICRETE® SELECT-BOND™ (no kits) 252 Silver 333 Flexible Additive mixed with 317
Grouting	PERMACOLOR® Grout PERMACOLOR Select
Sealant†	LATASIL™ LATASIL 9118 Primer

† Use of suitable flexible sealant is required per Tile Council of North America Detail EJ171 for use in expansion joints, coves, corners, changes in plane and other joints or wherever tile or stone abuts dissimilar materials or restraining surfaces. \* Available in markets outside of the United States of America and Canada.

<sup>^</sup> 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 230.13 for full details on the LATICRETE® Product Warranty).

## 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 five (5) 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). This warranty excludes submerged, industrial and exterior applications. Please refer to individual product data sheets for specific guidelines. Notwithstanding the previous paragraphs, 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 DS 230.15 and 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 Line:

Toll Free: 1.800.243.4788, ext. 1235  
Telephone: +1.203.393.0010, ext. 1235  
Fax: +1.203.393.1948  
Web: [www.laticrete.com](http://www.laticrete.com)

## LATICRETE International, Inc.

One LATICRETE Park North, Bethany, CT 06524-3423 USA ■ 1.800.243.4788 ■ +1.203.393.0010 ■ [www.laticrete.com](http://www.laticrete.com)  
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