10 Year System Warranty  
(United States and Canada)  

**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

**APPLICATION**

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<tr>
<th>PRODUCTS</th>
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<tr>
<td>Underlaymont</td>
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<tr>
<td>NTY LEVEL</td>
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<td>SUPERCAP SC550</td>
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<td>SUPERCAP SC550 LW</td>
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<td>Primer</td>
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<td>NTY PRIMER</td>
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<td>SUPERCAP Primer Plus</td>
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<td>PRIME-N-BOND™</td>
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<td>(and applicable accessories)</td>
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<td>209 Floor Mud mixed with 3701 Admix</td>
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<td>LATASEAL 9118 Primer</td>
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† 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 thin brick is applied to flexing surfaces.

‡ When used to install HYDRO BAN® Pre-Sloped Shower Pan to subfloor only.

* 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).