10 Year System Limited Warranty
(United States and Canada)

DS-230.10-1120

LATICRETE INTERNATIONAL, INC. (“LATICRETE”) warrants that the LATICRETE® products listed on this document (“Products”) will be free from manufacturing defects and will not break down or deteriorate under normal usage when installed in accordance with the written specifications of LATICRETE and industry standard guidelines. For this Limited Warranty to apply, all of the applications that comprise the installation must be performed in accordance with the written specifications of LATICRETE and industry standard guidelines. For this Limited Warranty to apply, all of the applications that comprise the installation must be performed in accordance with the written specifications of LATICRETE and industry standard guidelines.

LATICRETE extends this Limited Warranty only to the original purchaser of the Product (“you”) and only for the duration of the Warranty Period. This Limited Warranty is not transferable or assignable. It does not extend to any subsequent owner or other transferee of the Product, and therefore there shall be no third party beneficiary to this Limited Warranty. If you purchased your Product from LATICRETE, you may obtain coverage under this Limited Warranty. AS TO ALL OTHERS, LATICRETE MAKES NO AND HEREBY DISCLAIMS ALL REPRESENTATIONS, WARRANTIES, COVENANTS, AND CONDITIONS OF ANY KIND, EXPRESS OR IMPLIED, ARISING FROM OR RELATING TO THE PRODUCTS, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT, WHETHER ARISING FROM STATUTE, COMMON LAW, CUSTOM OR OTHERWISE.

WARRANTY PERIOD
This Limited Warranty starts on the date of your purchase of the Product and lasts for ten (10) years (the “Warranty Period”). The Warranty Period is not extended if LATICRETE repairs or replaces your Product. LATICRETE may change the availability of this Limited Warranty at its discretion, but any changes will not be retroactive.

DISCLAIMER
FOR COMMERCIAL CUSTOMERS (INCLUDING SMALL, MEDIUM, AND LARGE BUSINESSES, PROFESSIONAL INSTALLERS, AND GOVERNMENT AND PUBLIC SECTOR CUSTOMERS) AND RESELLERS: This paragraph only applies to you if you purchase Products from LATICRETE for resale or for commercial or professional purposes. LATICRETE’S RESPONSIBILITY FOR DEFECTS IN MANUFACTURING OR FOR A PRODUCT’S BREAK DOWN OR DETERIORATION UNDER NORMAL USE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS LIMITED WARRANTY. EXCEPT FOR THE LIMITED WARRANTY EXPRESSLY STATED ABOVE FOR LATICRETE PRODUCTS, LATICRETE PROVIDES NO WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY WARRANTY OR CONDITION (1) OF MERCHANTABILITY, MERCHANTABLE QUALITY, FITNESS FOR A PARTICULAR PURPOSE, PERFORMANCE, SUITABILITY OR NONINFRINGEMENT; (2) RELATING TO ANY THIRD-PARTY PRODUCT; OR (3) REGARDING THE RESULTS TO BE OBTAINED FROM THE PRODUCT. LATICRETE EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY.

FOR CONSUMERS: This paragraph applies only to you if you purchase Products from LATICRETE that are normally used for personal, family or household purposes other than for resale, or for commercial or professional use. THIS LIMITED WARRANTY GIVES

NO ASSIGNMENT; SCOPE OF COVERAGE

APPLICATION
PRODUCTS

Underlayment
NX™ LEVEL
SUPERCAP® SC500
SUPERCAP® SC500 LW

Primer
NX PRIMER
SUPERCAP Primer Plus
PRIME-N-BOND™

Floor Warming
STRA MEM™ Wire
STRA HEAT™ Thermal Packs

Vapor Reduction
VAPOR BAN® Primer 707
VAPOR BAN® Primer 710
VAPOR BAN® Primer 695
STRA HEAT™ Primer EM

Waterproofing/Anti-Fracture
HYDRO BAN® 9235 Waterproofing Membrane

Waterproofing
HYDRO BAN® Sheet Membrane
LATAPoxy® Waterproof Flashing Mortar

Shower System
HYDRO BAN® Pre-Flushed Shower Pan (and applicable accessories)
HYDRO BAN® Linear Pre-Flushed Shower Pan (and applicable accessories)
HYDRO BAN® Decorative Drain (and applicable accessories)
HYDRO BAN® Bonding Flange Drain (and applicable accessories)
HYDRO BAN® Board (and applicable accessories)

Sound Control/Anti-Fracture
170.3 OR 170.5 Sound & Crack Isolation Mat
125 TRI MAX®

Uncoupling
STRA TAT™
STRA TAT Thứ

Thick Bed Method
209 Floor Mud mixed with 3701 Mortar Admix

Slurry Bond Coat
254 Platinum
257 TITANIUM™

Thin Bed Method
293 Gold (regular or rapid version)
4-XLT (regular or rapid version)
LATICRETE® SELECT-BOND™ (= Non Sag OR Rapid Kit)

Large, Heavy Tile Method
4-XLT (regular or rapid version)

Glueing
SPECTROLOCK® PRO Premium Grout
SPECTROLOCK® PRO Grout
SPECTROLOCK 1
PERMACOLOR® Grout
PERMACOLOR Select

Sealant
LATASIL®
LATASIL 9118 Primer

† Use of suitable flexible sealant is required per Tile Council of North America Detial 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.
‡ When used to install HYDRO BAN® Pre-Flushed Shower Pan to subfloor only.
§ Floor Warming Thermostat and STRATA HEAT™ Thermostat sold by LATICRETE 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 Data Sheet 230.13 for full details on the LATICRETE Product Limited Warranty).

LIMITED WARRANTY
Subject to the conditions and limitations stated in this limited warranty statement (this “Limited Warranty”), LATICRETE INTERNATIONAL, INC. (“LATICRETE”) warrants that the LATICRETE® products listed on this document (“Products”) will be free from manufacturing defects and will not break down or deteriorate under normal usage when installed in accordance with the written specifications of LATICRETE and industry standard guidelines. For this Limited Warranty to apply, all of the applications that comprise the installation must be performed exclusively with one or more of the Products listed in this document for each application (refer to chart above). This Limited Warranty can also be found online at https://laticrete.com/en/support-and-downloads/product-support/warranties.

LATACRETE’S responsibility for defective Products is limited to repair or replacement as described below in this Limited Warranty.

DISCLAIMER
YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE. LATICRETE’S RESPONSIBILITY FOR DEFECTS IN MANUFACTURING OR FOR A PRODUCT’S BREAK DOWN OR DETERIORATION UNDER NORMAL USE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS LIMITED WARRANTY. LATICRETE LIMITS THE DURATION AND REMEDIES OF ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE DURATION OF THE WARRANTY PERIOD. NO WARRANTIES OR CONDITIONS, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE WARRANTY PERIOD HAS EXPIRED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

LIMITATION OF LIABILITY

THE REMEDIES DESCRIBED BELOW IN THE “EXCLUSIVE REMEDY” SECTION BELOW ARE YOUR SOLE AND EXCLUSIVE REMEDIES, AND LATICRETE’S ENTIRE LIABILITY, FOR ANY BREACH OF THIS LIMITED WARRANTY. LATICRETE’S LIABILITY SHALL, UNDER NO CIRCUMSTANCES, EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT, NOR SHALL LATICRETE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

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, provided that LATICRETE will not pay more for the replacement than the original purchase price of the portion being replaced as calculated on a square-foot (or, if applicable, square-meter) basis. 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 (or, if applicable, square-meter) basis, of the original purchase price of the portion being replaced.

EXCLUSIONS

This Limited Warranty does not cover any damage due to (a) transportation; (b) storage; (c) improper use; (d) failure to follow LATICRETE’s Product instructions and industry standard guidelines; (e) modifications; (f) unauthorized repair; (g) normal wear and tear; or (h) external causes such as accidents, abuse, or other actions beyond LATICRETE’s reasonable control, including cracking due to structural movement, excessive deflection or other failure in the substrate. This Limited Warranty excludes any Products used in any submerged and industrial applications. Please refer to individual product data sheets available at https://laticrete.com/en/support-and-downloads/product-support/data-sheets for specific guidelines. This Limited Warranty also excludes any Products used in any exterior facades with ceramic tile, stone, adhered masonry veneer, or thin brick installed over substrates with steel or wood framing - see Data Sheet 230.15 for such applications. This Limited Warranty does not apply to the Floor Warming Thermostat and STRATA_HEAT™ Thermostat sold by LATICRETE – please see Data Sheet 230.13 for full details on the LATICRETE warranty terms that apply to these products.

**Note:** Efflorescence is a normal condition of Portland cement mortars and is not a defective condition.

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

SEVERABILITY

If any portion of this Limited Warranty is held to be illegal or unenforceable, such partial illegality or unenforceability shall not affect the enforceability of the remainder of the Limited Warranty.

TECHNICAL INFORMATION

Technical assistance and information are 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

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