



MAPEI's Tile & Stone Installation Systems

Residential System
Lifetime Warranty

FLOOR & DECOR

WARRANTY COVERAGE:

MAPEI Corporation ("MAPEI"), subject to the terms and conditions set forth below, warrants that our products will be free from manufacturing defects and will not fail under normal usage for the applicable warranty period stated in this lifetime warranty ("warranty"), when the products purchased are used within their life and according to (a) the technical data sheets and other written materials issued by MAPEI for the products (collectively, the "Product Literature") which are in effect at the time of the installation and (b) governmental regulations and codes, and standard industry practices. For purposes of this warranty, "residential" means a job installation utilizing one or more MAPEI products at a single-family detached dwelling; and excludes 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. **THE TERM "LIFETIME" MEANS FOR SO LONG AS THE JOB INSTALLATION REMAINS UNCHANGED BY THE ORIGINAL OWNER.**

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 disasters, or as a result of unforeseen circumstances; acts of negligence, or product misuse or abuse; failure to comply with our Product Literature, 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, including but not limited to substrate failures caused by Alkali Silica Reaction (ASR) or Near Surface Alkali Reaction (NSAR). It is expressly understood that your purchase of our products acknowledges that MAPEI is not responsible or liable under any circumstances for determining the suitability or compatibility of our products for the user's intended purpose. This Lifetime Warranty excludes submerged applications.

YOUR LEGAL RIGHTS:

This constitutes your entire express warranty for the products 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. MAPEI WILL NOT PAY OR BE LIABLE UNDER ANY CIRCUMSTANCES FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL OR EXEMPLARY DAMAGES, OR FOR LOST PROFITS OR BUSINESS INTERRUPTION LOSS. YET, SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY

LASTS, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION 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. **NO REPRESENTATION, PROMISE, AFFIRMATION OR STATEMENT BY ANY EMPLOYEE OR AGENT OF MAPEI WILL BE ENFORCEABLE AGAINST MAPEI UNLESS IT IS SPECIFICALLY INCLUDED IN THIS WARRANTY.** This warranty: (a) shall commence on the date of purchase of our products and shall end as specified in this warranty; (b) is limited to the original purchaser and is nontransferable; and (c) applies only to purchases and installations of the products within the United States on or after November 18, 2020.

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 products, 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, without any obligation, to physically inspect, perform testing, and obtain samples at the site where the warranty claim occurred, or to engage an independent third party for those services before we determine the validity of your claim. In order to perform (or have performed) the services described in the prior sentence, the owner of the site consents to total access for such services and agrees to pay for those services and all related costs of MAPEI if the claim is invalid under this warranty. Your claim must be received and evaluated by us before any repair work is performed; otherwise, this warranty will be null and void.

YOUR EXCLUSIVE REMEDY:

If a MAPEI product is actually used in the installation and the product is proven defective within the applicable warranty period stated in this warranty, you will receive, as your sole remedy, a MAPEI replacement product for only that specific portion of the original installation requiring replacement. If a MAPEI approved "system" of products is actually used in this project and any of those products are proven defective within the warranty time period, you will receive, as your sole remedy, MAPEI replacement products and reimbursement of your reasonable and substantiated material and labor costs for only that specific portion of the original installation requiring replacement, including flooring, not to exceed per square-foot cost of original installation.

All products shown must be installed according to their Technical Data Sheets.

Technical Services Product Support
1-800-992-6273

FLOOR & DECOR



Select a qualifying grouping of eligible surface-preparation, tile-setting and grouting products, and MAPEI will warrant the entire tile installation for life.

To be eligible, at least one product from each group must be used and a warranty registration must be made within 90 days of purchase. Receipt required.

Visit www.mapei.warrantyregistration.us/fd/ to submit your warranty.

Surface Preparation

One solution from this category must be used.



Mapelastico® AquaDefense

Premixed, advanced liquid-rubber, extremely quick-drying waterproofing and crack-isolation membrane

- Great for installations under tile or stone in residential, commercial and industrial environments



Mapelastico® CI

Premixed, liquid-rubber, quick-drying crack-isolation membrane

- Provides up to 1/8" (3 mm) of in-plane crack isolation and dries in about 30-50 minutes
- Ready to receive most MAPEI polymer-modified or epoxy mortars
- For residential and commercial interior and exterior floors



Mapesonic™ 2 with MAPEI SM Primer™

Lightweight, load-bearing, fabric-reinforced "peel-and-stick" sound-reduction and crack-isolation membrane

- Reduces transmission of impact sound and airborne sound through floors when installed under ceramic tile, stone, vinyl and wood floor coverings
- Helps to prevent existing or future in-plane floor cracks from transmitting through grout, ceramic tile and natural-stone assemblies



Novoplan® Easy Plus with Primer T™

- High-strength, self-leveling underlayment
- Designed for use over concrete and plywood subfloors



Ultraplan® 1 Plus with Primer T™

High-performance, quick-setting, self-leveling underlayment

- Able to withstand light foot traffic after 2 to 3 hours and vehicular rubber-wheel traffic after 3 days

Tile-Setting

One solution from this category must be used.



Ultraflex™ LFT™

Best-in-class, non-sag, polymer-modified, large-and-heavy-tile mortar specially designed for large-format tile and stone

- Designed for use with all sizes of tile and stone on floor and wall applications
- For residential and commercial interior and exterior use



MAPEI Ultralite™ Mortar

Premium, lightweight mortar with polymer for large and heavy tile

- Non-sag formula for large and heavy tile and stone
- Nonslump for large and heavy tile and stone in floor applications
- 25-lb. (11.3-kg) bag provides the same coverage as a 50-lb. (22.7-kg) bag of a standard polymer-modified mortar
- For interior/exterior installations on floors and walls



Keraflex™ Super

Premium, extra smooth, large-and-heavy-tile mortar with polymer

- Highly resistant to extreme freeze/thaw conditions
- Non-sag/nonslump formula for large-format and heavy tile/stone in wall and floor applications
- Approved for interior/exterior water immersion applications



Kerapoxy® 410

Heavy-duty epoxy mortar

- Suited for moisture- and color-sensitive stones
- Ideal for commercial settings where strength and chemical resistance are needed



Adesilex™ P10 with Keraply®

Premium glass tile mortar with polymer

- Premium bright white
- Designed specifically for glass tile and translucent natural-stone applications
- Enhances bond strength, flexural strength and freeze/thaw durability

Caulking

(optional)

Mapesil™ T

Sealant for heavy traffic and expansion/movement joints

- Formulated to a low sheen to match the gloss of grout joints
- 100%-silicone for use in interior, exterior, wet and dry installations



Grouting

One solution from this category must be used.



Ultracolor® Plus FA

"All-in-one" grout replacement for sanded and unsanded grouts

- Ultra premium, fine-aggregate, fast-setting, polymer-modified, color-consistent, nonshrinking and efflorescence-free
- For joint widths from 1/16" to 3/4" (1.5 to 19 mm)
- No sealer required



Ultracolor® Plus Max

High-performance, rapid-setting grout with maximized color depth and consistency

- Ultra premium, fine-aggregate, fast-setting, polymer-modified, nonshrinking and efflorescence-free
- Incorporates DropEffect technology to repel water, dirt and grime from penetrating grout joints
- Formulated with pre-consumer recycled raw materials and meets ANSI A138.1 for Green Squared certification
- The darkest black and whitest white colors available due to maximized color depth and consistency



MAPEI Flexcolor® CQ

Ready-to-use grout with color-coated quartz for consistent color

- Never needs sealing
- Installs 3 times faster than cement grout
- Superior crack protection
- No efflorescence
- Can be used in interior, exterior, residential and commercial applications



MAPEI Flexcolor® 3D

Ready-to-use, translucent grout

- Dual ability to reflect and refract light, allowing grout to transition in color
- Perfectly complements any color of glass tile



Kerapoxy® CQ

Improved, two-component, 100%-solids epoxy grout and mortar

- Non-sagging/nonslumping in joints up to 3/8" (10 mm) in width
- Excellent for countertops, high-traffic areas, and areas needing stain and chemical resistance
- Easy to apply and will clean with water to the original color