

# **Mapeheat™**

## **Floor-Heating Products**

25-Year Product Limited Warranty

**MAPEI's Best-Backed<sup>SM</sup> Warranty Program**

---



1-800-42-MAPEI (1-800-426-2734)  
[www.mapei.us](http://www.mapei.us)



A “Product Warranty” for the following named products applies to an individual product or product pairing from a single product category.

An online warranty registration form must be completed at [www.mapeheatwarranties.com](http://www.mapeheatwarranties.com) within thirty (30) days from the date of installation and kept by the owner of the building, together with a copy of testing logs, relevant invoice or proof of purchase, and photographs showing the product(s) in their entirety after installation but before covering with flooring materials.

Print this warranty, check the box of each product purchased and keep with project documents.

<p><b>Membranes</b></p> <ul style="list-style-type: none"><li>▶ <i>Mapeheat Mat</i></li><li>▶ <i>Mapeheat Membrane</i></li><li>▶ <i>Mapeheat Mesh</i></li></ul>	<p><b>Electric Heating Cable</b></p> <ul style="list-style-type: none"><li>▶ <i>Mapeheat Cable</i></li></ul>	
---	--	--

## 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 limited warranty ("warranty"), when the products purchased are used according to (a) the technical data sheets, installation instructions 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.

## EXCLUSIONS FROM WARRANTY COVERAGE:

Mapeheat floor-heating systems where electrical components were connected or tested by an unlicensed or otherwise unqualified electrician are excluded from coverage under this warranty. Mapeheat thermostats are specifically excluded from coverage under this Limited Warranty, as thermostats are limited and subject to MAPEI's 3-Year Limited Warranty. Non-residential commercial projects and public place projects are excluded, unless written pre-approval on a case-by-case basis was obtained by MAPEI's director of technical services. In addition, the following are specifically excluded from coverage under this warranty: exterior applications, submerged applications, applications involving glass tiles, resin-backed tiles, largeformat tiles less than 5.5 mm in thickness, and/ or moisture-sensitive stones. Also excluded are 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; water damage; normal wear and tear resulting from usage; 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.

## 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. 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 express or 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 installation 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 February 2, 2021.

## 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. For the most up-to-date information regarding our warranty program and policy, please refer to our website at [www.mapeheatwarranties.com](http://www.mapeheatwarranties.com).

## YOUR EXCLUSIVE REMEDY:

If your claim is valid under this warranty and our product is proven defective within the respective warranty period stated in this warranty, you will receive, as your sole remedy and at MAPEI's own option: (a) replacement product for only that specific portion of the original installation requiring replacement, or (b) payment of an amount for the purchased price of the original product proven to be defective. If the installation was done by a MAPEI or nVent NUHEAT Certified Pro installer, MAPEI will undertake to restore the floor to its original state or, if not possible, to an equivalent standard, at no cost to the Buyer.

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

**Technical Services Support Center**  
**1-800-992-6273**