

# ***Mapeheat***<sup>™</sup> **Floor-Heating System** System Limited Lifetime Warranty

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

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



This System Warranty applies only where MAPEI products named in this document are used for each application listed in the design specification.

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 *Mapeheat* products in their entirety after installation but before being covered by flooring materials.

\* *Note: Testing logs must include the results of the insulation and resistance verification tests carried out before, during and after Mapeheat Cable was installed.*

<p><b>Floor Heating</b></p> <ul style="list-style-type: none"> <li>▶ Mapeheat Cable</li> <li>▶ Mapeheat Membrane</li> </ul>	<p><b>Surface-Preparation Products</b></p> <ul style="list-style-type: none"> <li>▶ 4 to 1™ Mud Bed Mix with Planicrete<sup>®</sup> AC</li> <li>▶ ECO Prim Grip™</li> <li>▶ Mapecem<sup>®</sup> Premix</li> <li>▶ Mapecem Quickpatch</li> <li>▶ Mapeguard ST</li> <li>▶ Mapeguard UM</li> <li>▶ Modified Mortar Bed</li> <li>▶ Planipatch<sup>®</sup></li> <li>▶ Planipatch Plus<sup>®</sup></li> <li>▶ Planislope™ RS</li> <li>▶ Planitop<sup>®</sup> 330 Fast</li> </ul>	<p><b>Self-Leveling Underlayments and Primers</b></p> <ul style="list-style-type: none"> <li>▶ ECO Prim Grip</li> <li>▶ Mapelath™</li> <li>▶ Novoplan<sup>®</sup> 2 Plus</li> <li>▶ Novoplan DPL</li> <li>▶ Novoplan Easy Plus</li> <li>▶ Novoplan HFL</li> <li>▶ Novoplan SP</li> <li>▶ Planitex™ SL</li> <li>▶ Planitex SLF</li> <li>▶ Polyplan™ RSL</li> <li>▶ Primer CE™</li> <li>▶ Primer E™</li> <li>▶ Primer L™</li> <li>▶ Primer T™</li> <li>▶ Primer WE™</li> <li>▶ Primer X™</li> <li>▶ Ultraplan<sup>®</sup> 1 Plus</li> <li>▶ Ultraplan Easy</li> <li>▶ Ultraplan Extreme 2</li> <li>▶ Ultraplan Lite</li> <li>▶ Ultraplan LSC</li> <li>▶ Ultraplan M20 Plus</li> <li>▶ Ultraplan QuickTraffic</li> </ul>
<p><b>Waterproofing</b></p> <ul style="list-style-type: none"> <li>▶ Mapeguard<sup>®</sup> Combo Pack</li> <li>▶ Mapeguard PC</li> <li>▶ Mapeguard PIC</li> <li>▶ Mapeguard POC</li> <li>▶ Mapeguard VC</li> <li>▶ Mapeguard WP 200</li> <li>▶ Mapeguard WP ST</li> <li>▶ Mapelastic<sup>®</sup> Turbo</li> <li>▶ Mapelastic<sup>®</sup> 315 (with Fiberglass Mesh and/or Mapeband™)</li> <li>▶ Mapelastic AquaDefense (with MAPEI's Reinforcing Fabric and/or Mapeband)</li> </ul>		



<p><b>Mortars</b></p> <ul style="list-style-type: none"> <li>▶ Granirapid® System</li> <li>▶ Kerabond® T/ Keralastic® System</li> <li>▶ Kerabond/Keralastic™ System</li> <li>▶ MAPEI Ultralite® Mortar</li> <li>▶ MAPEI Ultralite S1 Quick</li> <li>▶ MAPEI Ultralite S2</li> <li>▶ Keraflex™ Plus</li> <li>▶ Keraflex RS</li> <li>▶ Keraflex™ Super</li> <li>▶ Ultraflex® 3</li> <li>▶ Ultraflex LFT™</li> <li>▶ Ultraflex LFT Rapid</li> </ul>	<p><b>Wood Flooring Adhesives</b></p> <ul style="list-style-type: none"> <li>▶ Mapecontact SRT</li> <li>▶ Ultrabond ECO 975</li> <li>▶ Ultrabond ECO 977</li> <li>▶ Ultrabond ECO 980</li> <li>▶ Ultrabond ECO 983</li> <li>▶ Ultrabond ECO 985</li> <li>▶ Ultrabond ECO 995</li> </ul>
<p><b>Grouts</b></p> <ul style="list-style-type: none"> <li>▶ Kerapoxy®</li> <li>▶ Kerapoxy CQ</li> <li>▶ Kerapoxy IEG CQ</li> <li>▶ Ultracolor® Plus FA</li> <li>▶ Ultracolor Plus Max</li> </ul>	<p><b>Resilient Flooring Adhesives</b></p> <ul style="list-style-type: none"> <li>▶ Mapecontact™ MRT</li> <li>▶ Mapecontact SRT</li> <li>▶ Ultrabond ECO® 300</li> <li>▶ Ultrabond ECO 350</li> <li>▶ Ultrabond ECO 360</li> <li>▶ Ultrabond ECO 373</li> <li>▶ Ultrabond ECO 390</li> <li>▶ Ultrabond ECO 399</li> <li>▶ Ultrabond ECO 560</li> <li>▶ Ultrabond ECO 570</li> <li>▶ Ultrabond G19</li> <li>▶ Ultrabond G21</li> </ul>
<p><b>Sealants</b></p> <ul style="list-style-type: none"> <li>▶ Mapesil® 3D</li> <li>▶ Mapesil T</li> </ul>	



#### WARRANTY COVERAGE:

MAPEI Inc. ("MAPEI"), subject to the terms and conditions set forth below, warrants that its products will be free from manufacturing defects and will not fail under normal usage for the applicable warranty period stated in this System Limited Lifetime warranty ("warranty"), when the products and systems purchased are used within their shelf life and according to (a) the technical data sheets, installation instructions and other written materials issued by MAPEI for the products and systems (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 and systems at a single-family detached dwelling; "commercial" means a job installation utilizing one or more MAPEI products and systems at multi-family residential projects (such as condominiums, cooperatives, apartments, timeshares and mandatory homeowner associations), public places and other commercial establishments. **FOR PURPOSES OF THIS WARRANTY, A "LIFETIME" MEANS FOR SO LONG AS THE JOB INSTALLATION REMAINS UNCHANGED, WITHIN THE STATED FLOORING MANUFACTURER'S PERFORMANCE WARRANTY PERIOD FOR THE PRODUCT AND SYSTEMS INSTALLED, AND IS PROPERLY INSTALLED AND MAINTAINED ACCORDING TO MANUFACTURER'S WRITTEN INSTRUCTIONS AND PRODUCT LITERATURE.**

#### 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 System Limited Lifetime 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 Technical Services Manager. In addition, the following are specifically excluded from coverage under this warranty: exterior applications, submerged applications, applications involving glass tiles, resin-backed tiles, large-format tiles less than 5.5 mm in thickness, and/or moisture-sensitive stones.

This warranty does not apply to the following situations:

- (a) damages caused by structural failure, inadequate subflooring, or improper subfloor or substrate preparation, or faulty structural design;
- (b) damages caused by Acts of God, including, but not limited to hurricanes, flooding, earthquakes, fires or other types of natural disasters, or as a result of unforeseen circumstances;
- (c) damages caused by acts of negligence, or product misuse or abuse; improper or wrong application of the product by the installer; failure to comply with our product literature, applicable building codes and regulations, and standard industry practices;
- (d) variations of color, shade or texture from those shown on samples, product packaging or any other marketing materials;
- (e) subfloor moisture or water damage;
- (f) normal wear and tear resulting from usage;
- (g) cracking due to structural movement, excessive deflection or other failure of the substrate;
- (h) damages due to vandalism;
- (i) damages due to improper maintenance or improper use of cleaning chemicals;
- (j) damages caused by Alkali Silica Reaction (ASR) or Near Surface Alkali Reaction (NSAR);
- (k) damages caused by exposure to inappropriate, excessive or extreme temperatures; and
- (l) damages to 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.

Moreover, by your purchase of its products, you expressly acknowledge and agree that MAPEI cannot be held responsible or liable for determining the suitability or compatibility of its products and systems for the user's intended purpose. Type, thickness, and format of the tile, stone, laminate, engineered wood or luxury vinyl floor covering must be suitable for the intended application. The products must not be used in combination with any other product that is not manufactured or approved by MAPEI.

## **YOUR LEGAL RIGHTS:**

This constitutes the entire express warranty for the purchased MAPEI products or systems 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 loss of profits or business interruption loss. Some provinces may not allow limitations and exclusions on warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. The present warranty shall be governed by the laws of Canada and the laws of the province in which the aforesaid MAPEI products or systems were purchased. 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 province to province. 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 MAPEI products or systems and shall end as specified in this warranty; (b) is limited to the original purchaser and is nontransferable; (c) applies only to those installations that properly registered online at [www.mapeiwarranties.com](http://www.mapeiwarranties.com) within 30 days of installation and, (d) applies only to purchases and installations of the products within Canada on or after January 20, 2020.

## **FILING A CLAIM:**

To file a claim under this warranty, you must contact MAPEI, in writing, within fifteen (15) calendar days of the discovery of the alleged manufacturing defect in the MAPEI products or systems, at MAPEI Inc., Attn: Technical Services Department, 2900 Francis Hughes, Laval, Quebec, Canada H7L 3J5. Proof of purchase of the system of MAPEI products or systems must be submitted with any notice of claim. MAPEI has the right, without any obligation, to physically inspect the job installation site, perform testing, and obtain samples at the site where the warranty claim occurred, or to engage an independent third party for those services before MAPEI determines 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 to MAPEI if the claim is invalid under this warranty. Your claim must be received and evaluated by MAPEI before any repair work is performed; otherwise, this warranty will be null and void.

## **YOUR EXCLUSIVE REMEDY:**

If your claim is valid under this warranty and MAPEI products or systems are proven defective, you will receive as your exclusive remedy and at MAPEI's own option: (a) replacement product(s) for only that specific portion of the original installation requiring replacement or reimbursement of the purchased price of the original MAPEI product or system or component of MAPEI product or system proven to be defective or (b) payment of an amount for the purchased price of the original system or component MAPEI product proven to be defective. If the installation was done by a MAPEI Registered Pro Installer or an nVent NUHEAT Certified Pro Installer, you will receive 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 the per-square-foot cost of the original installation proven to be defective. Due to conditions beyond the control of MAPEI (e.g., color and shade availability, discontinuation, normal wear and tear), MAPEI cannot guarantee or warrant an exact match to the specific tile, stone, or other flooring materials used in the original installation. In such event, equivalent standard materials shall be substituted.

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

**Technical Services Support Center**

**1-800-361-9309**