

Floor Covering Installation Systems

10-Year Limited Warranty

MAPEI's Best-BackedSM Warranty Program



1-800-42-MAPEI (1-800-426-2734)
www.mapei.ca



Print this warranty, identify each product purchased, attach the proof of purchase and keep these documents in your files for future reference.

<p>Patching and Skimcoating Products, for Surface Preparation</p> <ul style="list-style-type: none"> ▶ Planipatch® ▶ Planipatch Plus® ▶ Planiprep® 4 LVT ▶ Planiprep MRS ▶ Planiprep PSC ▶ Planiprep SC 	<p>Self-Leveling Underlayments and Primers, for Surface Preparation</p> <ul style="list-style-type: none"> ▶ Mapelath™ ▶ Novoplan® 2 Plus ▶ Novoplan DPL ▶ Novoplan HFL ▶ Novoplan Easy Plus ▶ Novoplan SP ▶ Primer CE™ ▶ Primer E™ ▶ Primer L™ ▶ Primer T™ ▶ Primer WE™ ▶ Primer X™ ▶ Ultraplan® 1 Plus ▶ Ultraplan Extreme 2 ▶ Ultraplan Lite ▶ Ultraplan LSC ▶ Ultraplan M20 Plus 	<p>Carpet Installation Adhesives</p> <ul style="list-style-type: none"> ▶ Ultrabond ECO® 120 ▶ Ultrabond ECO 185 ▶ Ultrabond ECO 420
<p>Subfloor Treatment Products, for Surface Preparation</p> <ul style="list-style-type: none"> ▶ Planiprep AR ▶ Planiprep ET ▶ Planiprep SA 	<p>Moisture-Control Product, for Surface Preparation</p> <ul style="list-style-type: none"> ▶ Planiseal® MSP 	
<p>Resilient-Flooring Adhesive</p> <ul style="list-style-type: none"> ▶ Ultrabond ECO 711 	<p>Wood-Flooring Adhesives</p> <ul style="list-style-type: none"> ▶ Ultrabond ECO 901 ▶ Ultrabond ECO 960 ▶ Ultrabond ECO 962 ▶ Ultrabond ECO 983 	<p>Coating and Finish</p> <ul style="list-style-type: none"> ▶ Mapecoat™ 4 LVT

WARRANTY COVERAGE:

MAPEI Inc., 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 within their shelf 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.

EXCLUSIONS FROM WARRANTY COVERAGE:

This warranty does not apply in following situations, but are not limited to:

- (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 hurricane, flooding, earthquake, fire or other types of natural disaster, 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) changes in color due to exposure to sunlight and age;
- (f) subfloor moisture (except in the case of moisture-control adhesives and moisture barrier membranes) or water damage;
- (g) normal wear and tear resulting from usage;
- (h) efflorescence and shading inherent in all cementitious products;
- (i) cracking due to structural movement, excessive deflection or other failure of the substrate;
- (j) damages due to vandalism;
- (k) damages due to improper maintenance or improper use of cleaning chemicals;
- (l) damages caused by Alkali Silica Reaction (ASR) or Near Surface Alkali Reaction (NSAR); and
- (m) damages caused by exposure to inappropriate, excessive or extreme temperatures.

Moreover, it is expressly understood that, by your purchase of our products, you acknowledge that MAPEI cannot be held responsible or liable for determining the suitability or compatibility of our products for the user's intended purpose. The products must not be mixed or used in combination with any other product that is not manufactured by MAPEI 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 purchases and installations of the products within Canada on or after September 15, 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 Inc. Attn: Technical Services Department, 2900 Francis Hughes, Laval, Quebec, Canada H7L 3J5. 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.mapei.ca.

YOUR EXCLUSIVE REMEDY:

If a MAPEI product(s) 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, MAPEI replacement product 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 the per square foot or per square meter cost of original installation.

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

Technical Services Support Center
1-800-361-9309

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