

# Tile & Stone Installation Systems

1-Year Product Limited 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)



A “Product Warranty” for the following named products applies to an individual product or product pairing from a single product category. If you purchased a “system” of products, refer to the applicable System Warranty for either Residential or Commercial.

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

<b>Moisture-Control Products</b>	<b>Surface-Preparation Products</b>	<b>Waterproofing Products</b>
<ul style="list-style-type: none"> <li>▶ <i>Planiseal® VS</i></li> <li>▶ <i>Planiseal VS Fast</i></li> </ul>	<ul style="list-style-type: none"> <li>▶ <i>4 to 1™ Mud Bed Mix</i></li> <li>▶ <i>ECO Prim Grip™</i></li> <li>▶ <i>Mapecem® Quickpatch</i></li> <li>▶ <i>Mapeguard® Board</i></li> <li>▶ <i>Mapeguard UM</i></li> <li>▶ <i>Mapeguard UM 35</i></li> <li>▶ <i>Modified Mortar Bed</i></li> <li>▶ <i>Novoplan® 2 Plus</i></li> <li>▶ <i>Novoplan Easy Plus</i></li> <li>▶ <i>Novoplan DPL</i></li> <li>▶ <i>Novoplan HFL</i></li> <li>▶ <i>Planicrete® AC</i></li> <li>▶ <i>Planipatch®</i></li> <li>▶ <i>Planislope™ RS</i></li> <li>▶ <i>Planitop® 330 Fast</i></li> <li>▶ <i>Primer E™</i></li> <li>▶ <i>Primer L™</i></li> <li>▶ <i>Primer T™</i></li> <li>▶ <i>Primer WE™</i></li> <li>▶ <i>Topcem™ Premix</i></li> <li>▶ <i>Ultraplan® 1 Plus</i></li> <li>▶ <i>Ultraplan Extreme 2</i></li> <li>▶ <i>Ultraplan Lite</i></li> <li>▶ <i>Ultraplan M20 Plus</i></li> </ul>	<ul style="list-style-type: none"> <li>▶ <i>Mapeguard Combo Pack</i></li> <li>▶ <i>Mapeguard PC</i></li> <li>▶ <i>Mapeguard PIC</i></li> <li>▶ <i>Mapeguard POC</i></li> <li>▶ <i>Mapeguard VC</i></li> <li>▶ <i>Mapeguard WP 200</i></li> <li>▶ <i>Mapeguard WP ST</i></li> <li>▶ <i>Mapelastic® 315 (with Fiberglass Mesh and/or Mapeband™)</i></li> <li>▶ <i>Mapelastic AquaDefense (with optional MAPEI's Reinforcing Fabric and/or Mapeband)</i></li> <li>▶ <i>Mapelastic HPG (with Fiberglass Mesh and/or Mapeband)</i></li> <li>▶ <i>Mapelastic Turbo (with optional MAPEI's Reinforcing Fabric and/or Mapeband)</i></li> <li>▶ <i>Mapelastic WaterStop (with optional MAPEI's Reinforcing Fabric and/or Mapeband)</i></li> </ul>





<p><b>Crack-Isolation Products</b></p> <ul style="list-style-type: none"> <li>▶ <i>Mapeguard 2*</i></li> <li>▶ <i>Mapelastic AquaDefense</i></li> <li>▶ <i>Mapelastic CI</i></li> <li>▶ <i>Mapelastic WaterStop</i></li> <li>▶ <i>Mapesonic™ 2*</i></li> <li>▶ <i>Mapeheat™ Membrane</i></li> </ul>	<p><b>Grouts</b></p> <ul style="list-style-type: none"> <li>▶ <i>Keracolor® S</i></li> <li>▶ <i>Keracolor U</i></li> <li>▶ <i>Kerapoxy®</i></li> <li>▶ <i>Kerapoxy CQ</i></li> <li>▶ <i>Kerapoxy IEG CQ</i></li> <li>▶ <i>MAPEI Flexcolor® 3D</i></li> <li>▶ <i>MAPEI Flexcolor CQ</i></li> <li>▶ <i>MAPEI Flexcolor Design</i></li> <li>▶ <i>Ultracolor® Plus FA</i></li> <li>▶ <i>Ultracolor Plus Max</i></li> </ul>	<p><b>Mortars</b></p> <ul style="list-style-type: none"> <li>▶ <i>Adesilex™ P10 Mosaic &amp; Glass Tile</i></li> <li>▶ <i>Adesilex P10 Mosaic &amp; Glass Tile with Keraply® (submerged areas)</i></li> <li>▶ <i>Granirapid® System</i></li> <li>▶ <i>Kerabond®</i></li> <li>▶ <i>Kerabond/Keralastic™ System</i></li> <li>▶ <i>Kerabond T</i></li> <li>▶ <i>Kerabond T / Keralastic® System</i></li> <li>▶ <i>Keraflex® Plus</i></li> <li>▶ <i>Keraflex RS</i></li> <li>▶ <i>Keraflex SG</i></li> <li>▶ <i>Keraflex Super</i></li> <li>▶ <i>Kerapoxy®</i></li> <li>▶ <i>Kerapoxy 410</i></li> <li>▶ <i>Kerapoxy CQ</i></li> <li>▶ <i>MAPEI Ultralite® Mortar</i></li> <li>▶ <i>MAPEI Ultralite Mortar Pro</i></li> <li>▶ <i>MAPEI Ultralite S2</i></li> <li>▶ <i>Planicrete W</i></li> <li>▶ <i>Ultrabond ECO® GPT</i></li> <li>▶ <i>Ultraflex® 1</i></li> <li>▶ <i>Ultraflex 2</i></li> <li>▶ <i>Ultraflex 2 LT</i></li> <li>▶ <i>Ultraflex LFT™</i></li> <li>▶ <i>Ultraflex LFT Rapid</i></li> <li>▶ <i>Ultraflex LHT®</i></li> <li>▶ <i>Ultraflex LHT SG</i></li> <li>▶ <i>Ultraflex RS</i></li> </ul>
<p><b>Additives</b></p> <ul style="list-style-type: none"> <li>▶ <i>Keralastic®</i></li> <li>▶ <i>Keraply</i></li> <li>▶ <i>Planipatch Plus®</i></li> <li>▶ <i>UltraCare® Grout Maximizer</i></li> </ul>	<p><b>Caulks and Sealants</b></p> <ul style="list-style-type: none"> <li>▶ <i>Keracaulk® S</i></li> <li>▶ <i>Keracaulk U</i></li> <li>▶ <i>Mapesil® 3D</i></li> <li>▶ <i>Mapesil T Plus</i></li> </ul>	
<p><b>Mastics</b></p> <ul style="list-style-type: none"> <li>▶ <i>Ker® 909</i></li> <li>▶ <i>Type 1™</i></li> </ul>	<p><b>Sealer</b></p> <ul style="list-style-type: none"> <li>▶ <i>UltraCare Grout Refresh™</i></li> </ul>	
<p><b>Ready-to-Use Product</b></p> <ul style="list-style-type: none"> <li>▶ <i>Premium Mortar</i></li> </ul>		

\* With MAPEI SM Primer™, MAPEI SM Primer Fast or MAPEI HM Primer™

## WARRANTY COVERAGE:

MAPEI Inc. ("MAPEI"), subject to the terms and conditions set forth below, warrants that our product will be free from manufacturing defects and will not fail under normal usage for the applicable warranty period stated in the warranty length table set forth below ("Warranty Length Table"), when the product purchased is used within its shelf life and according to (a) the technical data sheets and other written materials issued by MAPEI for the product (collectively, the "Product Literature") and (b) governmental regulations, codes and standard industry practices. It is the sole responsibility of the installer, as a condition of warranty coverage, to first determine the suitability and compatibility of our products for the user's intended use.

## 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 disaster, 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 and cracking due to structural movement, excessive deflection or other failure of the substrate. It is expressly understood that your purchase of our product acknowledges that MAPEI is not responsible or liable for determining the suitability or compatibility of our product for the user's intended purpose.

## YOUR LEGAL RIGHTS:

This constitutes the entire warranty for the MAPEI products or systems of 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. All other remedies including, but not limited to, direct, indirect, special, incidental or consequential damages, or for lost profits or business interruption losses are excluded under any circumstances. Yet, some provinces may not allow limitations on implied warranties, so the above limitation 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 of products were purchased. 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 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 shall commence on the date of installation of the MAPEI products or systems of products and shall end as specified in this warranty; is limited to the original purchaser and is non-transferable; and applies only to purchases within Canada of MAPEI products or systems of products made on or after April 1, 2024.

## FILING A CLAIM:

To file a claim under this warranty, you must contact MAPEI, in writing, within fifteen (15) days of your knowledge of the alleged manufacturing defect in our product or system of products, at MAPEI Inc., Attn: Technical Services Department, 2900 Francis Hughes, Laval, Quebec, Canada H7L 3J5. Proof of purchase of the alleged defective product or system of products must be submitted with any notice of claim. MAPEI has the right to physically inspect the job installation site, perform testing and obtain samples from that job installation and of the product or system of products used in that installation where the alleged warranty claim occurred before MAPEI determines the validity of your claim. MAPEI may engage independent third parties to perform such inspection, testing and taking samples as aforesaid. At all times, the claimant hereunder shall provide MAPEI and any of its representatives, with full access to the owner of the site. 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 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 purchase price of the original product 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 product used in the original installation.

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

**Technical Services Support Center  
1-800-361-9309**