

UltraCare[®]

Stone, Tile & Grout Care Solutions

1-Year Product Limited Warranty

MAPEI's Best-BackedSM Warranty Program



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



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

All products or pairings of products shown must be installed according to the “Product Literature.”

<p>Sealers</p> <ul style="list-style-type: none"> ▶ Enhancing Stone Sealer ▶ Enhancing Plus Stone Sealer ▶ Grout Sealer ▶ <i>Grout Maximizer</i> ▶ Penetrating Plus SB Stone & Porcelain Tile Sealer ▶ Penetrating Plus Stone, Tile & Grout Sealer ▶ Penetrating SB Stone, Tile & Grout Sealer ▶ Penetrating Stone, Tile & Grout Sealer 	<p>Cleaners</p> <ul style="list-style-type: none"> ▶ Abrasive Surface Cleaner ▶ Acidic Tile & Grout Cleaner ▶ Concentrated Tile & Grout Cleaner ▶ Everyday Stone & Grout Cleaner & Resealer ▶ Everyday Stone Clean & Polish ▶ Everyday Stone, Tile & Grout Cleaner ▶ Heavy-Duty Stone, Tile & Grout Cleaner
<p>Finishes</p> <ul style="list-style-type: none"> ▶ High-Gloss Sealer & Finish ▶ Low-Sheen Sealer & Finish 	<p>Problem-Solvers</p> <ul style="list-style-type: none"> ▶ Cement Grout Haze Remover ▶ Epoxy Grout Haze Remover ▶ Heavy-Duty Sealer & Coating Stripper ▶ <i>Grout Refresh™</i> ▶ Grout Release ▶ Sulfamic Acid Crystals



WARRANTY COVERAGE:

MAPEI Inc., subject to the terms and conditions set forth below, warrants that its products will be free from defects under normal usage for the applicable warranty period stated in this limited warranty ("warranty"), when the product purchased is used within its shelf life and according to (a) the technical data sheets and other written material issued by MAPEI for the product (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 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 your entire express warranty for the product 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 loss 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 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 purchase of our product and shall end as specified in this warranty; is limited to the original purchaser and is nontransferable; and applies only to purchases within Canada of those products made on or after February 28, 2019.

FILING A CLAIM:

To file a claim under this warranty, you must contact us, in writing, within fifteen (15) days of your knowledge of the alleged manufacturing defect in our product, at MAPEI Inc., Attn: Technical Services Department, 2900 Francis Hughes, Laval, Quebec, Canada H7L 3J5. Proof of purchase of the alleged defective product must be submitted with any notice of claim. We have the right to physically inspect the job installation site, perform testing and obtain samples from that job installation and of our product used in that installation where the alleged warranty claim occurred before we determine the validity of your claim. We may engage independent third parties to perform such inspection, testing and taking samples as aforesaid. In order to perform (or have performed) the services described in the prior sentence, the person or entity filing a claim hereunder shall provide MAPEI with full access to owner's site and agrees to pay 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 additional information regarding our warranty policy, please refer to our website at www.mapei.ca.

YOUR EXCLUSIVE REMEDY:

If your claim is valid under this warranty and our products are 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.

All products shown must be installed according to their Technical Data Sheets.
Technical Services Support Center
1-800-361-9309