



# Lifetime System Warranty (United States and Canada)

DS-230.99-0817

**Globally Proven  
Construction Solutions**

APPLICATION	PRODUCTS
Underlayment	DRYTEK® LEVELEX™ Plus DRYTEK™ LEVELEX Primer NXT™ Primer NXT Level Plus
Floor Warming <sup>^</sup>	Floor Heat Mat (Mat Only) Floor Heat Wire (Wire Only) STRATA_HEAT™ Wire
Waterproofing/ Anti-Fracture	HYDRO BAN® 9235 Waterproofing Membrane
Waterproofing	HYDRO BAN Sheet Membrane
Shower System	HYDRO BAN Pre-Sloped Shower Pan (and applicable accessories) HYDRO BAN Linear Pre-Sloped Shower Pan (and applicable accessories) HYDRO BAN Linear Drain HYDRO BAN Bonding Flange Drain HYDRO BAN Drain Cover HYDRO BAN™ Board HYDRO BAN Board screws HYDRO BAN Board tab washers 4-XLT <sup>Δ</sup>
Uncoupling	STRATA_MAT™ STRATA_MAT™XT
Thick Bed Mortar	3701 Fortified Mortar Bed
Slurry Bond Coat	254 Platinum
Thin Bed Method	257 Titanium 254 Platinum (regular or rapid version) 255 MULTIMAX™ United States Patent No.: 6,784,229 (and other Patents) LATAPOXY® 300 Adhesive
Grout	SPECTRALOCK® PRO Premium Grout United States Invention Patent No.: 6,881,768 (and other Patents) SPECTRALOCK PRO Grout United States Invention Patent No.: 6,881,768 (and other Patents) PERMACOLOR® Grout United States Patent No.: 6,784,229 (and other Patents) PERMACOLOR Select United States Patent No.: 6,784,229 (and other Patents)
Sealant†	LATASIL™ LATASIL 9118 Primer

† Use of suitable flexible sealant is required per Tile Council of North America Detail EJ171 for use in expansion joints, coves, corners, changes in plane and other joints or wherever tile or stone abuts dissimilar materials or restraining surfaces.

Δ 4-XLT for use to install HYDRO BAN® Pre-Sloped Shower Pans to substrate only.

<sup>^</sup> Floor Warming Thermostat and STRATA\_HEAT™ Thermostat sold by LATICRETE International, Inc., warrants parts and materials for one (1) year from the date of purchase. The sole remedy for the Floor Warming Thermostats and STRATA\_HEAT™ Thermostats is product replacement (see DS 230.13 for full details on the LATICRETE® Product Warranty).

## LIMITED WARRANTY

Subject to the conditions and limitations stated below, LATICRETE INTERNATIONAL, INC. ("LATICRETE") warrants that the products listed on this document will be free from manufacturing defects and will not break down or deteriorate under normal usage for the life of the installation when installed in accordance with the written specifications of LATICRETE and industry standard guidelines. For this limited warranty to apply, the applications that comprise the installation must be performed with the products listed in this document for each applicant (refer to chart). This lifetime warranty is applicable to installations only in the United States of America and Canada. This Lifetime warranty excludes exterior, industrial and submerged applications. Please refer to individual product data sheets for specific guidelines.

Notwithstanding the previous paragraph, exterior facades with ceramic tile, stone, adhered masonry veneer, or thin brick installed over substrates with steel or wood framing do not qualify for this limited warranty—see DS 230.15 for such applications.

## DISCLAIMER

THIS LIMITED WARRANTY IS GIVEN IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED. THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES BASED ON SAMPLES OR ORAL STATEMENTS, WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE OF THIS DOCUMENT. IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE ARE EXCLUDED.

## EXCLUSIVE REMEDY

As the sole and exclusive remedy for a breach of this limited warranty, LATICRETE will pay for the replacement of its own products and replacement of finishing materials, as well as for the replacement installation, but LATICRETE will not pay more for the replacement, calculated on a square-foot (square-meter) basis, than the original purchase price of the portion being replaced. LATICRETE will not pay for replacement of any portion of the installation that is not proven to be defective\*.

In the event that the sole and exclusive remedy described above fails of its essential purpose, the liability of LATICRETE is limited to the monetary value, on a square-foot (square-meter) basis, of the original purchase price of the portion being replaced.

\*NOTE: Efflorescence is a normal condition of portland cement mortars and is not a defective condition.

## EXCLUSIONS

LATICRETE is not responsible for workmanship not in accordance with the instructions of LATICRETE and industry standard guidelines. Cracking due to structural movement, excessive deflection or other failure in the substrate is also not covered.

LATICRETE IS NOT LIABLE FOR ANY INCIDENTAL DAMAGES OR CONSEQUENTIAL DAMAGES, INCLUDING LOSSES DUE TO DELAYS, INCURRED BY THE PURCHASER OR ANY OTHER PARTY.

## NO ASSIGNMENT

This limited warranty is not transferable or assignable.

## HOW TO MAKE A CLAIM

To make a claim under this limited warranty, you must notify LATICRETE in writing within thirty (30) days of the discovery of the alleged manufacturing defect. At the option of LATICRETE, you may be required, as a condition of this limited warranty, to provide proof of product purchase and use.

### Address your claim to:

LATICRETE International, Inc.  
1 LATICRETE Park North  
Bethany, CT 06524-3423 USA  
Attn.: Technical Services Department

## TECHNICAL INFORMATION

Technical assistance and information is available by calling the LATICRETE Technical Services Line:

Toll Free: 1.800.243.4788, ext. 235  
Telephone: +1.203.393.0010, ext. 235  
Fax: +1.203.393.1948

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