



Five Year Limited Warranty

FLEXSNAP^{mc} by Flextherm Inc

WARRANTY COVERAGE: MAPEI Corporation ("MAPEI"), subject to the terms and conditions set forth below, warrants that its products listed below will be free from manufacturing defects and will not fail under normal usage for the time period stated in this limited warranty ("warranty"), when used within their shelf life and in accordance with (1) our technical data sheets and other written instructions, (2) applicable building codes and regulations, and (3) standard industry practices. It is the sole responsibility of the installer, general contractor, architect of record or owner, as a condition of warranty coverage, to first determine the suitability and compatibility of our products for the user's intended use.

PROJECT COVERED BY THIS WARRANTY:

Recipient Name:	Project Name:
Recipient Address (Street):	Project Address (Street):
Recipient Address (City/State/ Zip Code):	Project Address (City/State/Zip Code):
Recipient Phone/Fax/Email:	Project Size (SF / m2):

Planned Job Installation Date: _____

Warranty Issuance Date: _____

Issued By:

The individual signing above has the authority to bind MAPEI to the terms of this warranty. This warranty shall be effective only if the actual job installation of our products at this project occurs not later than thirty (30) calendar days after the Warranty Issuance Date.

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 technical data sheets and other written instructions, 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; efflorescence and shading inherent in all cementitious products; and any cracking of ceramic tile, stone agglomerated tile or grout.

YOUR LEGAL RIGHTS:

This constitutes your entire express warranty for the system 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, BUT SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. 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 state to state. This warranty: (a) shall commence on the date of purchase of our products and end five (5) years thereafter; (b) is limited to the original purchaser and is nontransferable; (c) replaces all previous warranties; and (d) applies only to purchases and installations within the United States on or after October 13, 2009.

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 Corporation, Attn: Technical Services Department, 1144 East Newport Center Drive, Deerfield Beach, Florida 33442. Proof of purchase must be submitted with any notice of claim. We have the right to physically inspect an installation site and obtain samples from that job installation and of our product used in that installation before we determine the validity of your claim. Your claim must be received and evaluated by us before any repair work is performed. For additional information regarding our warranty policy, please refer to our website www.mapei.com.

YOUR EXCLUSIVE REMEDY: If our products are proven defective, you will receive, as your sole remedy, replacement MAPEI product and reimbursement of your reasonable and substantiated costs and labor for only that specific portion of the original installation requiring replacement.



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The MAPEI products included in this limited warranty are:

UltracontactTM

UltraflexTM LFT

UltracontactTM RS

with MAPEI grout

Miscellaneous Terms:

The ceramic or stone tiles must be installed as per the guide "COMPATIBILITY OF MAPEI MORTARS WITH THE FLEXSNAPTM INSTALLATION SYSTEM BY FLEXTHERM (Version 1.0)" available from Flextherm Inc.

In the event there is any conflict or inconsistency between the terms contained on this page and any other page of this warranty, the terms on this page shall control.