



# Limited Warranty

## BOSTIK TILE AND STONE INSTALLATION PRODUCTS

**LIMITED WARRANTY:** Subject to the terms of this Limited Warranty (“Warranty”), Bostik, Inc. (“Bostik”), warrants to the original purchaser of this product that, at the time of purchase, the product is free from manufacturing defects and conforms with Bostik’s written specifications. Bostik’s written specifications for the product can be obtained by calling 1-800-726-7845. This Warranty replaces and supersedes (1) the Limited Warranty stated in Bostik’s terms and conditions set forth on any order acknowledgment you may have received from Bostik (but all other such terms and conditions shall not be affected hereby) and (2) all prior warranties that may appear to apply to the product you have purchased. This Warranty is not transferable or assignable.

**LIMITATIONS: TO THE MAXIMUM EXTENT PERMITTED BY LAW, THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY, AND BOSTIK DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND ANY WARRANTIES ARISING FROM COURSE OF DEALING OR USAGE OF TRADE. DISCLAIMERS OF IMPLIED WARRANTIES MAY NOT BE APPLICABLE TO CERTAIN CLASSES OF BUYERS OR TO CERTAIN PRODUCTS. TO THE EXTENT ANY IMPLIED WARRANTY APPLIES, ITS DURATION IS LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE AND DEPENDING ON THE LAW APPLICABLE TO YOUR PURCHASE.**

**DURATION OF WARRANTY:** The duration of this Warranty for products that are used as part of a Qualifying Installation System is set forth in the following table. To be considered a Qualifying System, your installation must be comprised of only Bostik products that are required to meet industry standards. If different products used in your installation system have different Warranty durations, the shortest Warranty duration for any product in your system is the applicable Warranty duration for your entire system.

## WARRANTY DURATION TABLES

25 YEAR					
Epoxy Coating	Surface Preparation		Setting Materials	Grouting Materials	Sealant
D-250™ Slab-Cote™	TOTALPrime™ Ultra-Set® Advanced Black-Top™ SL-200™ SL-175™ SL-150™ SL-100™	BostiMat™ Webcrete® 95 UltraFinish™ Pro Universal Primer™ Pro Webcrete® 98 Mud-In-A-Bag™	BAM™ Single-Flex® FS mixed with 425™ Tile-Mate® Premium mixed with Flex-A-Lastic® Reflex® StoneWall™ Big Tile & Stone™ Ditra-Set™	TruColor® RapidCure™ or Dimension® RapidCure™ Hydroment® Vivid™ Hydroment® Ceramic Tile Grout™ mixed with Bostik 1900™ Hydroment® Ceramic Tile Grout™ mixed with 425™ EzPoxy™ EzClean™ QuartzLock2™ RapidCure™	Pure Silicone

10 YEAR					
Epoxy Coating	Surface Preparation		Setting Materials	Grouting Materials	Sealant
D-250™ Slab-Cote™	Ultra-Set® Advanced GoldPlus™ SL-200™ SL-175™ SL-150™ SL-100™ BostiMat™	Webcrete® 95 UltraFinish™ Pro Universal Primer™ Pro Webcrete® 98 SL-Primer™ Mud-In-A-Bag™	Tile Mate® Premium mixed with 425™ Bostik PM™ Glass-Mate™ Single-Flex® FS Single-Flex® Large Format Floor™	Hydroment® Vivid™ Hydroment® Ceramic Tile Grout™ mixed with 425™	Pure Silicone

5 YEAR					
Epoxy Coating	Surface Preparation		Setting Materials	Grouting Materials	Sealant
D-250™ Slab-Cote™	Ultra-Set® Advanced GoldPlus™ SL-200™ SL-175™ SL-150™ SL-100™ SL-GYP™	BostiMat™ Webcrete® 95 UltraFinish™ Pro Universal Primer™ Pro Webcrete® 98 SL-Primer™ Mud-In-A-Bag™	Bostik PM™ Porcelain-Mate™ mixed with water Tile-Mate® Floor & Wall mixed with water D-2001® Ultra-Premium™ Mastic* Multi-Purpose™* Professional Grade™*	Hydroment® Ceramic Tile Grout™ mixed with water Hydroment® Ceramic Dry Tile Grout™ mixed with water	Pure Silicone

\*Walls only

For products not used as part of a Qualifying Installation System, this Warranty has the following durations:

**SURFACE PREPARATION PRODUCTS:** Three years. If a longer warranty period is desired, please contact Bostik's Technical Services Department at 1-800-726-7845.

**SETTING MATERIALS:** One year.

**GROUT:** One year, except for TruColor® RapidCure™, Dimension® RapidCure™ or QuartzLock2™ RapidCure™ Premium Pre-mixed grouts, Bostik's Pre-mixed Grout Products Limited Warranty applies.

All Warranty periods are measured from the date the product was first sold to the original purchaser.

**CONDITIONS:** The remedy in this Warranty shall apply only under the following conditions:

(1) The product is installed and maintained in accordance with (i) Bostik's most recent Technical Data Sheet and any other instructions, guidelines and data published by Bostik regarding the product, (ii) the tile manufacturer's instructions, guidelines and data, (iii) applicable building codes, and (iv) standard industry guidelines and practices. Bostik's Technical Data Sheet can be obtained at [www.bostik.com/us/tools-and-training/bostik-tds/](http://www.bostik.com/us/tools-and-training/bostik-tds/), or by calling 1-800-726-7845 (choose option 2, then option 2 again) between 7 a.m. and 5 p.m. Central Time.

(2) The product must be used within the shelf life specified in the most recent Technical Data Sheet for the product and stored in accordance with the instructions in the Technical Data Sheet.

(3) It is your responsibility to test the suitability of the product for an intended use prior to using it. Bostik accepts no responsibility for determining the suitability of the product for use with a particular tile product or for a particular type of installation, and any recommendation by Bostik regarding use of the product is not intended to be a warranty that the product is suitable for a particular application.

(4) In the event the product is alleged not to be as warranted, you must give Bostik an opportunity to inspect the installation, and to take samples of materials used in the installation, before you engage in any repair or replacement work.

**EXCLUSIONS:** This Warranty does not cover damage resulting from:

- Structural failure, faulty structural design, structural movement, excessive structural deflection or other failure of substrate, inadequate subflooring, or improper preparation of substrate or subfloor;
- Moisture, in excess of levels set forth in Bostik's Technical Data Sheet for the product or the flooring manufacturer's instructions or guidelines, that is coming from the substrate, subfloor, or any surface(s) over which the tile is installed; moisture due to improper preparation of substrate; exposure to excessive levels of atmospheric moisture or humidity; or exposure to water or moisture from flooding, leaks, puddling, hydrostatic head, or other sources;
- Exposure to excessively low or high temperatures or humidity;
- Any cause beyond Bostik's reasonable control, including without limitation, any act of God, act of buyer or user, flood, fire, or accident;
- Normal wear and tear; or
- Misuse; improper alteration, modification, or dilution of product; exposure to corrosive materials or contaminants; industrial applications subject to chemical or mechanical abuse; improper maintenance or use of cleaning products.

This Warranty does not cover changes in appearance resulting from exposure to sunlight, corrosive material or contaminants; aging; or efflorescence or shading inherent to cementitious products. It also does not cover variations of color, shade, or texture from those shown on samples, product packaging, or other marketing materials.

**REMEDY FOR BREACH OF WARRANTY:** In the event of a valid claim under this Warranty, if the claim relates to products used as part of a Qualifying Installation System, Bostik shall pay the reasonable cost of materials and labor, on a square foot basis, necessary to repair or replace the portion of the original installation that is proven to be defective. For any other valid claim under this Warranty, Bostik shall provide Bostik product to replace the Bostik product used only in the portion of the original installation that is proven to be defective or, at Bostik's option, refund the purchase price for the Bostik product used in that portion of the installation. The remedy applicable to your claim shall be your sole and exclusive remedy. **TO THE MAXIMUM EXTENT PERMITTED BY LAW, BOSTIK WILL NOT BE LIABLE FOR DIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, ECONOMIC, OR OTHER DAMAGES, AND BOSTIK HEREBY DISCLAIMS LIABILITY FOR ANY SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THESE LIMITATIONS MAY NOT APPLY TO YOU.**

**MAKING A CLAIM:** Any claims must be made within 30 days of discovery of an alleged failure to conform to specifications or an alleged manufacturing defect. You must send written notice of your claim to:

Bostik, Inc.  
11320 W. Watertown Plank Road  
Wauwatosa, WI 53226-3413

Written **proof of purchase** must be submitted with the notice of claim. **NO CLAIM WILL BE VALID UNDER THIS WARRANTY IF ANY REPAIR OR REPLACEMENT WORK IS DONE BEFORE BOSTIK IS GIVEN AN OPPORTUNITY TO INSPECT THE INSTALLATION AND TAKE SAMPLES.**

If any part, term or provision of this Limited Warranty is determined by any court or other tribunal to be illegal, invalid or unenforceable, any illegal, invalid or unenforceable part, term or provision shall be deemed stricken from this Limited Warranty and all of the other parts, terms and provisions of this Limited Warranty shall remain in full force and effect to the fullest extent permitted by law. If this Limited Warranty is determined by any court or other tribunal to be unenforceable in its entirety or otherwise not applicable to the person or entity asserting a claim, then the warranty disclaimers set forth in Bostik's Technical Data Sheet for the product and on product labeling shall exclusively apply.

BOSTIK HOTLINE

**Smart help**  
**1-800-726-7845**

**Bostik, Inc.**  
11320 W. Watertown Plank Road  
Wauwatosa, WI 53226  
[www.bostik.com/us](http://www.bostik.com/us)



Applies to all products sold after 01.04.2016.