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SystemOne™ Tile & Stone Warranty



The products eligible for the ARDEX Tile & Stone SystemOne™ Warranty Program are limited to interior, non-submerged applications and installations of 5,000 sq.ft. or less only. For warranty information and consideration for exterior installations, submerged applications and installations over 5,000 sq.ft., please consult with the ARDEX Technical Services Department.

25-YEAR WARRANTY

We warrant that ARDEX AM 100™, ARDEX A 38™, ARDEX A 38™ MIX, ARDEX Liquid BackerBoard®, ARDEX 8+9™, ARDEX SK 175™, ARDEX DS 70™ or ARDEX UI 740™ FLEXBONE® when used with the following ARDEX Tile & Stone Installation Products: ARDEX X 77™, ARDEX X 78™, ARDEX X 90™, ARDEX S 28™, ARDEX FB 9 L™, ARDEX X 32™, ARDEX N 23™, ARDEX S 48™, ARDEX FL™, ARDEX FG-C™ or ARDEX WA™ will not break down or lose their strength due to a manufacturing or formulation defect for 25 years from the date of installation.

If this should occur, ARDEX will pay material and reasonable labor costs to either repair or replace (at our option) the area affected by the defective ARDEX product, provided that ARDEX is notified within the 25 year warranty period AND the area was installed in accordance with the manufacturer's instructions and industry standard practices. Products must be used together in a system-based installation.

10-YEAR WARRANTY

We warrant that ARDEX EB 2™, ARDEX TL 1000™ or ARDEX TL WOOD™ when used with the following ARDEX Tile & Stone Installation Products: ARDEX AF 207™, ARDEX X 7 R™, ARDEX X 5™, ARDEX X 7 Plus™, ARDEX UI 720™, ARDEX FH™, or ARDEX S 1-K™ will not break down or lose their strength due to a manufacturing or formulation defect for 10 years from the date of installation.

If this should occur, ARDEX will pay material and reasonable labor costs to either repair or replace (at our option) the area affected by the defective ARDEX product, provided that ARDEX is notified within the 10-year warranty period AND the area was installed in accordance with the manufacturer's instructions and industry standard practices. Products must be used together in a system-based installation.

5-YEAR WARRANTY

We warrant that ARDEX 4™, ARDEX X 3™ or ARDEX D 14™ when used with an ARDEX grout or applicable substrate preparation product will not break down or lose their strength due to a manufacturing or formulation defect for 5 years from the date of installation.

If this should occur, ARDEX will pay material and reasonable labor costs to either repair or replace (at our option) the area affected by the defective ARDEX product, provided that ARDEX is notified within the 5-year warranty period AND the area was installed in accordance with the manufacturer's instructions and industry standard practices. Products must be used together in a system-based installation.

TERMS

Eligibility: The SystemOne™ Warranty is a three-tiered program consisting of 25-Year, 10-Year, and 5-Year tiers. The length of the applicable warranty will be based on product selection from the lowest warranty tier. For example, if any products are selected from the 5-year tier, the 5-year SystemOne™ Warranty will apply to the entire installation. If no products are selected from the 5-year tier but (any single) product is selected from the 10-year tier, the 10-year SystemOne™ Warranty will apply to the entire installation. The 25-year SystemOne™ Warranty will only apply if all products selected are from the 25-year tier.

In order for this warranty to apply, the ARDEX products (Liquid BackerBoard®, EB 2™, A 38 MIX™, A 38™, AM 100™, AF 207™, TL 1000™, TL Wood™, X 90™, S 28™, X 77™, 78™, X 32™, N 23™, X 7 R™, X 5™, X 7 Plus™, S 48™, FB 9 L™, 8+9™, SK175™, UI 720™ FLEXBONE®, UI 740™ FLEXBONE®, DS 70™, FL™, FG-C™, WA™, FH™, X 4™, X 3™ or D 14™) must be used together only for their stated purpose as stated in the technical datasheet; the products must be used within shelf life; the products must be strictly applied in accordance with the technical datasheet, any ARDEX application instructions and industry standard practices. Any tile, stone or finish materials used must be compatible with the ARDEX products, installed within the manufacturers stated guidelines and suitable for the application. Further, for the SystemOne™ Warranty to apply, all relevant elements of the installation system must be utilized from the ARDEX product list above, including all ARDEX primers where required.

Scope: This warranty does not cover improper or defective installation of the tile, stone or finish material, any damage caused by repairs of the installation or replacement of tile, stone or finish material, defective installation of any substrate repair material or any accessory products such as crack and expansion joint fillers, sub-floor irregularities, substrate or

subfloor deterioration, bottom-up staining or discoloration due to mold, mildew or bacterial growth, soluble salts or solvents, etc., (Please note that efflorescence can commonly occur within portland cement based products and is not considered a product defect under this warranty,) natural color variations, color fading due to sunlight or normal traffic wear, installations that experience excessive moisture and/or alkali improper maintenance, competitive materials used as part of the installation system, material and labor costs above or in excess of the original installation cost and acts of God. The responsibility for warranties and/or performance guarantees for the actual tile, stone or finish materials rest with the manufacturer of those products and not with ARDEX L.P. Should the tile, stone or any finish material used in the original installation no longer be readily available, ARDEX reserves the right to determine a suitable substitute at its option but will only repair or replace the affected area and not the entire installation.

Under this warranty, ARDEX, L.P. (and any affiliates) will not be liable for consequential or incidental damages of any kind. Consequential or incidental damages refer to any loss, expense or damage other than to the ARDEX products themselves, or the finished floor or wall covering materials.

This warranty is in lieu of all other warranties, expressed, implied or statutory and is strictly limited to its terms. ARDEX, L.P. (and any affiliates) make no warranty of merchantability or suitability of their products for any particular purpose. PLEASE NOTE: Some states do not allow exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights. You may also have other rights, which vary from state to state.

[Click here](#), to view the Tile & Stone SystemOne™ Warranty in [French](#).



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