

SUPERSEAL Tile Subfloor Limited Warranty



20 Year Limited Product Warranty Only

SUPERSEAL Tile Subfloor is warranted for a period of 20 years against the following: resistant to a wide range of chemicals; resistant to fungus and bacterial attack; impervious to root penetration and delamination. In the event this product fails to meet these requirements, the said amount of SUPERSEAL Tile Subfloor shall be supplied free of charge. SUPERSEAL assumes no responsibility for any other losses or damages, labour, materials, punitive, incidental or consequential or otherwise. Proof of purchase must be provided at time of claim. There are no warranties beyond this as expressed above for the 20-year product only warranty.

2 Year Limited Tile Subfloor Installation Warranty

● If you are not an experienced installer, please consult with a professional tile consultant prior to use. SUPERSEAL warrants the installation of this product for a period of 2 years from the date of purchase providing the product installation meets all the necessary requirements laid out in the TCNA handbook for installation. SUPERSEAL's total liability is limited to the cost for labour and original style floor finish materials and SUPERSEAL Tile Subfloor membrane for the defective area. SUPERSEAL assumes no responsibility for any other losses or damages, labour, materials, punitive, incidental or consequential or otherwise. Proof of installation and material costs must be provided.

Warranty Requirements

The preparation and installation must be executed according to SUPERSEAL's written installation instructions and the following:

1. The substrate must be even and sufficiently load bearing and must be prepared according to recognized Industry Standards and Norms.
2. Movement or expansion joints must be incorporated into the assembly in accordance with industry standards as per TCNA guidelines for the flooring material and substrate used.
3. All tile, thin-set, and grouting materials must be suitable for the intended application and installed according to the manufacturer's instructions and recommendations.
4. It is the responsibility of the owner/builder/installer to ensure the suitability of all building materials and all associated building materials for the owners intended use.

Reference:

- ➔ Tile Council of North America (TCNA) Handbook for Ceramic Tile Installation - www.tileusa.com
- ➔ American National Standard Specifications for the installation of Ceramic Tile (ANSI A108, A118, & A118.10) - www.ansi.org
- ➔ Marble Institute of America (MIA) - www.marble-institute.com
- ➔ Terrazzo Tile and Marble Association of Canada (TTMAC) - www.ttmac.com

Making a Claim for the 20 year Warranty: SUPERSEAL Construction Products Ltd. must be notified in writing to request an application for a claim form. Once the completed warranty claim form has been received by SUPERSEAL, SUPERSEAL may request an inspection of the installation by SUPERSEAL or a SUPERSEAL representative. Once inspected and it is determined that the SUPERSEAL Tile Subfloor is defective, SUPERSEAL will, at its own discretion, supply replacement materials that conforms to the contract requirements or issue a credit to but not exceeding the original purchase price for the portion of SUPERSEAL Tile Subfloor that has proven to be defective. The claim must be submitted, evaluated and approved by SUPERSEAL Construction Products Ltd. before any repair or work can start. For claims that are deemed not valid, SUPERSEAL Construction Products Ltd. reserves the right to bill the owner or person(s) making the claim reasonable compensation, including but not limited to, travel and labor, associated with investigating the claim.

NOTE: This warranty does not apply to failures caused in whole or in part by substrate and installation deficiencies including but not limited to the following: structurally unsound substrates including those that exceed deflection limits; substrates with surfaces not suitable for the particular installation according to the recommendations of the TCNA, MIA, TTMAC and setting material manufacturer; wood based substrates that are swollen, deformed or weakened by excessive exposure to moisture or rot and substrates improperly installed or the use of setting materials that are not recommended by TCNA, MIA, TTMAC; To make a claim go to www.superseal.ca and click on the "Contact Us" button and request a claim form or address for mail or call 1-800-571-1877.

This warranty is valid from the date of purchase only.