

PROSPEC[®] Tile and Stone System Limited Warranty



Tile and Stone System Limited Warranty

Get maximum protection for your tile and stone investment with the ProSpec® Tile and Stone System Limited Warranty.

The ProSpec® Warranty Offerings:

- Limited Lifetime Warranty
- 20-Year Limited Warranty
- 10-Year Limited Warranty
- 5-Year Limited Warranty

The ProSpec® Warranty Covers:

- Interior and exterior applications
- Commercial and residential applications

The ProSpec® Warranty Guarantees:

- Our products are free from manufacturing defects
- Will not break down under normal usage

The ProSpec® Warranty Remedy:

- Replace or repair defective area of the “System”
- Labor, materials, and tile

Limited Lifetime, 20-Year, 10-Year, and 5-Year System Warranties¹

WARRANTY DURATION TABLE		
Product Type	Product Name	Warranty Qualification
Surface Preparation	Floor Patch Pro	Limited Lifetime
	Feather Edge	Limited Lifetime
	Vinyl Concrete Patch	20-Year
	Vinyl Concrete Patch mixed with B-730 Mortar / Acrylic Additive	Limited Lifetime
	Level Set® 300	Limited Lifetime
	Level Set® LW-60	Limited Lifetime
	Level Set® 200	20-Year
	Level Set® 100	10-Year
	Level Set® Deep Pour 3	10-Year
	Floor Mud	20-Year
	Floor Mud mixed with B-710 SBR Additive	Limited Lifetime
Wall Mud	20-Year	
Preformed Components	Niches, Curbs and Slopes	Limited Lifetime
Waterproofing	B-6000 with Fiberglass Mesh	Limited Lifetime
Crack Isolation	Flex-Guard	Limited Lifetime
	Speed-Flex	20-Year
Tile Setting Mortar	Permalastic® System / Permalastic® Rapid System	Limited Lifetime
	PermaFlex® 600	Limited Lifetime
	PermaFlex® 570	Limited Lifetime
	B-7000 Epoxy Mortar & Grout	Limited Lifetime
	PermaFlex® 500	20-Year
	PermaFlex® Lite 525	20-Year
	PermaFlex® 550 Medium Bed	20-Year
	StayFlex® 590	20-Year
	PermaSet® 275 Medium Bed / PermaSet® 275 mixed with B-730 Mortar / Acrylic Additive	20-Year
	PermaFlex® 400	10-Year
	PermaFlex® 300 / PermaFlex® 300 Medium Bed	5-Year
Mastic	B-4050 Multipurpose Tile Adhesive	10-Year
	B-1000 Tile Adhesive	5-Year
Grout	ProColor Grout	Limited Lifetime
	ProColor Plus Grout	Limited Lifetime
	B-7000 Epoxy Mortar & Grout	Limited Lifetime
Caulk / Sealants	ProColor Advantage Caulk	20-Year
	ProColor Tile & Grout Caulk	10-Year

1. For purposes of this warranty, a "System" is a group of ProSpec® products set forth in the above warranty duration table that is used in the same installation. Contact Technical Services for full warranty details, including application restrictions, prequalification, coverage, and remedy details.
 2. The duration of the System Warranty is determined by the product in the System which has the shortest warranty duration.

Warranty Information

FAQs

What Does This Warranty Cover? This warranty covers all exterior and interior commercial or residential installations that are within the scope of the terms set forth below. H.B. Fuller Construction Products Inc. (“HBF-CP”) warrants that its Product or System will be free from manufacturing defects and will not break down or deteriorate under normal usage when used within its shelf life and installed in accordance with (a) our technical data sheets and other written instructions in effect on the date of its application or installation, (b) applicable building codes and regulations, and (c) standard industry practices. For purposes of this warranty, a “System” is a group of HBF-CP products set forth in the attached Warranty Duration Table that is used together in the same installation. It is the sole responsibility of the installer, general contractor, architect of record, or owner, as a condition of warranty coverage, to determine the suitability and compatibility of our Product or System for the intended use before installing the Product or System. Jobs over 5,000 sq ft require pre-approval by HBF-CP for this warranty to apply. Contact Technical Services at 1-800-832-9023 for pre-approval. No representation, promise, pre-approval, affirmation, statement, or demonstration by any employee or agent of HBF-CP shall modify or supersede the terms of this warranty.

How Long Does Coverage Last? This warranty lasts for the period stated for the applicable Product or System in the attached Warranty Duration Table. This constitutes your entire warranty for the Product or System purchased. To the extent permitted by law, all other warranties, including, but not limited to, 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 EXPRESS LIMITED WARRANTY, but some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This warranty: (a) shall commence on the date of purchase of our product and shall end as specified in the Warranty Duration Table; (b) is limited to the original owner and is non-transferable; (c) replaces all previous warranties; (d) applies only to a full System of specified HBF-CP products used on the installation; (e) applies so long as the Product or System remains unchanged from its initial installation; and (f) applies only to product purchased and installed within the United States on or after September 2, 2014. The substitution of a product which has a shorter warranty durations for a product which has a longer warranty duration will render the duration of the warranty for the System to the duration of the product with the shortest duration.

What Does This Warranty Not Cover? HBF-CP will not be liable for damage or loss resulting from the following: structural failure; inadequate subflooring or substrate; improper preparation of subflooring or substrate; Acts of God, including, but not limited to hurricane, flooding, earthquake, or other types of natural disasters; product misuse or abuse; failure to comply with our technical data sheets or other written instructions, applicable building codes or regulations, or standard industry practices; variations of color, shade, or texture from those shown on samples, product packaging, or marketing materials; changes in color due to age or exposure to sunlight; efflorescence and shading inherent in all cementitious products; subfloor or substrate moisture or damage; wear and tear from normal usage; cracking due to structural movement, excessive deflection, or other failure of the substrate; and failure to store, use, install, cure, or maintain the product in strict accordance with our specifications and instructions.

What Will HBF-CP Do to Address Problems? If our product is proven defective within the applicable warranty period shown in the Warranty Duration Table, HBF-CP will provide replacement product for only the specific portion of the original installation requiring replacement. For System installations, HBF-CP also will reimburse your reasonable and substantiated labor costs only for that specific portion of the original installation requiring replacement due to a proven defect in our product, not to exceed the original cost per sq ft (or m²). HBF-CP cannot guarantee an exact match to a specific tile or stone used for the initial installation. Efflorescence is a normal occurrence with cementitious products and is not a defect. This shall be your sole and exclusive remedy. IN NO EVENT SHALL HBF-CP BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF SALES OR PROFITS; BUSINESS INTERRUPTION OR DOWNTIME; INCREASED EXPENSE OF OPERATION; DAMAGE TO OTHER MATERIALS OR PROPERTY; OR LOSS OF USE OF PROPERTY. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

How Do I Get Warranty Service? Within fifteen (15) days after discovering an alleged manufacturing defect in our Product or System, you must contact HBF-CP in writing at the following address:

H.B. Fuller Construction Products Inc.
1105 South Frontenac Street
Aurora, IL 60504-6451
Attn: Technical Support
Fax: 630-952-1235

Include with your notice of claim a brief description of the alleged defect and any sales receipt, invoice, or other proof of purchase. HBF-CP shall have the right, but not the obligation, to inspect, test, and obtain samples at the installation that is the subject of a warranty claim, or to retain a third party to perform such services for it, in order to evaluate the validity of the claim. Any repair or replacement of allegedly defective product before HBF-CP has performed its evaluation shall render this warranty null and void. For additional information about our products and warranties, please call (800) 832-9002 or visit our web site at tecspecialty.com.

How Does State Law Relate to This Warranty? This warranty gives you specific legal rights, and you also may have other rights which vary from state to state.

**Contact Technical Services at 800.832.9023
for complete warranty details and application.**



H.B. Fuller Construction Products Inc.
1105 South Frontenac Street
Aurora, IL 60504-6451 U.S.A.
tecspecialty.com

ProSpec®, Permalastic®, PermaFlex®, PermaSet®, Level Set® and StayFlex® are registered trademarks of H.B. Fuller Construction Products Inc.

