



SystemOne™ WARRANTY

10-YEAR LIMITED INSTALLATION WARRANTY 5-YEAR LIMITED INSTALLATION WARRANTY

10-YEAR LEVEL

We warrant that ARDEX K 15[®], ARDEX LU 100[™], ARDEX GS-4[™], ARDEX TL WOOD[™], ARDEX FEATHER FINISH[®], ARDEX TL Patch[™] and ARDEX SD-P[®], when used with the following HENRY Floor Covering Adhesive Products: HENRY[®] 356C, 422, 630, 351, 391, 451, 248, 430, 640, 482, 971, or 1171N or when used with the following ARDEX Tile & Stone Installation Products: ARDEX X 9[™], ARDEX FB 9 L[™], ARDEX X 7 Plus[™], ARDEX X 5[™], ARDEX S 20[™], ARDEX S 16[™], ARDEX S 14[™], ARDEX 8+9[™], ARDEX WA[™], ARDEX Flex Sanded[™] and ARDEX Flex Unsanded[™] Grouts will not break down or lose their strength due to a manufacturing or formulation defect for 10 years from the date of purchase.

If this should occur, ARDEX will pay material and reasonable labor costs to either repair or replace (at our option) the area of the floor affected by the defective ARDEX or HENRY[®] product, provided that ARDEX is notified within the 10-year warranty period AND the floor 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 LEVEL

We warrant that ARDEX V 1200[™], and ARDEX TL 700[™], When used with the following HENRY Floor Covering Adhesive Products: HENRY 356C, 422, 630, 351, 391, 451, 248, 430, 640, 482, 971, or 1171N or when used with the following ARDEX Tile & Stone Installation Products: ARDEX X 4[™], ARDEX X 3[™], ARDEX D 14[™], or ARDEX S 1-K[™], and, will not break down or lose their strength due to a manufacturing or formulation defect for 5 years from the date of purchase.

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

TERMS

The SystemOne Warranty is a two-tiered program consisting of a 5 Year tier and a 10 Year tier. If any product from the 5 Year Warranty tier is selected, the entire SystemOne Warranty applicable to that particular installation and all products associated therewith will be for a 5-year period.

In order for this warranty to apply, the ARDEX products (K 15, ARDEX FEATHER FINISH, LU 100, SD-P, TL 1000, TL Wood, TL Patch, V 1200, GS-4, TL 700, D 14, S1-K, X 3, X 4, X 5, X 7 Plus, FB 9 L, X 9, 8+9, WA, Flex Unsanded Grout, Flex Sanded Grout and HENRY's Best Adhesives (HENRY 356C, 422, 630, 351, 391, 451, 248, 430, 640, 482, 971, or 1171N), must be used together only for their stated purpose; the products must be used within shelf life; the products must be applied in accordance with ARDEX and HENRY application instructions and industry standard practices. Any flooring products used must be compatible with the ARDEX and HENRY products.

Further, the ARDEX and HENRY products listed herein which are available under the warranty must be used in all categories, including all ARDEX Primers and ARDEX MC[™] Moisture Control System where required, in order for the SystemOne Warranty to apply at either the 5 Year tier or the 10 Year tier.

This warranty does not cover improper or defective installation of the substrate repair material or flooring, sub-floor irregularities, bottom-up staining due to mold, mildew or bacterial growth, installations with excessive moisture and/or alkali, efflorescence or improper maintenance. The responsibility for warranties and/or performance guarantees for the actual flooring material rests with the manufacturer of those products and not with ARDEX Engineered Cements or The W.W. Henry Company.

Tile & Stone and floor covering products must be compatible with ARDEX products. Exterior tile & stone installations to be covered by this warranty require a written recommendation by the ARDEX Technical Department.

Should the tile, stone or any other material used in the original installation no longer be readily available, ARDEX reserves the right to determine a suitable substitute at its option. This warranty does not cover improper or defective installation of the substrate repair material or flooring, sub-floor irregularities, bottom-up staining due to mold, mildew or bacterial growth, Natural color variations, color fading due to sunlight, or normal traffic wear, Installations that experience excessive moisture and/or alkali, Efflorescence, improper maintenance, Competitive materials used as part of the installation system or Material and labor costs above or in excess of the original installation cost. The responsibility for warranties and/or performance guarantees for the actual tile or stone rests with the manufacturer of those products and not with ARDEX Engineered Cements.

Under this warranty, neither ARDEX Engineered Cements nor The W.W. Henry Company will 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 or HENRY products themselves, or the finished flooring.

This warranty is in lieu of all other warranties, expressed, implied or statutory and is strictly limited to its terms. ARDEX Engineered Cements and The W.W. Henry Company 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.

This Limited Warranty is effective 1/1/09