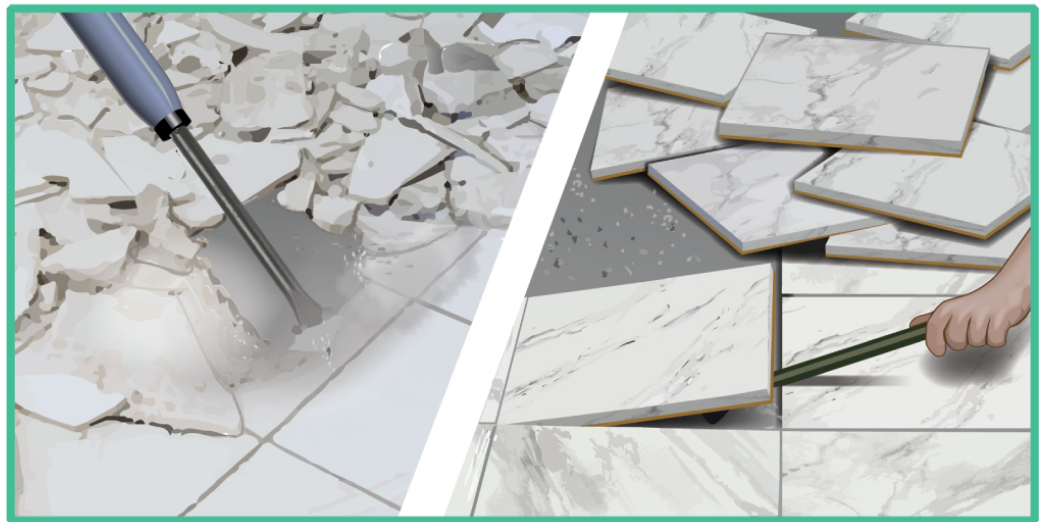




# DemoFlex™ TMS

## Technical Handbook



Cracked Tile Protection • Fast Demo • Radiant Heat Protection

Tile Management System by **NUE TILE**

Manufacturer: Tile Floor Membrane Underlayment: Architect & Engineering Spec Sheet

NUE TILE LLC  
1879 Whitehaven Rd suit 144  
Grand Island, NY 14072  
1.800.686.9158

Tile Management System Products:

DemoFlex,  
DemoFlex Adhesive,  
DemoFlex Sound

DemoFlex™ Adhesive

150 SQ. FT. Coverage per Adhesive Spray Can	
MVER up to 8 lbs/1,000 square feet per 24 hours	
0.020 g/ml VOC content	98% RH/11pH

For Interior, Horizontal, non-Submerged Use Only

Product Description:

A 2-part crack isolation membrane underlayment designed to be used under ceramic tile floor installations in interior environments. The system consists of DemoFlex Adhesive and your choice of DemoFlex Membrane Underlayment. Demoflex withstands Heavy Traffic load classifications in the ‘Robinson’ C627 along with cracked tile suppression exceeding 1/8” for the life of the floor.

Only when a force is applied to remove or repair the floor, the DemoFlex Underlayment, Mortar and Tile all come up intact with virtually no silica dust released. DemoFlex offers lifetime durability and crack suppression with 10X faster demo. Employers can avoid the extra costs and hassels associated with the control methods required by OSHA’s Crystalline Silica Exposure regulations. The system is waterproof, but is not intended to be fully submersed.

Suitable Substrates:

- Concrete Slabs
- Radiant Heated Floors
- Sealed Gypsum Substrates (No Extra Primers)
- Ceramic Tile, Natural Stone, Terrazzo (No Scarifying)
- Polished Concrete (No Scarifying)
- Exterior Grade Plywood
- Cement Mortar Beds
- Self-Leveling and Patching/Leveling Compounds
- Tile Floor Backer-Boards
- Existing Vinyl Sheet, VCT & VAT

DemoFlex™

Membrane Size	Large Format	Small Format
Length x Width	40” x 90’	20” x 90’
Thickness	0.5mm (0.02”)	0.5mm (0.02”)
SQ. FT. per Roll	300	150
Moisture Vapor T.R.	0.4 perm	0.4 perm
‘Robinson’ C627	Extra Heavy	Extra Heavy
Crack-Suppression	> 1/8”	> 1/8”

DemoFlex™ Sound

Membrane Size	Roll
Length x Width	36” x 33.3’
Thickness	1.5mm (0.06”)
SQ. FT. per Roll	100
Moisture Vapor T.R.	0.1 perm
‘Robinson’ C627	Heavy
Crack-Suppression	> 1/8”

Advantages:

- 10X Faster Demo than traditional installation methods
- **3:1 Savings to Cost Ratio** per Sq Ft
- Tile as permanent as the user requires it to be
- Solid, secure bonding to almost any substrate
- Easy installation & set tile immediately following DemoFlex
- Extremely Limited Silica Exposure During Tile Floor Demo
- Cost-Effective Crack-Suppression & Sound Deadening
- No damage to radiant heating systems during replacement
- Tile installation mistakes & defects are resolved quickly

Storage & Shelf-Life:

Adhesive must be stored at minimum 50°F and maximum 120°F at all times. Adhesive must not be exposed to freezing temperatures. Adhesive must be maintained at a minimum temperature of 68°F for a period of 24 hours prior to use. The Product may be stored for a period of up to 3 years from date of manufacture prior to use.

Technical Standards:

**ASTM:** C627, E96, F2170, F1869, F710 – **ANSI:** A118.12, A118.10  
**AIIC:** ASTM E2179, STC: ASTM E90 – **IIC:** ASTM E492.

**General Surface Preparation (see full instructions):**

All substrates must be structurally sound, clean & free of dirt, oil, grease, curing compounds, paint, laitance or efflorescence. Make rough or uneven surfaces smooth to a wood float or better finish not with asphalt based products. Fill coat any radiant heat mat with mortar. Due to shrinkage, apply a second, thin skim coat allowing proper curing time.

**Concrete Surface Preparation:**

To remove any bond-inhibiting materials, clean the surface by mechanically grinding to obtain an International Concrete Repair Institute (ICRI) concrete surface profile (CSP) #2. If concrete requires further grinding to clean the surface causing a higher CSP, smooth the surface using slurry bond coat or self leveling underlayment. Maintain expansion joints.

**Limited Warranty (see full warranty for details):**

DemoFlex will be free from Manufacturing Defects and will not break down, deteriorate or delaminate due to adhesive bond failure under normal usage for a period of time, not to exceed twenty five (25) years from date of sale, or thin set warranty language whichever is less, that is used to bond the ceramic tile or stone to the DemoFlex membrane, provided that only modified mortars are used and that the substrate upon which the adhesive is applied complies with all of the following conditions at the time of installation and for the entire term of the Warranty, along with meeting specific industry standards as set forth by the TCNA and the ANSI for the installation of ceramic tile and stone. Proper expansion & movement joints must be maintained.

1. Does not exceed a Relative Humidity (RH%) of 90% when tested in accordance with most current ASTM F2170; AND
2. Moisture vapor emissions (MVER) do not exceed 8 lbs/1000 square feet per 24 hours when tested with prepackaged Calcium Chloride crystal tests in accordance with the most current ASTM F1869; AND
3. The pH does not exceed 12 when tested in accordance with the most current ASTM F710; AND
4. If the substrate fails to meet the moisture and pH requirements as stated above; AND
5. If your mortar of choice fails to bond to the ceramic tile/stone, which includes but is not limited to use of beating block & rubber mallet to properly imbed the tile into the thinset, the warranty from NUE TILE shall be void. Moisture and pH testing can only indicate the conditions present at the time of the test and cannot predict any future changes...

**Installation Overview (see full instructions):**

Prior to installation: complete all floor leveling and regular tile preparation procedures. Thoroughly clean substrate to be free from residue & dirt including vacuuming/damp mop if needed.

Spray DemoFlex Adhesive onto tile appropriate substrate. For speed and ease of installation, it is recommended to begin applying DemoFlex Adhesive around the perimeter of the area starting at the furthest point, working your way out of the room. Let Adhesive activate and become tacky for 20-40 minutes until adhesive does not transfer to skin (adh. working time of 3 hours).

Apply DemoFlex Underlayment directly into DemoFlex Adhesive and thoroughly press-in entire surface by hand/foot or with a 35lb roller to ensure proper contact with Adhesive. Seams: apply DemoFlex Caulk or DemoFlex Tape across seam spanning 1" across each seam of the DemoFlex Underlayment. When using 'DemoFlex Sound' Membrane, to isolate wall vibrations from the floor installation, wrap the Membrane up the wall 2-3" and adhere using DemoFlex Adhesive or a quality caulk or cove base adhesive. Fill cavities around pipes that run through floor with pieces of DemoFlex & seal with silicone caulk.

DemoFlex is not intended to be left in place for extended periods of time prior to installation of the mortar, tile or stone and grout. Use only polymer modified mortars (A118.4 or greater) over DemoFlex. Fast-Set mortars (A118.4F or greater) and mortars that do not require air to cure are recommended over DemoFlex for the reduced curing time. Apply 'modified' mortar then tile and grout immediately, per TCNA Handbook standards.

**Limitations (see full warranty for details):**

- Not for use over hardwood surfaces, particle board, luan, interior glue plywood, OSB, masonite, mineral oils or solvents.
- The installation must not exceed a Relative Humidity (RH%) of 90% in accordance with the most current ASTM F2170
- Moisture vapor emissions (MVER) do not exceed 8 lbs/1000 square feet per 24 hours tested in accordance with the most current ASTM F1869; AND
- DemoFlex is not intended for use in fully submersed areas such as swimming pools and showers; AND
- If your mortar of choice fails to bond to the ceramic tile/stone, the warranty from NUE Tile shall be void.
- NUE TILE will pay for the labor & materials used in the **replacement or repair of the affected areas** up to an amount not exceeding the price paid by the customer.

## Performance Benefits Using DemoFlex™

- Removes ceramic 10X faster!
- **3:1 Savings to Cost Ratio based on Sq Ft**
- Mitigates Silica dust exposure; required under OSHA regulations as of June 2018
- Easy to apply over many surfaces
- Protects electric radiant heating systems during repair & replacement
- Tile as Permanent as the user wants it to be
- Solid, Secure Bonding to almost any substrate
- Easy Installation (set tile immediately following DemoFlex)
- Cost-Effective Crack-Suppression
- Installation mistakes & defects are remedied quickly
- Sound Deadening Option with an IIC Delta of 17

## Substrates Suitable for Use:

- Concrete Slabs
- Radiant Heated Floors
- Sealed Gypsum Substrates
- Ceramic Tile, Natural Stone, Terrazzo (No Scarifying/priming)
- Polished Concrete & Steel (No Scarifying/priming)
- Exterior Grade Plywood
- Cement Mortar Beds
- Self-Leveling and Patching/Leveling Compounds
- Tile Floor Backer-Boards
- Existing Vinyl Sheet, VCT & VAT



## Target Applications:



- Hospitality
- Automotive Dealerships
- Casinos
- Tenant Improvement
- Retail Showrooms
- Property Management
- High-Rise Condos
- Radiant Heated Floors

## Product Description:

DemoFlex is a 2-part crack suppression underlayment designed to be used under ceramic tile floor installations in interior environments. The system consists of DemoFlex Adhesive and your choice of DemoFlex Underlayment.

When YOU choose to do so:

**The DemoFlex, Mortar & Tile all come up together!** 10X faster floor replacements and repairs make planning your project timeframes more accurate. Skilled installers spend more time installing tile and much less time destroying substrates and making tons of noise.

The system meets Extra Heavy Traffic Classifications in ASTM C627 Robinson testing therefore suitable for commercial and residential use. DemoFlex also exceeds the ANSI A118 standards for High Performance Crack-Isolation Classifications, both completed by The TCNA.

No need to grind polished concrete or add primers onto existing tile with DemoFlex. As long as the substrate is structurally appropriate for ceramic tile, is clean and relatively flat, DemoFlex can also make your lives a lot easier on the install of the floor as well.

## Product Options & Formats

- **DemoFlex TMS - Membrane Underlayment**

[Membrane, Adhesive & Seam Tape included]

300 Sq Ft Roll: 40" x 90'

150 Sq Ft Roll: 20" x 90'

100 Sq Ft Roll: 12" x 100'



- **DemoFlex TMS Sound - Membrane Underlayment**

[Membrane, Adhesive & Seam Tape included]

100 Sq Ft Roll : 36" x 33.3'



- **DemoFlex Adhesive - Low V.O.C. Spray Adhesive**

150 Sq Ft Adhesive Coverage Per Can

# DemoFlex TMS TCNA Testing Summary

Robinson ASTM C627 Tests:		Results
DemoFlex TMS Over Concrete		Extra Heavy
DemoFlex TMS Over Existing Polished Tile (without filing grout joints)		Heavy
DemoFlex TMS Sound over Concrete		Heavy
DemoFlex TMS on Electric Radiant Heat		No Compromise
DemoFlex TMS on Typical Uncoupling Mats		No Compromise
DemoFlex TMS on Typical Backer-Boards		No Compromise

Crack Resistance Tests:		Results
Standard ANSI 118.12.5.4.1		High Performance
Aletred ANSI 118.12 (start over existing 1/16" crack)		High Performance
DemoFlex Sound: Standard ANSI 118.12.5.4.1		High Performance

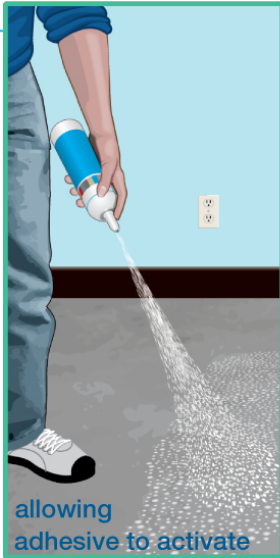
Moisture Resistance:		Results
Standard Waterproofing 118.10.4.5	No moisture penetration after 48 hours	
DemoFlex TMS Sound E96 Moisture Vapor Transmission Rate	0.1 perms	
DemoFlex TMS E96 Moisture Vapor Transmission Rate	0.35 perms	



### 1. Clean Substrate



### 2. Spray DF Adhesive



### 3. Press DF Underlayment into DF Adhesive



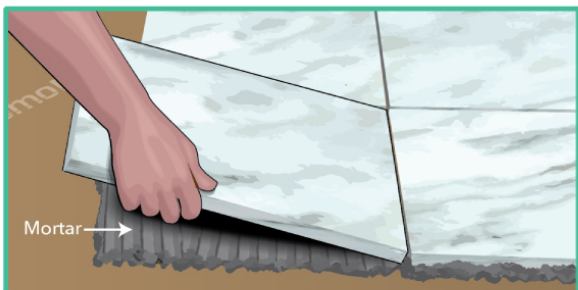
### 4. Tape or Caulk Seams & Perimeter of DF



### 5. Spread Mortar onto DemoFlex Immediately



### 6. Set Tile & Grout per industry standards



# DemoFlex™ TMS

## Installation Instructions

### Preparation & Installation Techniques for: Spray Adhesive, Membrane and Tile or Stone:

1. 68 degrees F (20 C) is the ideal temperature for DemoFlex TMS to be applied and should be stored at that temperature for 24 hours prior to application.
2. Substrate must be structurally appropriate to accept ceramic tile according to TCNA standards. Substrate must be prepared in accordance with ASTM F71011. Ensure that the substrate is dry, clean and dust free. Lightly damp-mop the substrate if dust is present. Do not apply DemoFlex Adhesive to adhesive residue or debris.
- Use appropriate adhesive removers or neutralize any residues by scratch coating with a portland based floor patch or leveling compound.
3. Wipe hand across surface. If dust transfers, the substrate is not clean.
4. HVAC must be continuously operated for a minimum of 72 hours at a temperature of not less than 68 degrees F (20 C) prior to installation.
5. Protect walls and perimeter from overspray with a spray shield, drop cloths, paper or masking.
6. Shake DemoFlex aerosol spray adhesive can vigorously. Remove cap and test spray into empty box or garbage can.
7. From an upright, standing position: hold adhesive can upside down approximately 20-30 inches (50-70cm) from the substrate, aim at the floor and press side of tip with finger. Adhesive should spray out in a wide mist and fall similar to snow. Apply the Adhesive about 1' to 2' along all the perimeter walls, except at the exit door. After covering the perimeter, then go to the farthest point of the room filling in the field as you work your way out of the room. Spray from side to side achieving the spray pattern results and coverage percentage shown in the provided example photos. Excessive application of DemoFlex Adhesive will not increase bonding strength.
8. If the Adhesive does not achieve a wide mist spray pattern, changing to the provided replacement tip may be required by pointing the Adhesive into a box or garbage can then pulling off the clogged tip and pushing a new tip into place. If the Adhesive can will be stored for an extended period of time, remove adhesive build up from the spray tip that may occur during the first application of the adhesive. Insert a small pin into the tip to prevent clogging during extended storage times to ensure optimal spray pattern. Upon reuse, if a wide mist pattern is not attainable due to adhesive build up at the tip, replace the tip with the provided spare tip.
9. If overspray occurs, quickly remove it with a damp cloth while the adhesive is still wet.
10. Allow Adhesive to become tacky until there is no adhesive transfer when lightly touched with your fingers (approx. 30 min). A fan can be used to reduce the tacking/activating time of the DemoFlex Adhesive, but high humidity and/or low temperatures will prolong the activation time of the Adhesive.
11. Pre-cut easily manageable length pieces off of the roll of DemoFlex Membrane and proceed to securely press the Membrane into the DemoFlex Adhesive within 3 hours of adhesive becoming fully tacky, preventing dust/debris contamination to the adhesive.
12. Start at the doorway as you lay the pre-cut pieces into the DemoFlex Adhesive, leaving 1/8" to 1/4" gap between the sheets or overlap the sheets slightly and cut off the overlap portion. It is acceptable to walk on the Membrane as soon as it is placed into the Adhesive. Be sure to install large pieces along the walls, placing smaller fill pieces in the center/field. Thoroughly press the entire surface of the membrane into the adhesive by hand/foot or 35lb roller within 1 hour after installation to complete the bonding process.
13. Bridge the seams of the DemoFlex Membranes using DemoFlex Tape or DemoFlex Caulk spanning 1" onto each sheet of membrane. Apply the DemoFlex Tape or DemoFlex Caulk around the perimeter of the installation area. When using DemoFlex TMS Sound Membrane, to isolate wall vibrations from the floor installation, wrap the Membrane up the wall 2-3" and adhere using DemoFlex Adhesive or a quality caulk or cove base adhesive. Fill cavities between pipes run through the floor with pieces of DemoFlex and seal with silicone caulk.

## DemoFlex™ TMS: Installation Instructions (continued)

Proceed to install ceramic tile or stone immediately according to industry standards set forth by the Tile Council of North America (TCNA) and the American National Standards Institute (ANSI).

Although we recommend fast-set mortars be used to set tile, any high quality medium bed or large format mortars can be used. A non-modified mortar with liquid latex additive should be used in commercial 'walk-off' areas to ensure the highest moisture resistant installation possible.

14. Mix mortar according to manufacturer specifications.
15. Back of tiles should be free from dust/debris.
16. Use flat side of the trowel to key the mortar into the DemoFlex Membrane.
17. Use the proper notched trowel to maximize coverage of the mortar under the tiles and along all edges and corners. It is recommended to scratch coat the back of the tiles.
18. Comb the mortar with the trowel across your body in the same direction in an area of about 4 to 6 sq ft or as needed for large format tiles.
19. Press the tile into the mortar without too much delay, pushing it perpendicular to the ridges of the mortar.
20. It is recommended to use a 'beating block' and rubber mallet to ensure that the tile has been properly imbedded into the mortar along with a tile leveling system to eliminate chances of lippage.
21. Remove any excess mortar off of the Membrane so the mortar does not dry out.
22. Be sure to clean the mortar out of the grout lines so an even amount of grout can be installed between the tiles.

### PLEASE NOTE:

If water is spilled onto the Membrane prior to tile installation, simply blot it up and let it thoroughly dry. Enough water spilled may require cutting and replacing parts of the membrane or entire sheets in the affected area. Replacing sheets of membrane will require another application of spray adhesive (step 2).

### Installing DemoFlex TMS over Electric Heat:

- A. Install the electric heat as instructed by the manufacture of the electric heat.
- B. Apply fill coat over the electric heat with a smooth mortar or a self-leveling compound so the surface is flat without deep textures, large gaps or cavities.
- C. Let the fill coat or self-leveler cure (up to) 36-48 hours, depending on environmental conditions.
- D. After the fill coat or self-leveling is completely dry, use a trowel, wide putty knife or scraper to remove any small ridges or burrs so the surface is smooth.
- E. An additional, thin scratch coat may be necessary to ensure the surface is smooth and flat.
- F. After the additional scratch coat is thoroughly dry, apply the DemoFlex Adhesive and install the DemoFlex Membrane, then proceed installing the mortar, tile and grout.

### Commercial walk-off entrance areas:

Although DemoFlex is highly moisture resistant, it is Not intended for use in submerged or very wet areas such as showers or in the types of walk-off entrances that are exposed to extreme amounts of standing water. If you wish to use DemoFlex in a walk-off entrance, be sure to coat all of the seams and perimeter of the membrane with a high quality urethane caulk sealant and we recommend leaving the membrane 6-12" away from the walls and door entrances. Use a non-modified mortar mixed with a latex additive to set the desired tile. Fill the joints of the tile with an epoxy grout.

## DemoFlex™ Limited Warranty

DemoFlex™ Underlayment & DemoFlex Sound Underlayment Limited Warranty Coverage Subject to the conditions and limitations stated below, NUE TILE LLC ("NUE TILE") warrants that DemoFlex will be free from Manufacturing Defects and will not break down, deteriorate or delaminate due to adhesive bond failure under normal usage for a period of time, not to exceed twenty five (25) years from date of sale, or thin set warranty language, whichever is less that is used to bond the ceramic tile or stone to the DemoFlex membrane, PROVIDED that only modified thinsets are used and that the substrate upon which the adhesive is applied complies with all of the following conditions at the time of installation and for the entire term of the Warranty, along with meeting specific industry standards as set forth by the Tile Council of North America (TCNA) and the American National Standards Institute (ANSI) for the installation of ceramic tile and stone.

1. Does not exceed a Relative Humidity (RH%) of 90% when tested in accordance with the most current ASTM F2170; AND
2. Moisture vapor emissions (MVER) do not exceed 8 lbs/1000 square feet per 24 hours when tested with prepackaged Calcium Chloride crystal tests in accordance with the most current ASTM F1869; AND
3. The pH does not exceed 11 when tested in accordance with the most current ASTM F710;  
AND
4. If the substrate fails to meet the moisture and pH requirements as stated above; AND
5. If your thinset of choice fails to bond to the ceramic tile/stone, which includes but is not limited to using a beating block and rubber mallet to properly imbed the tile into the thinset, the warranty from NUE TILE shall be void.

Remember moisture and pH testing can only indicate the conditions present at the time of the test, and cannot predict any future changes. NUE TILE does not monitor conditions at the location where its products are used and has no control over any future fluctuations of the environment where the adhesive is used; therefore, NUE TILE cannot be responsible for failures or delamination due to future changes in moisture and pH. Please keep in mind that in accordance with normal industry standards, it is NOT recommended to install ceramic tile on concrete that has Hydrostatic pressure.

### Disclaimer

THIS LIMITED WARRANTY IS GIVEN IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED. THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES BASED ON SAMPLES OR ORAL STATEMENTS, WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE OF THIS DOCUMENT. IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE ARE EXCLUDED. LIABILITY FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGE OR LOSS IS SPECIFICALLY EXCLUDED AT ALL TIMES. THERE ARE NO WARRANTIES BEYOND THIS EXPRESS WARRANTY. NUE TILE EXCLUDES ANY LIABILITY FOR LOST PROFITS OR ANY OTHER INDIRECT SPECIAL OR CONSEQUENTIAL DAMAGES. THE REMEDIES CONTAINED HEREIN ARE THE ONLY REMEDIES AVAILABLE FOR BREACH OF THIS WARRANTY.

Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied Warranty lasts, so the above limitations or exclusions may not apply to you. These limited warranties give you specific legal rights and you may also have other rights, which vary from state to state. Except for these other rights, the remedies provided in the above warranties state the limit of



NUE TILE's responsibility. No representative, employee, or agent of NUE TILE is authorized to modify or change the limited warranties as stated herein. NUE TILE excludes and will not pay consequential or incidental damages under these limited warranties. By this we mean that NUE TILE will not cover or pay for any loss, expense, or damage other than to the floor covering itself that may result from a defect in the adhesive. Some examples of consequential or incidental damages are: replacement of the substrate, trim moldings, disconnecting/reconnecting appliances or fixtures, or moving of furniture. If the adhesive was installed in a commercial application, this means that NUE TILE will not cover or pay for any loss, expense, damage, or loss of profit arising from inability to use the premises because of defect in the adhesive.

### Performance

DemoFlex Underlayment will not delaminate due to adhesive bond failure when used in strict compliance with the latest instructions and guidelines produced and provided by NUE TILE regarding the Product's suitability, use of materials in conjunction with the Product, including but not limited to the substrate and/or any other materials which could affect performance of the product, and preparation and installation procedures. Failure to follow those guidelines and specification or failure to comply with any usual and customary building standards, local, state or federal laws and/or any applicable building or construction codes will void this Warranty. DemoFlex Adhesives are warranted from Relative Humidity (RH%) up to 90 % when tested in accordance with the most current ASTM F2170; and moisture vapor emissions (MVER) up to 8 lb per 1,000 sq ft per 24 hours when tested with a prepackaged calcium chloride crystal kit performed in accordance with the most current ASTM F 1869; and not exceeding a pH of 11 when tested in accordance with the most current ASTM F710. Moisture testing can only indicate conditions at the time of the test and cannot predict any future changes in moisture levels. NUE TILE cannot be responsible if moisture levels change in the future. If moisture levels during the course of the Warranty period exceed those listed above, the Warranty is void.

### Exclusions

This Warranty shall not cover installations that do not meet common & customary structural and industry standards of substrate preparation and ceramic tile installation procedures as set forth in The Tile Council of North America's handbook and the American National Standards Specifications for the Installation of Ceramic Tiles (ANSI 108.5 2.3.5). If the areas to which the products are applied now or in the future fail to meet these standards, this Warranty shall be void. NUE TILE shall not be responsible for delamination which results from the failure of any another component of the installation which results in the delamination of the Product.

NUE TILE shall NOT be responsible for delamination due to any of the following:

- (a) Structural failure, seismic action, dimensional instability of floor covering material, tile warpage, discoloration, caustic solutions entering the system topically through the joints, voids, water leakage; AND/OR
- (b) Failure caused by the use of incompatible curing compounds, mold release agents, non- portland cement based leveling or patching compounds of any kind (unless specifically approved in writing by NUE TILE); AND/OR
- (c) The area of installation is subject to water damage, flooding or immersion in water due to any cause, such as plumbing failures or roof leaks AND/OR
- (d) Product was allowed to freeze prior to use; AND/OR
- (e) Cracking due to structural movement, excessive deflection or other failure in the substrate; AND/OR
- (f) Use of NUE TILE's adhesives that appear to be defective or do not meet normal expectations for use or appearance or is obviously defective in some way if a normal user of the product would have determined that the adhesive was defective [See Workmanship Section below]; AND/OR
- (g) Improper preparation or installation or maintenance procedures, and any other condition beyond the control of NUE TILE; AND/OR
- (h) Failure caused by the use of oil or wax-based floor sweeping compounds AND/OR
- (i) Failure caused by the use of flooring strippers (especially those containing benzyl alcohol); AND/OR
- (j) Failure caused by the use of asbestos abatement chemicals.



### Workmanship

While NUE TILE provides information and training as to the use of the Product to installers, NUE TILE does not warrant the installer's workmanship. Workmanship errors, like poor floor preparation or poor material installation, should be addressed to the contractor who installed the surface. Installer/Applicator must perform installation with skilled, experienced and trained workmen supervised by properly trained personnel who have demonstrated expertise in installations of similar size and scope. NUE TILE does not cover losses which result from the use of the Product if the Installer or contractor knew or should have known that the Product suffered from a manufacturer's defect and was not suitable for use. NUE TILE does not have an employee or contractual relationship with contractors and does not supervise, direct or in any other way control the performance of the contractors or subcontractors used during installation.

### Shelf Life

The Product may be stored for a period of up to 3 years from date of manufacture prior to use. During that time, the Product is warranted to be free from defects in material and workmanship when handled, stored, and transported as specified by NUE TILE.

Notice: Adhesive should be stored at a minimum of 50°F and a maximum of 120°F at all times. Adhesive should not be exposed to freezing temperatures. Adhesive must be maintained at a minimum temperature of 68°F for a period of 24 hours prior to use. Allowing any portion of the Adhesive to freeze will void this Warranty. Please see the complete Product information for details on storing and handling the Product prior to use.

### Claims & Remedies

Contact NUE TILE immediately upon the discovery of any situation which may give rise to a claim under this Warranty. Repairs or replacements made without an approved claim, in writing, from NUE TILE will not be reimbursed and the Warranty shall be void. While it is possible for NUE TILE to approve a claim for breach of this Warranty without actually physically inspecting the areas affected, NUE TILE reserves the right to inspect any and all areas which the Customer claims adhesive failure in breach of this Warranty. Failure to provide not less than 14 days access to inspect any area which is the subject of a potential Warranty claim shall void this Warranty. Initiating repairs and/or replacements of affected areas by the Customer prior to Notice and Access of the area to NUE TILE shall void the Warranty and the Customer shall not be reimbursed for repairs.

In order to file a claim, written notice shall be submitted to:

NUE TILE LLC  
1879 Whitehaven Rd #144  
Grand Island, NY 14072

Claims must be submitted within thirty (30) days of the discovery of the potential breach of this Warranty. The following information, along with all of the following supporting data, must be included in any claim for breach of this Warranty:

a) environmental conditions at time of testing; b) substrate prep data; c) pictures of the installation; d) specific installation procedures employed; e) NUE TILE lot number of adhesive used and any claimed defect; and f) customer will pay for all claim inspections and will be reimbursed in full, ONLY if the adhesive is found to be defective.

## Remedies

The Sole Remedies available for adhesive failure which may give rise to a potential claim under this Limited Warranty shall be as follows: The Warrantor may request additional information and has the right to inspect the installation prior to remedy actions. Warrantor may request that the Customer provide a minimum of two written estimates from professional installation contractors regarding the costs of repairs. All repairs or replacements must be approved in writing prior to any repairs taking place. Warrantor reserves the right to qualify acceptable contractors and refuse any estimate. Warrantor reserves the right to recover costs, including but not limited to labor and travel, associated with investigating claims shown not to be valid. All areas which are to be repaired/replaced under the terms of this Warranty must be cleared, at the end-user's expense, of all equipment, furnishings, partitions, and the like, that may interfere with the investigation of the claim or the installation or repair of the area.

## Repair and/or Replacement

1. Upon the submission and approval of a claim under this Warranty, NUE TILE may provide for the reasonable costs or labor and materials to replace or repair the affected areas only. a) NUE TILE (the Warrantor) may reimburse the Customer for reasonable costs of labor and materials to either repair or replace the affected area(s) only. OR b) NUE TILE may also choose to undertake the repair or replacement of the affected areas using labor and materials obtained through its own source(s) of installers and suppliers.

## Maximum Allowable Claim

If NUE TILE agrees to the aforementioned replacement or repairs, the Maximum Amount which it may be liable for in ANY event shall be calculated as follows: a) NUE TILE will pay for the labor & materials used in the replacement or repair of the affected areas up to an amount which, when calculated on a per square foot basis does, not exceed the price which the customer paid for labor and materials to have the original material installed. b) NUE TILE will not pay more, calculated on a square-foot basis, for the repair or replacement of the affected area than was paid in the original purchase price for material, glue, and installation. THEREFORE, THE CUSTOMER MUST MAINTAIN ORIGINAL DOCUMENTS WHICH PROVIDE THIS INFORMATION IN ORDER TO MAKE A CLAIM. Failure to provide adequate documentation as to the cost per square foot of materials and glue will have to be calculated using the prevailing minimum wage at the time of the original install. Materials will be calculated using NUE TILE's pricing at the time of installation. Material price shall be calculated using the lowest published price at the time of the original installation for similar material to be replaced. c) NUE TILE will not pay for replacement of materials in areas that are not proven to be defective. NUE TILE will pay for replacement of materials only in affected areas, which shall be exclusively determined by NUE TILE.

In the event that the sole and exclusive remedy described above fails of its essential purpose, the liability of NUE TILE is limited to the dollar value, on a square-foot basis, of the original purchase price of the portion being replaced.

Notes

## Extremely Limited Respirable Crystalline Silica Exposure During Tile Demo Means No Need for:

- Restricted Work Areas • Custom Respirator Systems
- Medical Monitoring Employees • Engineering Controls
- Extra Ventilation Strategies • OSHA involvement



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