



REGISTRATION MUST BE COMPLETED WITHIN THIRTY (30) DAYS OF PROJECT COMPLETION IN ORDER TO BE ELIGIBLE FOR WARRANTY.

LIFETIME FRACTURE-FREE PERFORMANCE WARRANTY

Full Floor Coverage with ECB®, Strataflex®, SAM® 3, or Super SAM® 125 Membrane

WHAT IS COVERED? Full floor coverage installation of ECB, Strataflex, SAM 3, or Super SAM 125 is covered by this warranty. The membrane must be installed professionally beneath the entire floor over an acceptable, structurally sound substrate in accordance with the latest installation and handling instructions.

Such installations are guaranteed to protect newly installed ceramic, porcelain, stone, marble, slate, granite and hardwood floors from reflective cracking caused by up to 3/8" lateral substrate movement due to thermal expansion/contraction, shrinkage cracks and/or joint movement. The newly installed floor is also guaranteed protection against pitting, warping or cracking caused by Moisture Vapor Transmission (MVT) up to 10#/1000SF/24HRS. Should ECB, Strataflex, SAM 3, or Super SAM 125 fail to prevent reflective cracking or MVT damage as noted above, National Applied Construction Products, Inc. will pay for the repair and/or replacement of the affected floor including membrane, bonding adhesive, grout and tile at dealer cost plus the reasonable cost of labor. Repair and/or replacement costs of the affected area cannot exceed the original cost of membrane installation for a specific claim.

HOW LONG? This warranty is valid for the lifetime of the newly installed floor commencing with its completed installation.

EXCEPTIONS AND EXCLUSIONS: This lifetime fracture-free performance warranty requires professional installation and the use of NAC Products' Primer in accordance with the installation instructions and an approved tile installation system meeting ANSI A118.4 requirements. It does not cover damages or failures as a result of:

- A) Improper application or installation of the ECB, Strataflex, SAM 3, or Super SAM 125 Membrane Systems, setting materials, or other materials associated with all or part of the system.
- B) Natural disasters (i.e. acts of God, earthquakes, substantial shifting of the substrate, floods, etc.)
- C) Tile not suited or designed for intended use, defective tile, cracked, powdering or discolored grout joints, abrasion from external forces or damage by any acts of negligence, accidents or misuse by anyone. A few general examples include, but are not limited to: walking on or moving heavy equipment over the tile and membrane system before the system reaches full curing cycle, exceeding the maximum load requirements of the tile and membrane system, dropping heavy objects on the tile floor, construction within the building causing damage to the floor, etc.
- D) Failure of building owner, installer and/or distributor, depending on the circumstances, to comply with the terms, conditions and limitations stated herein and the National Applied Construction Products, Inc. Terms and Conditions of Sale (incorporated herein by reference) including, but not limited to, payment in full of all invoices for material.
- E) Failures caused by hydrostatic pressure, moisture vapor transmission in excess of 10#/1000SF/24HRS, faulty construction of the substrate, substrates that do not meet minimum industry standards, vertical displacement and lateral movement of the substrate beyond the limitations and capability of the membrane.
- F) Defects or failures of the tile installation materials, floor leveling/patching materials, grout, sub-flooring, or other products which may affect the performance of the entire floor.

Projects must be registered within thirty (30) days of completion in order to be eligible for this warranty. Registration requires the submission of a completed Lifetime Fracture-Free Performance Warranty Registration Form, available online. Upon receipt, National Applied Construction Products, Inc. will issue a numbered Warranty Certificate to serve as proof of project registration. Claims submitted without proof of registration will not be honored.

HOW TO OBTAIN CLAIM SERVICE: Complete and return the Lifetime Fracture-Free Performance Warranty Claim Form within thirty (30) days of defect discovery. The form may be obtained at www.NACproducts.com or by calling customer service at (800) 633-4622. NAC Products must be notified prior to demolition of the affected floor if demolition is to precede completion of the claim's process. Please contact the warranty department at (800) 633-4622 with any questions.

Mailing address: National Applied Construction Products, Inc., 159 South Main Street, Suite 425, Akron, OH 44308.

LIMITATIONS OF LIABILITY: National Applied Construction Products, Inc. is not responsible for incidental or consequential damages resulting from or arising out of the use of National Applied Construction Products, Inc.'s products. All other warranties whether expressed or implied, including without limitation, any warranty of merchantability or fitness of purpose, are hereby expressly disclaimed in their entirety. This warranty gives you specific legal rights and you may also have other rights which may vary from state to state.

Rev. 7/23



LIFETIME FRACTURE-FREE PERFORMANCE WARRANTY REGISTRATION

This form must be submitted to National Applied Construction Products, Inc. within 30 days of project completion in order to be eligible for the warranty.

PROJECT AND PROJECT OWNER INFORMATION

Project Name _____ Street Address _____
(Site of membrane installation)
City _____ State _____ Zip _____ Phone _____
Owner Name _____ Address _____
(If Owner is a company, include a Contact Name) (Owner's Street Address)
City _____ State _____ Zip _____ Phone _____ Email _____

LICENSED TILE OR FLOORING INSTALLER

Company _____ License Number _____
Contact Person _____ Street Address _____
(First and Last Name)
City _____ State _____ Zip _____ Phone _____ Email _____
Start Date of Installation _____ Completion Date _____
Date of Membrane Purchase _____ Purchase Order # _____ (Please Attach Copy of P.O. or Invoice)

NAC APPROVED DISTRIBUTOR/DEALER

Company _____
Contact Person _____ Street Address _____
(First and Last Name)
City _____ State _____ Zip _____ Phone _____ Email _____

DESCRIPTION OF AREA WARRANTED

APPLICATION		SQUARE FOOTAGE	MEMBRANE NAME	PRIMER NAME	COMPANION PRODUCTS USED
FLOOR	INTERIOR				
	EXTERIOR				
WALL	INTERIOR				
	EXTERIOR				

BUILDING TYPE: Commercial Residential Medical Educational Hospitality Other _____ On Grade Above Grade

INTERIOR SUBSTRATE _____ EXTERIOR SUBSTRATE _____
(Please specify substrate type such as plywood, concrete, existing tile gypcrete, etc.)

Radiant Heating/Tile Warming System _____

Type of Setting Material _____ MFG _____ Trowel Size _____

Type of Latex _____ Soft Joint/Caulking Material _____ MFG _____

Type of Flooring _____ Size _____ MFG _____

Please submit completed Registration Form online to: info@nacproducts.com

Rev. 6/23