



# System Warranty for FlexSnap™ Installation System by FlexTherm® when used with TEC® Products



## LIMITED WARRANTY

H.B. Fuller Construction Products Inc. ("HBF-CP") warrants, to the owner ("Owner") of the premises in which the product ("Product") listed below is applied, that the Product, when installed as a **complete system**<sup>1</sup> ("System"), will, for the period<sup>2</sup> described below:

- be free from manufacturing defects
- not break down or deteriorate under normal use

provided that the Product was properly applied as a System within its applicable shelf life and in accordance with HBF-CP's written guidelines, Product Data Sheets and Specifications found at [tecspecialty.com](http://tecspecialty.com) in effect on the date of its application and consistent with all applicable building codes and industry standards and guidelines, including the TCNA Handbook when applicable, and procedures for professional application to the extent they are consistent with HBF-CP's written guidelines and specifications.

System Warranty for FlexSnap™ Installation System used with TEC® Products			
Application	10 Year Warranty	10 Year Warranty	5 Year Warranty
Plastic Mesh Filler	TEC® Fast Set Ultimate Large Tile Mortar	TEC® Level Set™ 300 Self Leveling Underlayment	TEC® Level Set™ 200 Self Leveling Underlayment
Mortar	TEC® Fast Set Ultimate Large Tile Mortar	TEC® Full Flex® Premium Thin Set Mortar <i>or</i> TEC® Ultimate Large Tile Mortar <i>or</i> TEC® Fast Set Ultimate Large Tile Mortar <i>or</i> TEC® 3N1™ Performance Mortar	TEC® Full Flex® Premium Thin Set Mortar <i>or</i> TEC® Ultimate Large Tile Mortar <i>or</i> TEC® Fast Set Ultimate Large Tile Mortar <i>or</i> TEC® 3N1™ Performance Mortar
Grout	TEC® Power Grout® Ultimate Performance Grout	TEC® Power Grout® Ultimate Performance Grout	TEC® Power Grout® Ultimate Performance Grout

<sup>1</sup> System = FlexSnap™ + Plastic Mesh Filler + Mortar + Grout.

<sup>2</sup> Limited Warranty period is effective from the date of the installation.

## EXCLUSIVE REMEDIES

HBF-CP will, at its option and expense, for each warranty claim that it determines to be valid, supply the Owner with labor and materials necessary to repair or replace, merely one time, the portion of the installation which HBF-CP has determined needs repair or replacement due to defective Products or System, or replace or refund the amount Owner paid for the defective Product or System. HBF-CP may remedy grout cracking resulting from repetitive dynamic substrate cracking or movement with a sealant in lieu of grout and the foregoing warranty does not cover such sealant.

The duration of the warranty on any replacement Product and/or System will not exceed the balance of the warranty remaining on the Product and/or System that was replaced as of the date of such replacement.

## WARRANTY CLAIM PROCEDURE

In order to qualify for the remedies described above, the Owner must notify HBF-CP, in writing, before the expiration of the warranty period described above and provide proof of purchase of the Product which is alleged to be defective, regarding the discovery of the alleged defect in the Product covered by the foregoing warranty. Owner must provide HBF-CP a reasonable opportunity to review and investigate the alleged defect. Owner must send or fax written claims to:

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

## EXCLUSIONS AND DISCLAIMER OF WARRANTIES

The foregoing warranty does not cover damage or other harm from routine maintenance or cleaning, any defects, damage or other harm that is not the result of the acts or omissions of HBF-CP, or that arise to any extent or in any way from (i) the failure of Owner or Product applicator to follow any applicable instructions of HBF-CP or other manufacturers, if any, (ii) the abuse, misuse or modification of the Product, (iii) structural failure or workmanship not in accordance with HBF-CP's instructions and applicable industry standards, (iv) normal wear and tear resulting from usage, (v) installations with improper substrate preparation, sewer backup, acts of God, excessive or low relative humidity or any issues not related to excessive moisture proven to be coming through the moisture vapor barrier, if one was applied, (vi) any surface not installed in accordance with the manufacturer's recommendations including, but not limited to, temperature, relative humidity, and proper maintenance or (vii) any surface not installed in accordance with the manufacturer's most recent published literature pertaining to glue down installations, including, but not limited

to, wood flooring acclimation, expansion space, jobsite temperature, relative humidity and air flow requirements.

When HBF-CP replaces tile, stone, floor covering or grout as part of the foregoing remedies, HBF-CP cannot guarantee an exact match thereof during such replacement.

ALTHOUGH HBF-CP MAY HAVE SUGGESTED THE PRODUCT OR DEVELOPED THE PRODUCT AT THE REQUEST OF THE OWNER OR THE PRODUCT APPLICATOR, OWNER AND APPLICATOR ARE SOLELY RESPONSIBLE FOR TESTING AND DETERMINING THE SUITABILITY OF THE PRODUCT FOR THE INTENDED USE AND PURPOSE, AND OWNER AND APPLICATOR ASSUME ALL RISK AND LIABILITY WHATSOEVER REGARDING SUCH SUITABILITY. THE FOREGOING WARRANTY IS IN PLACE OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, NONINFRINGEMENT, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ANY IMPLIED WARRANTY GRANTED UNDER APPLICABLE LAW, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE EXPRESS WARRANTY GRANTED ABOVE. SOME STATES/PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO OWNER.

## LIMITATION OF REMEDIES AND DAMAGES

EXCEPT AS OTHERWISE PROVIDED HEREIN, THE REMEDIES STATED ABOVE ARE OWNER'S SOLE AND EXCLUSIVE REMEDIES AGAINST HBF-CP.

ANY EFFORTS BY HBF-CP BEYOND THE OBLIGATIONS PROVIDED FOR HEREIN, WILL NOT IN ANY WAY CHANGE THE LIMITATION OF REMEDIES AND DAMAGES STATED IN THIS WARRANTY OR EXTEND OR CHANGE THIS WARRANTY.

## LIMITATION OF LIABILITY

IN NO EVENT WILL HBF-CP'S LIABILITY UNDER THIS WARRANTY EXCEED THE AMOUNT PAID BY OWNER FOR THE PORTION OF THE INSTALLATION, INCLUDING LABOR AND MATERIALS, WHICH HBF-CP HAS DETERMINED NEEDS REPAIR OR REPLACEMENT DUE TO DEFECTIVE PRODUCT AND/OR SYSTEM.

## DISCLAIMER OF DAMAGES

HBF-CP IS NOT LIABLE FOR ANY INDIRECT, INCIDENTAL, PUNITIVE, SPECIAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH OR ARISING OUT OF THE SALE, PURCHASE OR USE OF THE PRODUCT AND/OR SYSTEM, BREACH OF WARRANTY, INCLUDING, BUT NOT LIMITED TO, LOSS OF ANTICIPATED PROFITS OR OTHER ECONOMIC LOSS, WHETHER OR NOT ARISING FROM DELAY DURING INSPECTION OR REMEDY OF PRODUCT AND/OR SYSTEM FOR ALLEGED DEFECT UNDER WARRANTY REGARDLESS OF ANY STRICT LIABILITY OR NEGLIGENCE OF HBF-CP AND

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REGARDLESS OF THE LEGAL THEORY (CONTRACT, TORT OR OTHER) ASSERTED TO MAKE A CLAIM. SOME STATES/PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO OWNER.

### NONTRANSFERABLE WARRANTY

This warranty is not transferable and confers no rights or remedies on any third parties, whether as third party beneficiaries or otherwise.

### COMPLETE AGREEMENT

This warranty completely replaces and supersedes any prior oral or written warranties, agreements or representations of HBF-CP regarding the Product and/or System or its application. Only an officer or general manager of HBF-CP may change this warranty. **This warranty applies to all applications of the Product or System that occur after September 1, 2016.**

[tecspecialty.com](http://tecspecialty.com)

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