North American ADHESIVES®

PRODUCT AND SYSTEM LIMITED WARRANTY

	Commercial Systems				Residential Systems			
	Lifetime	25 Years	10 Years	1 Year	Lifetime	25 Years	10 Years	1 Year
Surface-Preparation Products								
NA 220 Concrete SL Primer	•	•	•	•	•	•	•	•
NA 240 Primer Grip™	•	•	•	•	•	•	•	•
NA 310 Self-Leveler Primer		•	•	•	•	•	•	•
NA 400 Self-Leveler		•	•	•	•	•	•	•
NA 420 LP Leveler		•	•	•		•	•	•
NA 450 LP Leveler Rapid	•	•	•	•	•	•	•	•
NA 500 Floor Patch	•	•	•	•	•	•	•	•
NA 501 Floor Patch Additive	•	•	•	•	•	•	•	•
NA 600 Multi Patch™	•	•	•	•	•	•	•	•
NA 655 Premium Skimcoat	•	•	•	•	•	•	•	•
NA 1200 Shower Base Mix			•	•			•	•
Membrane Systems and Waterproofing								
NA 1640 Crack Isolator™		•	•	•		•	•	•
NA 1740 Waterproof Coating	•	•	•	•	•	•	•	•
Vapor Guard™ Pro			•	•			•	•
Mortars and Additives								
NA 3000 Mortar Additive	•	•	•	•	•	•	•	•
NA 3100 Floor Set™			•	•			•	•
NA 3120 Dual Set™	•	•	•	•	•	•	•	•
NA 3150 Tile Mortar			•	•			•	•
NA 3200 Multi Flex™ Pro			•	•			•	•
NA 3220 Multi Flex Plus		•	•	•		•	•	•
NA 3240 Multi Flex Rapid	•	•	•	•	•	•	•	•
NA 3500 Glass Set™			•	•			•	•
NA 3650 Magna Floor™			•	•			•	•
NA 3690 Magna Lite™ Pro		•	•	•		•	•	•
NA 3700 Magna Lite	•	•	•	•	•	•	•	•
NA 3770 Magna Flex™ SG			•	•			•	•
NA 3785 Magna Flex Pro		•	•	•		•	•	•
NA 3800 Magna Flex	•	•	•	•	•	•	•	•
NA 3815 Magna Flex Max		•	•	•		•	•	•
Mastics								
NA 2000 Tile Adhesive				•			•	•
NA 2040 Pro Tile Adhesive			•	•			•	•
Grouts								
NA 4600 Ever Color™ PQ		•	•	•		•	•	•
NA 4800 Ever Color MPG		•	•	•		•	•	•
Caulk								
NA 5200 Color Fill™ Caulk S			•	•			•	•

	Commercial Systems				Residential Systems			
	Lifetime	25 Years	10 Years	1 Year	Lifetime	25 Years	10 Years	1 Year
Flooring Adhesives								
Carpet Lock™ Plus			•	•			•	•
Cove Bond™			•	•			•	•
Ever Bond™ PSA Pro	•		•	•	•		•	•
Ever Bond PSA Plus	•		•	•	•		•	•
Ever Bond PSA Super	•		•	•	•		•	•
Multi Lock™ Pro				•				•
Timber Bond™ Pro	•		•	•	•		•	•
Timber Bond Plus	•		•	•	•		•	•
Timber Bond Super	•		•	•	•		•	•
Timber Bond MS			•	•			•	•
Timber Bond Rapid	•				•			
VCT Bond™ Super			•	•			•	•

North American ADHESIVES®

Product and System Limited Warranty

WARRANTY COVERAGE:

MAPEI Corporation ("MAPEI"), subject to the terms and conditions set forth below, warrants that its product or system (as defined below) will be free from manufacturing defects and will not fail under normal usage for the applicable warranty period stated in the warranty length table attached to this warranty ("Warranty Length Table"), when used within its shelf life and according to (a) the technical data sheets and other written materials issued by MAPEI for the product (collectively, the "Product Literature") which are in effect at the time of the installation and (b) governmental regulations and codes, and standard industry practices. North American Adhesives ("NAA") is a brand of MAPEI and its products are covered by this warranty. For purposes of this limited warranty ("warranty"), (a) a "system" must include a NAA-branded product for each layer listed in the design specification; (b) "residential" means a job installation utilizing one or more NAA-branded products at a single-family detached dwelling; (c) "commercial" means a job installation utilizing one or more NAA-branded products at multi-family residential projects (such as condominiums, cooperatives, apartments, timeshares and mandatory homeowner associations), public places and other commercial establishments; (d) it is the sole responsibility of the installer, general contractor, architect of record or owner, as a condition of warranty coverage, to first determine the suitability and compatibility of our product or system for the user's intended use; and (e) for any NAA-branded system having a lifetime warranty period, **A "LIFETIME" MEANS FOR SO LONG AS THE JOB INSTALLATION REMAINS UNCHANGED BY THE ORIGINAL OWNER.**

PRODUCTS OR SYSTEMS OF PRODUCTS COVERED BY THIS WARRANTY:

Please refer to the Warranty Length Tables attached to this warranty.

EXCLUSIONS FROM WARRANTY COVERAGE:

The following are specifically excluded from coverage under this warranty: structural failure, inadequate subflooring, or improper subfloor preparation; damages caused by Acts of God, including, but not limited to hurricane, flooding, earthquake or other types of natural disasters, or as a result of unforeseen circumstances; acts of negligence, or product misuse or abuse; failure to comply with our Product Literature, applicable building codes and regulations, and standard industry practices; variations of color, shade or texture from those shown on samples, product packaging or any other marketing materials; changes in color due to exposure to sunlight and age; subfloor moisture or water damage; normal wear and tear resulting from usage; efflorescence and shading inherent in all cementitious products; and cracking due to structural movement, excessive deflection or other failure of the substrate, including but not limited to substrate failures caused by Alkali Silica Reaction (ASR) or Near Surface Alkali Reaction (NSAR). It is expressly understood that your purchase of our product acknowledges that MAPEI is not responsible or liable for determining the suitability or compatibility of our products for the user's intended purpose.

YOUR LEGAL RIGHTS:

This constitutes your entire express warranty for the product or system purchased. To the extent permitted by law, all other warranties, whether express or implied, including, but not limited to the 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 WARRANTY. MAPEI WILL NOT PAY OR BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL OR EXEMPLARY DAMAGES, OR FOR LOST PROFITS OR BUSINESS INTERRUPTION LOSS, UNDER ANY CIRCUMSTANCES. YET, SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. No implied warranty can be modified by any course of dealing, course of performance or usage of trade. This warranty gives you specific legal rights and you may also have other rights which vary from state to state. NO REPRESENTATION, PROMISE, AFFIRMATION OR STATEMENT BY ANY EMPLOYEE OR AGENT OF MAPEI WILL BE ENFORCEABLE AGAINST MAPEI UNLESS IT IS SPECIFICALLY INCLUDED IN THIS WARRANTY. This warranty: (a) shall commence on the date of purchase of our product or system and shall end as specified in the Warranty Length Table; (b) is limited to the original purchaser and is nontransferable; and (c) applies only to purchases and installations within the United States on or after October 8, 2025.**

FILING A CLAIM:

To file a claim under this warranty, you must contact us, in writing, within fifteen (15) calendar days of the discovery of the alleged manufacturing defect in our product or system, at MAPEI Corporation, Attn: Technical Services Department, 1144 East Newport Center Drive, Deerfield Beach, Florida 33442. Proof of purchase must be submitted with any notice of claim. We have the right, without any obligation, to physically inspect, perform testing, and obtain samples at the site where the warranty claim occurred, or to engage an independent third party for those services before we determine the validity of your claim. In order to perform (or have performed) the services described in the prior sentence, the owner of the site consents to total access for such services and agrees to pay for those services and all related costs of MAPEI if the claim is invalid under this warranty. Your claim must be received and evaluated by us before any repair or replacement work is performed; otherwise, this warranty will be null and void. For the most up-to-date information regarding our warranty policy, please refer to our website at www.na-adhesives.com.

YOUR EXCLUSIVE REMEDY:

If our product or system is proven defective within the applicable warranty period shown in the Warranty Length Table, then for a product-only purchase, you will receive, as your sole remedy, NAA-branded replacement product for only that specific portion of the original installation requiring replacement; and for system purchases, you will receive, as your sole remedy, NAA-branded replacement product and reimbursement of your reasonable and substantiated costs and labor for only that specific portion of the original installation requiring replacement.