

# The Following Terms and Conditions and Systems Requirements Apply to a Lifetime, 10-Year and 5-Year Limited System Warranties for ProSpec® Branded Products

Warranty Info

## Terms and Conditions

Subject to the conditions and limitations in this document, Bonsal American, Inc. warrants that the ProSpec® products listed below will be free from manufacturing defects and will, with normal usage, perform in accordance with published specifications. For this warranty to apply, the products must be installed properly as part of a ProSpec® system in accordance with Bonsal American's most recently published specifications and industry standard guidelines for tile installation.

## System Requirements

The following ProSpec® products must be used over an approved substrate for the ProSpec® System Warranty to apply. Bonsal American will not be responsible for system failures resulting from use over a damaged, defective or improperly prepared substrate and/or framing system. Pre-existing cracks in the substrate cannot exceed 1/8" or exhibit vertical plane differences. All installations must conform to the current Tile Council of America (TCA) Handbook, applicable ANSI standards and applicable building code requirements. ProSpec® Thin Set Mortar and Grout are required in all installations; selection and use of the Waterproofing, Crack Isolation and Surface Preparation products is dependent upon job requirements. It is the responsibility of the owner and/or installer to test and determine the suitability of the material for the intended use.

## Exclusive Remedy

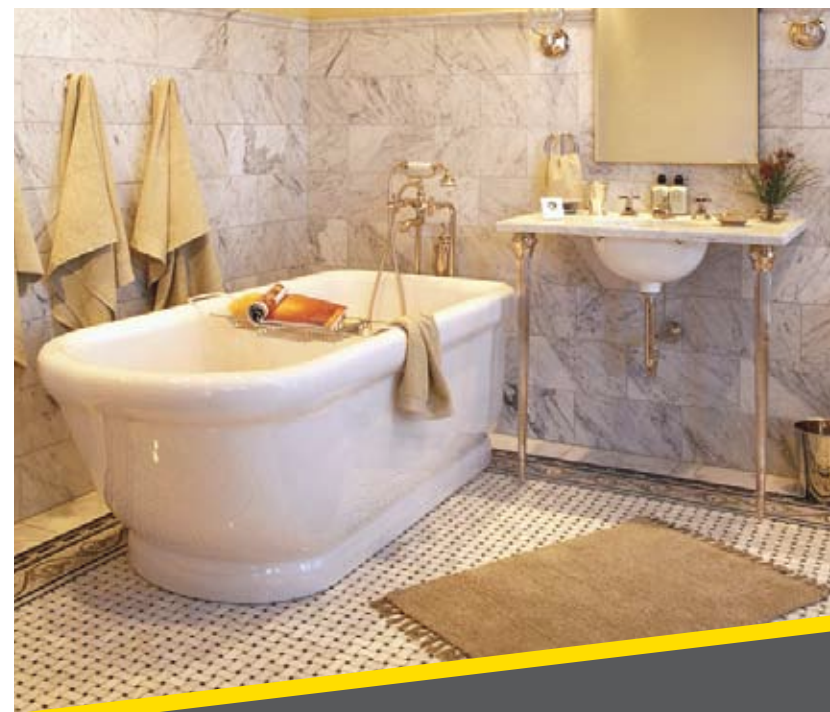
As the sole and exclusive remedy for breach of this limited warranty, Bonsal American will repair and/or replace, at its discretion, the affected area of the system at a cost not to exceed the original square-foot cost of the portion of the system shown to be defective. Proof of original product purchase and installation costs may be required. Bonsal American will not pay for repair or replacement of any portion of the system that is not proven to be defective. Bonsal American cannot guarantee an exact match to the tile, stone or grout originally installed. In the event that the exclusive remedy fails, Bonsal American's liability is limited to the dollar value, on a square-foot basis, of the original price of the portion of the system being replaced.

## Limitation of Remedies and Damages

Bonsal American is not responsible for structural failure or for workmanship that is not in accordance with ProSpec® specifications, the current TCA Handbook, applicable ANSI standards and applicable building code requirements. Efflorescence and shading are normal conditions of cement-based products and are not considered to be defective conditions covered by this warranty. This warranty does not cover normal wear and tear or cracking due to structural movement, excessive deflections or other failures in the substrate or framing, including damage resulting from weather, water, fire and acts of God. THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. BONSAI AMERICAN EXPRESSLY DISCLAIMS ANY OTHER WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES ARISING FROM SAMPLES OR ORAL STATEMENTS OR BY OPERATION OF LAW, STATUTE, COURSE OF DEALING, CUSTOM, TRADE OR OTHERWISE. BONSAI AMERICAN SHALL NOT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOSSES DUE TO DELAYS.

## Claim Procedures

To make a claim under this limited warranty, you must notify Bonsal American within 30 days after discovering any alleged system defect and before performing any repair work. You may be required to provide proof of product purchase and installation. Bonsal American, at its discretion, may require a job site inspection.



PROTECT YOUR INVESTMENT  
WITH PROSPEC

To help you get the beautiful, long lasting results you want, we've created an outstanding warranty system to protect your tile and stone investment.

LIMITED SYSTEM WARRANTIES FOR INTERIOR FLOORS  
LIFETIME, 10-YEAR, 5-YEAR

Date of Purchase: \_\_\_\_\_ Name, Address and Phone Number of Retailer or Distributor: \_\_\_\_\_  
 \_\_\_\_\_  
 Name of Purchaser: \_\_\_\_\_  
 \_\_\_\_\_  
 Warranty Period:  Lifetime  10-Year  5-Year (CHECK ONE)

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Lifetime

### PROSPEC<sup>®</sup> Lifetime Limited System Warranty

ProSpec's Lifetime Limited Warranty is the best option when it comes to protecting your investment. The quality and performance of the products make this warranty the only choice for a lifetime of worry-free results.

<b>PREPARATION*</b>	Floor Patch, Level Set 300, Floor Mud
<b>WATERPROOFING*</b>	B-6000 Waterproof / Crack Isolation Membrane
<b>CRACK ISOLATION* (up to 1/8"**)</b>	B-6000 Waterproof / Crack Isolation Membrane
<b>THIN SET MORTAR</b>	Superior PermaFlex <sup>®</sup> 600 or B-7000 Epoxy Mortar
<b>GROUT</b>	Sanded or Unsanded Grout (700/800) or B-7000 Epoxy Grout

\* When needed  
\*\* For crack isolation greater than 1/8", contact ProSpec Technical Services.

**APPROVED UNDERLAYMENTS:**

- Concrete • Cement Backerboard • Oriented Strand Board (OSB) • Exterior Glue Plywood
- (Surface preparation with B-6000 is recommended for all substrates, but B-6000 is required for OSB)

10-Year

### PROSPEC<sup>®</sup> 10-Year Limited System Warranty

ProSpec's 10-Year Warranty covers product performance for an extended period, above and beyond many other programs for similar products.

<b>PREPARATION*</b>	Floor Patch, Level Set 200, Floor Mud
<b>WATERPROOFING*</b>	B-6000 Waterproof / Crack Isolation Membrane
<b>CRACK ISOLATION* (up to 1/8"**)</b>	B-6000 Waterproof / Crack Isolation Membrane
<b>THIN SET MORTAR</b>	PermaFlex <sup>®</sup> 500, Medium Bed PermaFlex <sup>®</sup> 550, StayFlex <sup>®</sup> 590 or PermaSet 300 with B-730 Mortar Additive
<b>GROUT</b>	Sanded or Unsanded Grout (700/800) or B-7000 Epoxy Grout

\* When needed  
\*\* For crack isolation greater than 1/8", contact ProSpec Technical Services.

**APPROVED UNDERLAYMENTS:**

- Concrete • Cement Backerboard • Oriented Strand Board (OSB) • Exterior Glue Plywood
- (Surface preparation with B-6000 is recommended for all substrates, but B-6000 is required for OSB)

5-Year

### PROSPEC<sup>®</sup> 5-Year Limited System Warranty

ProSpec's most basic warranty system offers complete product coverage for five full years from the date of installation.

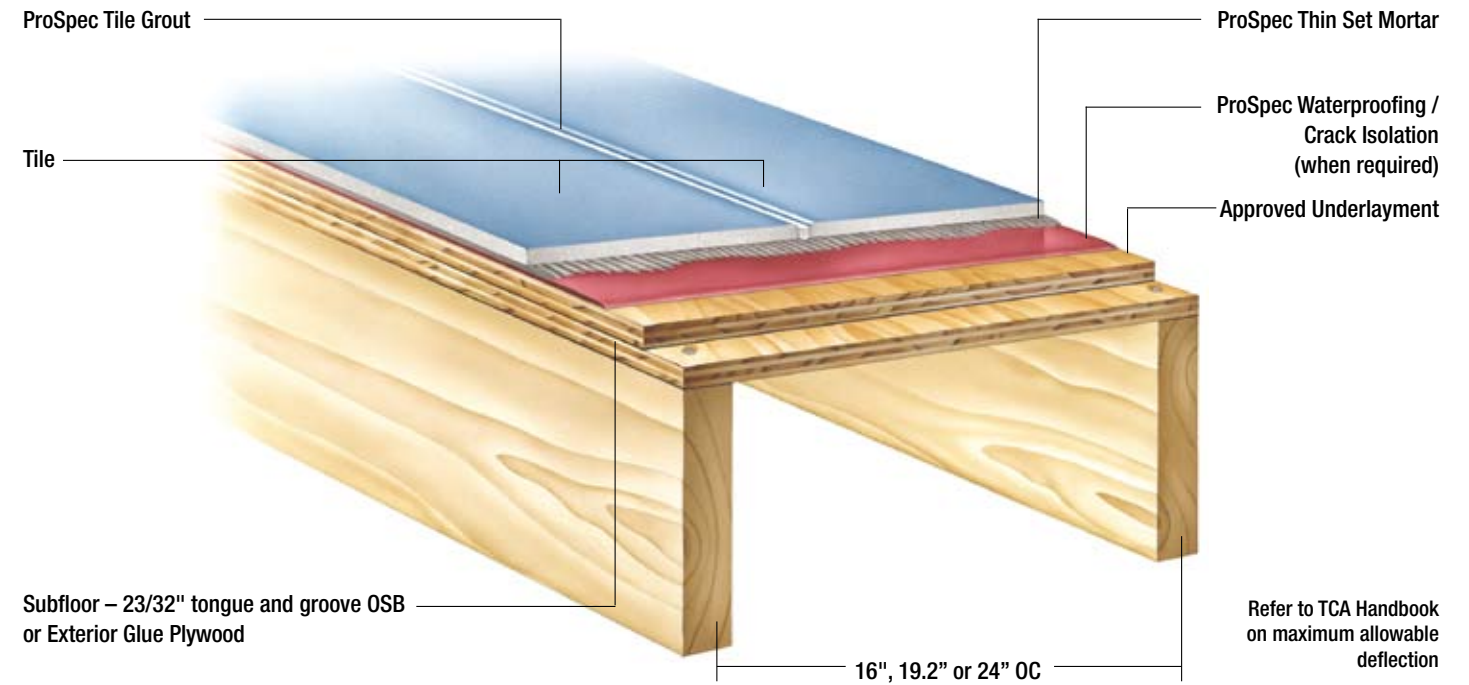
<b>PREPARATION*</b>	Floor Patch, Level Set 100, Floor Mud
<b>WATERPROOFING*</b>	B-6000 Waterproof / Crack Isolation Membrane
<b>CRACK ISOLATION* (up to 1/8"**)</b>	B-6000 Waterproof / Crack Isolation Membrane
<b>THIN SET MORTAR</b>	PermaFlex <sup>®</sup> 400
<b>GROUT</b>	Sanded or Unsanded Grout (700/800) or B-7000 Epoxy Grout

\* When needed  
\*\* For crack isolation greater than 1/8", contact ProSpec Technical Services.

**APPROVED UNDERLAYMENTS:**

- Concrete • Cement Backerboard • Oriented Strand Board (OSB) • Exterior Glue Plywood
- (Surface preparation with B-6000 is recommended for all substrates, but B-6000 is required for OSB)

### Interior Wood Floors (excluding showers)



### Interior Concrete Floors (excluding showers)

