



15 Year Tile & Stone Installation Systems Warranty

LIMITED WARRANTY

TERMS AND CONDITIONS

Subject to the conditions and limitations stated in this document, Jamo Inc. guarantees to the original owner that the Jamo installation system will be free from manufacturing defects and will not break down or deteriorate under normal usage for 15 years when installed in accordance with Jamo most recently published specifications and industry standard guidelines for tile installation. This warranty is not transferable.

EXCLUSIVE REMEDY

In installations correctly utilizing Jamo products listed on this document, Jamo will repair and/or replace, at its discretion, the affected area of the system. Such cost to Jamo shall not exceed the original square foot cost of the installation shown to be defective. Proof of product purchase cost may be required.

LIMITATION OF REMEDIES AND DAMAGES

Jamo is not responsible for structural failure or workmanship that is not in accordance with standard industry practices and procedures and Jamo published instructions. Jamo is not liable for losses due to delays or any other consequential damages. Cracking due to structural movement, excessive deflection or other failure of the substrate and damage to structural or subfloor elements from water are also not covered. Acts of God including but not limited to flooding, hurricane, tornado, earthquake and fire shall not be covered under this warranty. Jamo will not be responsible for system failure resulting from the use of competitive or non-specified products. The potential for efflorescence and shading is inherent in all cementitious products and is not considered a manufacturing defect.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS - YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. This warranty is in place of all other warranties, express or implied. Jamo expressly disclaims any other warranties, including warranties of merchantability and fitness for a particular purpose other than the warranty expressly stated herein. Some states do not allow disclaimers of implied warranties or limitations on how long an implied warranty lasts and do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Although Jamo may have suggested the material or developed the material at the request of the owner or applicator, it is the responsibility of the owner to test and determine the suitability of the material for the intended use and purpose, and the owner assumes all risk and liability whatsoever regarding such suitability.

WARRANTY REQUIREMENTS

Jamo installation requirements can be obtained by calling Technical Services at 800-282-8786 or through www.jamoinc.com. A complete Jamo system of products must be used including mortars and grouts to qualify for this limited warranty. Surface preparation product selection is optional depending on the job requirements. All installations over 5,000 square feet must receive pre-approval by calling a Jamo Architectural Consultant. We offer pre-job inspections, call 800-282-8786. Multiple residence installations are considered as one installation.

CLAIMS PROCEDURES

If you wish to make a claim under this limited warranty, you must notify Jamo immediately in writing of any alleged defect of the installation. The claim must be submitted and evaluated by Jamo before any repair work is done. Jamo reserves the right to physically inspect any project with a claim pending prior to determining validity of the claim. Proof of purchase may be required. For any claim that is not valid, Jamo will be paid reasonable charges, including travel and labor, associated with investigation of such claim.



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PRODUCTS COVERED (check appropriate boxes)

SURFACE PREPARATION PRODUCTS (use where specified depending on the installation requirements)

Membranes and Underlayments:

- WATERPROOF WATERPROOFING MEMBRANE*
- CUSTOM® 9240 WATERPROOFING & ANTI-FRACTURE MEMBRANE
- CRACK BUSTER™ CRACK PREVENTION MAT UNDERLAYMENT
- CRACK BUSTER™ PRO CRACK PREVENTION MAT UNDERLAYMENT
- EASYMAT™ WITH SOUNDGARD® TECHNOLOGY A VERSATILE UNDERLAYMENT FOR SETTING TILE & STONE
- EASYMAT™ WITH SOUNDGARD® TECHNOLOGY A VERSATILE UNDERLAYMENT FOR SETTING TILE & STONE - PEEL & STICK/ PEEL & STICK PRIMER

*Extends 15 Year, 10 Year, 5 Year and 1 Year warranties an additional 5 Years when used with a setting material listed below.

Self-Leveling Underlayments:

- LEVELLITE® SELF-LEVELING UNDERLAYMENT
- LEVELQUIK® RS RAPID SETTING SELF-LEVELING UNDERLAYMENT/LEVELQUIK® LATEX PRIMER
- LEVELQUIK® ES EXTENDED SETTING SELF-LEVELING UNDERLAYMENT/LEVELQUIK® LATEX PRIMER

SETTING MATERIALS

- MULTI-PURPOSE FLEX POLYMER-MODIFIED THIN-SET MORTAR
- PREMIUM SANDED THIN-SET MORTAR MIXED WITH CUSTOMFLEX™ ULTRA STRENGTH THIN-SET ADDITIVE
- STAR-EPOXY MORTAR
- OMNIGRIP® MAXIMUM STRENGTH ADHESIVE

GROUT

- MASTER COLOR™ GROUT
- PRISM® SURECOLOR® GROUT
- STAR EPOXY GROUT

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