

Pro-Line by Bonded System Warranty Program



Tile and Stone Setting Materials for the Professional



Simplified System Warranties



HOW TO REGISTER YOUR WARRANTY

- Complete the attached warranty registration form within 30 days of installation and completion of project.
- Attach original receipts/invoices for all Pro-Line by Bonded product purchases.
- Fax, email or mail registration form with all applicable product purchase invoices to the address referenced below.

Please use the attached warranty registration form and send to the following:

Bonded Materials Company
Technical Services Department
4330 N. 43rd Avenue. Suite B-4
Phoenix, AZ 85031

623-873-0001 ext.102 phone
623-873-0007 fax

Please note a confirmation of receipt will be sent for every warranty registration received. Should you send in your registration and not receive a confirmation please contact Customer Service:

623-873-0001 ext.101 phone
623-873-0007 fax



Warranty Registration

General Information

Warranty Registered By:		
Date:	Phone:	Fax:
Project Name:		Project Address:
City/State/Zip:		Project Phone (if different than above):

Project and Product Information

Product Used:	Color:
Qty. Purchased:	Date Purchased:
Batch #:	
Product Used:	Color:
Qty. Purchased:	Date Purchased:
Batch #:	
Product Used:	Color:
Qty. Purchased:	Date Purchased:
Batch #:	
Product Used:	Color:
Qty. Purchased:	Date Purchased:
Batch #:	
Product Used:	Color:
Qty. Purchased:	Date Purchased:
Batch #:	
Substrate (type and thickness):	Interior or Exterior:
Substrate Construction and Condition:	
Tile Size/Type/Sq. Ft.:	Tile Size/Type/Sq. Ft.:
Tile Size/Type/Sq. Ft.:	Tile Size/Type/Sq. Ft.:

Owner Information

Owners Name:	Contact Person (if different than owner):
Address:	City/State/Zip:
Phone:	Fax:
Email:	

Contractor Information

Contractor/Installer:	Contact Person (if different than contractor):
Address:	City/State/Zip:
Phone:	Fax:
Email:	

Distributor Information

Distributor:	Contact Person:
Address:	City/State/Zip:
Phone:	Fax:
Email:	

I hereby certify that this installation meets all applicable industry standards (TCNA, NTCA, MIA). All products were applied in accordance with the written manufacturers specifications.

Name, Company

Date



INSTALLATIONS SYSTEM WARRANTY

WARRANTY COVERAGE: BONDED MATERIALS, subject to the terms and conditions set forth below, warrants that its products or any system of its products for residential and commercial applications as set forth in the warranty length tables attached to this warranty ("Warranty Length Tables") will be free from manufacturing defects and will not break down or deteriorate under normal usage for the applicable warranty period indicated in the Warranty Length Tables, when used in accordance with our technical data sheets and other installation and maintenance instructions, applicable building codes and regulations, and standard industry practices. For purposes of this warranty, a "system" is a group of BONDED MATERIALS products used together in a job installation, as described in the attached Warranty Length Tables; and for any BONDED MATERIALS system having a lifetime warranty period, a "lifetime" means for so long as the job installation remains unchanged by the original owner. For any BONDED MATERIALS LIFETIME SYSTEM WARRANTY a system warranty application must be pre approved and on file with BONDED MATERIALS.

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 disaster, or as a result of unforeseen circumstances; acts of negligence, or product misuse or abuse; failure to comply with our product installation and maintenance instructions, applicable building codes and regulations, or 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 or loss of bond due to structural movement, excessive deflection or other failure of the substrate.

CONDITIONS OF COVERAGE: Warranty must be registered within 30 days of installing/completing the project. It is the sole responsibility of the installer, general contractor, architect of record or owner to test (or have tested) the suitability of our products or any system for their intended use, and these parties assume all risk and liability. All system components must be used together in order for a system warranty to be effective. This warranty: (a) is limited to the original purchaser and is nontransferable; (b) shall commence on the date of product purchase and shall end when the respective warranty period expires for that product or system as specified in the Warranty Length Tables; (c) replaces all previous warranties; and (d) applies to purchases within the United States of those products or systems listed in the Warranty Length Tables made on or after December 31st, 2013.

EXCLUSIVE REMEDY: The sole and exclusive remedy for a breach of this limited warranty is replacement of only the specific portion of the installation that is proven to be defective. BONDED MATERIALS will pay for replacement of its own products and replacement of finishing materials, as well as for labor for the replacement installation, but BONDED MATERIALS will not pay more, calculated on a square-foot basis, for the replacement than the original purchase price of the portion being replaced. BONDED MATERIALS will not pay for replacement of any portion of the installation that is not proven to be defective. In the event that the sole and exclusive remedy described above fails of its essential purpose, the liability of BONDED MATERIALS is limited to the dollar value, on a square-foot basis, of the original purchase price of the portion being replaced.

This warranty is effective as of 12/31/13

NO ASSIGNMENT: This limited warranty is not transferable or assignable.

HOW TO MAKE A CLAIM: To make a claim under this limited warranty, you must notify BONDED MATERIALS in writing within fifteen (15) days of the discovery of the alleged manufacturing defect. At the option of BONDED MATERIALS, you may be required, as a condition of this limited warranty, to provide proof of product purchase and use. Owner will provide BONDED MATERIALS with a reasonable opportunity to review and investigate the alleged defect. For any claim that is not valid, Owner will pay BONDED MATERIALS reasonable charges, including travel and labor, associated with investigation of such claim.

Send claim to:

Bonded Materials Company
4330 N. 43rd Ave. Suite B-4
Phoenix, Arizona 85031
Attn: Technical Service



Warranty information is subject to change without notice. Contact Bonded Materials for latest revisions.

Warranty	Mortar Products	Surface Preparation	Grout or Epoxy Products
Lifetime	AllFlex Medium Bed Premium	Aqua Seal	Pro-Line Poxy™ Grout Brilliance Grout
15 Year	AllSet Stone-Veneer-Set Medium Bed Modified	Aqua Seal	Pro-Line Poxy™ Grout Brilliance Grout
10 Year	ProSet	Aqua Seal	Pro-Line Poxy™ Grout Brilliance Grout
5 Year	FloorSet Modified	Aqua Seal	Pro-Line Poxy™ Grout Brilliance Grout

**All surfaces to receive tile or stone must first have Aqua Seal Waterproofing and Anti-Fracture Membrane applied to entire substrate.* Movement joints must be installed in accordance with TCNA EJ-171.*

Minimum Surface Preparation Requirements: *subject to but not limited to the following; (Instructions contained within Technical Data Sheets for each product must be followed).*

Concrete: Substrate should be cured a full 28 days minimum. Concrete surfaces must be mechanically profiled and prepared by shot blasting, sandblasting, water-jetting, scarifying, diamond-grinding or other engineer approved methods (reference ICRI CSP 3 or greater standards for acceptable profile height).

Non-Cementitious Substrates: Surfaces such as stripwood, old plaster or painted surfaces that provide bonding problems should be covered with an approved cleavage membrane topped with a 3/8" to 3/4" reinforced mortar bed for walls and a 1 1/4" reinforced mortar bed for floors.

Plywood Substrates: Wood flooring when placed on top of conventional floor joist or other system, should maintain a substrate deflection not to exceed L/360th of span and L/720th of span for natural stone and that includes both live and dead loads. A gap of 3/16" must be left between sheets of EGP and all materials they abut to allow for expansion. Do not fill expansion joints with setting material. EGP substrate is acceptable for dry, interior applications only. Floors must comply with TCNA instructions for Floors, Interior: Wood Subfloor.

Ceramic Tile Substrate: Existing tile substrate must be properly bonded. Surface must be prepared in accordance with cementitious substrates; surface must be mechanically scarified prior to installation to ensure a proper bond.

Tile: Remove any tile release agent (usually a whitish powder), dust, or other contaminates found on the tile or stone back. This may be done by scrubbing with a nylon brush and water.

Expansion Joints: Expansion joints shall be installed in accordance with local building codes. Suitable flexible sealants are required. See EJ171 in T.C.N.A. handbook for details. Expansion joints, control joints and cold joints should never be bridged with setting material.

Warranty information is subject to change without notice. Contact Bonded Materials for latest revisions.



Pro-Line by Bonded Product or Systems Installation Claims Information

Claims for Pro-Line by Bonded Products:

To make a claim under the limited warranty, you must notify Bonded Materials in writing within fifteen (15) days of the discovery of the alleged manufacturing defect. At the option of Bonded Materials, you may be required, as a condition of this limited warranty, to provide proof of product purchase and use.

Claims for Pro-Line by Bonded System Installations:

To make a claim under the system warranty, you must notify Bonded Materials Company in writing within fifteen (15) days of the discovery of the alleged manufacturing defect. At the option of Bonded Materials Company, you may be required, as a condition of this system warranty, to provide proof of product purchase and use. Bonded Materials Company will also refer to your initial warranty application which shall include product installation details and original purchase information. Warranty registration must be returned to Bonded Materials Company at time of product installation.

Please use the attached claims form when filing a claim in writing and send to the following:

Bonded Materials Company
Technical Services Department
4330 N. 43rd Avenue. Suite B-4
Phoenix, AZ 85031

623-873-0001 ext.102 phone
623-873-0007 fax



Claim Form

General Information

Claim Filed By:

Date:

Phone:

Fax:

Project Name:

Project Address:

City/State/Zip:

Project Phone (if different than above):

Description of Problem

Samples, Photos and/or Access to Jobsite is Required :

Name, Company

Date