



**North American**  
**ADHESIVES®**

# “Building Better Bonds for Life”



1. From the warranty document, choose the products you will use in your installation. You'll find helpful product information at [www.na-adhesives.com](http://www.na-adhesives.com).
2. Attach your receipts of purchase to a printout of the warranty that you have chosen, and keep these documents in your files for future reference.

Version 7.9.10

1-800-637-7753 • [www.na-adhesives.com](http://www.na-adhesives.com)

# Product Warranty Length Table for North American Adhesives

Product Category	Matching Product Warranty	10-Year Product Warranty	5-Year Product Warranty	1-Year Product Warranty
Mud Bed and Repair			NA 840 Fast-Setting Repair Mix	NA 1200 Shower Base and Floor Mortar
Patches				NA 500 Fast-Setting Patch NA 501 Liquid Additive for NA 500 Patch
Levelers, Primers and Surface Prep				NA 310 All-Purpose Primer for Self-Leveling Underlayments NA 400 Self-Leveling Underlayment
Membranes	NA 1300 Premium Moisture Block For Wood Flooring		NA 1740 Waterproofing and Crack-Isolation Membrane	NA 1550 Crack-Isolation and Sound-Reduction Membrane, With NA 1510 Membrane Primer
Mortars			NA 3220 Porcelain Tile Mortar NA 3240 Fast-Setting Tile Mortar NA 3280 High-Strength Tile and Stone Mortar NA 3600 Floor Mortar for Large Tile and Stone NA 3700 Lightweight Polymer Thin-Set NA 3900 100%-Solids Epoxy Mortar	NA 3100 Floor Tile Mortar NA 3120 Floor and Wall Tile Mortar NA 3150 Economy-Grade Tile Mortar NA 3200 Multipurpose Ceramic Tile Mortar
Additive			NA 3000 Acrylic Latex for Mortar	
Mastics			NA 2040 Premium Tile Adhesive	NA 2000 Tile Adhesive NA 2300 Ready-To-Use Stone Adhesive
Grouts			NA 4200 Sanded Grout NA 4220 Saltillo Tile Grout NA 4300 Unsanded Grout NA 4500 Resin Grout	
Caulks				NA 5200 Sanded Siliconized Acrylic Caulk NA 5300 Unsanded Siliconized Acrylic Caulk
Wood Glues	NA 8500 Premium Solid-Wood-Flooring Adhesive		NA 8300 Engineered-Wood-Flooring Adhesive	NA 8100 Engineered-Wood-Flooring Adhesive
Urethane Cleaner				NA 8550 Urethane Adhesive Remover

**MATCHING WARRANTY:**

MAPEI warrants that all North American Adhesives products in the Matching Warranty category shown above will bond wood flooring and will provide this stated performance in a time frame equal to the wood flooring manufacturer's written product warranty.

MAPEI further warrants that the adhesives shown above in this category, when properly installed on suitable substrates according to all guidelines and instruction written on the North American Adhesives packaging and Technical Data Sheets, will not deteriorate or lose bond for the stated warranty period.

**PRODUCT WARRANTY:**

A Product Warranty is defined as a single North American Adhesives product shown above installed in accordance with its Technical Data Sheet. Products shown may not be sold in all distribution channels.

# Residential System Warranty Length Table for North American Adhesives

<b>Product Category</b>	<b>Lifetime Residential System Warranty</b>	<b>15-Year Residential System Warranty</b>	<b>10-Year Residential System Warranty</b>	<b>5-Year Residential System Warranty</b>
<b>Mud Bed and Repair</b>	<i>NA 840</i> Fast-Setting Repair Mix	<i>NA 1200</i> Shower Base and Floor Mortar		
<b>Patches</b>	<i>NA 500</i> Fast-Setting Patch <i>NA 501</i> Liquid Additive for <i>NA 500</i> Patch			
<b>Levelers, Primers and Surface Prep</b>			<i>NA 310</i> All-Purpose Primer for Self-Leveling Underlayments <i>NA 400</i> Self-Leveling Underlayment	
<b>Membranes</b>	<i>NA 1300</i> Premium Moisture Block for Wood Flooring	<i>NA 1550</i> Crack-Isolation and Sound-Reduction Membrane, with <i>NA 1510</i> Membrane Primer <i>NA 1740</i> Waterproofing and Crack-Isolation Membrane <i>NA 1750</i> Reinforcing Fabric		
<b>Mortars</b>	<i>NA 3900</i> 100%-Solids Epoxy Mortar	<i>NA 3120</i> Floor and Wall Tile Mortar, with <i>NA 3000</i> Acrylic Latex for Mortar <i>NA 3280</i> High-Strength Tile and Stone Mortar <i>NA 3220</i> Porcelain Tile Mortar <i>NA 3240</i> Fast-Setting Tile Mortar <i>NA 3600</i> Floor Mortar for Large Tile and Stone <i>NA 3700</i> Lightweight Polymer Thin-Set		<i>NA 3200</i> Multipurpose Ceramic Tile Mortar
<b>Additive</b>		<i>NA 3000</i> Acrylic Latex for Mortar		
<b>Mastics</b>		<i>NA 2040</i> Premium Tile Adhesive		<i>NA 2000</i> Tile Adhesive
<b>Grouts</b>	<i>NA 4500</i> Resin Grout	<i>NA 4200</i> Sanded Grout <i>NA 4300</i> Unsanded Grout		
<b>Caulks</b>		<i>NA 5200</i> Sanded Siliconized Acrylic Caulk <i>NA 5300</i> Unsanded Siliconized Acrylic Caulk		
<b>Wood Glues</b>	<i>NA 8500</i> Premium Solid-Wood-Flooring Adhesive		<i>NA 8300</i> Engineered-Wood-Flooring Adhesive	<i>NA 8100</i> Engineered-Wood-Flooring Adhesive

**SYSTEM WARRANTY:**

*A System Warranty for the above named products requires using North American Adhesives products from at least 2 product categories to make up 100% of the layers under the final floor (wear) surface. All products must be installed in accordance with their Technical Data Sheets. Products shown may not be sold in all distribution channels.*

# Commercial System Warranty Length Table for North American Adhesives

<b>Product Category</b>	<b>Lifetime Commercial System Warranty</b>	<b>15-Year Commercial System Warranty</b>	<b>10-Year Commercial System Warranty</b>	<b>5-Year Commercial System Warranty</b>
<b>Mud Bed and Repair</b>		<i>NA 840</i> Fast-Setting Repair Mix	<i>NA 1200</i> Shower Base and Floor Mortar	
<b>Levelers, Primers and Surface Prep</b>			<i>NA 310</i> All-Purpose Primer for Self-Leveling Underlayments <i>NA 400</i> Self-Leveling Underlayment	
<b>Membranes</b>		<i>NA 1300</i> Premium Moisture Block for Wood Flooring <i>NA 1740</i> Waterproofing and Crack-Isolation Membrane <i>NA 1750</i> Reinforcing Fabric	<i>NA 1550</i> Crack-Isolation and Sound-Reduction Membrane, with <i>NA 1510</i> Membrane Primer	
<b>Mortars</b>		<i>NA 3120</i> Floor and Wall Tile Mortar, with <i>NA 3000</i> Acrylic Latex for Mortar <i>NA 3900</i> 100%-Solids Epoxy Mortar	<i>NA 3220</i> Porcelain Tile Mortar <i>NA 3240</i> Fast-Setting Tile Mortar <i>NA 3280</i> High-Strength Tile and Stone Mortar <i>NA 3600</i> Floor Mortar for Large Tile and Stone <i>NA 3700</i> Lightweight Polymer Thin-Set	<i>NA 3200</i> Multipurpose Ceramic Tile Mortar
<b>Additive</b>		<i>NA 3000</i> Acrylic Latex for Mortar		
<b>Mastic</b>			<i>NA 2040</i> Premium Tile Adhesive	
<b>Grouts</b>		<i>NA 4200</i> Sanded Grout <i>NA 4220</i> Saltillo Tile Grout <i>NA 4300</i> Unsanded Grout <i>NA 4500</i> Resin Grout		
<b>Caulks</b>			<i>NA 5200</i> Sanded Siliconized Acrylic Caulk <i>NA 5300</i> Unsanded Siliconized Acrylic Caulk	
<b>Wood Glues</b>	<i>NA 8500</i> Premium Solid-Wood-Flooring Adhesive		<i>NA 8300</i> Engineered-Wood-Flooring Adhesive	<i>NA 8100</i> Engineered-Wood-Flooring Adhesive

**SYSTEM WARRANTY:**

A System Warranty for the above named products requires using North American Adhesives products from at least 2 product categories to make up 100% of the layers under the final floor (wear) surface. All products must be installed in accordance with their Technical Data Sheets. Products shown may not be sold in all distribution channels.



## 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 in accordance with (1) our technical data sheets and other written instructions, (2) applicable building codes and regulations, and (3) standard industry practices. For purposes of this limited warranty ("warranty"), (a) a "system" is a group of NAA-branded products used together in the same job installation that are set forth in the Warranty Length Table; (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 Table that is 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 disaster, or as a result of unforeseen circumstances; acts of negligence, or product misuse or abuse; failure to comply with our technical data sheets and other written instructions, 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.

### 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, BUT SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION 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. 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; (c) replaces all previous warranties; and (d) applies only to purchases and installations within the United States on or after July 9, 2010.**

### 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 to physically inspect an installation site and obtain samples from that job installation and of our product or system used in that installation before we determine the validity of your claim. 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 additional information regarding our warranty policy, please refer to our website at [www.na-adhesives.com](http://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.