



WARRANTIES  
SYSTEMONE FLOORING WARRANTY

## SYSTEMONE FLOORING WARRANTY

ARDEX and HENRY offer complete flooring installation solutions backed by the most comprehensive full replacement warranty in the industry,  
**SystemOne**



### MORE PRODUCTS, MORE YEARS, FOR YOUR PEACE OF MIND!

SystemOne backs your installation with the most comprehensive full-replacement warranty in the industry. Combine ARDEX and HENRY flooring products or choose from a selection of ARDEX Tile & Stone systems, to receive the best protection for your installation. And it just got even better: we have added more products and years! Eliminate your risk when you rely on the SystemOne warranty.

ARDEX Americas combines ARDEX high-performance substrate preparation products with HENRY premium flooring adhesives and preparation materials to offer the SystemOne Total Solution. This solution provides the ultimate peace of mind for architects, specifiers, facility managers, building owners, contractors, and flooring installation professionals.

## **20-YEAR LEVEL**

We warrant that ARDEX K 15, ARDEX K 13, ARDEX K 60 ARDITEX, ARDEX K 40 RAPID, ARDEX Forti Finish, ARDEX Feather Finish, ARDEX Feather Finish XF, ARDEX MRF, ARDEX SD-P RAPID, ARDEX SD-P, ARDEX EP 2000, ARDEX P 51, ARDEX P 82, ARDEX P 4, ARDEX MC RAPID, HENRY 565, HENRY 549, or HENRY 564 when used with the following HENRY Floor Covering Adhesive products: HENRY Gription, HENRY 647, HENRY 695, HENRY 640, HENRY 422, HENRY 650 R, HENRY 430, HENRY 630, HENRY 248, HENRY 1171N, or HENRY 971 EZ Plus+ will not break down or lose their strength due to a manufacturing or formulation defect for 20 years from the date of installation.

If this should occur, ARDEX will pay material and reasonable labor costs to either repair or replace (at our option) the area affected by the defective ARDEX or HENRY product, provided that ARDEX is notified within the 20-year warranty period AND the area was installed in accordance with the manufacturer's instructions and industry standard practices. Products must be used together in a system-based installation.

## **10-YEAR LEVEL**

We warrant that ARDEX K 10, ARDEX K 22 F, ARDEX V 1200, ARDEX LU 100, ARDEX SKM, ARDEX VR 98, ARDEX VB 100 or HENRY 547 when used with the following HENRY Floor Covering Adhesive products: HENRY 356C, HENRY 351, HENRY 377, HENRY 440 or HENRY 595 will not break down or lose their strength due to a manufacturing or formulation defect for 10 years from the date of installation.

If this should occur, ARDEX will pay material and reasonable labor costs to either repair or replace (at our option) the area affected by the defective ARDEX or HENRY product, provided that ARDEX is notified within the 10-year warranty period AND the area was installed in accordance with the manufacturer's instructions and industry standard practices. Products must be used together in a system-based installation.

## **5-YEAR LEVEL**

We warrant that ARDEX V 1000, ARDEX GPS, or HENRY 445 when used with the following HENRY Floor Covering Adhesive products: HENRY 130, HENRY 256, HENRY 176, HENRY 170, HENRY 663 or HENRY 263 will not break down or lose their strength due to a manufacturing or formulation defect for 5 years from the date of installation.

If this should occur, ARDEX will pay material and reasonable labor costs to either repair or replace (at our option) the area affected by the defective ARDEX or HENRY product, provided that ARDEX is notified within the 5-year warranty period AND the area was installed in accordance with the manufacturer's instructions and industry standard practices. Products must be used together in a system-based installation.

## TERMS

**Eligibility:** The SystemOne Warranty is a three-tiered program consisting of 20-Year, 10-Year, and 5-Year tiers. The length of the applicable warranty will be based on product selection from the lowest warranty tier. For example, if any products are selected from the 5-year tier, the 5-year SystemOne Warranty will apply to the entire installation. If no products are selected from the 5-year tier but (any single) product is selected from the 10-year tier, the 10-year SystemOne Warranty will apply to the entire installation. The 20-year SystemOne Warranty will only apply if all products selected are from the 20-year tier.

In order for this warranty to apply, the ARDEX and HENRY products must be used together only for their stated purpose as defined in the technical datasheet; the products must be used within shelf life; the products must be applied in strict accordance with the technical datasheet, any ARDEX and HENRY application instructions and industry standard practices. Any flooring products used must be compatible with the ARDEX and HENRY products, installed within the manufacturers' stated guidelines and suitable for the application. Further, for the SystemOne Warranty to apply, all relevant elements of the installation system must be utilized from the ARDEX product list above, including all ARDEX primers where required.

**Scope:** This warranty does not cover improper or defective installation of the substrate repair material or flooring, sub-floor irregularities, bottom-up staining due to mold, mildew or bacterial growth, natural color variations, color fading due to sunlight, or normal traffic wear, installations that experience excessive moisture and/or alkali, efflorescence, improper maintenance, competitive materials used as part of the installation system or material and labor costs above or in excess of the original installation cost. The responsibility for warranties and/or performance guarantees for the actual flooring material rests with the manufacturer of those products and not with ARDEX Americas. Should any other material or color of material used in the original installation no longer be readily available, ARDEX reserves the right to determine a suitable substitute at its option but will only repair or replace the affected area that is subject to Warranty, and not the entire installation.

This warranty is valid for the life of the original floor covering installation up to a maximum of the applicable tier's length (5,10 or 20 years), so long as the original floor covering installation remains unchanged. Moreover, for the life of this warranty, the property must be used for the same general purpose.

All products must be compatible with ARDEX products. Exterior installations to be covered by this warranty require a written recommendation by the ARDEX Technical Department.

\* ARDEX MRF: The Standard Limited Warranty applies when ARDEX MRF is used in exterior applications. The Standard Limited Warranty also applies when ARDEX MRF is used beneath on- and below-grade ARDEX MC RAPID installations with no intact vapor retarder.

Under this warranty, ARDEX Americas will not be liable for consequential or incidental damages of any kind. Consequential or incidental damages refer to any loss, expense or damage other than to the ARDEX or HENRY products themselves, or the finished flooring.

This warranty is in lieu of all other warranties, expressed, implied or statutory and is strictly limited to its terms. ARDEX Americas makes no warranty of merchantability or suitability of their products for any particular purpose. PLEASE NOTE: Some states do not allow exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights. You may also have other rights, which vary from state to state.