



FLEX-GUARD PRODUCTS, Inc.

Limited LifeTime Crack Free Performance Warranty

Short Form:

Flex-Guard Products, Inc. is guaranteeing that their products will isolate horizontal crack or joint movement from cracking tile or stone up to 3/8", with the proper and accepted practices of floor and stone installation methods. This is a LifeTime warranty guaranteed to always be effective on horizontal movement. We have been in business since 1992. We have never had a claim of our products failing to do the intended job, when applied with recommended standards of installation!

Flex-Guard Products warranty gives you freedom of choice of ANSI 118.4 and ANSI 118.11 thinset mortars. We of course recommend companies and products that meet or exceed these standards and are of good and trusted reputation of high performance products.

Legal Statement of Warranty:

Flex-Guard Products, Inc. warrants to the owner of the premises in which the products ("Products") listed below is applied, that the Products, when installed IN ACCORDANCE with Flex-Guard Product Inc. written procedures and instructions. The installer should be familiar with joint placement guidelines in Detail EJ171 in the TCNA Handbook. **Flex-Guard Products, highly recommends these guides for a successful installation ABOVE the Flex-Guard Sheeting.**

Flex-Guard Products, Inc. warrants performance as described below for the following products.

Flex-Guard, Interior, Exterior		Speed-Flex, Interior
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Full Floor Installations

• Will not transfer cracks from the approved substrate (as listed on Product Data Sheets) through the tile when subjected to horizontal in-plane movement of the substrate up to 3/8" (9 mm) when installed as a full floor system.

The required ANSI 118.4 or ANSI 118.11 thin set mortar must be used for the type of tiles or stone being installed. Follow tile and mortar manufacturers required for proper Tile/Stone/Thinset/Grout materials.

Strip Applications

• Will not transfer cracks from the approved substrate (as listed on Product Data Sheets) through the tile when subjected to horizontal in-plane movement of the substrate

up to 1/4" (9 mm) when installed a minimum width of 2 tiles in width.

The required ANSI 118.4 or ANSI 118.11 thin set mortar must be used for the type or size of tiles or stone being installed. A minimum of two "soft", expansion joints must be placed above the Flex-Guard Sheeting parallel to the crack or joint. If expansion joints are not placed, the installation will be monolithic and subject to expansion and contraction failure.

Information can found at www.FlexGuardProducts.com and www.TCNA.com (Tile Council of America website) for acceptable trade practices.

- **"Premixed mortars" are NOT acceptable.**

Warranty is in effect on the date of its application and be consistent with all applicable building codes and industry standards and guidelines, including the TCNA Handbook when applicable, and procedures for professional application to the extent they are consistent with Flex-Guard Products, Inc. written guidelines and specifications. Flex-Guard Products, requires that the Joint Essentials are followed from the Tile Council of America Handbook. Anti-Fracture Membranes do not control the expansion and compression movement of the tile or stone above the membrane. Flex-Guard is not responsible for inadequate, unacceptable trade practices or non-placement of proper expansion joints in the tile joints or unsuitable bonding mortar for the installation on the substrate.

EXCLUSIVE REMEDIES

Flex-Guard Products, Inc. will, at its option and expense, for each warranty claim that it determines to be valid, supply the Owner with labor and materials necessary to repair or replace, merely one time, the portion of the installation which Flex-Guard Products, Inc. has determined needs repair or replacement due to defective Products or System, or replace or refund the amount Owner paid for the defective Product or System.

WARRANTY CLAIM PROCEDURE

In order to qualify for the remedies described above, the Owner must notify Flex-Guard Products, Inc., in writing, with 30 days of discovery and provide proof of purchase of the Product or System which is alleged to be defective or failed to perform as herein stated regarding the Product or System covered by the foregoing warranty.



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Owner must provide Flex-Guard Products, Inc. a reasonable opportunity to review and investigate the alleged defect. Owner must send or fax written claims to: Flex-Guard Products, Inc. 3820 W. Happy Valley Rd. Suite 141-433, Glendale, AZ 85210 Fax:888-839-8921 Voice:1-800-279-7600

EXCLUSIONS AND DISCLAIMER OF WARRANTIES The foregoing warranty does not cover damage or other harm from routine maintenance or cleaning, any defects, damage or other harm that is not the result of the acts or omissions of Flex-Guard Products, Inc., or that arise to any extent or in any way from (i) the failure of Owner or Product/System applicator to follow any applicable instructions of Flex-Guard Products, Inc. or other manufacturers, if any, (ii) the abuse, misuse or modification of the Product or System, (iii) structural failure or workmanship not in accordance with Flex-Guard Products, Inc. instructions and applicable industry standards, (iv) normal wear and tear resulting from usage, (v) installations with improper substrate preparation, sewer backup, acts of God, flooding, excessive moisture proven to be coming through the moisture vapor barrier, if one was applied, (vi) any surface not installed in accordance with the manufacturer's recommendations or (vii) any surface not installed in accordance with the manufacturer's most recent published installation literature.

If Flex-Guard Products, Inc. replaces tile, stone, floor covering or grout as part of the foregoing remedies, Flex-Guard Products, Inc. cannot guarantee an exact match thereof during such replacement.

.LIMITATION OF REMEDIES AND DAMAGES

EXCEPT AS OTHERWISE PROVIDED HEREIN, THE REMEDIES STATED ABOVE ARE OWNER'S SOLE AND EXCLUSIVE REMEDIES AGAINST FLEX-GUARD PRODUCTS, INC. ANY EFFORTS BY FLEX-GUARD PRODUCTS, INC. BEYOND THE OBLIGATIONS PROVIDED FOR HEREIN, WILL NOT IN ANY WAY CHANGE THE LIMITATION OF REMEDIES AND DAMAGES STATED IN THIS WARRANTY OR EXTEND OR CHANGE THIS WARRANTY.

This warranty is not transferable and confers no rights or remedies on any third parties, whether as third party beneficiaries or otherwise.

COMPLETE AGREEMENT This warranty completely replaces and supersedes any prior oral or written warranties, agreements or representations of Flex-Guard Products, Inc. regarding the Product and/or System or its application. Only an officer or general manager of Flex-Guard Products, Inc. may change this warranty. This warranty applies to all applications of the Product or System that occur after April 13, 2015.