Warranty – Norstone® Stone System

Application of LATICRETE products with Knauf AQUAPANEL® Cement Board Outdoor

LATICRETE® Europe S.r.l a socio unico

DS-230.5-10-15EU-0124A

With a LATICRETE® System Warranty you can enjoy peace of mind with high quality, world renowned LATICRETE products. When selecting the installation system for your project, consider the value and peace of mind that a LATICRETE warranty can bring.

LIMITED WARRANTY

Subject to the conditions and limitations stated below, LATICRETE Europe S.r.l a socio unico ("LATICRETE Europe") warrants that the products listed on this document will be free from manufacturing defects and will not break down or deteriorate under normal usage for a period of ten (10) years from the date of purchase when installed in accordance with the written specifications of LATICRETE Europe and industry standard guidelines.

LATICRETE Europe products are warrantied to comply with the Construction Products Regulation (CPR) No. 305/2011 and the European Norms (EN) standards currently in force.

For this limited warranty to apply, the applications that comprise the installation must be performed with the products listed in this document for each application (refer to chart). Please refer to individual product data sheets for specific guidelines.

Installation of Knauf AQUAPANEL® Cement Board Outdoor must be carried out to the exact guidelines of Knauf UK and Ireland GmbH. Knauf AQUAPANEL® Exterior screws and any joints must be installed correctly to the manufacturer specifications, plus an exterior basecoat and reinforcement mesh overlapping all edges by 100mm. Once cured, LATICRETE 335 SUPERFLEX is applied directly to the basecoat and Rock-On material is applied with the stone also back-buttered to ensure total coverage of adhesive.
If Grouting is used, a 5mm joint must be applied with expansion joints at every 6m2. Time to full-service conditions is 7 days, any grouting after 24 hours.

Notwithstanding the previous paragraphs, ceramic tile, stone or quarry/packing house tile installed in commercial and industrial kitchens do not qualify for this limited warranty.
Notwithstanding the previous paragraphs, ceramic tile, stone or quarry/packing house tile installed in pools or fountains do not qualify for this limited warranty—see Data Sheet 230.10P.EU for such applications.

DISCLAIMER

THIS LIMITED WARRANTY IS GIVEN IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED. THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES BASED ON SAMPLES OR ORAL STATEMENTS, WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE OF THIS DOCUMENT. IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE ARE EXCLUDED.

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**. LATICRETE Europe will pay for replacement of its own products and replacement of finishing materials, as well as for labor for the replacement installation, but LATICRETE Europe will not pay more, calculated on a square-meter basis, for the replacement than the original purchase price of the portion being replaced. LATICRETE Europe 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 LATICRETE Europe is limited to the monetary value, on a square-foot (square-meter) basis, of the original purchase price of the portion being replaced.

**NOTE: Efflorescence is a normal condition of Portland cement mortars and is not a defective condition.

EXCLUSIONS

LATICRETE Europe is not responsible for defects and / or anomalies with the PRODUCTS that are not due to the quality of the PRODUCTS themselves but instead due to the improper use or installation of the products.

LATICRETE Europe is not responsible for workmanship not in accordance with the instructions of LATICRETE Europe and industry standard guidelines. Cracking due to structural movement, excessive deflection or other failure in the substrate is also not covered.

LATICRETE EUROPE IS NOT LIABLE FOR ANY INCIDENTAL DAMAGES OR CONSEQUENTIAL DAMAGES, INCLUDING LOSSES DUE TO DELAYS, INCURRED BY THE PURCHASER OR ANY OTHER PARTY.

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 LATICRETE Europe in writing within thirty (30) days of the discovery of the alleged manufacturing defect. At the option of LATICRETE Europe, you may be required, as a condition of this limited warranty, to provide proof of product purchase and use.

Address your claim to:

LATICRETE Europe S.r.l. a socio unico
Via Paletti, snc, 41051 Castelnuovo Rangone MO, Italy Attn.:
Technical Service Department

TECHNICAL INFORMATION

Technical assistance and information are available by calling or emailing the LATICRETE Europe Technical Service team:

Telephone: +39 059 535540
Email: technicalservices@laticreteeurope.com

Classified as Internal and General Business

Warranty – Norstone® Stone System

LATICRETE Europe S.r.l a socio unico

DS-230.5-10-15EU-0XXX

Products used after the installation of Knauf AQUAPANEL® Cement Board Outdoor

10 YEAR GUARANTEE - EXTERIOR	
APPLICAZIONI	**PRODOTTI**
Primer*	PRIMER SUPERIOR PRIMER PLUS
Skim Coat*	8510 BONDING ADMIX + 211 POWDER SKIM
Waterproof Membrane*	HYDRO BAN
Adhesive	335 SUPER FLEX or LATAPOXY 300
Grout*	SPECTRALOCK PRO PREMIUM PERMACOLOR SELECT PERMACOLOR SELECT FINE PERMACOLOR
Sealant*	LATASIL LATASIL AC LATASIL PRIMER
	*Where applicable

15 YEAR GUARANTEE - INTERIOR	
APPLICAZIONI	**PRODOTTI**
Primer*	PRIMER SUPERIOR PRIMER PLUS
Skim Coat*	8510 BONDING ADMIX + 211 POWDER SKIM
Waterproof Membrane*	HYDRO BAN
Adhesive	335 SUPER FLEX or LATAPOXY 300
Grout	SPECTRALOCK PRO PREMIUM PERMACOLOR SELECT PERMACOLOR SELECT FINE PERMACOLOR
Sealant*	LATASIL LATASIL AC LATASIL PRIMER
	*Where applicable

Norstone Products are supplied by ROCK ON Ltd

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