

# DURADEK TILEDEK™ 10 YEAR MEMBRANE WARRANTY

Duradek ("Duradek" used herein shall refer to both Duradek Canada Ltd. and Duradek US Inc.) guarantees to repair or replace any portion of the Duradek Tiledek (hereafter referred to as "Tiledek") membrane, which leaks as a result of a manufacturing defect in the product within 10 (ten) years from the date of its installation.

## TERMS, CONDITIONS & LIMITATIONS

1. The Tiledek membrane must be installed by an approved Duradek Applying Contractor following currently approved installation methods.
2. The Owner shall notify Duradek and the Applying Contractor in writing of the need for any repairs covered herein promptly upon discovery and said repairs shall be commenced within a reasonable period of time after receipt of the said notice from Owner.
3. If there is a failure of the Tiledek membrane within the scope of this warranty, Duradek agrees to repair or replace, at its option, the affected portion of the Tiledek membrane. Duradek shall under no circumstance be liable for damage to the building or the contents of the building or for repairs or replacement of any tile or other material overlaying the Tiledek membrane arising out of contract, tort or other action. No implied warranties extend beyond the term of this warranty. No representative has authority to make any representations other than those stated herein. This warranty is limited to the original purchaser and is non-transferable.
4. To the extent allowed by the laws of each State or Province, the remedies provided under this warranty state the limit of Duradek's responsibility.
5. This warranty shall not be applicable to damage or loss caused in whole or in part by natural disasters, including but not limited to lightning, wind, hail, floods earthquakes; acts of vandalism, terrorism, negligence, misuse, abnormal usage or abuse; repairs or alterations to the deck without written approval; settling, warping, excessive deflection of the subsurface or the failure of the structure to which the Tiledek membrane is attached; problems arising from the structure and/or the subsurface not being constructed or prepared according to the prevailing building codes and regulations or standard industry practices; infiltration or condensation or moisture in, through, around, or above the walls of the building; failure of materials not furnished by Duradek; ponding water caused by inadequate slope, improperly positioned drains or settling of the building; failure of the structure to prevent ingress of wind, vapour diffusion or precipitation into the system; growth of mould, fungus or spreading of bacteria; tile or other overlay erupting from the Tiledek membrane as a result of freezing moisture beneath the tile; tile or other overlay losing its adhesion to Tiledek where the failure is within the bond coat (thinset).
6. Should there be the requirement of a warranty repair or replacement, the following items, including but not limited to, are not the responsibility of Duradek or the Applying Contractor during the repair and replacement process;
  - a. Removal and replacement of siding, stucco, railings or any other part of the building structure.
  - b. Hot tubs, planters, furniture or anything else on the deck surface.
  - c. Tile, slate or any other materials either permanently or temporarily attached to the Tiledek surface including the bonding material holding the overlay in place.
7. If the original contract for the installation of the Tiledek membrane requires the use of a sealant (caulking), then it is the owner's responsibility to inspect and maintain any sealant yearly or the warranty will be void. Neither Duradek nor the Applying Contractor are responsible for damages which are a result of the failure of the sealant after the first complete year from the date of installation.
8. Duradek and the Applying Contractor reserve the right to suspend their obligations under this warranty if all bills for installation supplies and services have not been paid in full. Proof of purchase and payment must be presented to obtain warranty coverage.
9. For all products used in conjunction with Tiledek membranes and not supplied by Duradek, the responsibility for compatibility, performance guarantees and/or warranties rest solely with their manufacturer, and not with Duradek.
10. Duradek guarantees to provide a fabric surface of the Tiledek membrane to which a thinset bonding adhesive (polymer modified mortar) will adhere. The specifications of bonding adhesive will depend upon the job-site requirements, the temperature during which the installation will be done, the type of overlay, etc. and will be established by the company whose bonding adhesive is used. Duradek accepts no responsibility for the choice of or performance of bonding adhesive. Should there be a failure of the bond to the Tiledek material, Duradek accepts responsibility only if no fabric remains attached to the PVC waterproofing membrane in which case Duradek will repair or replace, at its option, the affected piece subject to the exclusions above.
11. The warranty is offered by both Duradek and the Applying Contractor. Duradek is responsible for any materials related problems for the Tiledek membrane exclusively. The undersigned Applying Contractor is responsible for the workmanship and will facilitate any necessary repairs in accordance with terms below.
12. The Applying Contractor guarantees that the work has been performed in accordance with the most current standards and specifications set out by Duradek and is responsible for any workmanship related problems for a period of \_\_\_\_\_ years. The Applying Contractor may offer an additional written warranty stating the scope of their responsibility.

Applying Company	Applying Company's Telephone
Applying Company's Address	Date of Installation
Building Owner's Name & Address	
Building Address (if different than above)	Signature - Applying Company Rep. <span style="float: right;">Date</span>



**THE DURADEK SYSTEM** is the finest deck waterproofing method available on the market today. It is installed by authorized applicators using DURADEK's line of sheet vinyl, adhesives, trims and sealants.

**PROTECT** Duradek Tiledek during construction until the overlay is applied. There are several ways to do this, here are 2 suggestions:

A) Cover the Tiledek membrane with plywood recovery board or another inexpensive temporary overlay, over top of a taped plastic sheet.

B) Use a thin application of the polymer modified mortar (the same that will be used to bond the overlay material), troweled over top of Tiledek. When the overlay is applied, this layer is to be cleaned thoroughly, especially of any oils or grease.

**WATER TEST:** We strongly recommended, for the protection of the homeowner, builder and contractor, that a water test be done prior to the application of the overlay being attached to the Tiledek membrane. Should there be any problems, the membrane can easily be repaired at this point. For specific details on a water test, please refer to ASTM test D5957 (subject to the approval of the job site professional), call Duradek's Technical Department or check our website for details and ongoing updates - [tiledek.com](http://tiledek.com)

**RAILINGS:** If railings are to be installed, we strongly urge a fascia mounted railing system. If the design requires surface mounting, it is recommended that the railings are mounted to a specially designed pedestal as opposed to fastening through a tile. See our detail, Guardrail Post Connection-P-1T, on the website - [duradek.com/TiledekCADdrawings](http://duradek.com/TiledekCADdrawings)

**TILEDEK ASSEMBLY:** The construction of the structure to which a tile or stone overlay is attached is vitally important. Follow the local building code and the specifications as laid out by TTMAC, the Tile Contractors Association, and the manufacturer's of the materials you use.

**CARING FOR YOUR TILE, SLATE OR STONE DECK:** The manufacturers of the tile material, the grout and thinset bonding materials recommend annual application of an appropriate sealer. The sealed surface will help to prolong the life of the materials and reduce the amount of moisture getting into the grout and thinset. Check the manufacturer's specific recommendation for maintenance requirements.

- See detailed information on **TILEDEK** waterproof tile underlayment and Tile Deck Assembly Facts on our website - [tiledek.com](http://tiledek.com)