UZIN UTZ®
YOUR FLOOR. OUR PASSION.

TILE & STONE PRODUCT LINE

UZIN Classic Plus +10 System Warranty

Extended 10-Year Warranty

This Extended 10-Year Warranty ("Warranty") is offered in conjunction with Uzin Utz North America, Inc.'s ("UUNA") Limited 10-Year Warranty and provides warranty protection for the UZIN product system used on the above-referenced project by the above-named contractor. Subject to the terms and conditions below, this Warranty extends the coverage period to a total of twenty (20) years from the date of initial application, or until the original floor covering is removed, whichever occurs first.

UUNA warrants that the UZIN products specified for this project will be free from manufacturing defects and will perform to a reasonable standard during the Warranty period, provided that UZIN Product Systems are used exclusively, all products are used within their stated shelf life, and all products are installed in accordance with applicable UZIN product data sheets, labels, technical instructions, and recognized industry standards for subfloor preparation and finish-floor installation.

To qualify for this Warranty, the complete UZIN system must be used as applicable to the project, including UZIN moisture vapor retarders, primers, surface strengtheners, patching compounds, self-leveling compounds, and adhesives. Compliance with the specified UZIN system is required. The use of incompatible, unapproved, or non-UZIN products within the preparation or installation system may void this Warranty.

This Warranty applies only where the substrate is structurally sound, clean, dry, stable, properly prepared, and suitable for the intended floor covering and installation system. The substrate must meet applicable industry requirements for moisture, pH, flatness, surface condition, structural integrity, and environmental conditions. All required substrate moisture, relative humidity, pH, dew point, ambient-condition, and other pre-installation testing must be performed and documented at the time of installation. Failure to retain adequate testing and installation documentation may result in denial of a claim.

UUNA shall not be liable for damages or failures caused by improper construction, installation, application methods, substrate preparation, incompatible materials, improper maintenance, structural movement, cracking, deflection, settlement, excessive moisture, hydrostatic pressure, high pH, water intrusion, inadequate drainage, unsuitable environmental conditions, remaining adhesive residues, coatings, floor coverings, contaminants, or other unsuitable site conditions. This Warranty also excludes failures resulting from Acts of God, including hurricanes, flooding, earthquakes, fire, freeze-thaw events, and other circumstances beyond UUNA's reasonable control. Any deficiency in the existing substrate, building structure, site conditions, or previously installed materials may render this Warranty null and void.

Uzin Utz North America Inc. | 14509 E. 33rd Place, Unit G, Aurora, CO 80011 | USA | T +1 720 374-4810 | F +1 720 374-2113
us@uzin-utz.com | www.uzin-utz.com

If UUNA determines that a covered defect has occurred, UUNA will, at its option, repair or replace the affected UZIN subfloor-preparation materials and the affected finish floor covering, based on the square footage proven to be defective as a direct result of a breach of this Warranty. UUNA's responsibility is limited to the reasonable cost of materials and fair-market-value labor directly related to the repair or replacement, not to exceed the original cost of installation of the affected area. No special, incidental, indirect, or consequential damages or losses are covered, including lost profits, loss of use, business interruption, relocation costs, or replacement of non-defective adjacent materials. Repairs or replacements of localized areas are not guaranteed to match the existing floor covering, color, texture, pattern, finish, or installation, and any resulting variation is not covered.

UUNA recommends you register your floor for a warranty via the website:
us.uzin.com/support/warranty

To file a claim:

To file a claim under this Warranty, written notice must be provided to UUNA within **twenty (20) days** after discovery of the alleged defect or breach. Claims must include a description of the alleged defect, proof of purchase for UZIN products, floor-covering specifications, project location, installation date, documentation of pre-installation dew point, substrate moisture, relative humidity, and pH testing, where applicable, photographs, and any additional information reasonably requested by UUNA. Core samples and laboratory analysis may be required to evaluate the claim. If UUNA determines that the defect is covered, UUNA will reimburse reasonable costs for required core samples and related analysis.

The owner of the jobsite must provide UUNA with full access to the site for inspection, testing, sampling, and evaluation. The contractor must remain available and cooperate with UUNA throughout the claim process. No repair, removal, replacement, or other corrective work may be performed before UUNA has received and evaluated the claim, unless prior written authorization is provided by UUNA. Any unauthorized repair work may render this Warranty null and void.

Claims should be directed to:

Uzin Utz North America, Inc.
Attn: Technical Services Department
200 Garrison Oak Drive
Dover, DE 19901