

**HIGH-
PERFORMANCE
SYSTEMS**

WITH BUILT-IN
CONFIDENCE



The industry's best products are the "Best-Backed"

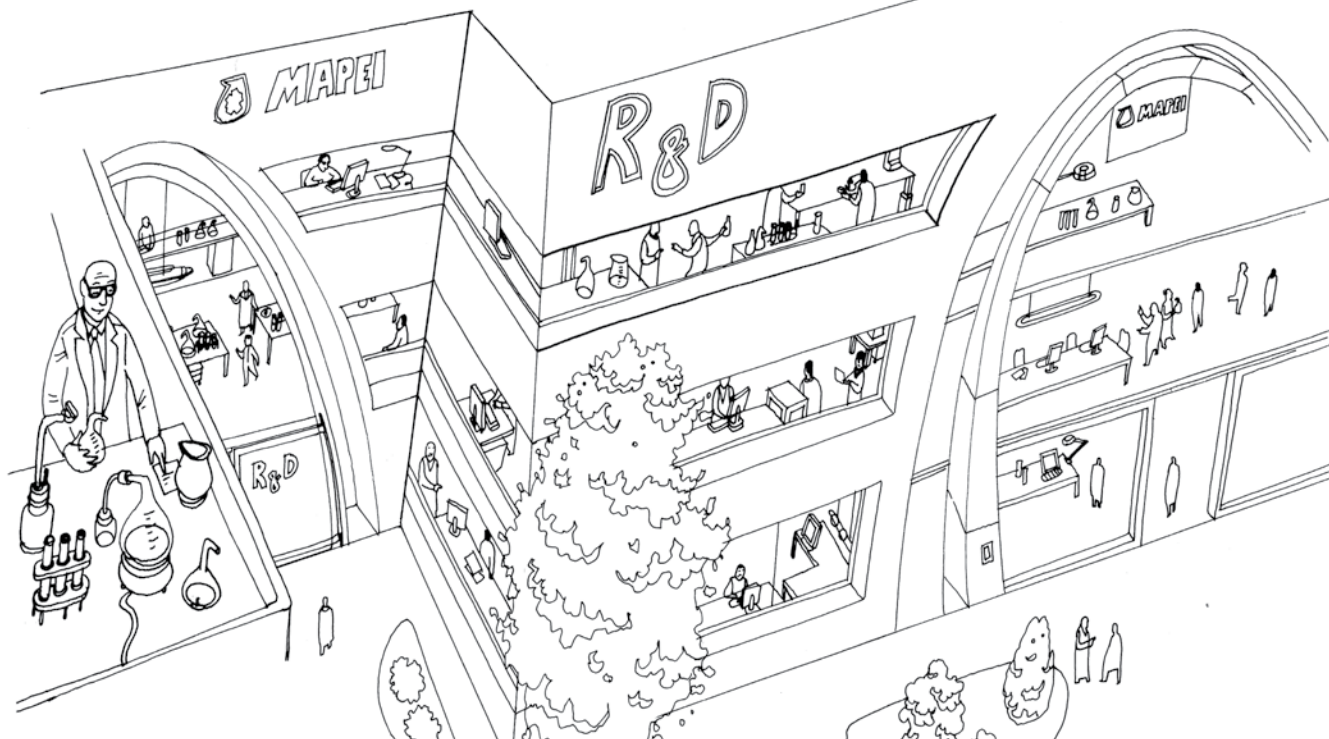
In all of the market segments it serves, MAPEI produces the industry's most innovative, highest-quality products. Through considerable investment in research and development, MAPEI focuses on fast-track construction projects, reducing installation costs and maximizing product performance, while keeping its environmental commitment at the forefront.



Through more than 75 years of technological leadership and state-of-the-art production techniques, MAPEI has developed a rock-solid reputation and earned the trust of its customers. MAPEI reinforces that dependability with the Best-BackedSM warranty program in the industry.

Why does MAPEI have the best-backed warranties in the business?

- MAPEI offers the industry's best warranty terms.
- MAPEI warranties cover the most comprehensive group of products in the industry:
 - Tile & Stone Installation Systems
 - *UltraCare*TM Stone, Tile & Grout Care Solutions
 - Floor Covering Installation Systems
 - Concrete Restoration Systems
- Qualifying for warranties is simple because of easy-to-understand requirements.
- The program offers contractors the freedom to choose which products make up the warranted system.
- Easy-to-access details are always available at www.mapei.com.



A WARRANTY FOR EVERY NEED

PRODUCT WARRANTIES

MAPEI backs the high quality of its products with individual warranties for each product.

SYSTEM WARRANTIES

MAPEI system warranties provide enhanced coverage, including replacement product and reimbursement of associated replacement costs.

When considering a system warranty, the customer and the MAPEI representative should review the MAPEI products applicable for each category of the installation – such as surface preparation, waterproofing, mortars and grouts.

For any installation exceeding 10,000 square feet (929 m²), contact MAPEI Technical Services Department to confirm system recommendations.

SPECIAL CIRCUMSTANCE WARRANTIES

Commercial and residential contractors may contact their distributor to locate the MAPEI sales representative who will secure a project warranty when it is a required contract document. All project warranties must be requested prior to the start of the installation.

Tile & Stone Installation Systems



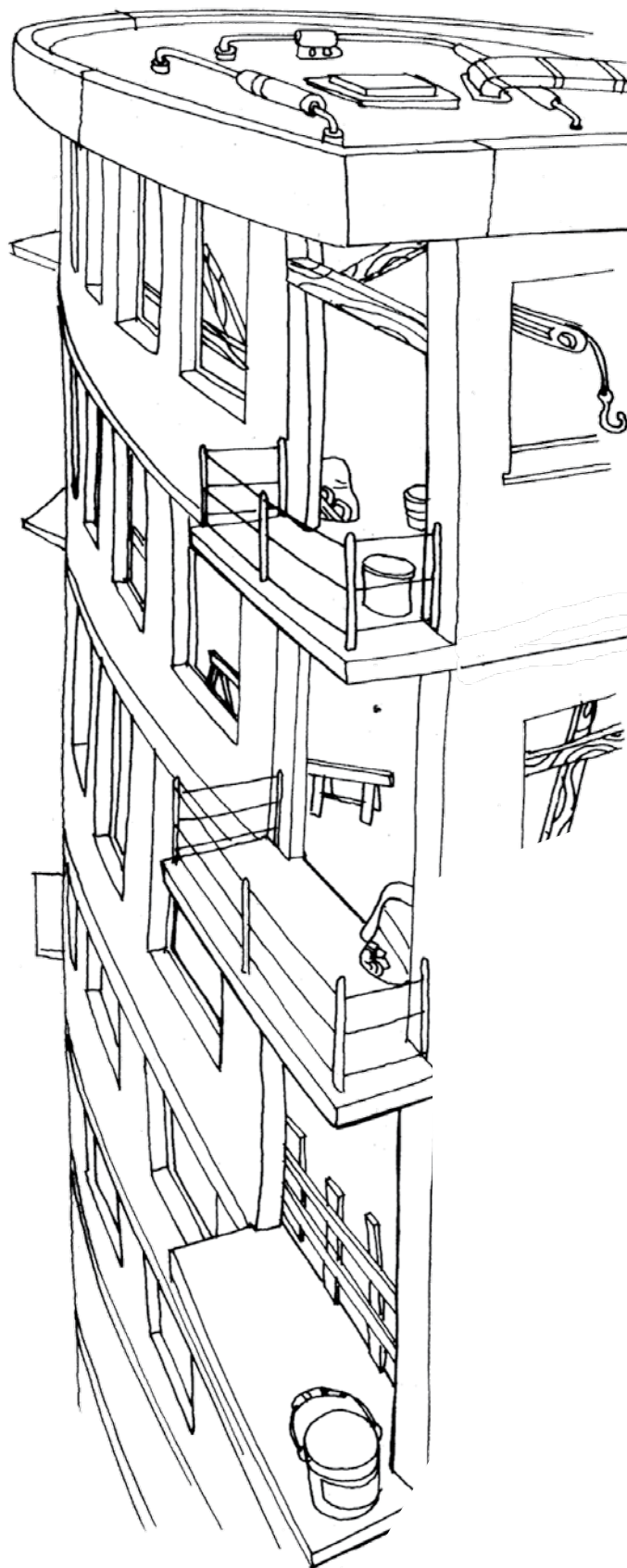
Floor Covering Installation Systems



Concrete Restoration Systems



UltraCare™ Stone, Tile & Grout Care Solutions



Technical Services

U.S. and Puerto Rico: 1-800-992-6273

Canada: 1-800-361-9309



THE INDUSTRY'S MOST COMPREHENSIVE OFFERING OF PRODUCTS

MAPEI's Best-Backed Warranty Program has been carefully designed to give optimum warranty coverage for each MAPEI product and for product groups used as systems. The program covers all MAPEI product lines.



The **Tile & Stone Installation Systems (TSIS)** product line is known for its innovative system solutions. These include mortar families for every interior and exterior need as well as cementitious and reaction-resin-based grouts in a wide spectrum of colors. MAPEI mortars and grouts meet ANSI standards, and each product has been tested against the international standards of ISO 13007, where standards exist.



Highlighting the **Floor Covering Installation Systems (FCIS)** product line is MAPEI's commitment to environmentally friendly products. The *Ultrabond ECO*[®] line of floor-covering adhesives has low or no volatile organic compounds (VOCs). Surface-preparation products include primers, self-leveling underlayments, waterproofing materials, moisture-control products, patches, skimcoats and subfloor treatment.



The **Concrete Restoration Systems (CRS)** product line fills the requirements of heavy construction with horizontal, vertical and overhead repair mortars; construction grouts; waterproofing materials; structural strengthening products; coatings and sealers; and injection epoxies – enabling installers to prepare surfaces for showcasing their best handiwork.



UltraCare is a new line of stone, tile and grout care solutions. These high-quality sealers, finishes, cleaners and problem-solvers complement MAPEI's full line of tile and stone installation products. Each product is formulated to be environmentally friendly, safe to handle and easy to use. *UltraCare*'s care and maintenance products deliver outstanding results in performance and durability.

MAPEI's environmental commitment extends to every product line. Products developed with MAPEI's "green innovation" technology are LEED-compliant and help to contribute valuable points toward LEED-certified projects. For added value, look for the "Green Innovation" logo on packaging when selecting the right MAPEI products for your installation.

MAPEI's Best-Backed Warranty Program assures customers that MAPEI stands behind its products. In addition, it promotes confidence in the installation for the ultimate customer – the property owner.

For more information about MAPEI's Best-Backed Warranty Program and other MAPEI products, call 1-800-42-MAPEI (1-800-426-2734). To locate your nearest MAPEI distributor, visit www.mapei.com.

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