



PROFILE OF INNOVATION

# SCHLUTER SET®



## INNOVATIVE SOLUTIONS FOR CERAMIC AND STONE TILE

### UNMODIFIED THIN-SET MORTAR

Ceramic and stone tiles are durable, easy to maintain, and hygienic, representing the ideal surface coverings. However, the performance of any surface covering depends on the installation method and materials used. Schluter®-Systems offers a variety of systems for tile installation, including uncoupling and waterproofing membranes, shower systems, and building panels. Schluter® setting materials are specifically formulated for use with these systems to help ensure successful tile installations in a wide range of applications.

### Application and Function

Schluter SET® is a premium, unmodified thin-set mortar for use as a bond coat within tile assemblies that is optimized for use with Schluter® membranes and boards. Schluter SET® is smooth and creamy, as well as easy to handle and spread. It is ideal for setting tile on both horizontal and vertical surfaces. Schluter SET® is suitable for use with ceramic, porcelain, and stone tile, including large and heavy tile, in conjunction with Schluter®-Systems' uncoupling and waterproofing membranes (e.g., DITRA, DITRA-HEAT, KERDI, etc.), the Schluter®-Shower System, and KERDI-BOARD. Schluter SET® can be used in both interior and exterior systems and is available in both grey and white.

### Material Properties and Areas of Application

Schluter SET® is a mixture of cement, sand and additives that sets and gains strength through cement hydration when mixed with water. It does not require drying to cure and is therefore especially

suited for use with Schluter membranes and boards. Schluter SET® is available in grey and white. Use the white version for applications where the color of the mortar affects the aesthetics of the installation (e.g., light colored or translucent stone tile, light colored grout). Schluter SET® is not suitable to bond to plywood or OSB substrates. Use Schluter ALL-SET® or Schluter FAST-SET® instead. Schluter SET® meets or exceeds the American National Standard Specifications for Dry-Set Cement Mortar, ANSI A118.1.



Schluter SET®

Schluter SET® was evaluated according to the "Standard Method for the Testing and Evaluation of Volatile Organic Chemical Emissions from Indoor Sources Using Environmental Chambers, version 1.1" for California Specification 01350 and found to comply with the VOC requirements. California Specification 01350 is referenced by various green building standards and rating systems.

### Schluter SET® Properties

Property	Duration/Conditions	ANSI A118.1 Requirement	Results
Glazed Wall Tile Shear Strength	7 days	>200 psi (1.38 MPa)	>200 psi (1.38 MPa)
	7 day water immersion	>150 psi (1.03 MPa)	>150 psi (1.03 MPa)
Porcelain Mosaic Tile Shear Strength	1 day	>50 psi (0.34 MPa)	>50 psi (0.34 MPa)
	7 days	>150 psi (1.03 MPa)	>150 psi (1.03 MPa)
	7 day water immersion	>100 psi (0.69 MPa)	>100 psi (0.69 MPa)
	28 days	>150 psi (1.03 MPa)	>150 psi (1.03 MPa)
Open Time	12 weeks	>150 psi (1.03 MPa)	>150 psi (1.03 MPa)
	20 minutes at 28 days	≥75 psi (0.5 MPa)	≥75 psi (0.5 MPa)

### Schluter SET® Working Properties\*

Open Time	20-30 minutes
Pot Life	2-4 hours
Time to Grout	12 hours
Time to Traffic	24 hours

\*At 70 °F (21 °C), working properties will vary based on jobsite conditions

## Suitable Uses

For Schluter®-Systems applications, refer to the Schluter®-DITRA, Schluter®-DITRA-HEAT, and Schluter®-Shower System Installation Handbooks. For other applications, refer to the TCNA Handbook for Ceramic, Glass, and Stone Tile Installation and TTMAC Specification Guide 09 30 00 Tile installation Manual.

	Schluter SET®	Schluter ALL-SET®	Schluter FAST-SET®
<b>DITRA® over:</b>			
Plywood/OSB	X	✓	✓
Concrete	✓	✓	✓
Gypsum	✓	✓	✓
Vinyl flooring	X	X	✓
<b>KERDI® over:</b>			
Gypsum board	✓	✓	✓
Cement backerboard	✓	✓	✓
Fiber-cement board	✓	✓	✓
Portland cement mortar	✓	✓	✓
KERDI®-SHOWER prefabricated substrates	✓	✓	✓
<b>TILE over DITRA® &amp; KERDI® products</b>			
Ceramic	✓	✓	✓
Porcelain	✓	✓	✓
Natural stone (e.g., granite, marble, etc.)	✓	✓	✓

Not recommended for moisture sensitive stone (e.g., green marble), resin-backed tile, or glass tile

## Coverage

### Membrane-to-substrate

DITRA-TROWEL™ 11/64" x 11/64" (4.5 mm x 4.5 mm)	DITRA-HEAT/-XL-TROWEL™ 1/4" x 1/4" (6 mm x 6 mm)	KERDI-TROWEL™ 1/8" x 1/8" (3 mm x 3 mm)
150 ft² (13.9 m²)	100 ft² (9.3 m²)	200 ft² (18.6 m²)

### Tile-to-membrane

Trowel	DITRA®/DITRA-HEAT™	DITRA-XL™	KERDI®/KERDI-BOARD™
1/4" x 1/4" (6 mm x 6 mm)	60 - 70 ft² (5.6 - 6.5 m²)	45 - 55 ft² (4.2 - 5.1 m²)	90 - 100 ft² (8.4 - 9.3 m²)
1/4" x 3/8" (6 mm x 9.5 mm)	40 - 50 ft² (3.7 - 4.6 m²)	35 - 45 ft² (3.3 - 4.2 m²)	55 - 65 ft² (5.1 - 6.0 m²)
1/2" x 1/2" (12.5 mm x 12.5 mm)	30 - 40 ft² (2.8 - 3.7 m²)	25 - 35 ft² (2.3 - 3.3 m²)	40 - 50 ft² (3.7 - 4.6 m²)
3/4" (19 mm)	25 - 35 ft² (2.3 - 3.3 m²)	20 - 30 ft² (1.9 - 2.8 m²)	30 - 40 ft² (2.8 - 3.7 m²)

Values are approximate. Values based on one 50 lb. (22.7 kg) bag of mortar.

## Limitations

- Particle board, luan, Masonite®, hardwood floors, and dimension lumber are not suitable substrates for tile applications.
- Schluter SET® is not designed to level floors. Any leveling or sloping of the assembly must be done with an appropriate substrate preparation material, such as Portland cement mortar, self-leveling underlayment, etc.
- Tile coverings are not inherently waterproof. See the Schluter®-Shower System Installation Handbook or the Schluter®-Systems Waterproofing Membranes Technical Data Sheet for details on how to create a waterproof assembly for your application.
- Type, thickness, and format of the tile or stone surface covering must be suitable for the intended application.
- Moisture-sensitive stones (e.g., green marble) and resin-backed tiles may require special setting materials. Consult the tile supplier and Schluter®-Systems Customer Support for more information.
- Certain glass tiles may not be compatible with bonded waterproof membranes and/or may require special setting materials. Consult with glass tile manufacturer and Schluter®-Systems for more information.

## Cautions

Refer to Safety Data Sheet (SDS) for health and safety information.

## Installation

### Planning

For complete installation guidelines and warranty criteria, please contact Schluter®-Systems at 800-472-4588 (USA) or 800-667-8746 (Canada) or by e-mail at [info@schluter.com](mailto:info@schluter.com) to receive a copy of the appropriate Schluter® Installation Handbook for your application and a step-by-step installation video. To download a PDF version of the Handbook or to view the installation video online, please visit [www.schluter.com](http://www.schluter.com).

Materials must be acclimated to ambient conditions and installed when the ambient and surface temperatures are within a range of 40°F (4°C) to 95°F

(35°C). Tenting of working area may be necessary to shade the surfaces from direct sunlight and/or rain. Direct sunlight or high temperatures may cause flash setting or skinning of the mortar. If an installation is to be completed in cold temperatures, the space must be heated before, during and after the installation to ensure proper curing of the mortar. Combustion heaters must be vented for carbon monoxide safety.

### Surface Preparation

- The substrate must be clean, even, and load bearing. Any leveling of the subfloor must be done prior to application of Schluter SET®.
- For concrete substrates, remove any waxy or oily films and curing compounds (if present) by mechanical scarification (take steps to not breathe in any residual dust).
- When bonding to particularly dry, porous concrete, the slab should be moistened to saturate the concrete and help prevent premature drying or skinning of the bond coat. Excess or standing surface water must be removed prior to installation.
- For gypsum substrates, residual moisture in gypsum screed must be 2.0% or less before installing Schluter® uncoupling membranes. Follow gypsum manufacturer's directions for additional substrate preparation.

### Mixing

Put clean, potable water into a clean pail. Slowly add powder while beginning to mix. For installing Schluter membranes, use 6.2-7.2 qts (5.9-6.8 L) of water to 50 lbs (22.7 kg) of mortar. For installation of tile, use 5.3-6.0 qts (5.0-5.7 L) of water to 50 lbs (22.7 kg) of mortar. Mix at a slow speed (<300 rpm) for 5 minutes. Let the mixture slake for 10 minutes then remix at a slow speed (<300 rpm) for an additional 3 minutes. Following this procedure will produce the best workability and help ensure maximum open time and pot life. To install Schluter® membranes the mortar should be mixed to a fairly fluid consistency, but still able to hold a notch. Do not add more water after mixing.

## Application

To substrate:

1. Apply a thin layer of the mortar with the flat side of the trowel to produce solid contact with the substrate.
2. Using an appropriate sized notched trowel, comb additional mortar using the notched side of the trowel. Mortar ridges should run in one direction.
3.
  - a. *Schluter®-DITRA family of uncoupling membranes*: solidly embed into the mortar using a float, screed trowel, or Schluter®-DITRA-ROLLER. When using DITRA-ROLLER, place a weight (e.g., bag(s) of mortar/grout or box of tile) not to exceed 75 lbs (34 kg) on the DITRA-ROLLER shelf. Slowly move the roller from one end of the matting to the other, slightly overlapping successive passes. Lift up a corner of the membrane to check coverage. Proper installation results in full contact between the fleece webbing and the mortar.
  - b. *Schluter®-KERDI family of waterproofing membranes*: solidly embed into the mortar using the flat side of the trowel or a drywall finishing knife and work the membrane onto the entire surface to ensure full coverage and remove air pockets. Lift up a corner of the membrane to check coverage. Proper installation results in full contact between the fleece webbing and the mortar.
  - c. *Tile*: Solidly embed the tile in the mortar, pushing the tile in a back and forth motion to collapse the mortar ridges. Periodically remove and check tile to ensure sufficient coverage is being attained (>80% for dry applications, >95% for exterior or shower applications – see ANSI A108.5). Back-buttering is a useful way to help ensure proper coverage, particularly when installing 12" x 12" (305 mm x 305 mm) and larger tiles. Clean all excess mortar from tile and joints while mortar is still plastic using a sponge and clean water.
4. Make sure to observe the open time of the thin-set mortar. If the mortar skins over, remove and re-apply fresh mortar.

To DITRA or KERDI products:

1.
  - a. *Schluter®-DITRA family of uncoupling membranes*: completely fill the cavities in the membrane.
  - b. *Schluter®-KERDI family of waterproofing products*: apply a thin layer of the mortar with the flat side of the trowel to produce solid contact with the fleece
2. Using an appropriate sized notched trowel, comb additional mortar using the notched side of the trowel. Mortar ridges should run in one direction.
3. Solidly embed the tile in the mortar, pushing the tile in a back and forth motion to collapse the mortar ridges.
4. Using care not to release the membrane from the substrate, periodically remove and check tile to ensure sufficient coverage is being attained (>80% for dry applications, >95% for exterior or shower applications – see ANSI A108.5). Back-buttering is a useful way to help ensure proper coverage, particularly when installing 12" x 12" (305 mm x 305 mm) and larger tiles.
5. Make sure to observe the open time of the thin-set mortar. If the mortar skins over, remove and re-apply fresh mortar.
6. Clean all excess mortar from tile and joints while mortar is still plastic using a sponge and clean water.

### Clean Up

Clean tools with water while mortar is plastic.

### Curing and Grouting

Maintain ambient and surface temperatures between 40°F to 95°F (4° C to 35° C). Wait at least 12 hours at 70° F (21° C) before grouting. Extended cure times before and after grout application may be required if temperatures are lower. Install grout per ANSI A108.10, A108.9 or A108.6 specifications and grout manufacturer's instructions. Protect the installation from traffic and water exposure for a minimum of 24 hours to allow the mortar to set. Protect the installation from freezing for a minimum of 28 days.

### Maintenance

Shelf Life and Storage: 2 years from the date on the side of the bag if unopened, not allowed to freeze, and stored off the ground in a dry, cool area protected from direct sunlight, heat sources and the weather.

## Product Item Numbers

Schluter SET®		Thin-set Mortar
Item No.	Bag Weight	Color
SET50G	50 lbs (22.7 kg)	Grey
SET50W	50 lbs (22.7 kg)	White

## Schluter®-Systems Lifetime Thin-Set System Extended Limited Warranty

**LIMITED WARRANTY COVERAGE:** Subject to the conditions and limitations as stated in this **Lifetime Thin-Set System Extended Limited Warranty** (the "**Limited Warranty**"), Schluter Systems warrants that a Thin-Set System (defined hereafter) will be free from manufacturing defects and will perform as described in the applicable installation handbook(s) and/or technical data sheet(s) (collectively, the "**Written Materials**" ) for the lifetime (defined hereafter) of such Thin-Set System when installed in a Residential or Commercial application (defined hereafter) and used in accordance with the terms and conditions of the Written Materials and industry standard guidelines that are not in conflict with the Written Materials in effect at the time of installation. In order to extend warranty coverage for Schluter® DITRA®, Schluter® DITRA-PS®, or DITRA®-XL uncoupling membranes, Schluter®-Shower System, Schluter® KERDI® or KERDI®-DS waterproofing membranes, or Schluter® DITRA-HEAT™ or Schluter® DITRA-HEAT-DUO™, Schluter®-DITRA-HEAT-PS or Schluter®-DITRA-HEAT-DUO-PS uncoupling membrane to lifetime coverage under this Lifetime Thin-Set System Extended Limited Warranty, Owner must complete and submit the Thin-Set System Registration to Schluter Systems, available at [www.schluter.com](http://www.schluter.com), or submit proof of purchase and installation information (including installation date, installer's name and address) to Schluter Systems at the address provided hereafter within ninety (90) days of installation. Note: Please retain Schluter® Thin-set Mortar Lot/Batch Number(s) for Lifetime Warranty Registration. These numbers are required for completion of the warranty registration process.

For the purposes of this Limited Warranty, a "**Thin-Set System**" is defined as Schluter® DITRA® or DITRA®-XL uncoupling membranes, Schluter®-Shower System, Schluter®-KERDI®-BOARD within a Schluter®-Shower System, Schluter® KERDI® or KERDI®-DS waterproofing membranes, or Schluter® DITRA-HEAT™ or Schluter® DITRA-HEAT-DUO™ uncoupling membrane installed with Schluter SET®, Schluter ALL-SET®, or Schluter FAST-SET® thin-set mortar and Schluter®-PRIMER-U primer (as specified pursuant to applicable Written Materials); Schluter®-DITRA-PS, Schluter®-DITRA-HEAT-PS, or Schluter®-DITRA-HEAT-DUO-PS uncoupling membranes and Schluter®-PRIMER-U or Schluter®-PRIMER-PS primers (as specified pursuant to applicable Written Materials), when floor coverings are installed on top with Schluter SET®, Schluter ALL-SET®, or Schluter FAST-SET® thin-set mortar; "**Owner**" is defined as the original end user of the property in which a Thin-Set System is installed; "**Lifetime**" is defined as that period of time that the original Thin-Set System installation remains unchanged and under the ownership of the Owner; "**Residential**" applications are defined to include Thin-Set System installations in single family detached residential dwellings; and "**Commercial**" applications are defined to include Thin-Set System installations in multi-family residential dwellings (e.g., apartments, condominiums, cooperatives, and timeshares). Thin-Set System installations in public places, commercial establishments and other applications may be afforded lifetime coverage under this Limited Warranty on a case by case basis as determined by the Schluter Systems Technical Services Director.

This Limited Warranty is only applicable to installations in the United States of America and Canada. Schluter Systems is not responsible or liable under any circumstances for determining the suitability of a Thin-Set System for the Owner's intended purpose. It is the responsibility of the Owner to consult with an experienced and professional installer to ensure the suitability of a Thin-Set System, subfloor/substrate and all building materials in the installation and that the Written Materials are followed properly.

**RESOLUTION:** If a Thin-Set System is installed and used in accordance with the terms and conditions as described hereinabove and such Thin-Set System is proven defective within the applicable warranty term, the Owner's exclusive remedy and the sole obligation of Schluter Systems, at its election, shall be to (a) reinstall or replace the failed portion of the Thin-Set System or (b) pay an amount not to exceed the original square foot cost of the installation of the Thin-Set System verified to be defective. Due to conditions beyond the control of Schluter Systems (e.g., color and shade availability, discontinuation, normal wear and tear), Schluter Systems cannot guarantee or warrant an exact match to the specific tile, stone, or other flooring materials used in the original installation. In such event, substantially similar materials may be substituted.

**EXCLUSIONS FROM COVERAGE:** This Limited Warranty excludes and in no event shall Schluter Systems have any liability for any indirect, special, incidental, punitive, exemplary, or consequential damages, including lost profits, arising out of or otherwise connected to the failure of a Thin-Set System, regardless of any strict liability or active or passive negligence of Schluter Systems, and regardless of legal theory, whether in contract, tort, extra-contractual or other. This Limited Warranty further excludes any loss or damage arising out of or otherwise connected to: acts of war, terrorism, fire, explosion, natural disaster, acts of God, any failure to comply with the Written Materials, inadequate subfloor/substrate, improper preparation or other failure of subfloor/substrate, faulty or negligent penetration of a Thin-Set System or subfloor/substrate, intentional acts of destruction, structural failure, misuse of or failure to maintain a Thin-Set System, normal wear and tear, scratches, dents, corrosion or discoloration (whether caused by excessive heat, chemical cleaning products, abrasive agents or otherwise), efflorescence and shading which are a natural occurrence with cementitious materials and are not considered a defective condition for the purposes of this Limited Warranty, variations of texture, color or shade from those on product samples, packaging materials or other marketing materials, or other causes unrelated to a Thin-Set System (e.g. surface covering failure, excess point loading, overvoltage). This Limited Warranty excludes exterior, submerged and steam room applications and further excludes applications using glass tile, moisture sensitive stone, or other non-approved surface coverings, unless specifically approved in writing on a case by case basis by the Schluter Systems Technical Services Director. Schluter® DITRA-HEAT™-E-HK heating cables and Schluter® DITRA-HEAT™-E thermostats are specifically excluded from coverage under this Limited Warranty. Any substitution of a non-Schluter Systems product for a Schluter Systems component in a Thin-Set System voids this Limited Warranty.

**DISCLAIMER:** There are no warranties beyond this expressed warranty as stated herein. To the extent permitted by law, all other warranties, representations or conditions, expressed or implied, are hereby disclaimed and excluded, including but not limited to the implied warranties of **MERCHANTABILITY** or **FITNESS FOR A PARTICULAR PURPOSE** (as limited to such purposes as described in the Written Materials) or arising from a course of dealing, usage of trade or otherwise by law. ANY IMPLIED WARRANTIES ARISING BY OPERATION OF LAW ARE LIMITED IN DURATION TO THE TERM OF THIS LIMITED WARRANTY. NO REPRESENTATION, PROMISE, AFFIRMATION OR STATEMENT BY ANY EMPLOYEE OR AGENT OF SCHLUTER SYSTEMS WILL BE ENFORCEABLE AGAINST SCHLUTER SYSTEMS UNLESS IT IS SPECIFICALLY INCLUDED IN THIS LIMITED WARRANTY OR AUTHORIZED IN WRITING BY THE SCHLUTER SYSTEMS TECHNICAL SERVICES DIRECTOR. This Limited Warranty is given in lieu of any other warranty, whether expressed or implied. The remedies contained herein are the only remedies available for breach of this Limited Warranty. Schluter Systems excludes and in no event shall have any liability for any indirect, special, incidental, punitive, exemplary, or consequential damages, including lost profits, arising out of or otherwise connected to failure of a Thin-Set System. This Limited Warranty extends only to the Owner and is not transferable or assignable unless authorized by written agreement and signed by the Schluter Systems Technical Services Director or otherwise prohibited by specific state or provincial law. This Limited Warranty gives you specific legal rights; some states and provinces do not allow disclaimers or other restrictions of implied warranties; some of the above disclaimers may not apply to you. **No changes or modifications of any terms or conditions of this Limited Warranty are permitted unless duly authorized in writing by the Schluter Systems Technical Services Director.** This Limited Warranty shall supersede and replace any and all prior oral or written warranties, agreements, or other representations made by or on behalf of Schluter Systems relative to a Thin-Set System or the application of a Thin-Set System and shall apply to any installation occurring on or after October 15, 2024. For the most current information and materials regarding Schluter Systems warranties and programs, please visit [https://www.schluter.com/schluter-us/en\\_US/downloadfiles](https://www.schluter.com/schluter-us/en_US/downloadfiles).

**MAKING A CLAIM:** To make a claim under this Limited Warranty, the Owner must provide Schluter Systems with written notice within thirty (30) days of any alleged defect in a Thin-Set System covered by this Limited Warranty, together with date and proof of purchase of such Thin-Set System and/or all of its components and name and address of all installers and all invoices related to the original installation, failing which this Limited Warranty shall have no legal effect. Schluter Systems reserves the right at its election and as a condition of this Limited Warranty to inspect the alleged failed and/or defective Thin-Set System.

### All U.S. Claims shall be sent to:

Schluter Systems L.P.  
Attn: Warranty Claims Dept.  
194 Pleasant Ridge Road  
Plattsburgh, NY 12901-5841

### All Canadian Claims shall be sent to:

Schluter Systems (Canada), Inc.  
Attn: Warranty Claims Dept.  
21100 chemin Ste-Marie  
Ste-Anne-de-Bellevue, QC H9X 3Y8

<sup>1</sup> If there are any conflicting terms between any Written Materials, the most recently updated document shall be deemed to control.

<sup>2</sup> In the event that Owner fails to provide such required invoices relating to the original installation, Schluter-Systems shall pay Owner an amount equal to the average, reasonable costs of a comparable installation. If the parties fail to agree on such amount, such dispute shall promptly, and in the first instance, be submitted: (a) if a U.S. claim, to arbitration in Clinton County, New York, in accordance with the rules of the American Arbitration Association, or (b) if a Canadian claim, in the Province of Quebec, Canada, in accordance with the ADRIC Arbitration Rules. Any outcome of such arbitration proceeding shall be final and binding upon the parties hereto.

## Schluter® Systems Thin-Set Mortar One-Year Limited Warranty

**LIMITED WARRANTY COVERAGE:** Subject to the conditions and limitations as stated in this **Thin-Set Mortar One-Year Limited Warranty** (the "**Limited Warranty**"), Schluter Systems warrants that its Schluter SET®, Schluter ALL-SET®, or Schluter FAST-SET® thin-set mortar products (collectively, the "**Product**") will be free from manufacturing defects and will not fail under normal usage for one (1) year when the Product is installed and used within its shelf life and in accordance with the terms and conditions of the Product's technical data sheet (the "**Technical Data Sheet**"), available at [https://www.schluter.com/schluter-us/en\\_US/downloadfiles](https://www.schluter.com/schluter-us/en_US/downloadfiles), and industry standard guidelines that are not in conflict with the Technical Data Sheet in effect at the time of installation.

This Limited Warranty is only applicable to installations in the United States of America and Canada. Schluter Systems is not responsible or liable under any circumstances for determining the suitability of the Product for the user's intended purpose. It is the responsibility of the original end user of the property in which the Product is being installed (the "**Owner**") to consult with an experienced and professional installer to ensure the suitability of the Product, subfloor/substrate and all building materials in the installation and that the Technical Data Sheet is followed properly.

**RESOLUTION:** If the Product is installed and used within its shelf life and in accordance with the terms and conditions as described hereinabove and the Product is proven defective within the warranty period stated in this Limited Warranty, the Owner shall receive, as Owner's exclusive remedy and the sole obligation of Schluter Systems, Schluter Systems replacement Product for only that specific portion of the original installation proven defective and requiring replacement.

**EXCLUSIONS FROM COVERAGE:** This Limited Warranty excludes and in no event shall Schluter Systems have any liability for any indirect, special, incidental, punitive, exemplary, or consequential damages, including lost profits, arising out of or otherwise connected to the failure of the Product, regardless of any strict liability or active or passive negligence of Schluter Systems, and regardless of legal theory, whether in contract, tort, extra-contractual or other. This Limited Warranty further excludes any loss or damage arising out of or otherwise connected to: acts of war, terrorism, fire, explosion, natural disaster, acts of God, inadequate subfloor/substrate, improper preparation or other failure of subfloor/substrate, faulty or negligent penetration of the Product or subfloor/substrate, intentional acts of destruction, structural failure, misuse of or failure to maintain the Product, normal wear and tear, scratches, dents, corrosion or discoloration (whether caused by excessive heat, chemical cleaning products, abrasive agents or otherwise), efflorescence and shading which are a natural occurrence with cementitious materials and are not considered a defective condition for the purposes of this Limited Warranty, variations of texture, color or shade from those on product samples, packaging materials or other marketing materials, or other causes unrelated to the Product (e.g. tile covering failure, excess point loading, overvoltage). This Limited Warranty excludes submerged and steam room applications and further excludes applications using glass tile, moisture sensitive stone, or other non-approved surface coverings, unless specifically approved in writing on a case by case basis by the Schluter Systems Technical Services Director.

**DISCLAIMER:** There are no warranties beyond this expressed warranty as stated herein. To the extent permitted by law, all other warranties, representations or conditions, expressed or implied, are hereby disclaimed and excluded, including but not limited to the implied warranties of **MERCHANTABILITY** or **FITNESS FOR A PARTICULAR PURPOSE** or arising from a course of dealing, usage of trade or otherwise by law. ANY IMPLIED WARRANTIES ARISING BY OPERATION OF LAW ARE LIMITED IN DURATION TO THE TERM OF THIS LIMITED WARRANTY. NO REPRESENTATION, PROMISE, AFFIRMATION OR STATEMENT BY ANY EMPLOYEE OR AGENT OF SCHLUTER SYSTEMS WILL BE ENFORCEABLE AGAINST SCHLUTER SYSTEMS UNLESS IT IS SPECIFICALLY INCLUDED IN THIS LIMITED WARRANTY OR AUTHORIZED IN WRITING BY THE SCHLUTER SYSTEMS TECHNICAL SERVICES DIRECTOR. This Limited Warranty is given in lieu of any other warranty, whether expressed or implied. The remedies contained herein are the only remedies available for breach of this Limited Warranty. Schluter Systems excludes and in no event shall have any liability for any indirect, special, incidental, punitive, exemplary, or consequential damages, including lost profits, arising out of or otherwise connected to failure of the Product. This Limited Warranty extends only to the Owner and is not transferable or assignable unless authorized by written agreement and signed by the Schluter Systems Technical Services Director or otherwise prohibited by specific state or provincial law. This Limited Warranty gives you specific legal rights; some states and provinces do not allow disclaimers or other restrictions of implied warranties; some of the above disclaimers may not apply to you. **No changes or modifications of any terms or conditions of this Limited Warranty are permitted unless duly authorized in writing by the Schluter Systems Technical Services Director.** This Limited Warranty shall supersede and replace any and all prior oral or written warranties, agreements, or other representations made by or on behalf of Schluter Systems relative to the Product or the application of the Product and shall apply to any installation occurring on or after March 13, 2019. For the most current information and materials regarding Schluter Systems warranties and programs, please visit [schluter.com](http://schluter.com).

**MAKING A CLAIM:** To make a claim under this Limited Warranty, the Owner must provide Schluter Systems with written notice within thirty (30) days of any alleged defect in the Products covered by this Limited Warranty, together with date and proof of purchase of the Products and name and address of all installers, failing which this Limited Warranty shall have no legal effect. Schluter Systems reserves the right at its election and as a condition of this Limited Warranty to inspect the alleged failed and/or defective Product.

### All U.S. Claims shall be sent to:

Schluter Systems L.P.  
Attn: Warranty Claims Dept.  
194 Pleasant Ridge Road  
Plattsburgh, NY 12901-5841

### All Canadian Claims shall be sent to:

Schluter Systems (Canada), Inc.  
Attn: Warranty Claims Dept.  
21100 chemin Ste-Marie  
Ste-Anne-de-Bellevue, QC H9X 3Y8



Schluter Systems L.P. • 194 Pleasant Ridge Road, Plattsburgh, NY 12901-5841 • Tel.: 800-472-4588 • Fax: 800-477-9783  
Schluter Systems (Canada) Inc. • 21100 chemin Ste-Marie, Ste-Anne-de-Bellevue, QC H9X 3Y8 • Tel.: 800-667-8746 • Fax: 877-667-2410

[schluter.com](http://schluter.com)

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