

Schluter®-DITRA-HEAT System 15-Year Limited Warranty

LIMITED WARRANTY COVERAGE: Subject to the conditions and limitations as stated in this **Schluter®-DITRA-HEAT System 15-Year Limited Warranty** (the “**Limited Warranty**”), Schluter-Systems warrants that its Schluter®-DITRA-HEAT System (defined hereafter) will be free from manufacturing defects and will perform as described in the Schluter®-DITRA-HEAT Installation Handbook and Schluter®-DITRA-HEAT Technical Data Sheet (collectively, the “**Written Materials**”) for a period of fifteen (15) years from the date of installation when installed 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.

It is an installation requirement that the heating cable tests log be completed by the installer at the time of installation with a copy submitted to Schluter-Systems. The heating cable tests log must include results for the following tests: “Test 1: Conductor Resistance,” “Test 2: Conductor and Ground Braid Continuity,” “Test 3: Insulation Resistance,” and “Test 4: Floor Temperature Sensor Test.” It is recommended that the Owner (defined hereafter) retain the original logs because submission of the logs is a requirement to make a claim under this Limited Warranty. **Failure to conduct these tests and submit the heating cable tests log will reduce or may void coverage under this Limited Warranty.** The Owner is strongly encouraged to submit the heating cable tests log to Schluter-Systems online at https://www.schluter.com/schluter-us/en_US/product-registration in the United States, https://www.schluter.ca/schluter-ca/en_CA/product-registration in Canada, or via mail at the address provided hereafter as soon as possible after installation to facilitate any future warranty claim.

In the event the heating cable tests log only includes results for “Test 1: Conductor Resistance,” “Test 2: Conductor and Ground Braid Continuity,” and “Test 4: Floor Temperature Sensor Test,” but does not include results for “Test 3: Insulation Resistance,” the applicable warranty term shall be ten (10) years from the date of installation. If the heating cable tests log does not include test results for “Test 1: Conductor Resistance,” “Test 2: Conductor and Ground Braid Continuity,” and/or “Test 4: Floor Temperature Sensor Test,” such installation does not qualify for coverage under this Limited Warranty; such installation may instead receive warranty coverage under the Schluter®-DITRA-HEAT Uncoupling Membranes 10-Year Limited Warranty.

For the purposes of this Limited Warranty, a “**DITRA-HEAT System**” is defined as Schluter®-DITRA-HEAT, Schluter®-DITRA-HEAT-DUO, Schluter®-DITRA-HEAT-PS, or Schluter®-DITRA-HEAT-DUO-PS uncoupling membrane and Schluter®-DITRA-HEAT-E-HK heating cables (each a “**Component**”); “**Owner**” is defined as the original end user of the property in which the DITRA-HEAT System is installed; and “**Floor Covering Assembly**” is defined to include the DITRA-HEAT System, non-reusable flooring surfaces, and applicable setting and grouting materials.

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 DITRA-HEAT 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 DITRA-HEAT System, subfloor/substrate and all building materials in the installation and that the Written Materials are followed properly.

Because Schluter-Systems cannot control the quality of products sold by unauthorized sellers, this Limited Warranty applies only to DITRA-HEAT Systems that were purchased from Schluter-Systems or a Schluter-Systems authorized seller in the United States or Canada, unless otherwise prohibited by law. Schluter-Systems reserves the right to reject warranty claims for DITRA-HEAT Systems purchased from unauthorized sellers, including unauthorized internet sites.

RESOLUTION: If a DITRA-HEAT System is installed and used in accordance with the terms and conditions as described hereinabove and such DITRA-HEAT 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) repair or replace the failed portion of the Floor Covering Assembly or (b) pay an amount not to exceed the original square foot cost of the installation of the Floor Covering Assembly verified to be defective in the event Schluter-Systems is unable to provide reinstallation or replacement and repair is not commercially practicable or cannot be timely made. 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 DITRA-HEAT 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 DITRA-HEAT System or subfloor/substrate, intentional acts of destruction, structural failure, misuse of or failure to maintain a DITRA-HEAT 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 DITRA-HEAT System (e.g. excess point loading, overvoltage). This Limited Warranty excludes exterior applications, unless specifically approved in writing on a case by case basis by the Schluter-Systems Technical Services Director. Schluter®-DITRA-HEAT-E thermostats are specifically excluded from coverage under this Limited Warranty; warranty coverage for Schluter®-DITRA-HEAT-E thermostats are limited and subject to the Schluter®-DITRA-HEAT Thermostats 3-Year Limited Warranty. Any substitution of a non-Schluter-Systems product for a Component in a DITRA-HEAT System voids this Limited Warranty.

This Limited Warranty is conditioned and will be considered null and void and Schluter-Systems will have the right to refuse any claims if: (a) a DITRA-HEAT System has been improperly stored or installed, (b) any Component comprising a DITRA-HEAT System has been altered or otherwise modified in any way, (c) a DITRA-HEAT System is subject to abusive or abnormal use, lack of maintenance, or used in a manner other than that for which the DITRA-HEAT System was designed or in any way contrary to the Written Materials, (d) the nameplate numbers (electrical rating label) are not accessible, readable or recognizable or have been removed from the applicable heating cables or other Components, if applicable, or (e) the Owner fails to return a copy of the completed heating cable tests log.

DISCLAIMER: There are no warranties beyond this expressed warranty as stated herein. ALL IMPLIED WARRANTIES OR CONDITIONS ARISING BY OPERATION OF LAW, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE (AS LIMITED TO SUCH PURPOSES AS DESCRIBED IN THE WRITTEN MATERIALS), 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. Any oral or written description of the DITRA-HEAT System is for the sole purpose of identifying the DITRA-HEAT System and shall not be construed as an express warranty. 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. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State and province to province. Some States and provinces (which may include the Province of Quebec) do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. Where any term of this Limited Warranty is prohibited by such laws, it shall be null and void, but the remainder of the Limited Warranty shall remain in effect. The disclaimers, exclusions, and limitations of liability under this Limited Warranty will not apply to the extent prohibited by applicable law (which may include the Province of Quebec). **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.**

If the DITRA-HEAT System is used in conjunction with other Schluter-Systems products that are not Components of the DITRA-HEAT System, a different Schluter-Systems warranty may apply to those other products. Individual Components may be covered by separate warranty statements, available at https://www.schluter.com/schluter-us/en_US/warranties; however, when the Components are installed together and constitute a DITRA-HEAT System, they are covered by this Limited Warranty, which supersedes any other warranties for the individual Components. For the most current information and materials regarding Schluter-Systems warranties and programs, please visit https://www.schluter.com/schluter-us/en_US/warranties.

TRANSFERABILITY: 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 (which may include the Province of Quebec).

EFFECTIVE DATE: 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 DITRA-HEAT System or the application of a DITRA-HEAT System and shall apply to any installation occurring on or after March 3, 2025.

MAKING A CLAIM: To make a claim under this Limited Warranty, the Owner must provide Schluter-Systems² with written notice within thirty (30) days of any alleged defect in a DITRA-HEAT System covered by this Limited Warranty, together with date and proof of purchase of such DITRA-HEAT 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 DITRA-HEAT System on-site, with or without the installer present, which may result in disruption or damage.

All U.S. Claims shall be sent to:

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

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

If you have any questions about whether a seller is authorized, call us at 800-472-4588 (U.S.) or 800-667-8746 (Canada) or email sellersupport@schluter.com.

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

² This Limited Warranty is limited to sales of DITRA-HEAT Systems made in and intended for use in the United States and Canada. For the purposes of this Limited Warranty, Schluter Systems L.P. shall offer warranty coverage to Owners located in the United States, and Schluter Systems (Canada) Inc. shall offer warranty coverage to Owners located in Canada.