



# Siena System Warranties

7.1.19

## **LIMITED WARRANTY**

Siena Tile & Stone Installation Products [Siena], a division of Omega Products International [Omega], warrants that the products listed herein are free from manufacturing defects under normal usage and conditions for a period specified by the named system, from the date of purchase when installed in accordance with product specifications, the current TCNA (Tile Council of North America) guidelines, and approved installation practices on properly prepared substrates. It is the responsibility of the owner and/or contractor to obtain and understand Omega and Siena's current literature, specifications and appropriate published reports such as, but not limited to: the current TCNA handbook, current product data sheets, technical bulletins, etc. In order for this warranty to apply, the installation must be performed with one or more of the products listed herein, and based on the appropriate product(s) being installed on a properly prepared substrate. Omega is not responsible for workmanship that is not in accordance with the product specifications, product data sheet instructions, TCNA guidelines, and/or improperly prepared substrates. Structural movement, cracking, excessive deflection, lippage, warping, curling or defective tiles, improperly placed or lack of proper movement or control joints, flooding and/or water damage, acts of God, or any failures to the substrate, are not covered under this warranty. Shading and Efflorescence are inherent in all cement-based products and are not considered a manufactures defect. Omega will not be responsible for failures when the use of non-specified products, competitor, or any items or product is used to alter the original formulation of the Siena or Omega products that are not in accordance with specifications on the product's data sheet, and such uses and/or alterations will void this and all Omega and Siena warranties. This warranty is not transferable beyond the original owner.

## **REMEDY and EXCLUSIONS**

It is expressly understood and agreed that the buyer's sole and exclusive remedy shall be that Omega will repair or replace, at their discretion, the affected area of the system. The cost to Omega shall not exceed the original square foot cost of the installation proven to be defective. Omega is not responsible for dye lots or shades of the finish materials. Under no circumstance shall Omega be liable for incidental or consequential damages. Omega makes no warranty of merchantability or fitness for a particular purpose with respect to the product sold herein. Handling and use of the products are beyond the control of Omega, therefore no warranty is made, expressed or implied, as to the results obtained from the use of the product. It is the responsibility of the buyer/installer to determine the suitability of the material for the intended use and purpose, and the buyer/installer assumes all risk regarding such suitability. This warranty takes the place of all other warranties, and there are no verbal agreements or other warranties, expressed or implied other than the warranty stated herein. This understanding shall not be modified except in writing by an officer of Omega Products International.

## **CLAIMS**

Owner/Installer shall notify Omega immediately in writing within thirty (30) days of any alleged manufacturing defect in the material covered by this warranty. Owner/Installer will be required to provide proof of product purchase and use, and will provide Omega with reasonable time and opportunity to review and investigate the alleged manufacturing defect. For any claim presented under the warranty, Omega will provide the owner with a remedy as described above. For any claim that is not valid, Owner will pay Omega reasonable charges, including travel and labor associated with investigation of such claim. Address your claim to: Omega Products International, 1681 California Avenue, Corona, CA 92881



# Siena System Warranties

Siena Product installations are covered by a Ten (10), Fifteen (15), or Twenty-Five (25) Year System Warranty when select Siena and/or Omega products are used as detailed in charts below. Siena warranties Do Not supersede local codes, International Building Codes (IBC), International Residential Code (IRC), or building code officials. Check with local building codes prior to installation. Select items below for required System Warranty.

<b>10 Year System</b> Select one product from Membranes & Mortars
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<b>15 Year System</b> Select one product from Membranes, Mortars & Grouts
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<b>25 Year System</b> Select one product from each category
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Surface Preparation (as needed)	
	Siena Deck Mud
	Siena Wall Float
	Siena Self-Level SLU
	Siena Self-Level SL20
	Siena Floor Patch SP820
	Siena Gripping Primer

Surface Preparation (as needed)	
	Siena Deck Mud
	Siena Wall Float
	Siena Self-Level SLU
	Siena Self-Level SL20
	Siena Floor Patch SP820
	Siena Gripping Primer

Surface Preparation (required)	
	Siena Deck Mud
	Siena Wall Float
	Siena Self-Level SLU
	Siena Self-Level SL20
	Siena Floor Patch SP820
	Siena Gripping Primer

Membranes (select one)	
	Fracture Shield*
	Siena Dragon Skin*
	Elasto Pro EP200

Membranes (select one)	
	Fracture Shield*
	Siena Dragon Skin*
	Elasto Pro EP200

Membranes (select one)	
	Siena Dragon Skin*
	Elasto Pro EP200

\*NOTE: DO NOT use on exterior vertical installations.

Siena Mortars (select one)	
	M200 Multi Plus Pro
	M225 LFT/LHT
	M300 Pro Set Flex
	M375 Glass Tile Pro
	M400 LFT / LHT
	MAVS 1000, 2000 & 3000
	AX400 Crete (w/Crete Mix)

Siena Mortars (select one)	
	M300 Pro Set Flex
	M375 Glass Tile Pro
	M400 LFT / LHT
	MAVS 2000 & 3000
	AX400 Crete (w/Crete Mix)

Siena Mortars (select one)	
	M300 Pro Set Flex
	M375 Glass Tile Pro
	MAVS 3000
	AX400 Crete (w/Crete Mix)

Siena Grouts	
	Precision Grout SPG
	Radiant Grout RTU
	Siena Epoxy Grout
	Sanded Grout GS300
	Non-Sanded Grout NS200

Siena Grouts (select one)	
	Precision Grout SPG
	Radiant Grout RTU
	Siena Epoxy Grout
	Sanded Grout GS300
	Non-Sanded Grout NS200

Siena Grouts (select one)	
	Precision Grout SPG
	Radiant Grout RTU
	Siena Epoxy Grout

Properly prepared substrates include: Cured concrete (28 days), portland cement mortar beds, brown coat, backer boards (per manufacturer's specifications), gypsum boards (dry interior walls only), masonry block, brick, exterior grade plywood, well bonded existing tile and stone properly prepared with Siena Gripping Primer. Always check the Siena website for the most current product data sheets, technical bulletins, and acceptable practices at: [SienaProducts.com](http://SienaProducts.com)