



# Ten Year Product System Warranty

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## LIMITED WARRANTY -

Siena Tile & Stone Installation Products [Siena], a division of Omega Products International. [Omega] warrants that the products listed below in each system are free from manufacturing defects under normal usage and conditions for a period of ten (10) years from the date of purchase when installed in accordance with product specifications, current TCNA (Tile Council of North America) guidelines and practices on properly prepared substrates. It is the responsibility of the builder and/or contractor to obtain and understand Omega and Siena's literature, specifications and appropriate published reports such as, but not limited to the current TCNA handbook, product data sheets, technical bulletins, etc. In order for this warranty to apply, the installation must be performed with one of the systems listed below, and based on the appropriate installation system 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 practices, 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 product is used to alter the original formulation of the products that is 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

System 1 - Basic Install	System 2 - Large Format Heavy & Vertical Installs	System 3 - Glass Tile & Impervious Tiles
Fracture Shield or Dragon Skin	Fracture Shield or Dragon Skin	Fracture Shield or Dragon Skin
<i>with one of the following mortars:</i>	<i>with one of the following mortars:</i>	<i>with one of the following mortars:</i>
Siena Multi Plus Pro M200	Siena LFT, LHT M225 (horizontal)	Siena Glass Tile Pro M375
M225, M300, M375, M400	Siena LFT, LHT M400 (vertical)	Siena Pro Set Flex M300

## **Siena Fracture Shield & Dragon Skin installation over EGP or OSB (interior only)**

In tile and stone installations where exterior grade plywood (EGP) and oriented strand board (OSB) subfloors are used as an interior underlayment, all TCNA requirements for deflection must be met, such as: L/360 for tile and L/720 for stone. If directly bonding tile or stone to OSB is required, Siena Fracture Shield or Siena Dagon Skin must be installed prior to the installation of the tile or stone. These products will aid with the moisture sensitivity of OSB and provide a bonding surface for Siena modified mortars. OSB and EGP expand and contract at different rates, therefore the anti-fracture membranes Fracture Shield or Dragon Skin will prevent most movement up to 1/8" in the OSB or the EGP from transferring to the tile or stone system.

### **Requirements**

Exterior grade plywood (EGP) and oriented strand board (OSB) substrates must be structurally sound, clean and free of debris, dirt, dust, wax, grease, oils, paint, sealers, adhesive residues and anything that would hinder proper bond. Live load and dead load must not exceed L/360 for Tile and L/720 for Stone. The subfloor, framing, and additional flooring systems must comply with the IBC & IRC for both commercial and residential building codes. Maximum spacing for floor joist must not exceed 19/2" on center. Subfloors must meet a minimum thickness of 23/32" tongue and groove (T&G), OSB or EGP with proper 1/8" space between sheets. Tongue and groove plywood sheets tightly butted together, and/or gaps filled with patching compounds, or thinset will not allow for proper expansion and contraction of plywood sheets, and may result in a bonding failure. It is recommended (when height allows) that an additional layer of sheathing be installed for added strength.

Movement or expansion joints in the tile system should follow TCNA guidelines EJ171 and include perimeter joints EJ171 I-16. Application of Siena Fracture Shield and Dragon Skin must be installed at proper thickness (30 mils wet) and follow the most current manufactures' data sheets and technical bulletins. The most current and updated information will be available on the Siena website [www.SienaProducts.com](http://www.SienaProducts.com)

### **Limitations**

Unapproved substrates include but are not limited to: asphalt sheeting, Masonite, cement asbestos board, metal, glass, plastic, hardwood flooring, pressure treated and fire treated plywood, as well as interior grade plywood. Gypsum based underlayments must meet TCNA requirement of 2,000 psi. Porcelain tiles and ceramic tiles are not limited in size as long as the TCNA requirements for deflection are met. Not recommended for dimensional stones unless there is double layer of sheathing and TCNA requirements for deflection of L/720 are met.

### **Reference Documents**

TCNA, Interior Wood Subfloors – TCNA current handbook