



PROFILE OF INNOVATION

Effective March 1st, 2016

The Schluter®-DITRA-HEAT-E-HK heating cable testing and warranty requirements have changed as follows:

- Test 1** Conductor Resistance – **Required**
- Test 2** Continuity between Conductor and Ground Braid – **Required**
- Test 3** Insulation Resistance – **Recommended, no longer required**
- Test 4** Temperature Sensor – **Required**

While the insulation resistance test (Test 3) is no longer required, it is strongly recommended. This test is performed to help detect very small breaks throughout the heating cable insulation, which often remain undetected during the continuity test. Even though the breaks are small, they are likely to cause a current leakage to ground, which will result in the thermostat ground-fault circuit interrupter “GFCI” disabling the system. **Therefore, customers that perform the insulation resistance test (Test 3) will extend their system warranty coverage by 5 years for a total of 15 years.**

The following table provides an overview of the term and resolution for valid claims under the Schluter®-DITRA-HEAT and Schluter®-DITRA-HEAT-TB Limited Warranty depending on which heating cable tests are conducted.

Tests Conducted	Years	Resolution
None	0 – 25	Cable replacement (prorated)
Test 1: Conductor Resistance + Test 2: Continuity between Conductor and Ground Braid + Test 4: Temperature Sensor	First 10 years 11 – 25	Assembly repair/replacement (labor & materials) Cable replacement (prorated)
Test 1: Conductor Resistance + Test 2: Continuity between Conductor and Ground Braid + Test 3: Insulation Resistance + Test 4: Temperature Sensor	First 15 years 16 – 25	Assembly repair/replacement (labor & materials) Cable replacement (prorated)

Reminder: To receive full system warranty coverage the applicable heating cables tests must be conducted and the warranty registration submitted online (www.schluter.com/registerwarranty) or returned by mail.



Schluter®-DITRA-HEAT and Schluter®-DITRA-HEAT-TB 10-Year Limited System Warranty

COVERAGE AND CONDITIONS: Subject to the conditions and limitations as stated hereinafter, **Schluter®-Systems*** warrants that the **Schluter®-DITRA-HEAT system** (the "Products")** will meet all composition and performance criteria for a period of ten (10) years from the date of purchase only when the Products are used and installed in accordance with the terms and conditions of the Schluter®-DITRA-HEAT Installation Handbook and industry standard guidelines that are not in conflict with the Handbook in effect at the time of installation. Further, efflorescence is considered to be a natural occurrence with cementitious materials and is therefore not considered to be a defective condition and is not covered by this warranty. It is the responsibility of the owner/ builder/ installer to ensure the suitability of all building materials and all associated building materials for the owner's intended use. It is recommended that the owner consult with an experienced and professional installer. **This warranty is conditioned and will be considered null and void and Schluter®-Systems will have the right to refuse any claims if:** (a) the Products have been improperly stored or installed, (b) any Schluter product comprising the system has been altered or otherwise modified in any way without the prior written authorization of Schluter®-Systems, (c) the Products are subject to abusive or abnormal use, lack of maintenance, or use other than that for which the Products were manufactured, and (d) the nameplate numbers have been removed or modified from any applicable parts (wire), and **(e) the homeowner/end user fails to return a copy of the completed heating cable tests log with the warranty registration card. Homeowner/end user(s) is responsible to return the warranty registration card with the logs, which may be by mail or www.schluter.com/registerwarranty. (It is AN INSTALLATION REQUIREMENT THAT the heating cable tests log be completed by the installer at time of installation and a copy returned with the registration card. We recommend the original logs be retained by homeowner/end users.)**

RESOLUTION: Upon return of the registration card with the heating cable logs*** and compliance with all the aforementioned conditions, if the Products fail to meet this warranty, then 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 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. Floor covering assembly is defined to include all DITRA-HEAT materials (e.g., matting and heating cables), non-reusable flooring surfaces, and the appropriate setting and grouting materials. Further, 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 installation. In such events, substantially similar materials may be substituted. This warranty does not cover scratches, dents, corrosion or discoloration caused by excessive heat, chemical cleaning products and abrasive agents. This warranty does not cover the cost of disconnection or installation.

In the event that the registration card and or heating cable tests log is not completed and returned then the Schluter®-DITRA-HEAT-E-HK heating cable shall be subject to a twenty-five (25) year Limited Product Warranty that each Schluter Heating Cable purchased shall be free from defects in material and workmanship effective on the date of the purchase by or for the original purchaser. The maximum liability of the company is limited to the cost of the original Cable multiplied by the percentage of the warranty period remaining.

DISCLAIMER: THERE ARE NO WARRANTIES BEYOND THIS EXPRESSED WARRANTY AS STATED ABOVE. ALL OTHER WARRANTIES, REPRESENTATIONS OR CONDITIONS, EXPRESSED OR IMPLIED, ARE DISCLAIMED AND EXCLUDED, INCLUDING WARRANTIES, REPRESENTATIONS OR CONDITIONS OF **MERCHANTABILITY** OR FITNESS FOR A PARTICULAR PURPOSE ARISING BY STATUTE OR OTHERWISE BY LAW OR FROM A COURSE OF DEALING OR USAGE OF TRADE. SCHLUTER-SYSTEMS EXCLUDES AND IN NO EVENT SHALL HAVE ANY LIABILITY FOR LOST PROFITS OR ANY OTHER INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE, EXEMPLARY, OR CONSEQUENTIAL DAMAGES, ARISING OUT OF OR OTHERWISE CONNECTED TO FAILURE OF THE PRODUCTS OR FLOORING SYSTEM OF WHICH THEY ARE PART, NOR MISUSE OF THE PRODUCTS OR FLOORING SYSTEM, REGARDLESS OF ANY STRICT LIABILITY, ACTIVE OR PASSIVE NEGLIGENCE OF SCHLUTER SYSTEMS, AND REGARDLESS OF THE LEGAL THEORY (CONTRACT OR TORT OR EXTRA-CONTRACTUAL OR OTHER), NOR FROM ACTS OF WAR, TERRORISM, OVERVOLTAGE, FAULTY AND NEGLIGENT PENETRATION OF THE SYSTEM, FIRES, EXPLOSIONS, ACTS OF GOD, INTENTIONAL ACTS OF DESTRUCTION OR ANY LOSSES DUE TO STRUCTURAL FAILURE OR OTHER CAUSES UNRELATED TO THE PRODUCTS OR DELAYS, OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES. THIS WARRANTY IS GIVEN IN LIEU OF ANY OTHER WARRANTY EXPRESSED OR IMPLIED. THE REMEDIES CONTAINED HEREIN ARE THE ONLY REMEDIES AVAILABLE FOR BREACH OF THIS WARRANTY. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS; SOME STATES AND PROVINCES DO NOT ALLOW DISCLAIMERS OR OTHER RESTRICTIONS OF IMPLIED WARRANTIES, SO SOME OF THE ABOVE DISCLAIMERS MAY NOT APPLY TO YOU.

TRANSFERABILITY: This Limited Warranty extends ONLY to the original end user (defined as original intended owner and user of the property/unit in which the installation is incorporated - herein referred to as "Owner") and is not transferable or assignable, unless approved in writing by the Technical Director or an Officer of Schluter®-Systems or otherwise prohibited by specific state or provincial law.

MODIFICATIONS TO WARRANTY: No changes or modification of any terms or conditions of this warranty are allowed unless authorized by written agreement and signed by the Technical Director or an Officer of Schluter®-Systems.

EFFECTIVE DATE: This warranty shall supersede and replace any and all prior oral or written warranties, agreements, or other such representations made by or on behalf of Schluter®-Systems relative to the Products or the application of the Products and shall apply to any installation occurring on or after March 1, 2016.

CLAIMS ON THIS LIMITED WARRANTY: To make a claim under this Limited Warranty, the Owner must provide Schluter®-Systems with written notice within 30 days of any alleged defect in the Products covered by this Limited Warranty, together with date and proof of purchase of the Products, proof of the costs of the original installation and name and address of all installers and completed heating cable tests log, failing which this Limited Warranty shall be of 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 defective condition.

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-Belleveue, QC H9X 3Y8

*For the purpose of this warranty **Schluter Systems, L.P.** shall provide the warranty for end users located in the United States, and **Schluter Systems (Canada) Inc.** shall provide the warranty for end users located in Canada. This warranty is limited to sales of the Products made in and intended for use in the United States and Canada.

**Schluter®-DITRA-HEAT System ("the Products"): The products are defined to include Schluter®-DITRA-HEAT and DITRA-HEAT-TB matting and DITRA-HEAT heating cables.

***To qualify for resolution for failure of the Schluter®-DITRA-HEAT-E-HK heating cables within the Schluter®-DITRA-HEAT & Schluter®-DITRA-HEAT-TB Limited System Warranty for ten (10) years, complete "Test 1: Conductor Resistance," "Test 2: Conductor and Ground Braid Continuity," and "Floor Temperature Sensors Test". Completion of "Test 3: Insulation Resistance," in addition to those listed above, will extend the term for resolution for failure of the Schluter®-DITRA-HEAT-E-HK heating cables within the Schluter®-DITRA-HEAT & Schluter®-DITRA-HEAT-TB Limited System Warranty from ten (10) years to fifteen (15) years.