



## **WALL SOLUTIONS GROUT-FREE WALL SYSTEM: LIMITED LIFETIME WARRANTY**

October 1<sup>st</sup>, 2026

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LICO warrants that the Wall Solutions Grout-Free Wall System carries the warranties and follows. Specific warranty requirements and exclusions are listed below. Any questions regarding the warranty information, please contact LICO at 800-434-3750 or email at [customer.service@LICOideas.com](mailto:customer.service@LICOideas.com).

**Limited Lifetime Residential Warranty:** This warranty is subject to the procedures, recommendations, limitations, disclaimers, and exclusions mentioned herein and in the general information, installation, and warranty sections of this document. When installed in a residential situation, LICO's Grout Free Wall Systems are warranted to be free from manufacturing related conditions for the warranty period specified when used under normal conditions and installed in accordance with manufacturer's installation instructions. The Warranty applies to the original purchaser of the product for the uses in the home for as long as they continually own and reside in the home for the period of the warranty. The Warranty can be transferred from the original purchaser to the subsequent purchaser of the living dwelling for a one-time transfer. For the second purchaser to file the claim the need to provide proof of house purchase from the original purchaser. Should you have questions or concerns about these areas please consult your LICO Technical Services Representative. The manufacturer's warranty and liability do not extend beyond the wall system material and is limited to a maximum value of 100% replacement costs of the original wall tiles price plus the replacement labor as detailed in the below schedule. The warranty is limited to repair or replacement of the tiles at the sole option of the manufacturer. Claim compensation (if approved and/or authorized) is limited to the specific area which is deemed to be valid under the claim. The warranty applies to the original manufactured wall tiles when installed and used under normal use in accordance with the terms, installation instructions, limitations, and conditions herein. This warrants to the original user that when the product is installed according to the manufacturer's instructions including the use of the approved trims, adhesive and sealant, the shower system will be 100% waterproof. This warrants to the original user, or subsequent user in the event of a valid transfer, that the finish protection layer on the product will not wear through, nor separate from the wall system during the warranty period when installed and



used under normal residential use in accordance with the terms, installation instructions, limitations, and conditions herein.

Installation, maintenance, & warranty are reviewed on an ongoing basis.

This warranty is the entire and sole statement of warranty for the product and replaces all previous warranties, written, spoken, implied or otherwise. No implied warranties exist beyond the terms and conditions of this warranty, the manufacturer assumes manufacturer damages no legal liability for all actual incidental and/or consequential damages, however, some states within the USA do not permit the exclusion or limitation of incidental and/or consequential damages, as such, this exclusion may not apply to you. This, like all warranties gives you specific legal rights, in addition, you may also have other rights that vary from state to state or from province to province.

Note that manufacturer reserves the right to visit or have its agent visit the premise where the product claim originates to inspect the product in dispute and to remove samples for verification and technical analysis. If any wall tiles are removed by the manufacturer's representative the project will be repaired or replaced to meet the customer's expectations and satisfaction.

Failure to adhere to and follow all the instructions for installation, including using approved adhesives and sealants as noted below, maintenance, incorrect/ insufficient maintenance such as use of abrasive cleaning products, or any modification to the product other than as outlined in the manufacturer's installation instructions will render the warranty null and void.

#### Approved Adhesives

- Loctite® Power Grab® Ultimate (white formula only)
- Titebond® Titegrab Ultimate®
- Liquid Nails® Fuze It®
- Manus® 75-AM HV.

#### Approved Sealants

- SilTex® 40



**Lifetime Limited Waterproof Warranty:** Your Grout Free Wall System is warranted to be 100% waterproof against failure to the structural integrity of the Grout Free Wall System. In shower and wet environments, LICO Grout Free Wall System do require the tiles to be mounted to waterproof board or membrane moisture tested and approved by the manufacturer, see approved list below. LICO warrants that the product will not be significantly diminished by exposure to water for the life of the warranty.

- Cement Board®
- Schluter Kerdi Board®
- GP Densheild®
- Johns Manville Go Board®
- Hardiebacker®
- WPBK Triton®aqua
- Fiberock®

**Exclusions for Residential and Commercial Warranties:**

- Abrasion related conditions such as scratches, dents, chips, abuse, gouging, and scuffs caused by abnormal wear-and-tear.
- Damage from chemicals, use of abrasive cleaning products, stains, spills, burns, and abuse (including harsh scouring pads while buffing)
- Differences in color, and texture from board to board within the carton
- Changes in color due to excessive amounts of light or lack of light.
- Improper installation, handling, or inadequate protection. The installer should inspect all packaging prior to acceptance of material.
- Shade and texture variances are part of the unique beauty of the product, normal conditions and are indicative to the manufacturing process. Prior to installation, verify that the product is an acceptable match. Blending different batches as a last option in a well-mixed manner will help reduce the visibility of these variances.



- Incidental or consequential damages not attributed to workmanship or manufacturing related conditions.
- The original purchaser is responsible for correct installation, maintenance, and cleaning of the shower wall in accordance with the included instructions.

| Material and Labor Proration of Limited Lifetime Residential & Commercial Warranty |          |                   |
|------------------------------------------------------------------------------------|----------|-------------------|
| Year                                                                               | Material | Replacement Labor |
| Year 1 - 9                                                                         | 100%     | 100%              |
| Year 10 - 12                                                                       | 90%      | 70%               |
| Year 13 - 17                                                                       | 70%      | 40%               |
| Year 18 - 22                                                                       | 50%      | 10%               |
| Year 23 - 25                                                                       | 30%      | 0%                |
| Year 26 - 30                                                                       | 10%      | 0%                |
| Year 30 +                                                                          | 0%       | 0%                |

***\*Proration means the warranty protection reduces over time.***

How to file a claim:

To file a warranty claim, contact LICO. All warranty claims must be made in writing through LICO and must include a complete copy of the original purchase receipt and installation documentation, as available. If you apply for a warranty claim under the one-time warranty transfer, proof of home purchase will be required. Additional information may be requested by the LICO regarding details included in this warranty.