

Titebond Total Performance Guarantee for Subfloors

Frequently Asked Questions

Who is eligible for this warranty?

Titebond warrants only to the original purchaser (professional contractor) and the original residential home owner in the United States and Canada.

What does this warranty program cover?

Franklin International warrants that subfloor installations made up of panels (glued in full bead form) with select Titebond Adhesives over engineered joists or trusses will not make any squeaking or popping noise. This warranty applies to products manufactured on or after July 1, 2018 for usage in residential construction.

What products are covered and what is their respective coverage period?

Titebond All Weather Subfloor Adhesive or Titebond PROvantage Subfloor Adhesive.- 25 years from the date of subfloor installation. (Silver Total Performance Guarantee)

Titebond Heavy Duty Construction Adhesive or Titebond PROvantage Heavy Duty Construction Adhesive - 50 years from the date of subfloor installation. (Gold Total Performance Guarantee)

Titebond Fast Set – A Lifetime, or for as long as the original resident homeowner owns the home from the date of subfloor installation. (Platinum Total Performance Guarantee)

What does this warranty not apply to?

Defects due directly or indirectly to improper installation, misuse, abuse, negligence, accidents, repairs made by others, alterations or lack of proper maintenance.

Subfloors not installed in compliance with the American Plywood Association' Installation Guide – Form Q300.

Any use of the aforementioned adhesives for any purpose or in any location other than the installation of subfloors.

Defects or damage caused to finished floor coverings as a result of warranty work performed under this Limited Warranty.

Injury, death or property damage resulting from (a) the use of equipment necessary to install or reinstall the subfloor(b) the use of aforementioned Titebond adhesives (c) the installation or reinstallation of finished floor coverings.

How will it be determined that the subfloor and adhesive was installed properly?

A representative of Franklin International will follow a set procedure to determine if the area of subfloor making squeaking or popping noises was (a) installed correctly following the APA's Glued Floor System Installation Guide (b) installed using one of the aforementioned Titebond adhesives and (c) installed within the coverage period. It may be necessary that a portion of the subfloor causing the problem be removed in order for a proper inspection to be made.

Additional References:

For further information please reference the full terms of Franklin International's Total Performance Guarantee for Subfloors:

[Silver](#)

[Gold](#)

[Platinum](#)

For further installation guidelines please visit the APA's Glued Floor System Installation Guide [here](#).