Lifetime System Warranty

With a qualifying system of prep, set and grout products, CUSTOM will warranty the tile or stone installation system for up to a lifetime. This includes the cost of installation materials, tile and labor.

Warranties cover all interior and exterior residential and commercial installation systems. Installations must use a full system of qualifying CUSTOM products and projects over 5,000 sq. ft. require pre-approval. We can also customize warranties to meet installation specifications.

To learn more, call Architectural Services at 800-272-8786. See warranty documents on our website for complete details.

Look for this icon on products that qualify for a Lifetime Warranty.

CUSTOM Systems and Services

CUSTOM’s Architectural Services offers unsurpassed technical expertise for architects, specifiers and contractors. We’ll help you choose the right products to ensure that the tile and stone installation specifications meet the needs of each project.

Our services include:
- Specification Review and Optimization
- Product System Recommendations
- System Warranty Coverage
- Project Owner and Contractor Meetings
- Installation Training and Site Inspections
- Technical Support

Custom Building Products
800-272-8786
custombuildingproducts.com

Customer Support:
800-272-8786

Technical Support:
800-282-8786

Flooring Preparation & Installation Products

COMMERCIAL INSTALLATION SYSTEMS

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Your Single Source from the Tile and Stone Installation Leader

Specify with Confidence
CUSTOM BUILDING PRODUCTS is North America’s leader in flooring preparation and tile and stone installation systems. While it’s easy to claim you’re an industry leader, we prove it every day with our integrated systems of professional-grade products, exceptional technical service and unequaled quality control. CUSTOM offers a complete line of installation products for general subfloor surface preparation, tile set, grout and maintenance. All CUSTOM products are formulated to work together for durability and performance. We stand behind our products with the most comprehensive warranties in the industry.

Create Enduring Installations
CUSTOM has been helping design professionals succeed for over 50 years. We understand the time and technical constraints of your practice. And we make it our business to ensure that your tile vision becomes—and remains—a beautiful and long-lasting testament. CUSTOM’s tile installation systems serve the needs of the project, and our Architectural Services team serves the needs of the design and specification professional.

Visit custombuildingproducts.com for our online architectural resources:
- Full CSI Approved 3-Part Specifications
- ANSI Standards Product Selector
- Database of TCNA and TTMAC Methods and Installation Types
- BIM Objects Library

Profiles and Transitions
- Create seamless transitions for walls, floors, countertops, stairs, coves and movement joints
- Conceal rough edges and protect tile from damage
- Made of quality materials and thicker than standard profiles to withstand dents and bending
- Available in a wide array of sizes, shapes and finishes to complement any design

Flooring Installation Systems
- GL150 Self-Leveling Underlayment
  - Superior crack resistance
  - Greater than 4,000 PSI compressive strength
  - Levels floors from 1/8" to 1 ½" thick
- CP-A Advanced Acrylic Primer
  - Prepares surface for application of self-leveling underlayments
  - For use over porous and non-porous surfaces
  - Low viscosity, single-component formula
- CMVC Moisture Vapor and Alkalinity Barrier
  - Moisture vapor and alkalinity barrier
  - Excellent performance over concrete
  - Single coat application

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- Available in a wide array of sizes, shapes and finishes to complement any design

Flooring Installation Systems

- CL-150 Self-Leveling Underlayment
  - Superior crack resistance
  - Greater than 4,000 PSI compressive strength
  - Levels floors from 1/8” to 1 ½” thick

- CP-A Advanced Acrylic Primer
  - Prepares surface for application of self-leveling underlayments
  - For use over porous and non-porous surfaces
  - Low viscosity, single-component formula

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Lifetime System Warranty

We’re so confident in our systems that we not only guarantee our products, we guarantee the entire tile installation.

We make the best products, so it’s natural that we support them with the best warranty programs. CUSTOM provides product and system warranties—guaranteeing the installation for up to a lifetime—including labor and tile replacement. This is the most comprehensive lifetime warranty in the industry. It’s the peace of mind design professionals and end users deserve.

Don’t Just Go Green.
Go Emerald.

At CUSTOM, we build sustainability into everything we do.

More than 100 CUSTOM Build Green® products already contribute to LEED certification with recycled content, regional manufacturing and low VOC emissions. And if you’re looking to support environmental stewardship and ensure regulatory compliance, CUSTOM offers the Emerald System™, a complete system of environmentally responsible products for surface preparation, tile setting and grouting.
Health Care

Installation solutions that keep health care facilities operating

Today’s health care facilities demand installation products that are durable and versatile. They need to withstand heavy traffic as well as the harsh cleaning agents that health care floor surfaces are subjected to on a daily basis.

### Common Concerns

- Demanding environments
- Rolling traffic, high point loads
- High foot traffic
- Extreme soils and cleaning
- Need for fast track renovation

### Installation Solutions

<table>
<thead>
<tr>
<th>Product Type</th>
<th>Solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-Leveling Underlayment</td>
<td>LevelQuik® RS</td>
</tr>
<tr>
<td>Waterproofing Membrane</td>
<td>RedGard® Liquid</td>
</tr>
<tr>
<td>Crack Isolation Membrane</td>
<td>RedGard® Liquid</td>
</tr>
<tr>
<td>Mortar</td>
<td>Complete Contact™-LFT, MegaLite® RS</td>
</tr>
<tr>
<td>Grout</td>
<td>Fusion Pro®, CEG-Lite™</td>
</tr>
<tr>
<td>Maintenance</td>
<td>Aqua Mix® Sealers &amp; Cleaners</td>
</tr>
</tbody>
</table>

### CUSTOM Flooring Installation Systems

Surface Preparation Solutions for Vinyl, Resilient, Linoleum and other Floor Coverings

- **CL-150** Self-Leveling Underlayment
- **CP-A** Advanced Acrylic Multi-Surface Primer
- **CMVC** – 100% Solids Epoxy Moisture Vapor Control
Fusion Pro® and CEG-Lite™

CEG-Lite™ and Fusion Pro® make excellent grout choices for health care facilities because they are highly stain-resistant, color-consistent and easy to spread. Fusion Pro® is a ready-to-use single component grout, while CEG-Lite™ delivers a fast return to service and chemical resistance.
Hospitality
Where functional elegance is always welcome

To continue to meet the expectations of guests, hotel lobbies and guest rooms need flooring and shower surfaces that can maintain their appearance while withstanding continuous heavy use. CUSTOM has developed tile and stone installation products with the needs of today’s hospitality industry in mind.

**Common Concerns**
- Luggage, carts, deliveries, food and beverage trolleys
- Daily cleaning, heavy-use showers and bathrooms
- Multiple floors/deflection/crack isolation
- Room rates and property demand are based on appearances; failures and cracked tiles are not an option
- Need for LEED compatible products

**Installation Solutions: Front of House**

<table>
<thead>
<tr>
<th>Component</th>
<th>Product</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-Leveling Underlayment</td>
<td>LevelQuik® RS</td>
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<tr>
<td>Waterproofing Membrane</td>
<td>RedGard® Liquid</td>
</tr>
<tr>
<td>Crack/Sound Isolation Membrane</td>
<td>RedGard® Liquid, EasyMat®</td>
</tr>
<tr>
<td>Mortar</td>
<td>Complete Contact™–LFT, MegaLite® RS</td>
</tr>
<tr>
<td>Grout</td>
<td>Prism®, Fusion Pro®</td>
</tr>
<tr>
<td>Sealing</td>
<td>Sealer’s Choice® Gold</td>
</tr>
<tr>
<td>Maintenance</td>
<td>Aqua Mix® Sealers &amp; Cleaners</td>
</tr>
</tbody>
</table>

6 CustomBuildingProducts.com
EasyMat®

EasyMat® Tile and Stone Underlayment is a lightweight, easy-to-install alternative to backerboard. It exceeds ANSI standards for sound transmission reduction, making it ideal for hospitality and multi-story residential projects.

Reference Projects
Grand Hyatt, Seattle, WA
Wind Creek Casino, Wetumpka, AL
Wynn Resort, Las Vegas, NV
Grand Del Mar Hotel, San Diego, CA
St. Regis Hotel, Atlanta, GA
Red Rock Casino, Las Vegas, NV

Installation Solutions: Guest Rooms

<table>
<thead>
<tr>
<th>Solution</th>
<th>Product(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-Leveling Underlayment</td>
<td>LevelQuik® RS</td>
</tr>
<tr>
<td>Waterproofing Membrane</td>
<td>RedGard® Liquid</td>
</tr>
<tr>
<td>Showers</td>
<td>Shower Installation Systems, WonderBoard® Lite Backerboard</td>
</tr>
<tr>
<td>Crack/Sound Isolation Membrane</td>
<td>RedGard® Liquid, EasyMat®</td>
</tr>
<tr>
<td>Mortar</td>
<td>Complete Contact™–LFT, MegaLite® RS</td>
</tr>
<tr>
<td>Grout</td>
<td>Prism®, Fusion Pro®</td>
</tr>
<tr>
<td>Maintenance</td>
<td>Aqua Mix® Sealers &amp; Cleaners</td>
</tr>
</tbody>
</table>
Restaurants: Front of House

A taste for innovation in tile and stone installation

Restaurants need attractive flooring that’s inviting to guests but also durable enough to withstand constant use and cleaning. CUSTOM solutions fit the bill when it comes to meeting the demands of the food service industry.

**Common Concerns**
- Exposure to staining agents
- High traffic movement can damage tile
- Constant cleaning cycles
- Design demand for grout color choices
- Crack isolation is a must

**Installation Solutions**

<table>
<thead>
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<td>Waterproofing Membrane</td>
<td>RedGard® Liquid</td>
</tr>
<tr>
<td>Crack Isolation Membrane</td>
<td>Crack Buster® Pro, RedGard®, SpiderWeb™ II</td>
</tr>
<tr>
<td>Mortar</td>
<td>Complete Contact™-LFT, MegaLite® RS</td>
</tr>
<tr>
<td>Grout</td>
<td>Fusion Pro®, CEG-Lite™</td>
</tr>
<tr>
<td>Maintenance</td>
<td>Aqua Mix® Sealers &amp; Cleaners</td>
</tr>
</tbody>
</table>
Crack Buster® Pro

Crack Buster® Pro Crack Prevention Mat Underlayment reduces crack transmission in tile and stone floors (up to 3⁄8” in movement). This anti-fracture membrane securely self-bonds to subfloors for easy application and tile protection.

Reference Projects

The Ranch, Anaheim, CA
T-Bones Chophouse, Las Vegas, NV
Lola, Seattle, WA
The Winery, Newport Beach, CA
Light Nightclub, Las Vegas, NV
Savor Gastropub, Dallas, TX
Commercial Kitchens

A menu of solutions to make kitchen floors last

Commercial kitchens can be very harsh environments for tile installations. The constant cycle of fatty and acidic food buildup—and continual scouring and steam cleaning—can damage surfaces over time. Selecting the right system of installation products is the recipe for success.

**Common Concerns**

- Very harsh environment
- Fatty and acidic food buildup
- Damaging cleaning products and scalding water
- Heavy foot traffic and loads from carts, deliveries and equipment
- Fines or closures due to cracked tile or grout disintegration

**Installation Solutions**

<table>
<thead>
<tr>
<th>Category</th>
<th>Product</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-Leveling Underlayment</td>
<td>LevelQuik® RS</td>
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<tr>
<td>Waterproofing Membrane</td>
<td>RedGard® Liquid</td>
</tr>
<tr>
<td>Crack Isolation Membrane</td>
<td>RedGard® Liquid, Crack Buster® Pro</td>
</tr>
<tr>
<td>Mortar</td>
<td>EBM-Lite™, MegaLite® RS</td>
</tr>
<tr>
<td>Surface Transitions</td>
<td>Profiles</td>
</tr>
<tr>
<td>Grout</td>
<td>CEG-IG™</td>
</tr>
<tr>
<td>Maintenance</td>
<td>Aqua Mix® Sealers &amp; Cleaners</td>
</tr>
</tbody>
</table>
COSI RestauRants

DODGER STADIUM EATERIES, Los Angeles, CA

Fort Benning Dining Facilities, Columbus, GA

Reference Projects

Red Robin Restaurants

Chipotle Restaurants

Smashburger Restaurants

Cosi Restaurants

CEG-IG™

CEG-IG™ 100% Solids Industrial-Grade Epoxy Grout is specifically formulated for harsh environments such as commercial kitchens and food-processing facilities. CEG-IG™ offers high chemical, temperature and stain resistance to withstand constant cleaning cycles.

CustomBuildingProducts.com
Retail

Installation products that perform under pressure

While aesthetics are always top of mind in shopping malls and department stores, retail floor installations also need to be durable enough to withstand daily shopper traffic and heavy-duty cleaning. The right installation products can make a critical difference over the long term.

<table>
<thead>
<tr>
<th>Common Concerns</th>
<th>Installation Solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Installation aesthetics</td>
<td>Self-Leveling Underlayment: LevelQuik® RS</td>
</tr>
<tr>
<td>Heavy foot traffic</td>
<td>Crack Isolation Mat: Crack Buster® Pro, RedGard® Liquid</td>
</tr>
<tr>
<td>Extra-large-format tiles require support</td>
<td>Mortar: Complete Contact™-LFT, MegaLife® RS</td>
</tr>
<tr>
<td>Industrial cleaning equipment</td>
<td>Surface Transitions: Profiles</td>
</tr>
<tr>
<td>Prevention of damage and trips at surface transitions</td>
<td>Grout: Prism®, Fusion Pro®</td>
</tr>
<tr>
<td>Accommodation for structural movement</td>
<td>Expansion Joint Treatment: Commercial 100% Silicone Caulk</td>
</tr>
<tr>
<td>Uneven surface/lippage between tiles</td>
<td>Maintenance: Aqua Mix® Concentrated Stone &amp; Tile Cleaner</td>
</tr>
<tr>
<td>Minimal downtime (fast-track renovation)</td>
<td></td>
</tr>
</tbody>
</table>
Complete Contact™-LFT

Complete Contact™-LFT is a unique, flowable, rapid-setting mortar designed for large-format tiles on floors. It makes it easier to achieve full mortar coverage and eliminates the need for back-buttering tile to further speed installation. Grouting can begin in as little as 2 hours.

Reference Projects

- Palisades Center, West Nyack, NY
- Aventura Mall, Aventura, FL
- Guildford Town Centre, Surrey, BC
- Crocker Galleria, San Francisco, CA
- Parks Mall, Arlington, TX
- Bellevue Square Mall, Seattle, WA

Installation Solutions

- Self-Leveling Underlayment: LevelQuik® RS
- Crack Isolation Mat: Crack Buster® Pro
- RedGard® Liquid
- Mortar: Complete Contact™-LFT, MegaLite® RS
- Surface Transitions: Profiles
- Grout: Prism®, Fusion Pro®
- Expansion Joint Treatment: Commercial 100%
- Silicone Caulk: Commercial 100%
- Maintenance: Aqua Mix® Concentrated Stone & Tile Cleaner
Public Spaces  Transportation•Institutional•Entertainment•Commercial

Accommodating large areas—and large crowds—beautifully

From airports to universities and stadiums to corporate headquarters, these tile installations are under constant stress from routine foot and wheeled traffic. While durability is essential, it’s also important that large expanses of tile be uniform in appearance and maintain their aesthetic appeal.

**Common Concerns**
- Appearance is key
- Large-format tile
- Limited downtime
- Heavy foot traffic, golf carts and vehicles

**Installation Solutions**

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<td>Mortar</td>
<td>Complete Contact™-LFT, MegaLite® RS</td>
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<tr>
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</tr>
<tr>
<td>Grout</td>
<td>Prism®, Fusion Pro®</td>
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<tr>
<td>Expansion Joint Treatment</td>
<td>Commercial 100% Silicone Caulk</td>
</tr>
<tr>
<td>Maintenance</td>
<td>Aqua Mix® Sealers &amp; Cleaners</td>
</tr>
</tbody>
</table>
LevelQuik® RS

LevelQuik® RS, a rapid-setting self-leveling underlayment, can be poured up to 1 ½ inches deep and is walkable in as little as 4 hours. Fast-track installations and projects that require an extra-heavy rating for high impact are ideal for LevelQuik® RS.

Reference Projects

Dubai International Airport, Abu Dhabi, UAE

Marlins Park, Miami, FL

Smithsonian Air and Space Museum, Chantilly, VA

University of Oregon Basketball Arena, Eugene, OR

Hyundai America Headquarters, Fountain Valley, CA

San Diego International Airport, San Diego, CA

Duval County Courthouse, Jacksonville, FL

National Institute of Standards and Technology, Boulder, CO

North Atlanta High School, Atlanta, GA
Exterior Façades and Fountains

Solutions that stand the test of time—and the rigors of weather

CUSTOM has tested these installations to ensure their durability over time as well as their ability to withstand all kinds of weather conditions. The result: solutions that are perfect for outdoor applications.

Reference Projects

Intuit Corporate Headquarters, Mountain View, CA
California Court of Appeal, Santa Ana, CA
Wing Lung Bank, Alhambra, CA
Department of Information Services, Olympia, WA
Township 14, San Diego, CA
Inland Regional Center, San Bernardino, CA

Common Concerns

Exposure to staining agents
Effects of temperature and humidity
Design demand for grout color choices
Intermittently wet or submerged conditions

Installation Solutions

<table>
<thead>
<tr>
<th></th>
<th>Waterproofing/Crack Isolation Membrane</th>
<th>RedGard® Liquid</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mortar</td>
<td>RedGard® Crack Prevention and Waterproofing Membrane protects tile installations on exterior façades and fountains from damage due to thermal expansion. RedGard® also protects cementitious materials and building structures from moisture intrusion—and is great for submerged applications like pools and fountains.</td>
<td>ProLite®, MegaLite®</td>
</tr>
<tr>
<td>Grout</td>
<td>RedGard®</td>
<td>Prism®</td>
</tr>
<tr>
<td>Maintenance</td>
<td>Aqua Mix® Sealers &amp; Cleaners</td>
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RedGard®

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## Featured System Products

The right products for every standard

### Surface Preparation Products

<table>
<thead>
<tr>
<th>Applicable Standards</th>
<th><strong>Surface Preparation Products</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>LevelQuik® RS (Rapid Setting)</strong>&lt;br&gt;Self-Leveling Underlayment&lt;br&gt;- Levels from feather edge to 1 ½” in one pour&lt;br&gt;- Walkable in 4 hours&lt;br&gt;- Exceeds TCNA requirements for ceramic tile installations</td>
<td><img src="image" alt="LevelQuik® RS" /></td>
</tr>
<tr>
<td>ANSI A118.10 A118.12</td>
<td><strong>RedGard® Waterproofing and Crack Prevention Membrane</strong>&lt;br&gt;- Ready to use – Roll it on&lt;br&gt;- Quick-dry formula – 30% faster drying&lt;br&gt;- Listed with IAPMO for use as a shower pan liner</td>
</tr>
<tr>
<td>ANSI A118.12</td>
<td><strong>Crack Buster® Pro Crack Prevention Mat Underlayment</strong>&lt;br&gt;- Rated for extra heavy-duty applications&lt;br&gt;- Elastomeric – Reduces crack transmission in tile and stone floors&lt;br&gt;- Reduces downtime, allowing immediate installation of tile</td>
</tr>
<tr>
<td>ANSI A118.12 A118.13</td>
<td><strong>EasyMat® Tile &amp; Stone Underlayment</strong>&lt;br&gt;- Highest level of impact and sound reduction&lt;br&gt;- Up to 9 times lighter than other sound reduction mats&lt;br&gt;- Will not shrink, rot or absorb water</td>
</tr>
<tr>
<td>ANSI A118.10 A118.12</td>
<td><strong>SpiderWeb® II Uncoupling Mat</strong>&lt;br&gt;- Prevents cracks in tile and grout&lt;br&gt;- Use to replace ¼” backer board or a second layer of plywood in flooring installations&lt;br&gt;- Mat made from 70% recycled pre-consumer waste</td>
</tr>
<tr>
<td>ICC-ES PMG-1194</td>
<td><strong>Shower Installation Systems</strong>&lt;br&gt;- Constructed with high-density EPS, fiber mesh and epoxy coating for superior strength&lt;br&gt;- Pre-coated with RedGard® and guaranteed not to leak&lt;br&gt;- Accessories include HardCurb™, ShowerNiche™ and ShowerSeat™</td>
</tr>
</tbody>
</table>

See the Custom Building products website for complete product details.
# Featured System Products

The right products for every standard

<table>
<thead>
<tr>
<th>Applicable Standards</th>
<th>Setting Products</th>
<th>Grout Products</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ANSI</strong></td>
<td><strong>MegaLite® RS Crack Prevention Mortar</strong></td>
<td><strong>Prism® SureColor® Stain Resistant Grout</strong></td>
</tr>
<tr>
<td>A118.4</td>
<td>• Unsurpassed bond strength and flexibility</td>
<td>• Consistent color – No shading</td>
</tr>
<tr>
<td>A118.11</td>
<td>• Protects tile against cracks from surface movement up to 1/8&quot;</td>
<td>• Excellent stain resistance</td>
</tr>
<tr>
<td>A118.15</td>
<td>• Contains recycled material – Contributes to LEED</td>
<td>• Contains recycled material – Contributes to LEED</td>
</tr>
<tr>
<td><strong>ANSI</strong></td>
<td><strong>EBM-Lite™ Epoxy Bonding Mortar – 100% Solids</strong></td>
<td><strong>Fusion Pro® Single Component® Grout</strong></td>
</tr>
<tr>
<td>A118.3</td>
<td>• Excellent bond and compressive strengths</td>
<td>• Unsurpassed stain resistance</td>
</tr>
<tr>
<td></td>
<td>• High impact and chemical resistance</td>
<td>• No sealing required</td>
</tr>
<tr>
<td></td>
<td>• Contains recycled material – Contributes to LEED</td>
<td>• Ultimate color consistency</td>
</tr>
<tr>
<td><strong>ANSI</strong></td>
<td><strong>ProLite® Rapid Setting Tile and Stone Mortar</strong></td>
<td><strong>CEG-IG™ 100% Solids Industrial Grade Epoxy Grout</strong></td>
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</tr>
<tr>
<td>A118.15</td>
<td>• Contains recycled material – Contributes to LEED</td>
<td>• Fast curing for quick return to service</td>
</tr>
<tr>
<td><strong>ANSI</strong></td>
<td><strong>Complete Contact–LFT Rapid Setting Large Format Tile &amp; Stone Mortar</strong></td>
<td><strong>CEG-Lite™ 100% Solids Commercial Grade Epoxy Grout</strong></td>
</tr>
<tr>
<td>A118.4F</td>
<td>• Non-slump; for use in thin-set and medium bed applications</td>
<td>• Color consistent, stain and chemical resistant</td>
</tr>
<tr>
<td>A118.11</td>
<td>• Eliminates the need for back-buttering</td>
<td>• No sagging in vertical joints</td>
</tr>
<tr>
<td>A118.15F</td>
<td>• Minimal shrinkage keeps large and heavy tiles in place</td>
<td>• Contains recycled material – Contributes to LEED</td>
</tr>
</tbody>
</table>

## Grout Products

<table>
<thead>
<tr>
<th>Applicable Standards</th>
<th><strong>CEG-IG™ 100% Solids Commercial Grade Epoxy Grout</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>A118.3</td>
<td>• Color consistent, stain and chemical resistant</td>
</tr>
<tr>
<td>A118.5</td>
<td>• No sagging in vertical joints</td>
</tr>
<tr>
<td></td>
<td>• Contains recycled material – Contributes to LEED</td>
</tr>
</tbody>
</table>

## Commercial 100% Silicone Caulk

- Use for corners, changes of plane and expansion joints
- Interior and exterior applications including pools and wet areas
- Available in all CEG grout colors plus clear

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• Product System Recommendations
• System Warranty Coverage
• Project Owner and Contractor Meetings
• Installation Training and Site Inspections
• Technical Support

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Look for this icon on products that qualify for a Lifetime Warranty.

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Flooring Preparation & Installation Products

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