



# Commercial Tile & Stone Installation Systems

## LIMITED WARRANTY

### For Interior and Exterior Direct Bond Installations - USA

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS – YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

#### Terms and Conditions

Subject to the conditions and limitations stated in this document, Custom® Building Products (CUSTOM) warrants to the original owner that the CUSTOM installation system will be free from manufacturing defects and will not break down or deteriorate under normal usage for the term listed in the table below, based on the products selected for the project, when installed in accordance with CUSTOM's most recently published instructions, specifications and industry standards and guidelines for said installation. This warranty becomes effective upon validated substantial completion of the project. This warranty is not transferable.

#### Exclusive Remedy

In installations correctly utilizing CUSTOM products selected from each category in the table below, CUSTOM will repair and/or replace, at its discretion, the affected area of the system. Such cost to CUSTOM shall not exceed the original square foot cost of the installation proven to be defective. CUSTOM is not responsible for shade or dye lots of the finish materials. Proof of product purchase is required with any claim.

#### Limitations

CUSTOM shall not be responsible for structural failure or workmanship that is not in accordance with standard industry practices and procedures and CUSTOM published instructions. CUSTOM will not be liable for any loss or damage arising from the CUSTOM installation system or any CUSTOM product incorporated therein, whether direct, indirect, special, incidental, consequential, regardless of the legal theory asserted, including warranty, contract, negligence or strict product liability. Some states do not allow the exclusion of consequential damages, so these limitations or exclusions may not apply to you. Cracking due to structural movement beyond the engineered design, excessive deflection or other failure of the substrate and damage to structural or subfloor elements from water are also not covered. Acts of God including but not limited to flooding, hurricane, tornado, earthquake and fire shall not be covered under this warranty. CUSTOM will not be responsible for system failure resulting from the use of competitive or non-specified products. CUSTOM shall not be responsible forlippage between tiles; cracks in tiles; loss of bond to substrate, tile or membrane due to excessive tile deformation such as warpage or curling for any reason, or resulting from a lack of improperly-placed perimeter and/or movement joints. All tile installed over post-tensioned or suspended slabs must be physically strong to accommodate movement without cracking or spalling, such as true porcelain tile. The potential for efflorescence and shading is inherent in all cementitious products and is not considered a manufacturing defect. Although CUSTOM may have suggested the material or developed the material at the request of the owner or applicator, it is the responsibility of the owner to test and determine the suitability of the material for the intended use and purpose, and the owner assumes all risk and liability whatsoever regarding such suitability. This warranty is in place of all other warranties and conditions, express or implied. Custom expressly disclaims any other warranties and conditions, including statutory warranties and conditions and warranties and conditions of merchantability and fitness for a particular purpose other than the warranty expressly stated herein.

#### Warranty Requirements

CUSTOM installation requirements can be obtained by calling Technical Services at 800-272-8786 or through [www.custombuildingproducts.com](http://www.custombuildingproducts.com). A complete CUSTOM system of products must be used including mortars and grouts where applicable to qualify for this limited warranty. Surface preparation product selection is optional depending on the job requirements. All installations over 5,000 square feet must receive pre-approval by contacting a CUSTOM Architectural Consultant. We offer pre-job inspections, call 800-272-8786 or visit [www.custombuildingproducts.com](http://www.custombuildingproducts.com). Multiple residence installations are considered as one installation.

#### Claims Procedures

If you wish to make a claim under this limited warranty, you must notify CUSTOM immediately in writing at: **Technical Services, Custom Building Products, 10400 Pioneer Blvd., Santa Fe Springs, CA 90670**. Include any and all information related to an alleged defect of the installation. The claim must be submitted in a timely fashion, and evaluated by CUSTOM before any repair work is done. CUSTOM reserves the right to physically inspect any project with a claim pending prior to determining validity of the claim. Proof of purchase may be required. For any claim that is not valid, CUSTOM will be paid reasonable charges, including travel and labor, associated with investigation of such claim.





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Limited System Warranty				
	Lifetime	15 Year	10 Year	5 Year
Suitable Substrates	Concrete	Concrete	Concrete	Concrete
	Masonry	Masonry	Masonry	Masonry
	Portland Cement Plaster	Portland Cement Plaster	Portland Cement Plaster	Portland Cement Plaster
	Cement Backerboard	Cement Backerboard	Cement Backerboard	Cement Backerboard
	Exterior Grade Plywood (interior, dry areas)	Exterior Grade Plywood (interior, dry areas)	Exterior Grade Plywood (interior, dry areas)	Exterior Grade Plywood (interior, dry areas)
	Well Bonded Existing Ceramic Tile	Well Bonded Existing Ceramic Tile	Well Bonded Existing Ceramic Tile	Well Bonded Existing Ceramic Tile
Surface Prep (As Needed)	Gypsum Wallboard (interior, dry areas)	Gypsum Wallboard (interior, dry areas)	Gypsum Wallboard (interior, dry areas)	Gypsum Wallboard (interior, dry areas)
	LevelLite® Self-Leveling Underlayment	LevelLite® Self-Leveling Underlayment	LevelLite® Self-Leveling Underlayment	LevelLite® Self-Leveling Underlayment
	LevelQuik® RS Rapid Setting Self-Leveling Underlayment	LevelQuik® RS Rapid Setting Self-Leveling Underlayment	LevelQuik® RS Rapid Setting Self-Leveling Underlayment	LevelQuik® RS Rapid Setting Self-Leveling Underlayment
	LevelQuik® ES Extended Setting Self-Leveling Underlayment	LevelQuik® ES Extended Setting Self-Leveling Underlayment	LevelQuik® ES Extended Setting Self-Leveling Underlayment	LevelQuik® ES Extended Setting Self-Leveling Underlayment
	WonderBoard® Lite Backerboard	WonderBoard® Lite Backerboard	WonderBoard® Lite Backerboard	WonderBoard® Lite Backerboard
Waterproofing (As Needed)	MBP Multi-Surface Bonding Primer	MBP Multi-Surface Bonding Primer	MBP Multi-Surface Bonding Primer	MBP Multi-Surface Bonding Primer
	RedGard® Waterproofing and Crack Prevention Membrane	RedGard® Waterproofing and Crack Prevention Membrane	RedGard® Waterproofing and Crack Prevention Membrane	RedGard® Waterproofing and Crack Prevention Membrane
	RedGard® Fabric Membrane	RedGard® Fabric Membrane	RedGard® Fabric Membrane	RedGard® Fabric Membrane
	Custom® 9240 Waterproofing and Anti-Fracture Membrane	Custom® 9240 Waterproofing and Anti-Fracture Membrane	Custom® 9240 Waterproofing and Anti-Fracture Membrane	Custom® 9240 Waterproofing and Anti-Fracture Membrane
	SpiderWeb™ II Uncoupling Mat	SpiderWeb™ II Uncoupling Mat	SpiderWeb™ II Uncoupling Mat	SpiderWeb™ II Uncoupling Mat
MUST SELECT ONE FROM EACH CATEGORY BELOW				
Mortar	MegaFlex® Crack Prevention Mortar	FlexBond® Crack Prevention Mortar	ProLite® Large Format Tile & Stone Mortar	VersaBond®-LFT Fortified Medium Bed Mortar
	MegaLite® Crack Prevention Mortar	Marble, Granite & Travertine Premium Medium Bed Mortar	ProLite® Rapid Setting Large Format Tile & Stone Mortar	VersaBond® Fortified Thin-Set Mortar
	MegaLite® Rapid Setting Crack Prevention Mortar	OmniGrip® Maximum Strength Adhesive (dry areas)	VersaBond Flex® Fortified Thin-Set Mortar	Medium Bed Mortar
	EBM-Lite™ Epoxy Bonding Mortar - 100% Solids	Glass Tile Premium Thin-Set Mortar	SpeedSet™ Fortified Thin-Set Mortar	Large Format Tile-LFT Fortified Medium Bed Mortar
			Porcelain Tile Fortified Thin-Set Mortar	
			Complete Contact™ Fortified Mortar	
			Complete Contact™ RS Fortified Mortar	
Grout			Complete Contact™-LFT Rapid Setting Large Format Tile & Stone Mortar	
	Prism® SureColor® Grout	Prism® SureColor® Grout	Prism® SureColor® Grout	Prism® SureColor® Grout
	Fusion Pro® Single Component® Grout	Fusion Pro® Single Component® Grout	Fusion Pro® Single Component® Grout	Fusion Pro® Single Component® Grout
	CEG-IG™ Industrial Grade 100% Solids Epoxy Grout	CEG-IG™ Industrial Grade 100% Solids Epoxy Grout	CEG-IG™ Industrial Grade 100% Solids Epoxy Grout	CEG-IG™ Industrial Grade 100% Solids Epoxy Grout
	CEG-Lite™ 100% Solids Commercial Epoxy Grout	CEG-Lite™ 100% Solids Commercial Epoxy Grout	CEG-Lite™ 100% Solids Commercial Epoxy Grout	CEG-Lite™ 100% Solids Commercial Epoxy Grout
	Polyblend® Sanded Grout or Non-Sanded Grout	Polyblend® Sanded Grout or Non-Sanded Grout	Polyblend® Sanded Grout or Non-Sanded Grout	Polyblend® Sanded Grout or Non-Sanded Grout



**CUSTOM**