FLEXBOND® CRACK PREVENTION MORTAR
SUITABLE FOR BONDING TILE OVER
USG LEVELROCK® BRAND FLOOR UNDERLAYMENT

CUSTOM® considers the LEVELROCK® Brand Floor Underlayment, as manufactured by US Gypsum (USG), and installed by USG licensed LEVELROCK® Applicators in accordance with their directions, a suitable underlayment for the installation of ceramic tile with CUSTOM®'s FlexBond® Crack Prevention Mortar. LEVELROCK® underlayments and radiant floor heating systems are being specified in multi-level condominiums, hotels and high-rise office buildings in conjunction with ceramic tile and dimensional stone installations.

Tile and dimensional stone can be installed over LEVELROCK® Underlayments in areas designated as interior, dry, and above grade floors for residential and commercial traffic. Once the LEVELROCK® Underlayment is properly installed and cured in accordance with the manufacturer’s directions, preparation for the installation of ceramic tile may begin.

STEP 1
LEVELROCK® Brand Underlayments must be installed by a USG licensed applicator according to US Gypsum requirements.

STEP 2
LEVELROCK® Brand Underlayments must be cured, dry and free of all contaminates and all cracks, with any defects repaired per USG specifications.

STEP 3
In order to receive tile, all LEVELROCK® Brand Underlayments must be sealed with USG Sealer per US Gypsum requirements.

STEP 4
Install tile with CUSTOM®'s FlexBond® Crack Prevention Mortar according to ANSI A108.5 specifications.

STEP 5
Grout with CUSTOM®'s Polyblend® according to ANSI A108.10 specifications.

WARRANTY SYSTEM
Custom® Building Products has given this tile installation system utilizing FlexBond® Crack Prevention Mortar and Polyblend® Grout a 15 year warranty. An additional 5 year warranty can be obtained by applying CUSTOM®’s RedGard® Waterproofing and Crack Prevention Membrane prior to STEP 4.

This warranty is subject to the terms and conditions of the Installations Systems Warranty.

Please contact CUSTOM®’s Architectural Services Department at 800-282-8786 for further system or warranty details.

The warranty and performance of LEVELROCK® Brand Floor Underlayment is the responsibility of US Gypsum Company, and not that of Custom® Building Products.

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