

FLEXBOND® CRACK PREVENTION MORTAR IS SUITABLE FOR BONDING TILE OVER: USG LEVELROCK® BRAND FLOOR UNDERLAYMENT INSTALLED OVER: LEVELROCK SAM-N12, SAM-N25 AND SAM-N40

CUSTOM® considers installations of LEVELROCK® Brand Floor Underlayment, as manufactured by US Gypsum (USG), and installed by USG licensed LEVELROCK Applicators over LEVELROCK SAM-N12, SAM-N25 or SAM-N40 and in accordance with their directions, a suitable underlayment for the installation of ceramic tile with CUSTOM's FlexBond® Crack Prevention Mortar.

LEVELROCK Sound Attenuation Mat and Underlayment 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 Brand in areas designated as interior, dry, and above grade floors for residential and light commercial traffic.

Once the LEVELROCK Brand Sound Attenuation Mat and 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 Sound Attenuation Mat and Underlayment must be installed by a USG licensed applicator according to USG requirements. LEVELROCK Brand Underlayment must be installed 3/4" (19 mm) (thickness over SAM-N12 or 1" (13 mm) thickness over SAM-N25 or SAM-N40, as recommended by USG, and must have a compressive strength greater than 2500 psi.

STEP 2

LEVELROCK Brand Underlayment must be cured, dry, free of all contaminants and all cracks and defects repaired per USG specifications.

STEP 3

All LEVELROCK Brand Underlayment to receive tile 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® Grout 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 800-282-8786 for further 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.

The information in this bulletin is presented in good faith, but no warranty, express or implied, is given nor is freedom from any patent in as much as any assistance furnished by CUSTOM with reference to the safe use and disposal of its products provided without charge. Custom Building Products assumes no obligation or liability therefore, except to the extent that any such assistance shall be given in good faith.



Technical Bulletin

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