



# Professional Builder's Tile & Stone Installation Systems

LIMITED WARRANTY

Residential Installations — CANADA

**THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS — YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY ACROSS JURISDICTIONS.**

## Terms and Conditions

Subject to the conditions and limitations stated in this document, Custom® Building Products (CUSTOM) warrants to the original owner/occupant 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 beyond the original occupant.

## 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 meter 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 jurisdictions 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 for lippage 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 465 square meters 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. Apply for a project warranty: [Project Warranty Request Form](#)

Custom Building Products | 800-272-8786 | [CustomBuildingProducts.com](http://CustomBuildingProducts.com)



# CUSTOM®

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## Limited System Warranties

Categories	Lifetime	10 Years
<b>Vapor Reduction</b>	TechMVC™ 100% Solids Epoxy Moisture Vapor Control RedGard® Uncoupling Mat	TechMVC™ 100% Solids Epoxy Moisture Vapor Control RedGard® Uncoupling Mat
<b>Primers</b>	TechPrime™ A Advanced Acrylic Multi-Surface Primer TechPrime™ E 100% Solids Epoxy Primer MBP Multi-Surface Bonding Primer LevelQuik® Advanced Acrylic Primer Peel & Stick Primer	TechPrime™ A Advanced Acrylic Multi-Surface Primer TechPrime™ E 100% Solids Epoxy Primer MBP Multi-Surface Bonding Primer LevelQuik® Advanced Acrylic Primer Peel & Stick Primer
<b>Self-Leveling Underlayment</b>	LevelQuik® RS Rapid Setting Self-Leveling Underlayment TechLevel™ WSF Fiber Reinforced Self-Leveling Underlayment TechLevel™ 150 Premium Self-Leveling Underlayment LevelLite® High Performance Self-Leveling Underlayment	LevelQuik® RS Rapid Setting Self-Leveling Underlayment TechLevel™ WSF Fiber Reinforced Self-Leveling Underlayment TechLevel™ 150 Premium Self-Leveling Underlayment LevelLite® High Performance Self-Leveling Underlayment TechLevel™ 100 Self-Leveling Underlayment
<b>Wall / Floor Preparation</b>	SpeedSlope® Rapid Setting Sloping Mortar CustomFloat® Bedding Mortar WonderBoard® Lite Backerboard 7/16" WonderBoard® Lite Backerboard 1/4"	SpeedSlope® Rapid Setting Sloping Mortar CustomFloat® Bedding Mortar WonderBoard® Lite Backerboard 7/16" WonderBoard® Lite Backerboard 1/4"
<b>Patching</b>	Silk™ Patching & Finishing Compound TechPatch™ MP Rapid Setting Multipurpose Patch TechPatch™ RP Rapid Setting Ramping Patch SpeedFinish™ Patching & Finishing Compound Skim Coat & Patch Cement Underlayment	Silk™ Patching & Finishing Compound TechPatch™ MP Rapid Setting Multipurpose Patch TechPatch™ RP Rapid Setting Ramping Patch SpeedFinish™ Patching & Finishing Compound Skim Coat & Patch Cement Underlayment
<b>Membrane (as needed)</b>	RedGard® Waterproofing and Crack Prevention Membrane RedGard® Fabric Membrane RedGard® Seam Tape RedGard® Fabric Membrane Strip (Inside Corner) RedGard® Fabric Membrane Strip (Outside Corner) RedGard® Fabric Membrane Strip (Mixer/Pipe Seal) RedGard® Uncoupling Mat FractureFree® Crack Prevention Membrane EasyMat® Tile & Stone Underlayment Crack Buster® Pro Crack Prevention Mat Underlayment	RedGard® Waterproofing and Crack Prevention Membrane RedGard® Fabric Membrane RedGard® Seam Tape RedGard® Fabric Membrane Strip (Inside Corner) RedGard® Fabric Membrane Strip (Outside Corner) RedGard® Fabric Membrane Strip (Mixer/Pipe Seal) RedGard® Uncoupling Mat FractureFree® Crack Prevention Membrane EasyMat® Tile & Stone Underlayment Crack Buster® Pro Crack Prevention Mat Underlayment
<b>MUST SELECT ONE FROM EACH CATEGORY BELOW (Membrane required for crack isolation warranty for mortars not labeled "Crack Prevention Mortar")</b>		
<b>Mortar</b>	MegaLite® Ultimate Crack Prevention Large Format Tile Mortar* MegaLite® RS Ultimate Rapid Setting Crack Prevention Large Format Mortar* FlexBond®-LFT Premium Crack Prevention Large Format Tile Mortar* FlexBond® Premium Crack Prevention Thin-Set Mortar Natural Stone & Large Tile Premium Large Format Tile Mortar* Glass Tile Premium Thin-Set Mortar* EBM-Lite™ Premium Epoxy Bonding Mortar – 100% Solids*	MegaLite® Ultimate Crack Prevention Large Format Tile Mortar* MegaLite® RS Ultimate Rapid Setting Crack Prevention Large Format Mortar* Natural Stone & Large Tile Premium Large Format Tile Mortar* Glass Tile Premium Thin-Set Mortar* EBM-Lite™ Premium Epoxy Bonding Mortar – 100% Solids* FlexBond®-LFT Premium Crack Prevention Large Format Tile Mortar FlexBond® Premium Crack Prevention Thin-Set Mortar* ProLite® Premium Large Format Tile Mortar* ProLite® RS Premium Rapid Setting Large Format Tile Mortar* VersaBond® LITE Professional Large and Heavy Tile Mortar* VersaBond®-LFT Professional Large Format Tile Mortar* VersaBond®-LFT RS Professional Rapid Setting Large Format Tile Mortar* VersaBond® Professional Thin-Set Mortar Complete Contact™-LFT Premium Rapid Setting Large Format Tile Mortar* SpeedSet™ Professional Rapid Setting Thin-Set Mortar OmniGrip® Maximum Strength Adhesive AcrylPro® Ceramic Tile Adhesive ReliaBond® Ceramic Tile Adhesive
<b>Grout</b>	Fusion Pro® Single Component® Grout Prism® Ultimate Performance Grout CEG-Lite™ 100% Solids Commercial Epoxy Grout Polyblend® Plus Non-Sanded Grout Polyblend® Plus Sanded Grout	Fusion Pro® Single Component® Grout Prism® Ultimate Performance Grout CEG-Lite™ 100% Solids Commercial Epoxy Grout Polyblend® Plus Non-Sanded Grout Polyblend® Plus Sanded Grout

\* Recommended for setting large format tile

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