



# Custom Building Products Residential Lifetime Warranty

## LIMITED SYSTEM WARRANTY

**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 life of the installation 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 listed on this document, CUSTOM will repair and/or replace, at its discretion, the affected area of the system. Such costs to CUSTOM shall not exceed the original square foot cost of the installation shown to be defective. CUSTOM is not responsible for shading or dye lots of the finished materials. Proof of product purchase cost may be required.

### Limitations

CUSTOM is not 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, 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, including surface preparation, mortars and grout materials, must be used to qualify for this limited warranty. All installations over 5,000 square feet must receive pre-approval by calling CUSTOM. We offer pre-job inspections, call 800-272-8786. 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 of any alleged defect of the installation. Write to: **Technical Services, Custom Building Products, 10400 Pioneer Blvd., Santa Fe Springs, CA 90670**. The claim must be submitted 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®

A QUIKRETE® COMPANY

## Products Covered (check appropriate boxes)

### PREP

(use where specified depending on the installation requirements)

#### Patching, Flattening and Leveling

LevelQuik® RS Rapid Setting Self-Leveling Underlayment / LevelQuik® Latex Primer

LevelLite® High Performance Self-Leveling Underlayment

SpeedFinish™ Patching & Finishing Compound

#### Over Concrete or Masonry Floors

RedGard® Waterproofing and Crack Prevention Membrane

RedGard® Uncoupling Mat

EasyMat® Tile & Stone Underlayment

#### Over Plywood Floors and Countertops

WonderBoard® Lite Backerboard 7/16" or 1/4"

RedGard® Uncoupling Mat

EasyMat® Tile & Stone Underlayment

#### Over Wall Studs for Showers

WonderBoard® Lite Backerboard 7/16" or 1/4"

### SET

MegaLite® Ultimate Crack Prevention Large Format Tile Mortar

MegaLite® RS Ultimate Rapid Setting Crack Prevention Large Format Mortar

FlexBond® Premium Crack Prevention Thin-Set Mortar

FlexBond®-LFT Premium Crack Prevention Large Format Tile Mortar (Canada Only)

Natural Stone & Large Tile Premium Large Format Tile Mortar

Glass Tile Premium Thin-Set Mortar

EBM-Lite™ Premium Epoxy Bonding Mortar — 100% Solids

### GROUT

Prism® SCG Ultimate Performance Pre-Mixed Single Component® Grout

Fusion Pro® Single Component® Grout

Prism® Ultimate Performance® Grout

Polyblend® Plus Sanded Grout or Non-Sanded Grout

Polyblend® Sanded Grout or Non-Sanded Grout

CEG-Lite™ 100% Solids Commercial Epoxy Grout

**To keep your installation looking beautiful for a lifetime, use the following products:**

- Aqua Mix® Sealer's Choice® Gold
- Aqua Mix® Enrich'N'Seal®
- Aqua Mix® Polished Granite Cleaner & Resealer
- Aqua Mix® Marble, Travertine, Limestone & Slate Cleaner & Resealer
- TileLab® Grout & Tile Cleaner and Resealer

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