



Tile & Stone Installation Systems

LIMITED WARRANTY

Using Schluter® Products

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

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. 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. Multiple residence installations are considered as one installation. Apply for a LARGE project warranty: [Project Warranty Request Form](#)

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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Please note that CUSTOM self-leveling underlayment, mortar beds, mortars, grouts and sealants are fully warranted for use with all Schluter membranes, boards and profiles when applied according to industry standards and product instructions. Warranty term lengths are based on performance choices below:

Product	*Lifetime	25 Year	10 Year
LevelQuik® RS (Rapid Setting) Self-Leveling Underlayment	√	√	√
LevelQuik® Primer	√	√	√
LevelLite® Self-Leveling Underlayment	√	√	√
MegaLite® Crack Prevention Mortar	√	√	√
MegaLite® Rapid Setting Crack Prevention Mortar	√	√	√
EBMLite™ Epoxy Bonding Mortar — 100% Solids	√	√	√
FlexBond® Crack Prevention Mortar	√	√	√
ProLite® Tile & Stone Mortar		√	√
ProLite® Rapid Setting Tile & Stone Mortar		√	√
Glass Tile Premium Thin-Set Mortar	√	√	√
VersaBond® Lite Professional Large Format Tile Mortar			√
VersaBond® LFT Professional Large Format Tile Mortar			√
VersaBond® Fortified ThinSet Mortar			√
CustomBlend® LHT Large & Heavy Tile Mortar			√
Prism® Ultimate Performance® Grout	√	√	
CEG-Lite™ 100% Solids Commercial Epoxy Grout	√	√	
Fusion Pro® Single Component Grout™	√	√	
Polyblend®Plus Sanded Grout			√
Polyblend®Plus Non-Sanded Grout			√
RedGard® Crack Prevention and Waterproofing Membrane	√		

* Lifetime warranties are for residential projects only unless approved by Technical Services.

** Project specification must be pre-approved by Technical Services. [Contact Us \(800\) 282 8786](tel:8002828786).

CUSTOM recommends polymer-modified mortars for adhering all Porcelain Tiles. Rapid-setting mortars and grouts are recommended for exterior applications to lessen the occurrence of efflorescence.

Industry standards for movement joints as described in Tile Council of North America's Handbook Movement Joint Detail EJ171 are also required from the tile surface to the substrate. Use [CUSTOM® Commercial 100% Silicone Sealant](#) or another suitable sealant when required. Please see individual product datasheets for installation instructions.