



# Commercial Tile & Stone Installation Systems

LIMITED SYSTEM WARRANTY

Interior and Exterior Applications — 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 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 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®

A QUIKRETE® COMPANY

# Limited System Warranties

Categories	Lifetime	15 Years	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	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 Primer Peel & Stick Primer	TechPrime™ A Advanced Acrylic Multi-Surface Primer TechPrime™ E 100% Solids Epoxy Primer MBP Multi-Surface Bonding Primer LevelQuik® Advanced Primer Peel & Stick Primer	TechPrime™ A Advanced Acrylic Multi-Surface Primer TechPrime™ E 100% Solids Epoxy Primer MBP Multi-Surface Bonding Primer LevelQuik® Advanced Primer Peel & Stick Primer
<b>Self-Leveling Underlayment (Flowable Hydraulic Underlayment)</b>	TechLevel™ XP-1 Self-Leveling Underlayment TechLevel™ 150 Self-Leveling Underlayment TechLevel™ 125 Deep Pour Self-Leveling Underlayment TechLevel™ WSF Fiber Reinforced Self-Leveling Underlayment LevelQuik® RS Rapid Setting Self-Leveling Underlayment LevelLite® High Performance Self-Leveling Underlayment	TechLevel™ XP-1 Self-Leveling Underlayment TechLevel™ 150 Self-Leveling Underlayment TechLevel™ 125 Deep Pour Self-Leveling Underlayment TechLevel™ WSF Fiber Reinforced Self-Leveling Underlayment LevelQuik® RS Rapid Setting Self-Leveling Underlayment LevelLite® High Performance Self-Leveling Underlayment	TechLevel™ XP-1 Self-Leveling Underlayment TechLevel™ 150 Self-Leveling Underlayment TechLevel™ 125 Deep Pour Self-Leveling Underlayment TechLevel™ WSF Fiber Reinforced Self-Leveling Underlayment LevelQuik® RS Rapid Setting Self-Leveling Underlayment LevelLite® High Performance Self-Leveling Underlayment
<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	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>Liquid Waterproofing &amp; Crack Isolation Membranes</b>	RedGard® Waterproofing and Crack Prevention Membrane RedGard® SpeedCoat® Rapid Curing Waterproofing Membrane Custom® 9240 Waterproofing and Anti-Fracture Membrane	RedGard® Waterproofing and Crack Prevention Membrane RedGard® SpeedCoat® Rapid Curing Waterproofing Membrane Custom® 9240 Waterproofing and Anti-Fracture Membrane CBP-232 Waterproof & Anti-Fracture Membrane	RedGard® Waterproofing and Crack Prevention Membrane RedGard® SpeedCoat® Rapid Curing Waterproofing Membrane Custom® 9240 Waterproofing and Anti-Fracture Membrane CBP-232 Waterproof & Anti-Fracture Membrane
<b>Fabric Membrane Waterproofing</b>	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® 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® Fabric Membrane RedGard® Seam Tape RedGard® Fabric Membrane Strip (Inside Corner) RedGard® Fabric Membrane Strip (Outside Corner) RedGard® Fabric Membrane Strip (Mixer/Pipe Seal)
<b>Crack Isolation Membranes</b>	Crack Buster® Pro Crack Prevention Mat Underlayment RedGard® Waterproofing and Crack Prevention Membrane	Crack Buster® Pro Crack Prevention Mat Underlayment RedGard® Waterproofing and Crack Prevention Membrane CBP-232 Waterproof & Anti-Fracture Membrane	Crack Buster® Pro Crack Prevention Mat Underlayment RedGard® Waterproofing and Crack Prevention Membrane CBP-232 Waterproof & Anti-Fracture Membrane
<b>Sound Attenuation Membranes</b>	Crack Buster® Pro Crack Prevention Mat Underlayment EasyMat® Tile & Stone Underlayment	Crack Buster® Pro Crack Prevention Mat Underlayment EasyMat® Tile & Stone Underlayment	Crack Buster® Pro Crack Prevention Mat Underlayment EasyMat® Tile & Stone Underlayment
<b>Uncoupling Membrane</b>	RedGard® Uncoupling Mat RedGard® Seam Tape (Waterproofing & Moisture Vapor Control)	RedGard® Uncoupling Mat RedGard® Seam Tape (Waterproofing & Moisture Vapor Control)	RedGard® Uncoupling Mat RedGard® Seam Tape (Waterproofing & Moisture Vapor Control)
<b>Mortar Beds</b>	SpeedSlope® Rapid Setting Sloping Mortar Thick Bed Bedding Mortar CustomFloat® Bedding Mortar	SpeedSlope® Rapid Setting Sloping Mortar Thick Bed Bedding Mortar CustomFloat® Bedding Mortar	SpeedSlope® Rapid Setting Sloping Mortar Thick Bed Bedding Mortar CustomFloat® Bedding Mortar
<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 EBM-Lite™ Premium Epoxy Bonding Mortar – 100% Solids FlexBond® Premium Crack Prevention Thin-Set Mortar Glass Tile Premium Thin-Set Mortar Natural Stone & Large Tile Premium Large Format Tile Mortar	MegaLite® Ultimate Crack Prevention Large Format Tile Mortar MegaLite® RS Ultimate Rapid Setting Crack Prevention Large Format Mortar EBM-Lite™ Premium Epoxy Bonding Mortar – 100% Solids FlexBond® Premium Crack Prevention Thin-Set Mortar Glass Tile Premium Thin-Set Mortar Natural Stone & Large Tile Premium Large Format Tile Mortar ProLite® Premium Large Format Tile Mortar ProLite® RS Premium Rapid Setting Large Format Tile Mortar	MegaLite® Ultimate Crack Prevention Large Format Tile Mortar MegaLite® RS Ultimate Rapid Setting Crack Prevention Large Format Mortar EBM-Lite™ Premium Epoxy Bonding Mortar – 100% Solids FlexBond® Premium Crack Prevention Thin-Set Mortar Glass Tile Premium Thin-Set Mortar Natural Stone & Large Tile Premium Large Format Tile 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 RS CustomBlend® LHT Large & Heavy Tile Mortar SpeedSet™ Professional Rapid Setting Thin-Set Mortar
<b>Grout</b>	Prism® Ultimate Performance Grout CEG-IG™ Industrial Grade Epoxy Grout CEG-Lite™ 100% Solids Commercial Epoxy Grout Fusion Pro® Single Component® Grout Polyblend® Plus Non-Sanded Grout Polyblend® Plus Sanded Grout Commercial 100% Silicone Sealant	Prism® Ultimate Performance Grout CEG-IG™ Industrial Grade Epoxy Grout CEG-Lite™ 100% Solids Commercial Epoxy Grout Fusion Pro® Single Component® Grout Polyblend® Plus Non-Sanded Grout Polyblend® Plus Sanded Grout Commercial 100% Silicone Sealant	Prism® Ultimate Performance Grout CEG-IG™ Industrial Grade Epoxy Grout CEG-Lite™ 100% Solids Commercial Epoxy Grout Fusion Pro® Single Component® Grout Polyblend® Plus Non-Sanded Grout Polyblend® Plus Sanded Grout Commercial 100% Silicone Sealant

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