

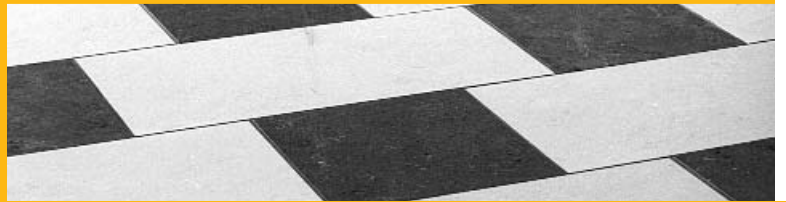


# InstallationSystems

FOR TILE AND STONE



**Serving architects  
and builders  
for over 40 years**



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# Supplying the most complete, integrated systems for tile and stone installations.

Front cover: Hanes Mall, Winston-Salem NC



Willard Hotel, Washington D.C.

**Every industry has its leader. An innovator that constantly raises expectations. A single source, with dependable service and support. In the world of tile and stone installation systems, that name is Custom® Building Products.** We offer architects and specifiers the most complete, integrated system of professional tile installation and maintenance products in the industry.

**TECHNICAL SUPPORT/  
ARCHITECTURAL SERVICES**  
Phone: 800-272-8786  
[www.custombuildingproducts.com](http://www.custombuildingproducts.com)

Coupled with our resources to provide you with accurate information, specifying Custom amounts to a trusted choice every time. Every step of the way, we provide products that set industry standards for innovation, quality and performance. Service and support that is unmatched. The most complete sources available for writing thorough, precise and reliable specifications and system warranties that back you up. And, it's been this way for over forty years.

# Surface Preparation

QUALITY BEGINS FROM THE GROUND UP

Professionals know quality results begin from the ground up. Which makes the preparation of a surface the most critical step in any tile or stone installation. You'll find Custom has an excellent underlayment solution for any tile or stone installation requirement.



Raven Stadium, Baltimore MD

## BACKERBOARDS

### WonderBoard® Concrete Backerboard

Simply the best backerboard for wall and exterior installations or areas that are subject to excessive moisture such as showers, saunas and steamrooms. Tapeless installation saves time. It can be installed over plywood or OSB surfaces. 1/2" WonderBoard is ASTM C627 rated for extra heavy and high-impact ceramic tile installations over wood subfloors with joists up to 24" o.c. Available in 1/2" thickness for wall, floor or countertop installations and 1/4" for floors or countertops.

### RhinoBoard® Fiber Cement Backerboard

Rated for residential and commercial use, 1/4" RhinoBoard is designed specifically for interior flooring and countertop installations where excessive moisture is not present. It cuts, scores and snaps cleanly and easily. It's extremely lightweight making it easy to handle and carry.

## SOUND REDUCTION

### SoundGard™ Sound Reduction Mat Underlayment

Use SoundGard to reduce impact sound to meet building codes and deliver high levels of acoustical control and privacy for interior spaces. A resilient mat sheet made from recycled rubber, 6 mm SoundGard delivers an ΔIIC rating of 52 without a suspended ceiling.

| BACKERBOARDS                           |                  |                  |                 |
|--|------------------|------------------|-----------------|
| PROPERTY                               | 1/2" WonderBoard | 1/4" WonderBoard | 1/4" RhinoBoard |
| Compression Indentation                | 6500 psi         | 6750 psi         | 7000 psi        |
| Fastener Holding                       | 220 lbs          | 150 lbs          | 160 lbs         |
| Flame Spread/Smoke Development Indices | 0/0              | 0/0              | 0/5             |
| Flexural Strength                      |                  |                  |                 |
| ASTM C947                              | 1100 psi         | 1800 psi         | N/A             |
| ASTM C1185                             | N/A              | N/A              | 2100 psi        |
| Weight/Sq Ft                           | 3 lbs            | 2 lbs            | 1.6 lbs         |
| Systems Warranty                       | Lifetime         | Lifetime         | Lifetime        |

## MUD BED AND PATCHING COMPOUNDS

### CustomFloat® Bedding Mortar

Lightweight Portland cement-based, pre-blended mortar for use as a bedding or brown coat. Formulated for very low shrinkage and exceptional bond strength. Use on floors, walls and counters or for overhead work such as showers, arches and coves. Just add water and mix – no job site blending of powders required.

### SpeedFinish™ Patching & Finishing Compound

Fast-curing, cement-based patching and skim coating compound ideal for time-critical installations. Apply from featheredge to 1/2" thick over concrete, plywood, ceramic tile, stone, terrazzo, resilient flooring and cutback adhesive. It allows installation of tile or stone in as little as 15 minutes.

| SOUNDGARD                                    |                  |                |               |
|--|------------------|----------------|---------------|
| THICKNESS                                    | ASTM Test Method | 2.5 MM (3/32") | 6 MM (1/4")   |
| Form & Dimensions                            | N/A              | 48" x 75'      | 48" x 30'     |
| Weight/Sq. Ft.                               | N/A              | 0.35 lbs       | 0.9 lbs       |
| Weight/Roll                                  | N/A              | 105 lbs        | 108 lbs       |
| Compression (Deflection)                     | F36              | 25%-35%        | 25%-35%       |
| Tensile Strength                             | D412             | 100 psi min    | 100 psi min   |
| Shore A Hardness                             | D2240            | 45-55 duro     | 45-55 duro    |
| Tear Strength                                | D624             | 40 lbs/in min  | 40 lbs/in min |
| Compression Set B                            | D395             | 40% max        | 40% max       |
| TCA  |                  | Light          | Light         |
| Robinson Test                                | C627             | Commercial     | Commercial    |
| ΔIIC (IMPACT INSULATION CLASS) RATINGS       |                  |                |               |
| FLOOR STRUCTURE & FINISH                     | ASTM Test Method | 2.5 MM (3/32") | 6 MM (1/4")   |
| ΔIIC Improvement by SoundGard                |                  | 15             | 20            |
| Bare 8" Concrete Slab                        | E989             | 32             | 32            |
| Bare 8" Concrete with SoundGard & No Ceiling | E989             | 47             | 52            |
| Product Warranty                             |                  | up to 5 years  | up to 5 years |

### Skim Coat & Patch Cement Underlayment

Fast-setting, polymer-modified, cement-based compound that provides a smooth finish on a wide variety of substrates. Mix with water to patch and level concrete or plywood up to 1/2" thick. When mixed with Patching & Leveling Latex Additive, it forms an ultra high-strength system over hard-to-bond substrates.

### Patching & Leveling Latex Additive

Increases adhesion and performance. Combine with Skim Coat & Patch Cement Underlayment for a high-strength system over cutback adhesive, sheet vinyl, ceramic tile or plywood. Use in place of water to increase bond strength of SpeedFinish Patching & Finishing Compound.

## SELF-LEVELING UNDERLAYMENTS

### LevelQuik® RS Rapid Setting Self-Leveling Underlayment

Levels interior and exterior floors from featheredge to 1" thick in one pour. Seeks its own level in minutes. Apply over concrete, backerboards, ceramic tile, brick, pavers, stone, exterior grade plywood, resilient flooring and cutback adhesive. It is ASTM C627 rated for extra heavy and high-impact ceramic tile installations over wood subfloors with joists up to 24" o.c.

### LevelQuik® DP Deep Pour Self-Leveling Underlayment

Levels interior and exterior floors up to 2" thick in one pour. Seeks its own level in minutes. Apply over concrete, backerboards, ceramic tile, brick, pavers, stone, exterior grade plywood, resilient flooring and cutback adhesive. It is ASTM C627 rated for extra heavy and high-impact ceramic tile installations over wood subfloors with joists up to 24" o.c.

### LevelQuik® ES Extended Setting Self-Leveling Underlayment

Easy-to-use formula for applications requiring extended working time. Levels floors from featheredge to 1/2" thick. It is ASTM C627 rated for extra heavy and high impact ceramic tile installations over wood subfloors with joists up to 24" o.c.

### LevelQuik™ Latex Primer

Latex primer/sealer that prepares surfaces for the application of LevelQuik® Self-Leveling Underlayments. It seals porous surfaces and improves the bond of underlayments.

## WATERPROOFING AND ANTI-FRACTURE MEMBRANES

### RedGard™ Waterproofing and Anti-Fracture Membrane

Ready-to-use, elastomeric, waterproofing and anti-fracture membrane for all interior or exterior commercial and residential tile or stone installations. Easily applied with roller, trowel or sprayer producing a continuous moisture barrier with outstanding adhesion. Reduces crack transmission in ceramic tile or stone floors. Meets IAPMO/Uniform Plumbing Code specifications for use as a shower pan liner.

### Semco™ Anti-Fracture Membrane

A ready-to-use, elastomeric, anti-fracture membrane for substrates subject to minor movement. Easily trowels on to reduce crack transmission in tile and stone floors. Also used for light-duty waterproofing of residential counters, backsplashes, tub surrounds and shower walls.

For more information on Controlled Cure Technology, see page 12.



| SELF-LEVELING UNDERLAYMENTS              |                      |                      |                      |
|--|----------------------|----------------------|----------------------|
| PHYSICAL PROPERTIES                      | LevelQuik RS         | LevelQuik DP         | LevelQuik ES         |
| Applicable Standards                     | No national standard | No national standard | No national standard |
| Compressive Strength ASTM C109 @ 28 days | 4400 psi             | 6000 psi             | 4000 psi             |
| Flexural Strength ASTM C109 @ 28 days    | 1100 psi             | 1200 psi             | 900 psi              |
| Pot Life @ 70° F (21° C)                 | 30 min               | 30 min               | 45 min               |
| Flow Time @ 70° F (21° C)                | 10 min               | 15 min               | 30 min               |
| Initial Set, ASTM C° 191 @ 70° F (21° C) | 90 min               | 80 min               | 2 hrs                |
| Final Set, ASTM C191 @ 70° F (21° C)     | 3-1/2 hrs            | 2 hrs                | 3-1/2 hrs            |
| Walkable Hardness                        | 2 - 4 hrs            | 2 - 4 hrs            | Overnight            |
| Cure Time                                | 4 hrs                | 4 hrs                | 18 - 24 hrs          |
| Application Thickness                    | Featheredge to 1"    | Up to 2"             | Featheredge to 1/2"  |
| Approx. Coverage Range at 1/8"           | 40 sq ft/ 50 lb bag  | 40 sq ft/ 50 lb bag  | 40 sq ft/ 50 lb bag  |

| WATERPROOFING & ANTI-FRACTURE MEMBRANE     |  |
|--|--|
| PHYSICAL PROPERTIES                        | RedGard                                  |
| Applicable Standards                       | ANSI A118.10                             |
| ANSI A118.10, Section #                    |  |
| Fungus and Micro-Organism Resistance (4.2) | Passes                                   |
| Seam Strength (4.2)                        | 10.2 lbs/in width                        |
| Breaking Strength (4.3)                    | 401 psi                                  |
| Dimensional Stability (4.4)                | 0.10%                                    |
| Waterproofness (4.5)                       | Passes                                   |
| Shear Strength:                            |  |
| 4-week Dry Cure (5.5)                      | 200 psi                                  |
| 100-day Water Immersion (5.7)              | 65 psi                                   |
| Pot Life @70° F (21° C)                    | Indefinite                               |
| Initial Set, ASTM C191 @ 70° F (21° C)     | 1-1/2 - 2 hrs                            |
| Cure Time                                  | 1-1/2 - 2 hrs or up to 12 hrs            |
| Approx. Coverage Range                     | 35 - 40 sq ft/gal @ 93 mls wet thickness |

ENGINEERED STRENGTH FOR EVERY JOB

Custom offers the broadest line of tile setting materials in the industry to give the exact performance your job demands. Custom mortars exceed ANSI A118.4 specifications, whether you choose the convenience of a polymer-modified mortar or a site-mixed, two-step mortar.

**ARCHITECTURALLY ENGINEERED MORTARS**


**MegaFlex™ Ultimate Thin-Set Mortar**

The ultimate in flexibility and bond strength, MegaFlex provides unsurpassed bonds with its unique formula for the most demanding tile installations. It isolates cracks up to 1/16" and tiles directly over cracks up to 1/8" without repairs. Extended open and adjustment times along with a creamy consistency provide excellent handling characteristics. It even offers up to 20% more coverage than other thin-sets.

**CustomFlex™ Premium Flexible Mortar System**

Premium two-component system consisting of CustomFlex™ Ultra-Strength Latex Additive and MasterBlend™ Standard Thin-Set Mortar. Excellent for difficult-to-bond substrates and when setting hard-to-bond tile and stone. Specified for the most demanding installations where long-term durability is required.

**RapidSetting Mortar System**

 Premium two-part system formulated for time-critical commercial installations allowing grouting in as little as 2 hours and traffic in 6. Excellent for tiling over difficult-to-bond substrates or installing difficult-to-bond porcelain and glass tile. This highly flexible mortar system isolates cracks up to 1/16". Low shrinkage allows a medium bed capability for large format tile installations.

**Wall Tile Thin-Set Mortar**

Non-sagging formula holds tile in place immediately even when setting large porcelain and heavy stone tile. Securely bonds tile as much as 10.5 lbs/sq ft. Excellent for façade work. Formerly Non-Sag Thin-Set Mortar.

**100% Solids Epoxy Mortar**

Three-component setting compound produces a mortar with greater bond and compressive strengths and with improved chemical and stain resistance over conventional cement or emulsion-based setting systems.

**HIGH PERFORMANCE MORTARS**

**FlexBond® Fortified Thin-Set Mortar**

Premium quality mortar with outstanding flexibility and bond strength. Excellent for tiling over difficult-to-bond surfaces and impervious porcelain and glass tile. This highly flexible mortar system isolates cracks up to 1/16" and will withstand minor substrate deflection.

**VersaBond Flex™ Fortified Thin-Set Mortar**


This high performance formula provides outstanding working characteristics while the high flexibility and bond strength delivers excellent performance over a wide variety of floor and wall installations.

**VersaBond® Fortified Thin-Set Mortar**

Offering economy with good bond strengths for floor and wall tile projects. Cures fast, even in cold weather climates. Adheres to most surfaces and types of tile.

**SPECIALTY MORTARS**

**OptiCure™ Fortified Thin-Set Mortar**

 Polymer-modified, fast curing mortar that develops high early and final strength for quick installations. Inhibits warping and staining of moisture-sensitive green and black marble, granite or cement tile. More economical than setting with epoxy mortar. Grout in just 2 hrs – traffic in 4.

**Marble & Granite Fortified Premium Mortar**

Polymer-modified premium formula for installing natural stone, or large tile. Non-slumping formula eliminates lippage. Excellent sag and slip resistance on walls. Apply up to 3/4" thick on horizontal applications or use in thin-bed applications as thin as 1/8".

**Medium Bed Mortar**

Economy formula mortar formulated for installing large tile or natural stone. Apply up to 3/4" thick on floors and countertops.

**SpeedSet™ Fortified Thin-Set Mortar**

Polymer-modified mortar for time-critical installations such as restaurants, malls and hotel lobbies. Excellent for cold temperature installations. Grout in 2 hrs – traffic in 6.

**Porcelain Tile Fortified Thin-Set Mortar**

A proprietary combination of high-grade cements and polymers designed specifically for setting impervious porcelain tile to concrete surfaces, backerboards and self-leveling underlayments. Also excellent for setting glass and large modular tile installations.

**CreteMix™ Mortar System**

Pre-blended powder used in combination with CustomCrete™ Latex Mortar Admix that forms a latex thin-bed mortar which is flexible and shock resistant.



24-Hour Fitness, Sacramento CA

Rated for heavy traffic conditions in industrial, commercial and institutional installations. Excellent in wet areas, outdoor use, pools and fountains.

**BASIC JOB MORTARS**

**PremiumPlus® Standard Thin-Set Mortar**

A high performance, unmodified mortar for most basic tile jobs. Offers long open and adjustment times and up to 20% more coverage than traditional thin-sets. Mix with Acrylic Mortar Admix or CustomFlex for increased performance.

**MasterBlend™ Standard Thin-Set Mortar**

A versatile, unmodified, all-purpose thin-set for basic tile jobs. It's contractor preferred for its easy troweling and extended working time. Adheres to most surfaces and types of tile. Mix with Acrylic Mortar Admix for increased performance. Mix with CustomFlex for a premium flexible mortar system.

**ADDITIVES**

**CustomFlex™ Ultra-Strength Thin-Set Additive**

Advanced acrylic latex additive that substantially increases bond strength and flexibility when combined with MasterBlend or PremiumPlus Standard Thin-Set Mortars. Excellent for use over difficult-to-bond substrates or when setting hard-to-bond tile and stone. Adds flexibility to unmodified thin-sets, producing a mortar that can bridge minor cracks up to 1/16" wide and withstand minor deflection.

**Acrylic Mortar Admix**

A liquid polymer to be used in place of water to increase performance of PremiumPlus, MasterBlend or Wall Tile Thin-Set Mortars, non-polymer modified grouts or Portland cement mortar mixes. It adds water-resistance and improves shock-absorption.

**CustomCrete® Latex Mortar Admix**

A high-strength additive for use with CreteMix Mortar System or as an additive to a site-mixed sand/cement blend. Adds flexibility and shock resistance for use in heavy traffic conditions. Frost resistant, it's excellent for exterior use in cold climates. Also excellent for underwater installations.

**CERAMIC TILE ADHESIVES**

**OmniGrip® Ultimate Tile Adhesive**

OmniGrip's unique formula offers many benefits not found in traditional tile adhesives. OmniGrip shrinks 33% less ensuring maximum coverage and superior bonds. This high-polymer formula remains flexible allowing a wide variety of floor and wall applications. Weighing 1/3 less than other acrylic latex adhesives, it applies effortlessly, and is easier to carry.

**TripleGrip™ Premium Tile Adhesive**

A premium, resin-modified SBR latex adhesive, TripleGrip offers superb working characteristics. Provides maximum slip resistance on vertical surfaces – tiles are held in place immediately. It offers optimum flexibility for installing all types of tile over a wide variety of approved substrates.

**ReliaBond®/ReliaBond ES Ceramic Tile Adhesives**

All-purpose adhesive formulated for wall, floor and countertop installations of ceramic and stone tile. It spreads easily and resists slipping on vertical applications. Available in two formulations designed for differing weather conditions. ReliaBond is ideal for most climates and weather conditions. ReliaBond ES offers extended open and adjustment times for dry climates and temperatures over 90° F.

| CERAMIC TILE ADHESIVES    |                   |                   |                   |                   |
|---------------------------|-------------------|-------------------|-------------------|-------------------|
|                           | ULTIMATE          | PREMIUM           | PRO FORMULA       |                   |
| PHYSICAL PROPERTIES       | OmniGrip          | TripleGrip        | ReliaBond         | ReliaBond ES      |
| Applicable ANSI Standards | A136.1 Type I     | A136.1 Type I     | A136.1 Type I     | A136.1 Type I     |
| Adjustment Time           | 60+ min           | 50 min            | 45 min            | 60 min            |
| Open Time                 | 60+ min           | 60 min            | 60 min            | 60 min            |
| Shear Bond Strength:      |                   |                   |                   |                   |
| Type 1 Water Immersion    | 145 psi           | 120 psi           | 65 psi            | 65 psi            |
| Dry Shear @ 28 days       | 760 psi           | 500 psi           | 430 psi           | 430 psi           |
| Freeze/Thaw               | Stable            | Stable            | Stable            | Stable            |
| Stain Test                | Passes            | Passes            | Passes            | Passes            |
| Impact Test               | Passes            | Passes            | Passes            | Passes            |
| Heat Resistance           | Passes            | Passes            | Passes            | Passes            |
| 3.5 gal. Pail Weight      | 31 lbs            | 42 lbs            | 46 lbs            | 46 lbs            |
| Approx. Coverage Range    | 40 - 60 sq ft/gal | 40 - 60 sq ft/gal | 40 - 60 sq ft/gal | 40 - 60 sq ft/gal |
| Systems Warranty          | 15 Year           | 5 Year            | 1 Year            | 1 Year            |

| ARCHITECTURALLY ENGINEERED MORTARS    |  |                                      |                            |                            |                      |
|---------------------------------------|--|--------------------------------------|----------------------------|----------------------------|----------------------|
| PHYSICAL PROPERTIES                   | MegaFlex   | CustomFlex/<br>MasterBlend<br>System | RapidSetting<br>System     | Wall Tile                  | 100% Solids Epoxy    |
| <b>Applicable ANSI Standards</b>      | A118.4/118.11  | A118.4/118.11                        | A118.4/118.11              | A118.1                     | A118.3               |
| <b>Shear Bond Strength:</b>           |  |                                      |                            |                            |                      |
| Bisque Tile @ 28 days                 | 800 psi  | 810 psi                              | >700 psi                   | 273 psi                    | ≥ 1000 psi           |
| Porcelain Tile @ 28 days              | 680 psi  | 530 psi                              | 600 psi                    | 230 psi                    | ≥ 1000 psi           |
| Quarry Tile to Plywood @ 28 days      | 350 psi  | 290 psi                              | 350 psi                    | N/A                        | N/A                  |
| <b>Compressive Strength @ 28 days</b> | >2800 psi  | 2800 psi                             | 4500 psi                   | N/A                        | 6500 psi             |
| <b>Pot Life @ 72° F (22° C)</b>       | 4 hrs  | 4 hrs                                | 30 min                     | 4 hrs                      | 1 hr                 |
| <b>Open Time @ 72° F (22° C)</b>      | 100-120 min  | 50-60 min                            | 25 min                     | 50 min                     | 15 min               |
| <b>Initial Set @ 72° F (22° C)</b>    | 6 hrs  | 6 hrs                                | 1 hr                       | 6 hrs                      | 4 hrs                |
| <b>Final Set @ 72° F (22° C)</b>      | 9 hrs  | 9 hrs                                | 3 hrs                      | 9 hrs                      | 8 hrs                |
| <b>Approx. Coverage Range</b>         | 100-110 sq ft/<br>1/4" x 1/4" x 1/4" square-notch trowel | 90-100 sq ft/<br>50 lb bag           | 90-100 sq ft/<br>50 lb bag | 90-100 sq ft/<br>50 lb bag | 25-35 sq ft/<br>unit |
| <b>Color(s)</b>                       | White & Gray   | White & Gray                         | White & Gray               | White & Gray               | Off-White            |
| <b>Systems Warranty</b>               | Lifetime   | Lifetime                             | Lifetime                   | 10 Year                    | Lifetime             |

| HIGH PERFORMANCE MORTARS              |   |                            |                           |
|---------------------------------------|---|----------------------------|---------------------------|
| PHYSICAL PROPERTIES                   | FlexBond  | VersaBond Flex             | VersaBond                 |
| <b>Applicable ANSI Standards</b>      | A118.4/118.11   | A118.4/118.11              | A118.4/118.11             |
| <b>Shear Bond Strength:</b>           |   |                            |                           |
| Bisque Tile @ 28 days                 | 690 psi   | 575 psi                    | 500 psi                   |
| Porcelain Tile @ 28 days              | 400 psi   | 350 psi                    | 250 psi                   |
| Quarry Tile to Plywood @ 28 days      | 320 psi   | 250 psi                    | 190 psi                   |
| <b>Compressive Strength @ 28 days</b> | 3100 psi  | 3100 psi                   | 3200 psi                  |
| <b>Pot Life @ 72° F (22° C)</b>       | 4 hrs   | 4 hrs                      | 4 hrs                     |
| <b>Open Time @ 72° F (22° C)</b>      | 65-70 min   | 55-60 min                  | 50-55 min                 |
| <b>Initial Set @ 72° F (22° C)</b>    | 6 hrs   | 6 hrs                      | 6 hrs                     |
| <b>Final Set @ 72° F (22° C)</b>      | 9 hrs   | 9 hrs                      | 9 hrs                     |
| <b>Approx. Coverage Range</b>         | 90-100 sq ft/<br>1/4" x 1/4" x 1/4" square-notch trowel | 90-100 sq ft/<br>50 lb bag | 80-90 sq ft/<br>50 lb bag |
| <b>Color(s)</b>                       | White & Gray  | White & Gray               | White & Gray              |
| <b>Systems Warranty</b>               | 15 Year   | 10 Year                    | 5 Year                    |

| SPECIALTY MORTARS                     |  |                            |                            |                           |                            |
|---------------------------------------|--|----------------------------|----------------------------|---------------------------|----------------------------|
| PHYSICAL PROPERTIES                   | OptiCure   | Marble & Granite           | Medium Bed                 | SpeedSet                  | Porcelain Tile             |
| <b>Applicable ANSI Standards</b>      | A118.4/118.11  | A118.4/118.11              | A118.4                     | A118.4/118.11             | A118.4/118.11              |
| <b>Shear Bond Strength:</b>           |  |                            |                            |                           |                            |
| Bisque Tile @ 28 days                 | 710 psi  | 450 psi                    | 350 psi                    | 475 psi                   | 550 psi                    |
| Porcelain Tile @ 28 days              | 302 psi  | 300 psi                    | 250 psi                    | 340 psi                   | 450 psi                    |
| Quarry Tile to Plywood @ 28 days      | 170 psi  | 160 psi                    | N/A                        | 170 psi                   | 190 psi                    |
| <b>Compressive Strength @ 28 days</b> | 4200 psi   | 3200 psi                   | 3200 psi                   | 3000 psi                  | 3100 psi                   |
| <b>Pot Life @ 72° F (22° C)</b>       | 30 min   | 4 hrs                      | 2 hrs                      | 30 min                    | 2 hrs                      |
| <b>Open Time @ 72° F (22° C)</b>      | 20 min   | 60 min                     | 60 min                     | 25 min                    | 50 min                     |
| <b>Initial Set @ 72° F (22° C)</b>    | 40 min   | 6 hrs                      | 6 hrs                      | 1 hr                      | 6 hrs                      |
| <b>Final Set @ 72° F (22° C)</b>      | 2 hrs  | 9 hrs                      | 9 hrs                      | 3 hrs                     | 9 hrs                      |
| <b>Approx. Coverage</b>               | 50-55 sq ft/<br>1/4" x 1/4" x 1/4" square-notch trowel | 45-50 sq ft/<br>50 lb bag* | 45-50 sq ft/<br>50 lb bag* | 45-50 sq ft/<br>25 lb bag | 90-100 sq ft/<br>50 lb bag |
| <b>Color(s)</b>                       | White  | White                      | White & Gray               | White & Gray              | White & Gray               |
| <b>Systems Warranty</b>               | 10 Year  | 15 Year                    | 5 Year                     | 10 Year                   | 10 Year                    |

\*Using a 1/2" x 1/2" x 1/2" square-notch trowel

| BASIC JOB MORTARS & ADDITIVES         |  |                              |                            |                              |
|---------------------------------------|--|------------------------------|----------------------------|------------------------------|
| PHYSICAL PROPERTIES                   | PremiumPlus  | PremiumPlus<br>mixed w/ AMA* | MasterBlend                | MasterBlend<br>mixed w/ AMA* |
| <b>Applicable ANSI Standards</b>      | A118.1   | A118.4/118.11                | A118.1                     | A118.4/118.11                |
| <b>Shear Bond Strength:</b>           |  |                              |                            |                              |
| Bisque Tile @ 28 days                 | 357 psi  | 410 psi                      | 270 psi                    | 376 psi                      |
| Porcelain Tile @ 28 days              | 244 psi  | 370 psi                      | 227 psi                    | 315 psi                      |
| Quarry Tile to Plywood @ 28 days      | N/A  | 185 psi                      | N/A                        | 165 psi                      |
| <b>Compressive Strength @ 28 days</b> | N/A  | 3200 psi                     | N/A                        | 3200 psi                     |
| <b>Pot Life @ 72° F (22° C)</b>       | 5 hrs  | 4 hrs                        | 5 hrs                      | 4 hrs                        |
| <b>Open Time @ 72° F (22° C)</b>      | 50 min   | 65-70 min                    | 45 min                     | 50-60 min                    |
| <b>Initial Set @ 72° F (22° C)</b>    | 6 hrs  | 6 hrs                        | 6 hrs                      | 6 hrs                        |
| <b>Final Set @ 72° F (22° C)</b>      | 9 hrs  | 9 hrs                        | 9 hrs                      | 9 hrs                        |
| <b>Approx. Coverage Range</b>         | 100-110 sq ft/<br>1/4" x 1/4" x 1/4" square-notch trowel | 100-110 sq ft/<br>50 lb bag  | 90-100 sq ft/<br>50 lb bag | 90-100 sq ft/<br>50 lb bag   |
| <b>Color(s)</b>                       | White & Gray   | White & Gray                 | White & Gray               | White & Gray                 |
| <b>Systems Warranty</b>               | 1 Year   | 10 Year                      | 1 Year                     | 5 Year                       |

\*Acrylic Mortar Admix

# PRODUCT SELECTION GUIDE SETTING MATERIALS

| SUBSTRATE              | APPLICATION   | TILE TYPE   | ARCHITECTURALLY ENGINEERED MORTARS                         |                                      |                        |                        |                      | HIGH PERFORMANCE MORTARS |                |           | SPECIALTY MORTARS |          |                |                  |                         |   |   |
|------------------------|---|---|--|--------------------------------------|------------------------|------------------------|----------------------|--------------------------|----------------|-----------|-------------------|----------|----------------|------------------|-------------------------|---|---|
|                        |   |   | MegaFlex   | CustomFlex/<br>MasterBlend<br>System | RapidSetting<br>System | Wall Tile <sup>1</sup> | 100% Solids<br>Epoxy | FlexBond                 | VersaBond Flex | VersaBond | SpeedSet          | OptiCure | Porcelain Tile | Marble & Granite | Medium Bed <sup>2</sup> | PremiumPlus or<br>MasterBlend<br>mixed with AMA |   |
| FLOORS AND COUNTERTOPS | Residential to commercial:<br><b>WonderBoard®/Cement backerboard</b><br><i>(Not exposed to freeze/thaw conditions)</i>  | Interior/Exterior Wet and Dry Areas   | 1 Non-vitreous, Semi-vitreous, & Vitreous including quarry | ■                                    | ■                      | ■                      | ■                    | ■                        | ■              | ▲         | ○                 | ▲        | ■              | ▲                | ▲                       | ○   | ▲ |
|                        |   |   | 2 Impervious porcelain                                     | ■                                    | ■                      | ■                      | ■                    | ■                        | ■              | ▲         | ○                 | ▲        | ○              | ■                | ▲                       | ○   | ▲ |
|                        |   |   | 3 Glass  | ■                                    | ■                      | ■                      | ■                    | ■                        | ▲              |           |                   | ▲        |                |                  |                         |   |   |
|                        |   |   | 4 Marble, Natural stone                                    | ■                                    | ■                      | ■                      | ■                    | ■                        | ■              | ▲         | ○                 | ○        | ■              | ▲                | ■                       | ▲   | ▲ |
|                        |   |   | 5 Large modular tile                                       | ■                                    | ▲                      | ■                      | ■                    | ▲                        | ▲              | ○         | ○                 | ○        | ○              | ▲                | ■                       | ▲   | ○ |
|                        |   |   | 6 Green & black marble & granite, Cement tile              |                                      |                        |                        |                      | ■                        |                |           |                   | ■        |                |                  |                         |   |   |
|                        | Cured concrete<br>Cured mortar bed<br>Masonry<br>Cutback adhesive over concrete<br><i>(Including freeze/thaw conditions)</i>                                    | Exterior Wet and Dry Areas  | Non-vitreous, Semi-vitreous, & Vitreous including quarry   | ■                                    | ■                      | ■                      | ■                    | ▲                        | ■              | ▲         | ○                 | ▲        | ■              | ▲                | ▲                       | ○   | ▲ |
|                        |   |   | Impervious porcelain                                       | ■                                    | ■                      | ■                      | ■                    | ▲                        | ■              | ▲         | ○                 | ▲        | ○              | ■                | ▲                       | ○   | ▲ |
|                        |   |   | Glass  | ■                                    | ■                      | ■                      | ■                    | ▲                        | ■              | ▲         |                   |          |                | ▲                |                         |   |   |
|                        |   |   | Marble, Natural stone                                      | ■                                    | ■                      | ■                      | ■                    | ▲                        | ■              | ▲         | ○                 | ○        | ■              | ▲                | ■                       | ▲   | ▲ |
|                        |   |   | Large modular tile   | ■                                    | ▲                      | ■                      | ■                    | ▲                        | ▲              | ○         | ○                 | ○        | ○              | ▲                | ■                       | ▲   | ○ |
|                        |   |   | Green & black marble & granite, Cement tile                |                                      |                        |                        |                      | ■                        |                |           |                   | ■        |                |                  |                         |   |   |
|                        | Residential to light commercial:<br><b>Exterior grade plywood</b><br><b>Non-cushioned sheet vinyl</b><br>Existing ceramic tile<br>Plastic laminated countertops | Interior Wet and Dry Areas  | Non-vitreous, Semi-vitreous, & Vitreous including quarry   | ■                                    | ■                      | ■                      | ■                    | ■                        | ■              | ▲         | ○                 | ○        | ○              | ○                | ○                       | ○   | ○ |
|                        |   |   | Impervious porcelain                                       | ■                                    | ■                      | ■                      | ■                    | ■                        | ■              | ■         | ○                 | ○        | ○              | ▲                | ○                       | ○   | ▲ |
|                        |   |   | Glass  | ■                                    | ■                      | ■                      | ■                    | ■                        | ■              | ▲         |                   |          |                | ○                |                         |   |   |
|                        |   |   | Marble, Natural stone                                      | ■                                    | ■                      | ■                      | ■                    | ■                        | ■              | ▲         | ○                 | ○        | ○              | ○                | ■                       | ▲   | ▲ |
|                        |   |   | Large modular tile   | ■                                    | ▲                      | ■                      | ■                    | ▲                        | ▲              | ○         | ○                 | ○        | ○              | ▲                | ■                       | ▲   | ○ |
|                        |   |   | Green & black marble & granite, Cement tile                |                                      |                        |                        |                      | ■                        |                |           |                   | ■        |                |                  |                         |   |   |
| WALLS                  | Residential to commercial:<br><b>WonderBoard®/Cement backerboard</b><br>Cured concrete<br>Cured mortar bed<br>Masonry   | Interior/Exterior Wet and Dry Areas<br><i>(Not exposed to freeze/thaw conditions)</i> | Non-vitreous, Semi-vitreous, & Vitreous including quarry   | ■                                    | ■                      | ■                      | ■                    | ▲                        | ■              | ▲         | ○                 | ▲        | ■              | ▲                | ▲                       | ▲   | ▲ |
|                        |   |   | Impervious porcelain                                       | ■                                    | ■                      | ■                      | ■                    | ▲                        | ■              | ▲         | ○                 | ▲        | ○              | ■                | ▲                       | ▲   | ▲ |
|                        |   |   | Glass  | ■                                    | ■                      | ■                      | ■                    | ▲                        | ■              | ▲         |                   |          |                | ▲                |                         |   |   |
|                        |   |   | Marble, Natural stone                                      | ■                                    | ■                      | ■                      | ■                    | ▲                        | ■              | ▲         | ○                 | ○        | ■              | ▲                | ■                       | ▲   | ▲ |
|                        |   |   | Large modular tile   | ■                                    | ▲                      | ■                      | ■                    | ▲                        | ▲              | ○         | ○                 | ○        | ○              | ▲                | ■                       | ▲   | ○ |
|                        |   |   | Green & black marble & granite, Cement tile                |                                      |                        |                        |                      | ■                        |                |           |                   | ■        |                |                  |                         |   |   |
|                        | Existing ceramic tile   | Interior Wet and Dry Areas  | Non-vitreous, Semi-vitreous, & Vitreous including quarry   | ■                                    | ■                      | ■                      | ■                    | ▲                        | ■              | ▲         | ○                 | ▲        | ■              | ▲                | ▲                       | ▲   | ▲ |
|                        |   |   | Impervious porcelain                                       | ■                                    | ■                      | ■                      | ■                    | ▲                        | ■              | ▲         | ○                 | ▲        | ○              | ■                | ▲                       | ▲   | ▲ |
|                        |   |   | Glass  | ■                                    | ■                      | ■                      | ■                    | ▲                        | ■              | ▲         |                   |          |                | ▲                |                         |   |   |
|                        |   |   | Marble, Natural stone                                      | ■                                    | ■                      | ■                      | ■                    | ▲                        | ■              | ▲         | ○                 | ○        | ■              | ▲                | ■                       | ▲   | ▲ |
|                        |   |   | Large modular tile   | ■                                    | ▲                      | ■                      | ■                    | ▲                        | ▲              | ○         | ○                 | ○        | ○              | ▲                | ■                       | ▲   | ○ |
|                        |   |   | Green & black marble & granite, Cement tile                |                                      |                        |                        |                      | ■                        |                |           |                   | ■        |                |                  |                         |   |   |

■ Highest Performance ▲ Highly Recommended ○ Recommended

<sup>1</sup>Mix with AMA in areas exposed to freeze/thaw conditions.

<sup>2</sup>Mix with AMA when used over plywood.

## DEPENDABLE PERFORMANCE AND COLOR

Custom's® extensive grout color palette has 10 additional Earth-inspired shades that are neutral-based and designed specifically to complement stone or natural tiles. They are also ideal for tone-on-tone installations, an increasingly popular choice among designers and consumers. These additions bring the number of grout colors to 48, the most diverse and comprehensive in the industry.



### POLYMER-MODIFIED PORTLAND CEMENT GROUTS

#### Polyblend® Sanded Tile Grout

Polyblend's improved sanded formula features a smoother texture for easier spreading and cleanup and smoother finished joints. Proprietary technology provides better color consistency and faster setting time for quick and easy cleanup. It produces hard, dense joints that are highly resistant to shrinking, cracking, powdering and wear. Mix with water only for even the most demanding tile or stone installations. For joints from 1/8" to 1/2" wide. Interior and exterior use.

#### Polyblend® Non-Sanded Tile Grout

Non-sanded grout for joints up to 1/8" wide. Ideal for use with soft glazed and high glazed tile, and polished natural stone that can be scratched by sanded grouts. It cures hard, is non-shrinking and durable. Designed to minimize the potential for shading or mottling. Interior and exterior use.

| GROUTS                               | Polyblend    |                  |
|--------------------------------------|--------------|------------------|
|                                      | Sanded Grout | Non-Sanded Grout |
| Applicable ANSI Standard             | A118.6       | A118.6           |
| Linear Shrinkage:<br>7 day cure      | 0.08%        | 0.10%            |
| Water Absorption:<br>After immersion | 8%           | 16%              |
| After drying                         | 10%          | 19%              |
| Compressive Strength                 | 4,653 psi    | 3,299 psi        |
| Tensile Strength:<br>7 day cure      | 345 psi      | 313 psi          |
| 28 day cure                          | 423 psi      | 526 psi          |
| Flexural Strength (7 days)           | 992 psi      | 793 psi          |
| Pot Life                             | 1 - 2 hrs    | 1 - 2 hrs        |
| Initial Set                          | 4 hrs        | 5 hrs            |
| Final Set                            | 5 hrs        | 6 hrs            |
| Colors                               | 48           | 48               |

| GROUTS                              | 100% Solids Epoxy Grout  |
|-------------------------------------|--------------------------|
|                                     | Applicable ANSI Standard |
| Linear Shrinkage:<br>7 day cure     | 0.05%                    |
| Compressive Strength:<br>7 day cure | 7,060 psi                |
| Tensile Strength:<br>7 day cure     | 2,050 psi                |
| Shear Bond Strength:<br>Quarry tile | 1,823 psi                |
| Thermal shock (wet)                 | 970 psi                  |
| Sag in Vertical Joints              | None                     |
| Pot Life                            | 60 min                   |
| Water Cleanability                  | 90 min                   |
| Initial Set                         | 9 hrs                    |
| Final Set                           | 24 hrs                   |
| Colors                              | 48                       |

### SALTILLO GROUT MIX

A pre-blended mixture of Portland cement, silica sand and pigments that eliminate the measuring and guesswork of site mixing or combining additional sand to conventional Portland cement grouts to compensate for wide grout joints (3/4" - 1 1/4") associated with Saltillo pavers and quarry tile. Available in four standard colors. Special order colors also available.

### STAIN-FREE GROUT

#### 100% Solids Epoxy Grout

Two-component unit consisting of a resin and hardener that is combined with Polyblend Sanded Grout. Produces a water-cleanable epoxy grout that offers high resistance to staining and chemical attack from foods, beverages, chemicals and cleaning agents. For joints 1/8" - 3/8" wide.

| 100% SOLIDS EPOXY GROUT CHEMICAL RESISTANCE |                 |            |
|---|-----------------|------------|
| CHEMICAL NAME                               | % Concentration | Resistance |
| <b>Acids</b>                                |                 |            |
| Acetic Acid                                 | 10              | C          |
| Citric Acid                                 | 10              | C          |
| Hydrochloric Acid                           | 10              | C          |
| Lactic Acid                                 | 10              | I          |
| Oleic Acid                                  | 100             | S          |
| Tannic Acid                                 | 10              | C          |
| <b>Base and Salt Solutions</b>              |                 |            |
| Ammonia Solution                            | 25              | C          |
| Caustic Soda                                | 50              | C          |
| Hypochlorite Solution                       | 3               | C          |
| <b>Oils and Combustible Products</b>        |                 |            |
| Diesel Fuel                                 | 100             | C          |
| Gasoline                                    | 100             | C          |
| Vegetable Oil                               | 100             | C          |
| <b>Solvents</b>                             |                 |            |
| Acetone                                     | 100             | S          |
| Ethylene Glycol                             | 100             | C          |
| Methylene Chloride                          | 100             | S          |
| Mineral Spirits                             | 100             | C          |
| Toluene                                     | 100             | S          |
| <b>Household Acids</b>                      |                 |            |
| Coffee                                      | 100             | C          |
| Cooking Grease                              | 100             | I          |
| Heavy Duty Cleaners                         | 100             | C          |
| Household Ammonia                           | 100             | C          |
| Lemon Juice                                 | 100             | C          |
| Pet Urine                                   | 100             | C          |
| Pool Acid                                   | 100             | C          |
| Wine  | 100             | C          |

C Continuous exposure  
I Intermittent exposure  
S Splash – minor spill that is wiped up quickly

# Seal & Protect

## FORMULATED FOR SUPERIOR PROTECTION

### TILELAB® TILE AND STONE CARE PRODUCTS

#### SurfaceGard® Penetrating Sealer with Teflon®\*

Provides unsurpassed, invisible protection for grout, tile and stone actually repelling both oil and water-based stains. Maximum protection for high-use areas such as food preparation, bathrooms and floors. Satisfaction guaranteed for up to 20 years!

#### Grout & Tile Sealer

Penetrating sealer offering great, economical protection against most common stains and dirt.

#### Stone Enhancer & Sealer

A color enhancer and no-sheen, penetrating sealer for natural stone, clay pavers and grout. Darkens and enhances stone color and texture. Highly stain resistant.



Crystal Cathedral, Garden Grove CA

#### Gloss or Matte Sealer & Finish

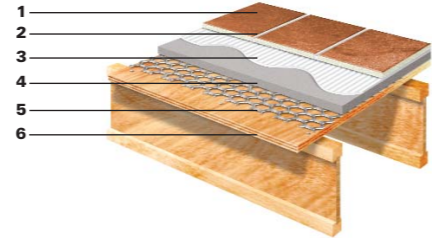
One-step, acrylic, surface sealers and finishes providing either a gloss or matte sheen. Scuff, scratch and stain resistant. Excellent for Saltillo, terra-cotta, quarry tile, slate and flagstone.

Ask about our entire TileLab line of care and maintenance products for grout, tile and stone.

\*Teflon is a Registered Trademark of the DuPont Company, USA, used under license by Custom Building Products, Inc.

## WOOD SUBFLOOR 24" O.C. JOIST SPACING (TCA F149 modified)

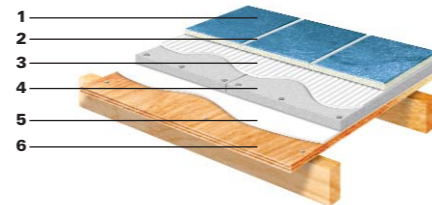
- 1 Ceramic tile or stone
- 2 Polyblend Grout
- 3 Any Custom ANSI A118.4 mortar
- 4 LevelQuik RS/DP/ES Self-Leveling Underlayment
- 5 Minimum 2.5 lbs/sq. yd. metal lath
- 6 23/32" exterior grade plywood subfloor treated with LevelQuik Latex Primer



## CEMENT BACKERBOARD UNDERLAYMENT

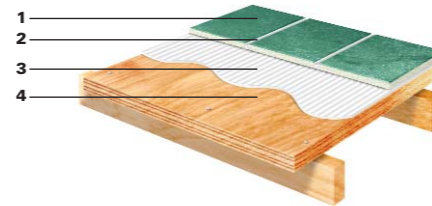
Interior Wood Construction with Joist Spacing 16" to 19.2" o.c. (TCA F144)

- 1 Ceramic tile or stone
- 2 Polyblend Grout
- 3 Any Custom ANSI A118.4 mortar
- 4 1/4" or 1/2" WonderBoard or 1/4" RhinoBoard
- 5 Any Custom ANSI A118.11 mortar
- 6 Approved exterior grade plywood subfloor



## TILE BONDED DIRECTLY TO PLYWOOD (TCA F150)

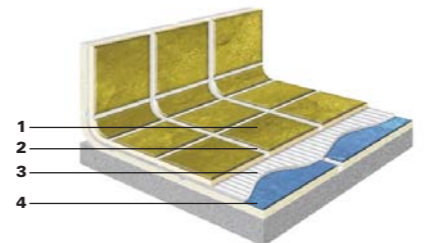
- 1 Ceramic tile or stone
- 2 Polyblend Grout
- 3 FlexBond or any Custom ANSI A118.11 mortar
- 4 Double layer, exterior grade plywood



## TILE OVER TILE

Interior Floors (TCA TR712)

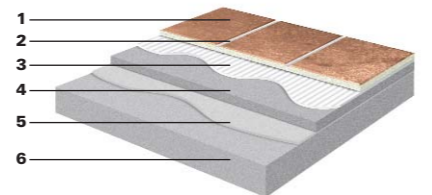
- 1 Ceramic tile or stone
- 2 Polyblend Grout
- 3 FlexBond or MasterBlend mixed with CustomFlex Additive
- 4 Existing tile



## CHEMICAL RESISTANT SYSTEM

Interior On-Grade (TCA F132)

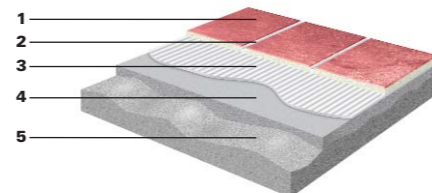
- 1 Ceramic tile, stone, acid brick or pavers
- 2 100% Solids Epoxy Grout
- 3 100% Solids Epoxy Mortar
- 4 Cured, thick mortar bed
- 5 Portland cement slurry coat
- 6 Concrete slab



## TILE OVER SELF-LEVELING UNDERLAYMENT

Concrete Interior Slab (TCA F112 modified)

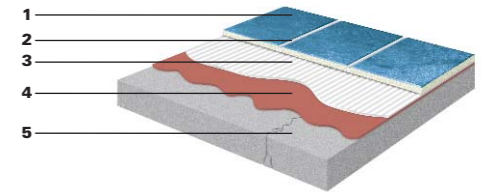
- 1 Ceramic tile or stone
- 2 Polyblend Grout
- 3 Porcelain Tile Mortar or any Custom ANSI A118.4 mortar
- 4 LevelQuik RS/DP/ES Self-Leveling Underlayment
- 5 Concrete slab treated with LevelQuik Latex Primer



## TILE BONDED TO CONCRETE SLAB

Interior/Exterior On-Grade (TCA F122)

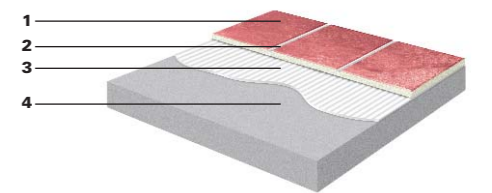
- 1 Ceramic tile or stone
- 2 Polyblend Grout
- 3 Any Custom ANSI A118.4 mortar
- 4 RedGard Waterproofing and Anti-Fracture Membrane/Semco Anti-Fracture Membrane
- 5 Concrete slab



## RAPID SETTING SYSTEM

Interior/Exterior On-Grade (TCA F102)

- 1 Ceramic tile or stone
- 2 Polyblend Grout
- 3 RapidSetting Mortar System or SpeedSet
- 4 Concrete slab

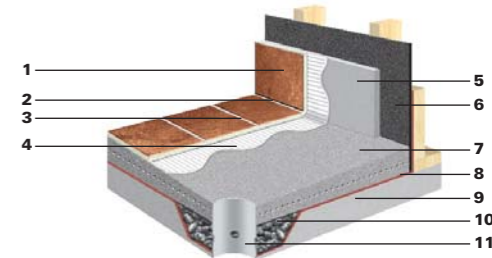


## SHOWER RECEPTOR

(TCA B420)

- 1 Ceramic tile or stone
- 2 Joints caulked with sealant
- 3 Polyblend Grout
- 4 Porcelain Tile Mortar or any Custom ANSI A118.4 mortar
- 5 1/2" WonderBoard Backerboard
- 6 15 lb. roofing felt or 4 mil polyethylene sheeting

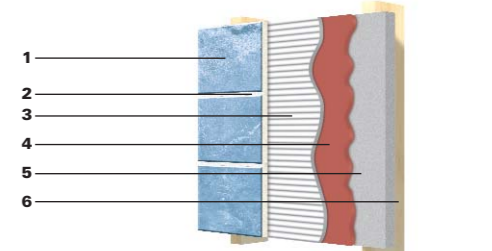
- 7 Sloped, reinforced mortar bed
- 8 RedGard Waterproofing and Anti-Fracture Membrane
- 9 Concrete slab
- 10 Gravel to allow drainage to weep holes
- 11 Drain



## STEAM ROOM OR SAUNA

(TCA SR613 modified)

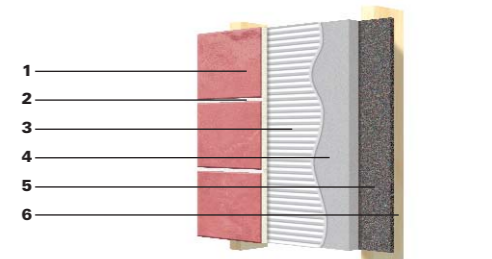
- 1 Ceramic tile or stone
- 2 Polyblend Grout
- 3 Any Custom ANSI A118.4 mortar
- 4 RedGard Waterproofing and Anti-Fracture Membrane
- 5 1/2" WonderBoard Backerboard
- 6 Wood or metal studs



## CEMENT BACKERBOARD UNDERLAYMENT

Interior/Exterior Walls (TCA W244)

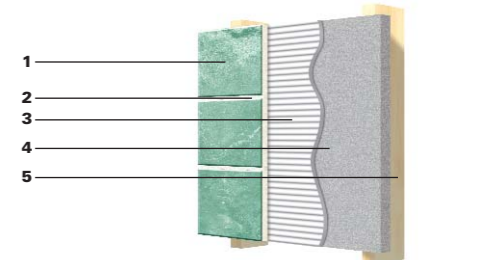
- 1 Ceramic tile or stone
- 2 Polyblend Grout
- 3 Any Custom ANSI A118.4 mortar
- 4 1/2" WonderBoard Backerboard
- 5 15 lb. roofing felt or 4 mil polyethylene sheeting (in wet or exterior areas)
- 6 Wood or metal studs



## TILE OVER GYPSUM BOARD

Organic Adhesive (TCA W223)

- 1 Ceramic tile or stone
- 2 Polyblend Grout
- 3 OmniGrip/TripleGrip Ceramic Tile Adhesive or any Custom Type 1 Adhesive
- 4 Gypsum board
- 5 Wood or metal studs




# Service & Support

## PRODUCT QUALITY & INNOVATION

### Professionals specify Custom for our service and support as much as for our products.

We learned a long time ago that providing great products is only part of what our customers need. That's why we continue to invest significantly in improving not only our products, but also the technical support, education and warranties we provide.

#### PRODUCT QUALITY AND INNOVATION


 Custom is committed to developing innovative, technological solutions to your installation requirements. Products engineered with Controlled Cured Technology (CCT). CCT controls the rate water evaporates during the Portland cement curing process, promoting much faster and consistent hydration. Products carrying this symbol feature:

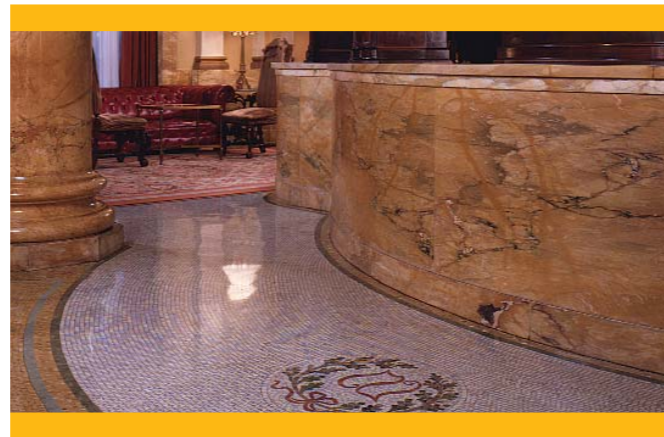
- Extremely fast curing properties
- Consistent curing rate and strength regardless of environmental conditions, thickness of material, substrate or tile type
- High early and final strength
- Higher bonds – shrinkage is minimized
- No contribution to efflorescence

#### ARCHITECTURAL SERVICES

Application, installation and product information is easily available to you on our web site, [custombuildingproducts.com](http://custombuildingproducts.com) or by calling 800-272-8786. Additionally, CAD details on a variety of tile installation systems are available and can be downloaded directly to your project documents. Specifications in CSI format, product data sheets and MSDS sheets are available on-line or on CD. And if you're faced with a particularly challenging installation, remember that our architectural consultants are available to create a customized tile or stone installation system specification that addresses your unique requirements.

#### Continuing Education

 We take very seriously the responsibility to help keep you apprised of what is going on in our industry while helping you meet your AIA/CES and MCE requirements. We design our series of seminars to have practical applications that will help you in your business every day and qualify for Health, Safety and Welfare Learning Units. We want to be your source for products, but also for knowledge and assistance. For a list of the current seminars available in your area call 800-272-8786 or visit [custombuildingproducts.com](http://custombuildingproducts.com).



Willard Hotel, Washington D.C.

#### TECHNICAL SUPPORT

Custom's technical experts make it their priority to assist you with problem solving, product knowledge, installation advice and site inspections. Our staff consists of in-house technical support or in-person support from our certified ceramic tile consultants. Call Technical Support at 800-272-8786 for assistance.

#### WARRANTY PROGRAMS

Since we make the best products, it makes sense we'd want to support them with the best warranty programs. Custom offers several installation systems warranties that guarantee your installation will be free from defects for up to a lifetime, provided our products are used as a complete installation system. These include our Installation Systems Warranties and our exclusive Lifetime Backerboard Systems Warranty. Because of our diverse product line, Custom is the only company in the industry able to offer a lifetime warranty on backerboard installation systems. In addition to our own systems, our architectural representatives will customize warranties to your specifications.

**TECHNICAL SUPPORT/  
ARCHITECTURAL SERVICES**  
Phone: 800-272-8786  
[www.custombuildingproducts.com](http://www.custombuildingproducts.com)

#### LIMITED INSTALLATION SYSTEMS WARRANTIES

Covers all interior and exterior residential and commercial installation systems. System must be installed to industry and Custom Building Products published specifications and use our full system of specified products. Surface preparation material selection is optional depending on project requirements. Not transferable. Jobs over 5,000 sq. ft. require pre-approval. Call Architectural Services at 800-272-8786.

**Guarantee:** To the original owner that our tile or stone installation system will be free from defects.

**Remedy:** Repair or replace defective area of the system. Labor, materials and tile included. Not to exceed original cost per sq. ft.

**Claims Procedure:** CBP has the right to inspect the job. Proof of purchase may be required. Notify us in writing of claim.

| WARRANTY | MORTAR / ADHESIVE OPTIONS  | SURFACE PREPARATION OPTIONS (IF REQUIRED)   | GROUT OPTIONS   |
|----------|--|---|---|
| Lifetime | <ul style="list-style-type: none"> <li>■ CustomFlex Mortar System (MasterBlend/CustomFlex)</li> <li>■ RapidSetting Mortar System</li> <li>■ MegaFlex</li> <li>■ 100% Solids Epoxy Mortar</li> </ul>  | <ul style="list-style-type: none"> <li>■ RedGard Waterproofing &amp; Anti-Fracture Membrane*</li> <li>■ LevelQuik RS, Self-Leveling Underlayment</li> <li>■ LevelQuik DP, Self-Leveling Underlayment</li> <li>■ LevelQuik ES, Self-Leveling Underlayment</li> </ul> <p>*Using these products increases duration of warranty by 5 years, 15 year system increases to Lifetime.</p> | <ul style="list-style-type: none"> <li>■ Polyblend Grouts</li> <li>■ 100% Solids Epoxy Grout</li> </ul> |
| 15 Year  | <ul style="list-style-type: none"> <li>■ FlexBond</li> <li>■ Marble &amp; Granite Premium</li> <li>■ PremiumPlus mixed with CustomFlex</li> <li>■ OmniGrip</li> </ul>  |   |   |
| 10 Year  | <ul style="list-style-type: none"> <li>■ SpeedSet</li> <li>■ OptiCure</li> <li>■ Porcelain Tile</li> <li>■ VersaBond Flex</li> <li>■ PremiumPlus mixed with Acrylic Mortar Admix</li> <li>■ Wall Tile</li> <li>■ CreteMix Mortar System</li> </ul> |   |   |
| 5 Year   | <ul style="list-style-type: none"> <li>■ VersaBond</li> <li>■ MasterBlend mixed with Acrylic Mortar Admix</li> <li>■ TripleGrip</li> <li>■ Medium Bed Mortar</li> </ul>  |   |   |
| 1 Year   | <ul style="list-style-type: none"> <li>■ All other CBP mortars or adhesives</li> </ul>   |   |   |

#### LIMITED LIFETIME BACKERBOARD SYSTEMS WARRANTY

Covers all interior residential and commercial installations using WonderBoard or RhinoBoard. System must be installed to industry and Custom Building Products published specifications and use our full system of specified products. Waterproofing material selection is optional depending on project requirements. Not transferable. Jobs over 5,000 sq. ft. require pre-approval. Call Architectural Services at 800-272-8786.

**Guarantee:** To the original owner that our tile or stone installation system will be free from defects.

**Remedy:** Repair or replace defective area of the system. Labor, materials and tile included. Not to exceed original cost per sq. ft.

**Claims Procedure:** CBP has the right to inspect the job. Proof of purchase may be required. Notify us in writing of claim.

| WARRANTY | MORTAR OPTIONS  | BACKERBOARD OPTIONS   | SURFACE PREPARATION OPTIONS (IF REQUIRED)  | GROUT OPTIONS   |
|----------|---|---|--|---|
| Lifetime | <ul style="list-style-type: none"> <li>■ CustomFlex Mortar System (MasterBlend/CustomFlex)</li> <li>■ RapidSetting Mortar System</li> <li>■ MegaFlex</li> <li>■ FlexBond</li> <li>■ Marble &amp; Granite Premium</li> <li>■ Porcelain Tile</li> <li>■ SpeedSet</li> <li>■ OptiCure</li> <li>■ VersaBond Flex</li> <li>■ PremiumPlus mixed with Acrylic Mortar Admix or CustomFlex</li> <li>■ MasterBlend mixed with Acrylic Mortar Admix</li> <li>■ CreteMix Mortar System</li> <li>■ 100% Solids Epoxy Mortar</li> </ul> | <ul style="list-style-type: none"> <li>■ 1/4" or 1/2" WonderBoard</li> <li>■ 1/4" RhinoBoard</li> </ul> | <ul style="list-style-type: none"> <li>■ RedGard Waterproofing &amp; Anti-Fracture Membrane</li> </ul> | <ul style="list-style-type: none"> <li>■ Polyblend Grouts</li> <li>■ 100% Solids Epoxy Grout</li> </ul> |

Subject to terms and conditions of the Limited Lifetime Backerboard Systems Warranty or Installation Systems Warranty. To obtain a warranty document, call 800-272-8786 or visit [www.custombuildingproducts.com](http://www.custombuildingproducts.com).





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