



# Lifetime Tile & Stone Installation Over Concrete Slab Warranty

LIMITED WARRANTY

## TERMS AND CONDITIONS

Subject to the conditions and limitations stated in this document, Custom Building Products (CBP) guarantees to the original owner that the CBP concrete slab 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 CBP most recently published specifications and industry standard guidelines for tile installation. This warranty is not transferable.

## EXCLUSIVE REMEDY

In installations correctly utilizing CBP products listed on this document, CBP will repair and/or replace, at its discretion, the affected area of the system. Such cost to CBP shall not exceed the original square foot cost of the installation shown to be defective. Proof of product purchase cost may be required.

## LIMITATION OF REMEDIES AND DAMAGES

CBP is not responsible for structural failure or workmanship that is not in accordance with standard industry practices and procedures and CBP published instructions. CBP is not liable for losses due to delays or any other consequential damages. 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. CBP will not be responsible for system failure resulting from the use of competitive or non-specified products. The potential for efflorescence and shading is inherent in all cementitious products and is not considered a manufacturing defect.

**THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS - YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.** This warranty is in place of all other warranties, express or implied. CBP expressly disclaims any other warranties, including warranties of merchantability and fitness for a particular purpose other than the warranty expressly stated herein. Some states do not allow disclaimers of implied warranties or limitations on how long an implied warranty lasts and do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Although CBP 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.

## WARRANTY REQUIREMENTS

CBP installation requirements can be obtained by calling Technical Support at (800) 272-8786 or through [www.custombuildingproducts.com](http://www.custombuildingproducts.com). A complete CBP system of products must be used including mortars and grouts to qualify for this limited warranty. Surface preparation product selection is optional depending on the job requirements. Tile style, size and shade lot should be noted and one box of the original tile should be retained, or left with the homeowner, should repairs be necessary. Tile shade matching on repairs is not the responsibility of Custom Building Products. All installations over 5,000 square feet must receive pre-approval by calling a CBP Architectural Consultant. We offer pre-job inspections, call (800) 272-8786. Multiple residence installations are considered as one installation.

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### CLAIMS PROCEDURES

If you wish to make a claim under this limited warranty, you must notify CBP immediately in writing of any alleged defect of the installation. The claim must be submitted and evaluated by CBP before any repair work is done. CBP 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, CBP will be paid reasonable charges, including travel and labor, associated with investigation of such claim.

PRODUCTS COVERED (check appropriate boxes)

### SURFACE PREPARATION PRODUCTS

#### Waterproofing and Anti-Fracture Membrane (required):

- RedGuard® Waterproofing and Anti-Fracture Membrane  
Entire subfloor must be covered with membrane.

#### Cement Underlayments and Repair Products:

- LevelQuik® RS Rapid Setting Self-Leveling Underlayment / LevelQuik™ Latex Primer  
 SpeedFinish™ Patching & Finishing Compound

### SETTING MATERIALS (choose one)

- FlexBond® Fortified Thin-Set Mortar  
 Marble & Granite Fortified Premium Mortar

### GROUT (choose one)

- Polyblend® Sanded Grout  
 Polyblend® Non-Sanded Grout



Seal Beach, CA  
(562) 598-8808  
Manufacturing facilities nationwide.

Technical Support/Architectural Services  
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