

# USG LEVELROCK® BRAND USG DUROCK™ BRAND PERFORMANCE FLOORING PRODUCTS

## TWO-YEAR LIMITED WARRANTY FOR USG LEVELROCK APPLICATORS

### WHAT IS COVERED?

United States Gypsum Company (“USG”) warrants that the USG Levelrock® Brand and USG Durock™ Brand Performance Flooring Products installed by USG Levelrock Applicators and described below will not break down or lose their strength due to a manufacturing defect for two years from the date of installation of the product in the building. The products covered by this warranty include:

#### UNDERLAYMENTS

USG Levelrock® 2500 Floor Underlayment\*  
USG Levelrock® 3500 Floor Underlayment\*  
USG Levelrock® 4500 Floor Underlayment\*  
USG Levelrock® CSD® Early Exposure™ Floor Underlayment\*  
USG Levelrock® Commercial RH Floor Underlayment\*  
USG Levelrock® RH Floor Underlayment\*  
USG Levelrock® UltraArmor™ Floor Underlayment\*  
USG Durock™ EcoCap™ Self-Leveling Underlayment  
USG Durock™ Multi-Use Self-Leveling Underlayment  
USG Durock™ ProFlow™ Self-Leveling Underlayment  
USG Durock™ Quik-Cover™ Self-Leveling Underlayment  
USG Durock™ Quik-Top™ White Self-Leveling Underlayment  
USG Durock™ Quik-Top™ Gray Self-Leveling Underlayment  
USG Durock™ Surface™ Self-Leveling Underlayment  
USG Durock™ Speed™ Self-Leveling Underlayment  
USG Durock™ UltraCap™ Self-Leveling Underlayment  
USG Durock™ Multi-Use Pro Self-Leveling Underlayment  
USG Durock™ Surface™ Pro Self-Leveling Underlayment  
USG Durock™ UltraCap® Pro Self-Leveling Underlayment  
USG Durock™ PWT Pro Self-Leveling Topping  
USG Durock™ UltraCap® White Self-Leveling Topping  
USG Levelrock® Pre-Pour™ Liquid Underlayment  
USG Levelrock® Pre-Pour™ Liquid Activator  
USG Levelrock® Drylight™ Smart Fill  
USG Levelrock® Drylight™ Smart Foam

#### PRIMERS AND SEALERS

USG Levelrock® All Purpose Sealer  
USG Levelrock® CSD™ Primer  
USG Levelrock® Acrylic Concrete Primer  
USG Levelrock® Wood Primer  
USG Durock™ ESB™ Primer  
USG Durock™ EW2™ Primer  
USG Durock™ Fusion™ Primer  
USG Durock™ Primer-Sealer  
USG Durock™ X2 Primer-Sealer

#### MOISTURE MITIGATION

USG Durock™ RH-100™ Moisture Vapor Reducer

**WHAT IS COVERED? CONT.****PATCHES AND SKIM COATS**

USG Durock™ Advanced Skim Coat™ Floor Patch  
 USG Durock™ EXG™ Concrete Repair Patch  
 USG Durock™ Matrix™ Bond Enhancer  
 USG Durock™ NE Floor Patch  
 USG Durock™ Quik-Ramp™ Floor Patch  
 USG Durock™ Tuf-Skim™ Floor Patch  
 USG Durock™ X Floor Patch

**SOUND ATTENUATION**

USG Levelrock® D20 PLUS™ Low Profile Sound Mat  
 USG Levelrock® SAM-CSD™ Sound Attenuation Mat  
 USG Levelrock® SAM-N12™ Sound Attenuation Mat  
 USG Levelrock® SAM-N25™ Sound Attenuation Mat  
 USG Levelrock® SAM-N40™ Sound Attenuation Mat  
 USG Levelrock® SAM-N75™ Sound Attenuation Mat  
 USG Levelrock® SAM-N12™ Ultra Sound Attenuation Mat  
 USG Levelrock® SAM-N25™ Ultra Sound Attenuation Mat  
 USG Levelrock® SAM-N75™ Ultra Sound Attenuation Mat  
 USG Levelrock® SRB™ Sound Reduction Board  
 USG Levelrock® SRM-25™ Ready Seam™ Sound Reduction Mat

**ACCESSORIES**

USG Levelrock™ Crack Suppression Mat (CSM)  
 USG Levelrock® Perimeter Isolation Strip  
 USG Levelrock™ RH Accelerator  
 USG Levelrock™ No-Go™ Hydration Inhibitor

\* **NOTE** May include Fiber-Reinforced (FR), FR Green, Pre-Sanded and/or Green products

Refer to our Web sites ([usg.com](http://usg.com) and [pourlevelrock.com](http://pourlevelrock.com)) for a current listing of products covered by this warranty. This warranty does not cover the radiant heat systems used in conjunction with USG Levelrock® Brand and USG Durock™ Brand Performance Flooring Products. This warranty extends to general contractors and all owners of the building within the warranty period for materials that were installed by authorized USG Levelrock® Applicators.

**HOW LONG DOES COVERAGE LAST?**

This warranty runs for a period of two years beginning on the date of installation of the products in the building. You must make a claim within the time limits set forth in the section "How Do I Get Service?"

**WHAT IS NOT COVERED?**

USG shall not be liable for any loss resulting from any of the following:

1. Performance of radiant heat systems.
2. Installation practices not in accordance with USG's published recommendations and specifications. These recommendations and specifications are detailed in the current literature for the corresponding USG Levelrock and USG Durock™ Performance Flooring Products listed on pgs. 1 & 2 in "What is Covered?" and can be found on [usg.com](http://usg.com) and [pourlevelrock.com](http://pourlevelrock.com).
3. Failure of the owner to maintain the building with reasonable care.
4. Installation by other than a USG Levelrock authorized applicator.
5. Mishandling, misuse or improper storage.
6. Physical abuse, plumbing or roof leaks, structural building movement, or substrate or subfloor irregularities.
7. Fire, storm or other acts of nature.
8. Defects resulting from the use of other manufacturers' products.
9. Damage caused by other trades during construction.
10. Field performance of sound systems.
11. Mold or mildew, or efflorescence.
12. Products not manufactured or bearing the USG Levelrock® or USG Durock™ name.

**WHAT IS NOT COVERED? CONT.**

In addition:

13. Consequential, incidental, special, or indirect damages are not recoverable under this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you.
14. USG DISCLAIMS ALL EXPRESS OR IMPLIED WARRANTIES OF MERCHANTABILITY.
15. USG assumes no responsibility that the USG Levelrock® or USG Durock™ Performance Flooring Product(s) will be fit for any particular purpose for which you may be buying the product, except as explicitly provided in this Warranty. IN OTHER WORDS, USG DISCLAIMS ALL EXPRESS OR IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE.
16. This Warranty will be the exclusive remedy for all persons entitled to warranty coverage as described above. No other remedy shall be applicable.

**WHAT WILL UNITED STATES GYPSUM COMPANY DO?**

USG will replace the USG Levelrock® and USG Durock™ Performance Flooring Product(s) in the affected area of the building or refund the purchase price, at USG's option. This coverage is limited to the material costs of the USG Levelrock® and USG Durock™ Performance Flooring Product(s) only. It does not include costs of labor, floor-covering materials, or any other costs associated with material replacement.

**HOW DO I GET SERVICE?**

To make a claim under this warranty, you must notify your USG Performance Flooring Technical Representative in writing within thirty (30) days of the time you discover any problem with the listed USG Levelrock® and USG Durock™ Performance Flooring Product(s). Claims made after two years from the date of the installation of the products in the building are not covered regardless of the date of discovery of the alleged problem. You will be requested to provide any sales receipt, invoice or other evidence indicating the approximate date of installation. Photographs of the affected area are often helpful. If you need additional copies of our product literature, please visit [usg.com](http://usg.com) or [pourlevelrock.com](http://pourlevelrock.com) or phone 888 874-2450.

**HOW DOES STATE LAW APPLY?**

This warranty gives you specific legal rights and you may also have other rights that vary from state to state.

**DOES THIS WARRANTY APPLY OUTSIDE THE U.S.?**

This warranty applies to products manufactured by United States Gypsum Company or USG Interiors, LLC that are used in the United States. For the application of this warranty to products used outside the United States, please see <https://www.usg.com/warranty>

**Effective Date: October 22, 2018**

**TRADEMARKS**

The trademarks USG, ADVANCED SKIM COAT, CSD, D2 PLUS, DRYLIGHT, DUROCK, EARLY EXPOSURE, ECOCAP, ESB, EW2, EXG, FUSION, LEVELROCK, MATRIX, PRE-POUR, PROFLOW, QUIK-RAMP, QUIK-COVER, QUIK-TOP, RH-100, SAM-CSD, SAM-N12, SAM-25, SAM-N40, SAM-N75, SPEED, SRB, SRM-25, SURFACE, READY-SEAM, TUF-SKIM, ULTRAARMOR, ULTRACAP, IT'S YOUR WORLD. BUILD IT., the USG logo, the design elements and colors, and related marks are trademarks of USG Corporation or its affiliates.

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