

USG/XL BRANDS[®] STRONGER THAN CONCRETE[™] FLOOR SYSTEMS 10-YEAR LIMITED WARRANTY

WHAT IS COVERED?

United States Gypsum Company (“USG”) warrants that its USG/XL Brands[®] Stronger Than Concrete[™] Floor Systems (“Products”), consisting of:

USG Durock[™] Brand X2 Primer-Sealer

when used over any of the following products:

- **USG Durock[™] Brand Quik-Top[™] Self-Leveling Underlayment series**
- **USG Durock[™] Brand ProFlow[™] Self-Leveling Underlayment**
- **USG Durock[™] Brand Multi-Use Self-Leveling Underlayment series**
- **USG Durock[™] Brand Surface[™] Self-Leveling Underlayment series**
- **USG Levelrock[®] Brand engineered cement underlayments**

and in conjunction with an **XL Brands[®] manufactured adhesive**,

shall be free from defects and meets all the performance parameters described in the corresponding USG submittals for each Product. The specific claims in the submittal sheets are incorporated by reference in this warranty.

This warranty extends to dealers who sell our products, contractors who install our products and all owners of the building within the warranty period.

HOW LONG DOES COVERAGE LAST?

| USG/XL Brands Floor Systems | Warranty |
|---|----------|
| USG Durock [™] X2 Primer-Sealer | 10 Years |
| USG Durock [™] Quik-Top Self-Leveling Underlayment series | 10 Years |
| USG Durock [™] ProFlow Self-Leveling Underlayment | 10 Years |
| USG Durock [™] Multi-Use Self-Leveling Underlayment series | 10 Years |
| USG Durock [™] Surface Self-Leveling Underlayment series | 10 Years |
| USG Levelrock engineered cement underlayments | 10 Years |
| Individual Products (when used separately) | Warranty |
| USG Durock [™] X2 Primer-Sealer | 2 Years |
| USG Durock [™] Quik-Top Self-Leveling Underlayment series | 2 Years |
| USG Durock [™] ProFlow Self-Leveling Underlayment | 2 Years |
| USG Durock [™] Multi-Use Self-Leveling Underlayment series | 2 Years |
| USG Durock [™] Surface Self-Leveling Underlayment series | 2 Years |
| USG Levelrock engineered cement underlayments | 2 Years |

WHAT IS NOT COVERED?

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

- Storage, design and installation practices not in accordance with the published recommendations and specifications of USG (see corresponding submittals at usg.com or pourlevelrock.com) and XL Brands (see xlbrands.com) including, particularly, instructions that the underlying USG Durock™ or USG Levelrock® Product must be dry before the USG Durock™ X2 Primer-Sealer is applied.
- Failure of the owner to maintain the building with reasonable care.
- Staining due to mold, mildew or bacterial growth, or any other discoloration of the flooring.
- Failures due to outside sources of water, such as where outside grade is above substrate, or moisture caused by faulty (or lack of) vapor retarder under the concrete substrate slab per ASTM E1745, sprinklers, overflow drains not directed away from the foundations or flooding.

WHAT WILL USG DO?

USG will, at its option, replace the Product or refund the purchase price, and, where the Product has already been installed, pay full replacement cost of equivalent flooring material, including reasonable labor for such application, on the failed portion of the installation. Replacement of flooring materials, labor, and adhesives for affected areas will be determined by USG. USG reserves the right to send a representative to inspect any installation before any remedial actions.

HOW DO I GET SERVICE?

As soon as practical, and in any event within thirty (30) days of the time you discover a problem, write to us, including a brief description of the problem. Photographs and videotape of the damaged area are often very helpful. Please also include any sales receipt, invoice or other evidence indicating the date of installation. Please send all this to: United States Gypsum Company, Dept. 143-8, 550 W. Adams Street, Chicago, IL 60661. If you want additional copies of the applicable product literature, please visit usg.com or write to the address above.

DISCLAIMER OF OTHER WARRANTIES; LIMITATION OF KINDS OF DAMAGES; EFFECT OF STATE LAW.

- USG undertakes no responsibility for the quality of the product except as provided above in this warranty. In other words, USG disclaims all express or implied warranties of merchantability.
- USG assumes no responsibility that the product will be fit for any particular purpose for which you may be buying this product, except as provided above in this warranty. In other words, USG disclaims all express or implied warranties of fitness for a particular purpose.
- USG will not be responsible under this warranty for any incidental, special, indirect or consequential damages resulting from a defect in the product.
- This warranty will be the exclusive remedy for all persons entitled to warranty coverage as described above. No other remedy shall be applicable.
- Some states limit or do not allow the disclaimer of certain remedies or the exclusion of incidental or consequential damages, so the exclusions and limitations of remedies and damages in this section may not apply to you.

WARRANTY INFORMATION FOR PRODUCTS USED OUTSIDE OF THE US

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>.

TRADEMARKS

The trademarks USG, DUROCK, LEVELROCK, PROFLOW, QUIK-TOP, SURFACE, the USG logo, the design elements and colors and related marks are trademarks of USG Corporation or its affiliates. XL Brands is a registered trademark of XL Brands, LLC.

NOTE

Products described here may not be available in all geographic markets. The information in this document is subject to change without notice. USG Corp. assumes no responsibility for any errors that may inadvertently appear in this document. Consult your USG Company sales office or representative for information.

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