

# USG FIBEROCK® BRAND TILE BACKERBOARD AND UNDERLAYMENT 20-YEAR LIMITED WARRANTY

## WHAT IS COVERED?

United States Gypsum Company (“USG”) warrants that when stored, handled, and installed in accordance with the Product’s current written installation instructions, the Product will not delaminate, buckle, or warp; will not split or crack upon fastening; and will not contribute to discoloration of the floor covering material. This limited warranty applies to dealers who sell USG Fiberock® Brand Tile Backerboard and Underlayment (the “Product”), contractors who install the Product, the original purchaser, and any subsequent purchaser (“Owner”) within the warranty period.

## HOW LONG DOES COVERAGE LAST?

The warranty runs for twenty (20) years from the date of installation.

## WHAT IS NOT COVERED?

- Acts of God or man-made disasters including, but not limited to, leaking or broken plumbing, fire, flood, earthquake, or standing water during or after construction; improper storage, handling, or installation of the product. Proper installation instructions are updated from time to time. Refer to USG publication F119 and F103. For ceramic tile applications, see the “Handbook for Ceramic Tile Installation” published by the Tile Council of North America.
- Fastener pops (nail heads or staple crowns).
- Improper preparation of the underlayment joints or tile, resulting in floor failure.
- Deficiencies in the subfloor/floor joist assembly including, but not limited to, floor deflections greater than L/360 for ceramic tile and L/720 for natural stone, high moisture in the subfloor (greater than 12%), uneven or irregular subfloor surface (particularly at the joints), or voids in the subfloor.
- Defects, incompatibility or failures of other manufacturers’ products in the floor assembly, including fasteners, patching compound, adhesives, and floor coverings.
- Construction traffic abuse to the surface of the underlayment.
- Use of underlayment over poured in place or slab on grade installations. Installation over USG Structural Panels is permitted.
- Failure of the owner to maintain the building with reasonable care.
- Mold or mold-related damage of any kind.
- Installation over an unprepared crawl space, which can be susceptible to variations in humidity and temperature that can cause the subfloor and underlayment to expand.

## WHAT WILL USG DO?

In the event of any defect covered by this warranty, USG at its option will:

- A.** Replace the Product or refund the purchase price of the defective Product if the floor covering has not yet been installed; or
- B.** Repair or replace the Product, and all floor covering material including adhesive, at no charge; or pay an amount equal to the purchase price of the product, adhesive, and floor covering, and reasonable installation cost of the floor covering. This does not include removal or replacement of cabinets or other furniture and equipment.

## HOW DO I GET SERVICE?

- A. Any Owner or any other person seeking remedies under this warranty must notify USG in writing as soon as practicable, and in any event within 30 days after discovering a possible defect of the Product, and before beginning any permanent repair. This written notice should describe the possible defect and include the date the Product was installed. Photographs and video of the damaged area are often very helpful to us.
- B. The Owner must allow USG's agent to enter the property and building in which the Product is installed to inspect the Product. Samples of the floor system along with the original invoice for the Product and floor covering and installation may be required for settlement in order to establish the defect, the manufacturer, and that the possible defect has occurred during the warranty period. For further information contact:

United States Gypsum Company, Department 143-008, 550 West Adams Street, Chicago, IL 60661. For additional copies of the applicable product literature, please go to [www.usg.com](http://www.usg.com), call us at 800.USG.4YOU (874-4968), or write to us at the above address.

## 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 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, FIBEROCK, 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.

800.USG.4YOU  
800 (874-4968)  
[usg.com](http://usg.com)

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