

# USG STRONGER THAN CONCRETE™ FLOOR SYSTEMS WITH USG DUROCK™ BRAND GENIUS™ FLOORING ADHESIVE 10-YEAR LIMITED WARRANTY

## WHAT IS COVERED?

United States Gypsum Company (“USG”) warrants that its Stronger Than Concrete™ Floor System products listed below, when used in conjunction with USG’s Durock™ Genius™ Flooring Adhesive, will be:

- Free from defects in materials and workmanship at the time of manufacture and
- Meet the performance parameters set forth in the submittal sheets for the Products in effect at the time of purchase of the Products.

This limited warranty (“Warranty”) runs for a period of ten years from the date of purchase of the Products and applies to the dealers that sell the Products, contractors that install the Products, and all owners of the building during the warranty period.

Subject to the terms and conditions stated in this Warranty, this warranty applies to the following Stronger Than Concrete™ Floor System products *when used in conjunction with USG’s Durock™ Genius™ Flooring Adhesive* (the “Products”):

### CONCRETE PREPARATION

USG Durock™ LSP™ Liquid Surface Profiler

### PRIMERS AND SEALERS

USG Levelrock® All Purpose Sealer

USG Levelrock® CSD™ Primer

USG Levelrock® Acrylic Concrete Primer

USG Levelrock® Wood Primer

USG Levelrock® Wood Primer-Powdered

USG Durock™ ESB™ Primer

USG Durock™ EW2™ Primer

USG Durock™ Fusion™ Primer

USG Durock™ Primer-Sealer

### MOISTURE MITIGATION

USG Durock™ CST™ Moisture Vapor Reducer

USG Durock™ RH-100™ Moisture Vapor Reducer

### PATCHES AND SKIM COATS

USG Durock™ Advanced Skim Coat™ Floor Patch

USG Durock™ Crack Repair Compound

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

### UNDERLAYMENTS/TOPPINGS

USG Levelrock® 2500 Floor Underlayment Series

USG Levelrock® 3500 Floor Underlayment Series

USG Levelrock® 4500 Floor Underlayment Series

USG Levelrock® CSD® Early Exposure™ Floor Underlayment Series

USG Levelrock® Commercial RH Floor Underlayment Series

USG Levelrock® RH Floor Underlayment Series

USG Levelrock® UltraArmor™ Floor Underlayment Series

**WHAT IS COVERED? CONT.**

USG Durock™ EcoCap™ HT Self-Leveling Topping  
 USG Durock™ Multi-Use Self-Leveling Underlayment Series  
 USG Durock™ PCO™ White Self-Leveling Topping  
 USG Durock™ ProFlow™ Self-Leveling Underlayment Series  
 USG Durock™ PWT™ Pro Self-Leveling Topping  
 USG Durock™ Quik-Cover™ Self-Leveling Underlayment  
 USG Durock™ Quik-Top™ White Self-Leveling Underlayment Series  
 USG Durock™ Quik-Top™ Gray Self-Leveling Underlayment Series  
 USG Durock™ Speed™ Self-Leveling Underlayment  
 USG Durock™ Surface™ Self-Leveling Underlayment Series  
 USG Durock™ UltraCap™ Self-Leveling Underlayment Series  
 USG Durock™ UltraDry™ Self-Leveling Underlayment  
 USG Levelrock® Pre-Pour™ Liquid Underlayment  
 USG Levelrock® Pre-Pour™ Liquid Activator  
 USG Levelrock® DryLight™ Smart Fill  
 USG Levelrock® DryLight™ Smart Foam

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

**SOUND ATTENUATION**

USG Levelrock® D20 PLUS™ Low Profile Sound Mat  
 USG Levelrock® SAM-CSD™ Sound Attenuation Mat  
 USG Levelrock® SAM-N™ Sound Attenuation Mat Series  
 USG Levelrock® SAM-N™ Ultra Sound Attenuation Mat Series  
 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

**FLOORING ADHESIVE**

USG Durock™ Genius™ Flooring Adhesive

**WHAT ARE THE CONDITIONS OF THIS WARRANTY?**

- All Products must be selected, installed, and maintained in accordance with best industry practices and with USG's written instructions in effect at the time of installation.
- In each of the categories listed in *What Is Covered?*, the appropriate listed USG Products must be used and where an adhesive Product is used or required, USG's Durock™ Genius™ Flooring Adhesive must be used so long as such use is consistent with USG's written instructions. Use of another manufacturer's product will negate this Warranty. Warranties for Products used without USG's Durock™ Genius™ Flooring Adhesive may be found on [www.usg.com](http://www.usg.com).
- You must make a warranty claim within the time limits and manner described in the section "How Do I Make A Warranty Claim?"

**WHAT IS NOT COVERED?**

USG shall not be responsible for, and this Warranty does not cover, any loss or damage resulting from:

- Storage, design, installation, or maintenance practices that are not in accordance with USG's recommendations and specifications which may be found at [www.usg.com](http://www.usg.com).
- Products that are not manufactured by USG or the use of products that are not compatible with each other.
- Failure to maintain the building or floor with reasonable care.
- Abuse of the flooring.
- Discoloration of the flooring, including staining due to mold, mildew, or bacterial growth.
- Outside sources of water such as where the outside grade is above the substrate, 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.
- Failure to comply with the terms and conditions of this Warranty.

## WHAT WILL USG DO?

USG's liability under this Warranty shall be as follows:

- If the nonconforming Product has not been installed, USG, at its election, will provide replacement Product or refund the purchase price of the nonconforming Product.
- If the nonconforming Product has been installed, USG will pay the reasonable cost of removing and replacing the nonconforming Product in the affected area and other flooring material that must be removed to replace the nonconforming Product, including reasonable labor costs.

## HOW DO I MAKE A WARRANTY CLAIM?

To make a claim under this Warranty, you must give USG written notice of your claim no later than 30 days from the date the claimed problem or defect was discovered or should have been discovered on reasonable inspection. In addition, no claim may be brought more than 30 days after the end of the Warranty period regardless of the date of discovery of the alleged problem or defect. Your written claim should include a description of the problem, photographs if available, and any sales receipts, invoices, or other information indicating the date of purchase and installation. Please send this information to United States Gypsum Company, Dept. 143-8, 550 W. Adams Street, Chicago, IL 60661.

## DISCLAIMER OF OTHER WARRANTIES; LIMITATIONS OF DAMAGES; EFFECT OF OTHER LAWS

- Except as explicitly stated in this Warranty, USG undertakes no responsibility for the quality of the Products or that the Products will be fit for any particular purpose. In other words, **USG DISCLAIMS ALL EXPRESS OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.** If applicable consumer laws do not allow this limitation to apply to you, then any implied warranties required under such laws are limited to the shortest period permitted under such laws.
- USG will not be responsible for any incidental, special, indirect, or consequential damages.
- This Warranty will be the exclusive remedy for persons entitled to Warranty coverage.
- Some jurisdictions 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.
- This Warranty gives you specific rights, and you may also have other rights which may vary by jurisdiction.
- Except to the extent expressly inconsistent with the terms of this Warranty, USG's terms and conditions of sale to the direct buyer of the Products, including, without limitation, any arbitration provision, shall apply to all claims made by the direct buyer under this Warranty.

## WARRANTY INFORMATION FOR PRODUCTS USED OUTSIDE THE UNITED STATES OR CANADA

This Warranty applies to products manufactured by or for United States Gypsum Company that are used in the United States or Canada. Under the Quebec Consumer Protection Act, manufacturers must provide a warranty to consumers, as defined in the Act, that the manufacturer's products shall be fit for the purpose for which such products of that kind are ordinarily used and that the products must be durable in normal use for a reasonable length of time, having regard to their price and other factors. For more information about your rights if you are a consumer as defined in the Act, you should consult the Quebec Consumer Protection Act at <https://www.educaloi.qc.ca/en/capsules/legal-warranty-automatic-protection-consumers>. For the application of this Warranty to products used outside the United States or Canada, please see <https://www.usg.com/warranty>.

**Effective Date: July 27, 2019.**

### TRADEMARKS

The trademarks USG, ADVANCED SKIM COAT, CSD, CST, D20 PLUS, DRYLIGHT, DUROCK, EARLY EXPOSURE, ECOCAP, ESB, EW2, EXG, FUSION, GENIUS, LEVELROCK, LSP, MATRIX, PCO, PRE-POUR, PROFLOW, PWT, QUIK-COVER, QUIK-RAMP, QUIK-TOP, READY SEAM, RH-100, SAM-CSD, SAM-N, SPEED, SRB, SRM-25, STRONGER THAN CONCRETE, SURFACE, TUF-SKIM, ULTRAARMOR, ULTRACAP, ULTRADRY, 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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