

# USG/SHAW INDUSTRIES

## PERFORMANCE FLOORING SYSTEMS

### 10-YEAR LIMITED WARRANTY

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#### WHAT IS COVERED?

Subject to the terms and conditions of this limited warranty, United States Gypsum Company ("USG") warrants that its

#### UNDERLAYMENTS/TOPPINGS

USG Levelrock® 3500 Floor Underlayment Series  
USG Levelrock® 4500 Floor Underlayment Series  
USG Levelrock® CSD® Early Exposure™ Floor Underlayment Series  
USG Durock™ Multi-Use Self-Leveling Underlayment Series  
USG Durock™ ProFlow™ Self-Leveling Underlayment  
USG Durock™ Quik-Top™ Self-Leveling Underlayment Series

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

#### PRIMERS AND SEALERS

USG Levelrock® All Purpose Sealer  
USG Levelrock® Acrylic Concrete Primer  
USG Levelrock® Wood Primer  
USG Durock™ Fusion™ Primer  
USG Durock™ Primer-Sealer

#### PATCHES AND SKIM COATS

USG Durock™ Advanced Skim Coat™ Plus Floor Patch  
USG Durock™ Tuf-Skim™ Floor Patch

#### SOUND ATTENUATION

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® SAM-N™ Supreme Sound Attenuation Mat Series  
USG Levelrock® SRB™ Sound Reduction Board

#### ACCESSORIES

USG Levelrock™ Crack Suppression Mat (CSM)  
USG Levelrock® Perimeter Isolation Strip



**WHAT IS COVERED? CONT.**

("Products"), when used in conjunction with **any Shaw Industries floor-covering installed with a Shaw Industries flooring adhesive product,**

shall be free from defects in materials and workmanship at the time of manufacture and meet all the performance parameters set forth in the corresponding USG submittals for each Product in effect at the time of purchase of the Product. The specific claims in the submittal sheets are incorporated by reference in this limited warranty.

This limited 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?**

This limited warranty runs for a period of 10 years from the date of purchase of the Products. 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 responsible for any loss resulting from any of the following:

- Storage, design, handling, moisture levels, maintenance, use or installation practices that are not in accordance with the current published recommendations and specifications of USG (see corresponding submittals at [usg.com](http://usg.com)) and Shaw Industries (see [shawfloors.com](http://shawfloors.com)).
- Failure to maintain the building or floor with reasonable care.
- Abuse, neglect or intentional acts of destruction.
- 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.
- Products that are not manufactured by USG or the use of products that are not compatible with each other.
- Earthquake, flood, fire, or other acts of God or nature, or any other cause beyond USG's control.
- Failure to comply with the terms and conditions of this limited warranty.

**WHAT WILL USG DO?**

USG will, at its option, replace the non-conforming Product or refund the purchase price, and, where the Product has already been installed, pay full replacement cost of equivalent flooring material on the affected area. 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?**

To make a claim under this limited warranty, you must notify USG in writing no later than 30 days from the date the claimed defect was discovered or should have been discovered on reasonable inspection, and before beginning any permanent repair. 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 defect. This notice should describe the possible defect and include the date the Product was installed and the name and address of the contractor who installed the Product. 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](http://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 or that the Product will be fit for a particular purpose, except as provided above in this limited warranty. 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 limited warranty will be the exclusive remedy for all persons entitled to warranty coverage as described above. No other remedy shall be applicable.
- Some jurisdictions 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.
- This limited 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 limited warranty, USG's terms and conditions of sale to the direct buyer of the Product, including, without limitation, any arbitration provision, shall apply to all claims made by the direct buyer under this limited warranty.

**WARRANTY INFORMATION FOR  
PRODUCTS USED OUTSIDE THE U.S.**

This limited warranty applies to products manufactured by or for United States Gypsum Company that are used in the United States. For the application of this limited warranty to products used outside of the United States, please see [www.usg.com/warranty](http://www.usg.com/warranty)

**Effective Date:** January 1, 2025

**TRADEMARKS**

The trademarks USG, ADVANCED SKIM COAT, CSD, DUROCK, EARLY EXPOSURE, FUSION, LEVELROCK, PROFLOW, QUIK-TOP, SAM-CSD, SAM-N, SRB, TUF-SKIM, 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. Shaw Floors is a trademark of Shaw Industries Group, Inc.

**NOTE**

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