

USG DUROCK® BRAND CEMENT BOARD INTERIOR INSTALLATION 30-YEAR LIMITED WARRANTY

WHAT IS COVERED?

United States Gypsum Company (“USG”) warrants that its USG Durock® Brand cement board products manufactured and sold by United States Gypsum Company:

1. Shall be free from defects in material and factory workmanship.
2. Will not swell, soften, decay or disintegrate in service.
3. Will not delaminate as a result of exposure to moisture.

Warranty shall become effective when USG Durock® cement board purchased and installed in accordance with USG’s current installation instructions in our publication *USG Durock® Brand Cement Board* submittal sheet (CB399), the installation procedures described by Tile Council of North America in its current edition of *Handbook for Ceramic, Glass and Stone Tile Installation*, and ANSI Specifications for cement backerboard, tile and grout.

Service requirements for warranted installations shall be *Residential & Light Construction* walls in wet, limited water exposure and dry areas, as well as “Residential” flooring areas as defined in the Wall Tiling and Floor Tiling Installation Guide sections of the *Handbook for Ceramic, Glass and Stone Tile Installation*. For information on warranty coverage on applications other than those listed, please contact your local USG representative.

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?

This warranty runs for thirty (30) years beginning on the date of purchase of USG Durock® cement board product.

WHAT IS NOT COVERED?

1. Installation practices not in accordance with United States Gypsum Company’s current published recommendations, ANSI Specifications or Tile Council of North America’s recommendations.
2. Damage due to structural movement of the building or failure of the structural material to which either USG Durock® cement board product is attached.
3. Damage arising from acts of God, such as earthquakes, storms, floods, etc.
4. Mishandling, misuse, improper storage or improper application.
5. Failure of the owner to maintain the building with reasonable care.
6. Installation of USG Durock® cement board over wood studs that are twisted or bowed.
7. Defects resulting from the use of other manufacturers’ products.

WHAT WILL USG DO?

United States Gypsum Company will, at its option, replace the affected goods or refund the purchase price and pay reasonable cost to repair, subject to a cap of two times the original installation cost.

HOW DO I GET SERVICE?

Notify USG as soon as possible and in any event within thirty (30) days after discovering a possible defect of the Product, and before beginning any permanent repair. 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 or videotape of the damaged area are often useful and should also be submitted if available.

The Owner must allow USG's agent to access to part of the building where the Product is installed to inspect the Product. The original invoice for the Product and installation may be required for settlement in order to establish that the defect has occurred during the warranty period. For further information contact:

United States Gypsum Company
Department #830-001
550 West Adams Street
Chicago, IL 60661

For additional copies of the applicable product literature, please call us at 800 USG.4YOU (874-4968), or write to us at the above address.

DISCLAIMER OF OTHER WARRANTIES; LIMITATIONS 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.

800 USG.4YOU
800 (874-4968)
usg.com

Manufactured by
United States Gypsum Company
550 West Adams Street
Chicago, IL 60661

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