

Effective Date:
July 1, 2007

Durock™ Tile Membrane

5-Year Limited Warranty

What is covered?

United States Gypsum Company warrants that Durock™ brand tile membrane sold by United States Gypsum Company:

1. Shall be free from defects in the manufacture of materials.
2. Will protect material underlying the tiled area from intermittent water.

Warranty shall become effective when Durock tile membrane is installed in accordance with USG's current installation instructions in the Durock Tile Membrane Installation Guide (CB493).

Warranted installations shall be limited to dry or limited-water-exposure areas for light-commercial installations and dry and wet areas for residential installations only, as defined in the Floor Tiling Installation Guide sections of the TCNA Handbook for Ceramic Tile Installation. Commercial construction is not covered by this warranty. For information on warranty coverage on applications other than those listed, please contact your local United States Gypsum Company 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 five (5) years beginning on the date of installation of the Durock tile membrane in the building.

What is not covered?

1. Installation practices not in accordance with United States Gypsum Company's current published recommendations and installation instructions.
2. Damage due to structural movement of the building or failure of the structural material to which the Durock tile membrane 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. Water damage resulting from use in swimming pools, hot tubs, exterior applications or continuously submerged areas.

This warranty does not cover defects resulting from the use of other manufacturers' products including sealants. Consequential and incidental damages are not recoverable under this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply.

What will United States Gypsum Company do?

United States Gypsum Company will, at its option, replace the defective Durock tile membrane or refund the purchase price. In addition, USG will pay for water damage caused by failure of the Durock tile membrane, subject to all of the following conditions:

1. The damage must be both discovered and reported to USG as soon as practicable.
2. No matter the extent of damage, USG's responsibility under this warranty will be capped at a sum equal to the square footage of the Durock tile membrane in the room where it failed × \$25 per square foot.
3. This warranty payment shall be the exclusive remedy and the customer shall have no other remedy of any sort, whether at law or in equity.

How do I get service?

Within thirty (30) days of the time you discover any problems with Durock tile membrane, please write to us including a brief description of the problem. Send photographs if available, preferably in digital format. Include any sales receipt, invoice or other evidence indicating the date of original installation. Please send information to:

United States Gypsum Company
Department 778-824
550 West Adams Street
Chicago, IL 60661

If you need additional copies of our product literature, please write to us at the above address.

How does state law apply?

This warranty gives you specific legal rights and you may also have other rights, which vary from state to state.



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

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

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