

# USG DUROCK™ BRAND GLASS-MAT TILE BACKERBOARD

## LIMITED WARRANTY

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### WHAT IS COVERED?

This limited warranty applies to dealers who sell USG Durock™ Brand Glass-Mat Tile Backerboard (the "Product"), contractors who install the Product, the original purchaser, and any subsequent purchaser ("Owner") within the warranty period.

United States Gypsum Company ("USG") warrants that when stored, handled, and installed in accordance with USG's current written installation instructions, the Product will be free of manufacturing defects for a period of 20 years from the date of installation.

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### HOW LONG DOES COVERAGE LAST?

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

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### 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 Submittal CB691, found at [www.usg.com](http://www.usg.com). For ceramic tile applications, see the *2014 Handbook for Ceramic, Glass, and Stone Tile Installation* published by Tile Council of North America.
  - Fastener pops (nail heads or staple crowns).
  - Deficiencies in the structural assembly including, but not limited to, excessive movement of the framing members.
  - Defects, incompatibility or failures of other manufacturers' products, including fasteners, patching compound, adhesives, and wall coverings.
  - Construction traffic abuse.
  - Failure of the owner to maintain the building with reasonable care.
  - Mold or mold-related damage of any kind.
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### WHAT WILL USG DO?

In the event of any defect covered by this warranty, USG will supply replacement Product, covering tile materials and reasonable labor costs to remove and replace defective Product.

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### HOW DO I GET SERVICE?

- a. Any person seeking remedies under this warranty must notify USG in writing, or by e-mail, 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 notice should describe the possible defect and include the date the Product was installed. Photographs or videotape of the damaged area should also be submitted.
- b. The Owner must allow USG's agent to enter the property and building in which 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 143-008  
550 West Adams Street  
Chicago, Illinois 60661

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

**DISCLAIMER OF OTHER WARRANTIES:  
LIMITATION OF KINDS OF DAMAGES;  
RECOVERABLE; 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.

**TRADEMARKS**

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