

Three Easy Steps to One Lifetime Warranty

What you need to know to receive CUSTOM's Lifetime System Warranty on your tile job.



① PREP

② SET

③ GROUT



Select a qualifying system of eligible Prep, Set, and Grout products and CUSTOM will warrant the entire tile installation for life.

Includes materials, tile and labor to repair.



Qualify for a lifetime system warranty in three easy steps.

- 1** Choose qualifying Prep products based on your subfloor, wall, or countertop type.
- 2** Choose a qualifying mortar based on your tile type.
- 3** Choose a Grout. Fusion Pro delivers unsurpassed stain resistance.

CUSTOM'S 'WHOLE JOB' LIFETIME WARRANTY

No matter if you are a homeowner doing your own tile project, or you are a pro installing tile on a jobsite, eliminate worries by selecting a complete tile installation system covered by CUSTOM®.

The Lifetime Warranty delivers peace of mind by ensuring the system will be free from manufacturing defects, and will not break down or deteriorate under normal use. If a defect occurs when a complete system of qualifying preparation, setting, and grout products are used, CUSTOM will cover the cost of materials (including tile) and labor to repair. This includes cracks in tile or grout as well as tile bond issues. Select the right combination of products and you're covered.

The Prep, Set and Grout products highlighted in this brochure are part of CUSTOM's Lifetime System Warranty. Additional Lifetime Warranty products may also be available. See complete warranty details including terms, conditions, limitations and requirements on the last page of this brochure.



Look for the lifetime warranty icon on qualifying products so your tile project is covered for life.

1 PREP

Start with a smooth, clean, solid and level surface.

For Concrete Subfloors or To Waterproof



RedGard Membrane

- One coat for crack prevention over concrete
- Two coats to waterproof
- Ready to use – no mixing required
- Roll or trowel on

For Concrete and Wood Subfloors



RedGard Mat

- Crack Isolation, waterproofing and vapor management
- Reinforced fleece layer locks in mortar for a strong bond
- Made from 70% recycled pre-consumer waste, by weight

For Wood Subfloors and Countertops



Wonderboard Lite 1/4"

- Wet and dry areas
- Interior or exterior use
- Contains no wood fiber or gypsum

For Walls and Showers



Wonderboard Lite 7/16"

- Wet and dry areas
- Interior or exterior use
- Contains no wood fiber or gypsum

For Leveling Subfloors



- Seeks its own level in minutes
- Levels from featheredge up to 1-1/2" in one pour



Look for the lifetime warranty icon on qualifying products so your tile project is covered for life.

② SET

A strong bond is an essential part of tile installation.

For Porcelain and Ceramic Tile up to 15"



- Superior bond strengths for porcelain, glass, and decorative tile
- High flexibility to prevent cracks in tile and grout

For Stone and Large Format Tile 15" or Larger



- Can be used in thin-set or medium bed applications up to 3/4"
- Sag and slip resistance immediately holds wall tiles in place

For Glass Tile



- Maximum bond strengths for glass tile installations
- Color controlled bright white color enhances glass



Look for the lifetime warranty icon on qualifying products so your tile project is covered for life.

3 GROUT

Choose your grout and color.

For Unsurpassed Stain Resistance



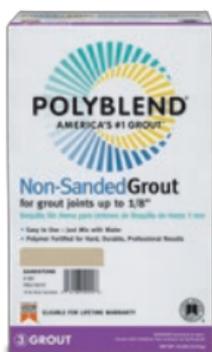
- No sealing required
- For grout joints 1/16" to 1/2"
- Ultimate color consistency
- Easy to spread and clean

For Grout Joints 1/8" – 1/2"



- America's #1 Grout™
- Hard, durable joint
- Sanded formula

For Grout Joints up to 1/8"



- America's #1 Grout™
- Hard, durable joints
- Non-Sanded formula



Look for the lifetime warranty icon on qualifying products so your tile project is covered for life.

4 CARE

Don't forget sealers and cleaners to maintain your installation.

Sealers



Seals:

- Natural stone
- Unglazed tile
- Cement grout

Cleaners



Non-acidic cleaners and resealers designed to be safe on:

- Grout
- Tile
- Stone

AQUA MIX
Smarter Products.
Professional Results.

TILELab

More Category Options

Online

[homedepot.com/tileset](https://www.homedepot.com/tileset)

Homeowner Lifetime Warranty

Limited Warranty

Products Covered in CUSTOM's Lifetime Warranty:

PREP (use where specified depending on the installation requirements)

Patching and Leveling

LevelQuik® RS Rapid Setting Self-Leveling Underlayment / LevelQuik® Latex Primer;
SpeedFinish™ Patching & Finishing Compound

Over Concrete or Masonry Floors

RedGard® Waterproofing and Crack Prevention Membrane

Over Concrete or and Wood Subfloors

RedGard® Uncoupling Mat

Over Plywood Floors and Countertops

7/16" or 1/4" WonderBoard® Lite Backerboard

Over Bare Wall Studs and Showers

7/16" WonderBoard® Lite Backerboard

SET

FlexBond® Crack Prevention Mortar; Natural Stone & Large Tile Premium Large Format Tile Mortar;
Glass Tile Premium Thin-Set Mortar; MegaLite® Crack Prevention Mortar

GROUT

Fusion Pro® Single Component® Grout; Polyblend® Sanded Grout or Non-Sanded Grout;
CEG-Lite™ Commercial 100% Solids Epoxy Grout

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS – YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Terms and Conditions Subject to the conditions and limitations stated in this document, Custom® Building Products (CUSTOM) warrants to the original owner that the CUSTOM installation system will be free from manufacturing defects and will not break down or deteriorate under normal usage for the life of the installation when installed in accordance with CUSTOM most recently published instructions, specifications and industry standards and guidelines for said installation. This warranty becomes effective upon validated substantial completion of the project. This warranty is not transferable.

Exclusive Remedy In installations correctly utilizing CUSTOM products listed on this document, CUSTOM will repair and/or replace, at its discretion, the affected area of the system. Such cost to CUSTOM shall not exceed the original square foot cost of the installation shown to be defective. CUSTOM is not responsible for shade or dye lots of the finished materials. Proof of product purchase cost may be required.

Limitations CUSTOM is not responsible for structural failure or workmanship that is not in accordance with standard industry practices and procedures and CUSTOM published instructions. CUSTOM will not be liable for any loss or damage arising from the CUSTOM installation system or any CUSTOM product incorporated therein, whether direct, indirect, special, incidental, consequential, regardless of the legal theory asserted, including warranty, contract, negligence or strict product liability. Some states do not allow the exclusion of consequential damages, so these limitations or exclusions may not apply to you. Cracking due to structural movement, excessive deflection or other failure of the substrate and damage to structural or subfloor elements from water are also not covered. Acts of God including but not limited to flooding, hurricane, tornado, earthquake and fire shall not be covered under this warranty. CUSTOM will not be responsible for system failure resulting from the use of competitive or non-specified products. CUSTOM shall not be responsible for lippage between tiles; cracks in tiles; loss of bond to substrate, tile or membrane due to excessive tile deformation such as warpage or curling for any reason, or resulting from a lack of improperly-placed perimeter and/or movement joints. All tile installed over post-tensioned or suspended slabs must be physically strong to accommodate movement without cracking or spalling, such as true porcelain tile. The potential for efflorescence and shading is inherent in all cementitious products and is not considered a manufacturing defect. CUSTOM expressly disclaims any other warranties, including warranties of merchantability and fitness for a particular purpose other than the warranty expressly stated herein. Although CUSTOM may have suggested the material or developed the material at the request of the owner or applicator, it is the responsibility of the owner to test and determine the suitability of the material for the intended use and purpose, and the owner assumes all risk and liability whatsoever regarding such suitability. This warranty is in place of all other warranties and conditions, express or implied. Custom expressly disclaims any other warranties and conditions, including statutory warranties and conditions and warranties and conditions of merchantability and fitness for a particular purpose other than the warranty expressly stated herein.

Warranty Requirements CUSTOM installation requirements can be obtained by calling Technical Services at 800-282-8786 or through www.custombuildingproducts.com. A complete CUSTOM system of products, including surface preparation, mortars and grout materials, must be used to qualify for this limited warranty. All installations over 5,000 square feet must receive pre-approval by calling CUSTOM. We offer pre-job inspections, call 800-282-8786. Multiple residence installations are considered as one installation.

Claims Procedures If you wish to make a claim under this limited warranty, you must notify CUSTOM immediately in writing of any alleged defect of the installation.

Write to: Technical Services, Custom Building Products, 10400 Pioneer Blvd., Santa Fe Springs, CA 90670. The claim must be submitted and evaluated by CUSTOM before any repair work is done. CUSTOM reserves the right to physically inspect any project with a claim pending prior to determining validity of the claim. Proof of purchase may be required. For any claim that is not valid, CUSTOM will be paid reasonable charges, including travel and labor, associated with investigation of such claim.

Product specifications may change without notice. For the most up to date product and technical information, go online to HomeDepot.com or CustomBuildingProducts.com. Not all products available in all markets. CUSTOM, RedGard, EasyMat, FlexBond, Fusion Pro, Polyblend, TileLab and Aqua Mix are registered trademarks of Custom Building Products. WonderBoard is a trademark of Modulars Inc., used with permission. All other marks are the property of their respective owners.



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