

# USG DUROCK™ BRAND FLOOR PREPARATION PRODUCTS

## TWO-YEAR LIMITED WARRANTY

### WHAT IS COVERED?

United States Gypsum Company ("USG") warrants that the USG Durock™ Brand Floor Preparation Products described below will not break down or lose their strength due to a manufacturing defect. The products covered by this warranty include:

#### UNDERLAYMENTS/TOPPINGS

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 Fiber-Reinforced (FR) and/or Pro products

#### PRIMERS AND SEALERS

USG Durock™ Fusion™ Primer

USG Durock™ Primer-Sealer

#### PATCHES AND SKIM COATS

USG Durock™ Advanced Skim Coat™ Plus Floor Patch

USG Durock™ Matrix™ Bond Enhancer

USG Durock™ Tuf-Skim™ Floor Patch

Refer to our website ([usg.com](http://usg.com)) for a current listing of products covered by this warranty. This warranty does not cover the radiant heat systems used in conjunction with USG Durock™ Floor Preparation Products. This warranty extends to contractors who install our products, general contractors, and all owners of the building within the warranty period.

### HOW LONG DOES COVERAGE LAST?

This warranty runs for a period of two years beginning on the date of installation of the product in the building. 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 liable for any loss resulting from any of the following:

1. Performance of radiant heat systems.
2. Installation practices not in accordance with USG's published recommendations and specifications. These recommendations and specifications are detailed in the current literature for the corresponding USG Durock™ Floor Preparation Products listed on pg. 1 in "What is Covered?" and can be found on usg.com.
3. Failure to maintain the building with reasonable care.
4. Mishandling, misuse or improper storage.
5. Physical abuse, plumbing or roof leaks, structural building movement, or substrate or subfloor irregularities.
6. Fire, storm or other acts of nature.
7. Other manufacturers' products.
8. Damage caused by other trades during construction.
9. Field performance of sound systems.
10. Mold or mildew, or efflorescence.
11. Products not manufactured or bearing the USG Durock™ name.

In addition:

12. Consequential, incidental, special, or indirect 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 to you.
13. USG DISCLAIMS ALL EXPRESS OR IMPLIED WARRANTIES OF MERCHANTABILITY.
14. USG assumes no responsibility that the USG Durock™ Floor Preparation Products(s) will be fit for any particular purpose for which you may be buying the product, except as explicitly provided in this Warranty. IN OTHER WORDS, USG DISCLAIMS ALL EXPRESS OR IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE. Some consumer laws do not allow the exclusion of implied warranties. If applicable consumer laws do not allow the exclusion of implied warranties to apply to you, then any implied warranties required by such laws are limited to the shortest period permitted under such laws.
15. This Warranty will be the exclusive remedy for all persons entitled to warranty coverage as described above. No other remedy shall be applicable.

## WHAT WILL USG DO?

USG will replace the USG Durock™ Floor Preparation Product(s) in the affected area of the building or refund the purchase price, at USG's option. This coverage is limited to the material costs of the USG Durock™ Floor Preparation Products only. It does not include costs of labor, floor-covering materials, or any other costs associated with material replacement.

## HOW DO I GET SERVICE?

To make a claim under this warranty, you must notify USG in writing within thirty (30) days of the time you discover any problem with the listed USG Durock™ Floor Preparation Product(s). Send claims to: United States Gypsum Company, Dept. 143-008, 550 West Adams Street, Chicago, IL 60661. Claims made after two years from the date of the installation of the products in the building are not covered regardless of the date of discovery of the alleged problem. You will be requested to provide any sales receipt, invoice or other evidence indicating the approximate date of installation. Photographs of the affected area are often helpful. If you need additional copies of our product literature, please visit usg.com.

## HOW DOES STATE LAW APPLY?

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

## DOES THIS WARRANTY APPLY OUTSIDE THE U.S.?

This warranty applies to products manufactured by United States Gypsum Company that are used in the United States. For the application of this warranty to products used outside the United States, please see <https://www.usg.com/warranty>

**Effective Date: January 1, 2025**

### TRADEMARKS

The trademarks USG, ADVANCED SKIM COAT, DUROCK, FUSION, MATRIX, PROFLOW, QUIK-TOP, 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.

### NOTE

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800 USG.4YOU  
800 (874.4968)  
[usg.com](http://usg.com)

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

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