

# USG LEVELROCK® BRAND USG DUROCK™ BRAND PERFORMANCE FLOORING PRODUCTS

## TWO-YEAR LIMITED WARRANTY FOR USG LEVELROCK APPLICATORS

### WHAT IS COVERED?

United States Gypsum Company ("USG") warrants that the USG Levelrock® Brand and USG Durock™ Brand Performance Flooring Products installed by USG Levelrock Applicators and 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 Levelrock® 2500 Floor Underlayment Series  
USG Levelrock® 3500 Floor Underlayment Series  
USG Levelrock® 4500 Floor Underlayment Series  
USG Levelrock® CSD® Early Exposure™ Floor Underlayment Series  
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), Pro, Pre-Sanded and/or LFD products

#### PRIMERS AND SEALERS

USG Levelrock® All Purpose Sealer  
USG Levelrock® Acrylic Concrete Primer  
USG Levelrock® Wood Primer  
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

#### SOUND ATTENUATION

USG Levelrock® SAM-CSD™ Sound Attenuation Mat  
USG Levelrock® SAM-N™ Sound Attenuation Mat Series  
USG Levelrock® SAM-N™ Ultra Sound Attenuation Mat Series  
USG Levelrock® SAM-N™ Supreme Sound Attenuation Mat Series  
USG Levelrock® SRB™ Sound Reduction Board

**WHAT IS COVERED? CONT.****ACCESSORIES**

USG Levelrock™ Crack Suppression Mat (CSM)  
 USG Levelrock® Perimeter Isolation Strip  
 USG Levelrock™ RH Accelerator  
 USG Levelrock™ No-Go™ Hydration Inhibitor

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 Levelrock® Brand and USG Durock™ Brand Performance Flooring Products. This warranty extends to general contractors and all owners of the building within the warranty period for materials that were installed by authorized USG Levelrock® Applicators.

**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 Levelrock and USG Durock™ Performance Flooring Products listed on pgs. 1 & 2 in "What is Covered?" and can be found on [usg.com](http://usg.com).
3. Failure of the owner to maintain the building with reasonable care.
4. Installation by other than a USG Levelrock authorized applicator.
5. Mishandling, misuse or improper storage.
6. Physical abuse, plumbing or roof leaks, structural building movement, or substrate or subfloor irregularities.
7. Fire, storm or other acts of nature.
8. Other manufacturers' products.
9. Damage caused by other trades during construction.
10. Field performance of sound systems.
11. Mold or mildew, or efflorescence.
12. Products not manufactured or bearing the USG Levelrock® or USG Durock™ name.
13. Installing USG Levelrock or USG Durock™ underlayments over any non-USG Levelrock sound attenuation product.

In addition:

14. 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.
15. USG DISCLAIMS ALL EXPRESS OR IMPLIED WARRANTIES OF MERCHANTABILITY.
16. USG assumes no responsibility that the USG Levelrock® or USG Durock™ Performance Flooring 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.
17. 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 Levelrock® and USG Durock™ Performance Flooring 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 Levelrock® and USG Durock™ Performance Flooring Product(s) 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 or should have discovered any problem with the listed USG Levelrock® and USG Durock™ Performance Flooring 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](https://www.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, CSD, DUROCK, EARLY EXPOSURE, FUSION, LEVELROCK, MATRIX, NO-GO, PROFLOW, QUIK-TOP, SAM-CSD, SAM-N, SRB, 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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[usg.com](https://www.usg.com)

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