



SpiderWeb™ Uncoupling Mat

10 Year Warranty

LIMITED WARRANTY

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 (CBP) warrants to the original owner that the CBP installation system will be free from manufacturing defects and will not break down or deteriorate under normal usage for 10 years when installed in accordance with CBP's 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 CBP products listed on this document, CBP will repair and/or replace, at its discretion, the affected area of the system. Such cost to CBP shall not exceed the original square foot cost of the installation proven to be defective. CBP is not responsible for shade or dye lots of the finish materials. Proof of product purchase is required with any claim.

LIMITATIONS

CBP shall not be responsible for structural failure or workmanship that is not in accordance with standard industry practices and procedures and CBP published instructions. CBP will not be liable for any loss or damage arising from the CBP installation system or any CBP 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 beyond the engineered design, 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. CBP will not be responsible for system failure resulting from the use of competitive or non-specified products. The potential for efflorescence and shading is inherent in all cementitious products and is not considered a manufacturing defect. Although CBP 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.

WARRANTY REQUIREMENTS

CBP installation requirements can be obtained by calling Technical Services at 800-272-8786 or through www.custombuildingproducts.com. A complete CBP system of products must be used including mortars and grouts where applicable to qualify for this limited warranty. Surface preparation product selection is optional depending on the job requirements. All installations over 5,000 square feet must receive pre-approval by contacting a CBP Architectural Consultant. We offer pre-job inspections, call 800-272-8786 or visit www.custombuildingproducts.com. Multiple residence installations are considered as one installation.

CLAIMS PROCEDURES

If you wish to make a claim under this limited warranty, you must notify CBP immediately in writing at: Custom Building Products 13001 Seal Beach Blvd. Seal Beach, CA 90740 Attn. Technical Service Manager. Include any and all information related to an alleged defect of the installation. The claim must be submitted in a timely fashion, and evaluated by CBP before any repair work is done. CBP 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, CBP will be paid reasonable charges, including travel and labor, associated with investigation of such claim.

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PRODUCTS COVERED (check appropriate boxes)

MEMBRANE

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SETTING MATERIALS

SpiderWeb™ Mortar – Gray

SpiderWeb™ Mortar – White

GROUT

Polyblend® Sanded Grout or Non-Sanded Grout

Prism® SureColor® Grout

CEG-Lite™ Commercial 100% Solids Epoxy Grout

100% Solids Epoxy Grout



Seal Beach, CA
Manufacturing facilities nationwide.
www.custombuildingproducts.com

Technical Services/Architectural Services
800-282-8786 / 800-200-7765 Fax