

# CGC DUROCK™ BRAND GLASS-MAT TILE BACKERBOARD

## WHAT IS COVERED?

This limited warranty applies to dealers who sell CGC 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.

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

## HOW LONG DOES COVERAGE LAST?

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

## 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 CGC publication Submittal DGMTB\_DS\_CB691, found at [www.cgcinc.com](http://www.cgcinc.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.
- Mould or mould-related damage of any kind.

## WHAT WILL CGC DO?

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

## HOW DO I GET SERVICE?

- Any person seeking remedies under this warranty must notify CGC 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.
- The Owner must allow CGC'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:

CGC Inc.  
350 Burnhamthorpe Rd W, 5th Floor  
Mississauga, Ontario  
L5B 3J1

For additional copies of the applicable product literature, please call your local CGC representative, or write to us at the above address.

**DISCLAIMERS OF OTHER  
WARRANTIES; LIMITATION OF KINDS  
OF DAMAGES RECOVERABLE; EFFECT  
OF PROVINCIAL LAW**

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CGC undertakes no responsibility for the quality of the product except as provided above in this Warranty. In other words, CGC disclaims all express or implied warranties of merchantability.

CGC 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, CGC disclaims all express or implied warranties of fitness for a particular purpose.

CGC 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 provinces 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.

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**TRADEMARKS**

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cgcinc.com

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