


CERTAINTEED
FIBERCEMENT UNDERLAYMENT
FIBERCEMENT BACKERBOARD
LIMITED PRORATED WARRANTY
WITH SURESTART™

CertainTeed 

LIMITED

WARRANTY



CONGRATULATIONS! ...and thank you for your recent purchase of CertainTeed's FiberCement Ceramic Tile Underlayment/ Backerboard Product for use under interior ceramic tile. You can feel confident that you have made a wise decision buying from a company that is an industry leader and stands behind its products with strong warranty protection.

Since 1904, CertainTeed has been producing quality building products that provide long-lasting beauty and protection for homes of every size, style and age. In addition to underlayment/ backerboard, CertainTeed offers fiber cement siding, composite trim, vinyl siding, vinyl windows, vinyl fence deck and railing, composite decking and railing, roofing shingles, insulation and pipe.

For over 100 years, the origin of our name continues to be our philosophy, "Quality made *certain*, satisfaction guaranteed."

20-YEAR WARRANTY

Limited, Prorated and Non-Transferable

What and Who is Covered and for How Long

CertainTeed warrants to the original property owner/consumer that its FiberCement Underlayment/ Backerboard (hereinafter Product) will be free from manufacturing defects, including cracking, rotting, swelling, delamination and damage from termites, when subject to normal and proper use. Should any such defect occur, CertainTeed will pay to repair or will provide replacement material, at its option, for the defective Product. CertainTeed also reserves the right to refund the amount paid for the Product, subject to the prorating schedule set forth on the back page.

Under no circumstances and in no event shall CertainTeed be liable for any labor charges or other expenses whatsoever in connection with the removal or installation of either the original or replacement Product, except during the SureStart™ period.

In the event of repair or replacement under the terms of this warranty, the original warranty shall apply to the replaced or repaired product and will extend for the balance of the warranty period in effect at the time the Product proved defective.

The coverage offered by this warranty is intended to cover individual homeowners only.

SureStart™ Protection

CertainTeed FiberCement Underlayment/Backerboard Product is covered by SureStart protection for a period of 2 (two) years following the date of installation of the Product has been completed. Under this warranty feature, CertainTeed, at no charge, will pay to repair or replace, at its option, any Product proven defective during the SureStart period (the two-year SureStart period begins when installation has been completed). The maximum allowable labor charge shall not exceed 3 (three) times the original cost of the defective material.

In instances in which CertainTeed, per the terms of this warranty, has agreed to pay labor charges, CertainTeed will provide reimbursement only upon receipt of a copy of the contractor's invoice for the completion of such work or other written evidence of the completion of such work which CertainTeed, in its sole discretion, deems acceptable.

Transferability

This warranty is not transferable.

Limitations

This warranty does not provide protection against any failure, defect or damage caused by situations and events beyond normal exposure conditions, including but not limited to:

- Misuse, abuse, neglect or improper handling or storage of the Product.
- Any material(s) applied to the Product.
- Performance of material(s) installed over the Product.
- Product installed on the exterior of the home.
- Negligence in, or failure to provide, reasonable and necessary maintenance of any material installed over the Product.
- Improper application or application not in strict adherence to CertainTeed's and the Tile Council of America's written application instructions.
- Use of accessories that do not properly receive and/or secure the Product.
- Impact of foreign objects, fire, earthquake, flood, lightning, hurricane, tornado or other casualty or act of God.
- Defects in, failure of, or damage to the surface on which the Product was applied caused by movement, distortion, cracking or settling of that surface or of the wall, substrate, or foundation of the building.
- Any other cause not involving manufacturing defects in the material supplied by CertainTeed.

CertainTeed reserves the right to discontinue or modify any of its Products without notice to the property owner/consumer and shall not be liable as a result of such discontinuance or modification. If CertainTeed replaces any material under this warranty, it may substitute Product designated by CertainTeed to be of comparable quality or price range in the event the Product initially installed has been discontinued or modified.

Other Conditions:

THIS WARRANTY REPLACES ALL OTHER ORAL OR WRITTEN WARRANTIES, LIABILITIES OR OBLIGATIONS OF CERTAINTEED. PERTINENT STATE LAW SHALL CONTROL FOR WHAT PERIOD OF TIME FOLLOWING THE SALE A PROPERTY OWNER/CONSUMER MAY SEEK A REMEDY UNDER THE IMPLIED WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL CERTAINTEED BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY KIND, INCLUDING ANY DAMAGE TO THE BUILDING, ITS CONTENTS, OR ANY PERSONS THEREIN, RESULTING FROM THE BREACH OF THE WARRANTY. NO FIELD REPRESENTATIVE OR DISTRIBUTOR OR DEALER OF CERTAINTEED IS AUTHORIZED TO MAKE ANY CHANGE OR MODIFICATION TO THIS WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON, OR THE EXCLUSION OF, INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU.

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

Warranty Registration Information

Failure to register this warranty shall not void the warranty or any of its terms.

What the Customer Must Do

The property owner/consumer must promptly notify CertainTeed in writing of any manufacturing defect and provide proof of the date of purchase and installation, as well as proof of property ownership. All notifications should be sent to: CertainTeed, Attn: Warranty Claims, 803 Belden Road, Jackson, MI 49203. The property owner may be required to submit a sample and photographs of the defective material to CertainTeed for analysis. CertainTeed will then investigate the claim and examine the material claimed to be defective. If requested, the property owner must provide access for examination by an agent of CertainTeed. If a defect covered by this warranty is confirmed, CertainTeed, within a reasonable amount of time after the inspection, will repair or replace the Product, or refund the original purchase price of the defective Product, pursuant to the terms of this warranty.

(SEE REVERSE SIDE FOR REMAINDER OF WARRANTY)

Warranty Proration Schedule

Number of Years of Use Obtained After Installation	Certainfeed's Prorated Share Of Warranty Obligation
0-2 years	100% material plus labor costs capped at three times the original cost of the defective material
3-20 years	5% reduction per year

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CertainTeed 
Quality made certain. Satisfaction guaranteed.™

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