

When considering an installation system, the customer and the SGM representative should review the SGM products applicable for each specific need. SGM system warranties only apply to installations using a complete SGM system.

Southern Grouts & Mortar's, Inc., (herein referred to as SGM), warrants that SGM installation materials listed, will not deteriorate, break down or loose bond for a period of five (5) years, ten (10) years, or twenty five (25) years, depending on the system selected; from the date of installation when installed in accordance with both SGM written guidelines and industry specifications.

In the event of this breach of warranty, SGM will pay for the replacement portion of the installation proven to be defective. This payment will not exceed the original cost of the installed product, calculated on a square foot basis. Payment will include reasonable labor and finishing materials only. Projects greater than 5,000 square feet require prior registration and inspection at SGM discretion. This warranty includes both residential and commercial applications.

SGM reserves the right to inspect all materials and installation associated with said claim and to investigate said claim and retain samples of alleged failure for analytical analysis and that if deemed necessary in a reasonable time period, said inspection and product sampling shall take place prior to any settlement of said claim.

*This shall be the sole remedy for breach of warranty and such remedy shall be in lieu of any claim for damages, including incidental or consequential damages. Attorney fees are not recoverable from SGM.*



SGM Installation Systems for Ceramic Tile & Dimension Stone products are registered trademarks of SGM, Inc. Use of these trademarks without prior written consent is prohibited.



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# INSTALLATION SYSTEMS WARRANTIES



**BEST**



**BETTER**



**GOOD**

## 25 YEARS WARRANTY

<b>1</b>	<b>Surface Preparation</b>	815 Self Level Underlayment, 826 Fast Setting Patch
	<b>Waterproofing</b>	Southcrete 1132 Waterproofing
	<b>Crack Isolation</b>	Southcrete 1132 Anti-fracture Membrane
	<b>Sound Control</b>	CSM 90 Sound Control Membrane
<b>2</b>	<b>Mortars</b>	Multi Lite, Flex Set, Marble Set, EGS Epoxy Mortar
<b>3</b>	<b>Grouting</b>	EGS Grout, Security Polymer Grout, Dry-Set Unsanded gauged with Grout Admix Plus

25 YEARS

## 10 YEARS WARRANTY

<b>1</b>	<b>Surface Preparation</b>	815 Self Level Underlayment, 826 Fast Setting Patch
	<b>Waterproofing</b>	Southcrete 1132 Waterproofing
	<b>Crack Isolation</b>	CSM 40 Crack Suppression Membrane, Southcrete 1132 Anti-fracture Membrane,
<b>2</b>	<b>Sound Control</b>	CSM 90 Sound Control Membrane
	<b>Mortars</b>	Porcelain Set, Ultra Crete, Premium Mortar 712 or 713 gauged with Southcrete 25 or 28 Additive, EGS Epoxy Mortar
<b>3</b>	<b>Grouting</b>	EGS grout, Security Polymer Grout, Dry-Set Unsanded grout gauged with Southcrete 25 Acrylic Additive

10 YEARS

## 5 YEARS WARRANTY

<b>1</b>	<b>Surface Preparation</b>	815 Self Level Underlayment, 826 Fast Setting Patch
	<b>Waterproofing</b>	Southcrete 1132 Waterproofing
	<b>Crack Isolation</b>	CSM 40 Crack Suppression Membrane, Southcrete 1132 Anti-fracture Membrane
<b>2</b>	<b>Sound Control</b>	CSM 90 Sound Control Membrane
	<b>Mortars</b>	Floor & Wall Mortar 727 or 726 gauged with Southcrete 25 Additive, Multi Crete, EGS Epoxy Mortar
<b>3</b>	<b>Adhesives</b>	Southcrete 580 Multi Purpose Mastic
	<b>Grouting</b>	Security Polymer Grout, Dry-Set unsanded grout, Grout Stain
<b>4</b>	<b>Finish</b>	SGM Color Caulk

5 YEARS

### WARRANTY CLAIM REQUIREMENTS:

1. At SGM's discretion, proof of purchase and use may be required as a condition of this warranty.
2. The original owner of the structure shall notify the installer/contractor.
3. The installer/contractor must notify SGM in writing within 15 days of the discovery of said failure.
4. This is a non-transferable warranty. All SGM products must be used entirely on submitted project (area) in accordance with SGM written guidelines and industry specifications (ANSI).

### SGM'S WARRANTY EXCLUSIONS

- All Portland cement-based setting and grouting systems have a potential for efflorescence to materialize. This whitish powder or crystalline deposit may become visible before, during or after the installation is complete. Efflorescence is a normal occurrence in Portland cement based setting and grouting systems and is not considered a defect.
- SGM's product is damaged either directly or indirectly by any act of God, including any natural disasters such as hurricane, earthquake, tornado, flood, lighting, gale, fire or any abnormal deterioration due to any cause including without limitation to plant or animal life.
- SGM product is damaged by act or acts of negligence, misuse, abuse, vandalism, act of war or civil disobedience.
- SGM is not responsible for structural failure or faulty workmanship not in accordance with written instructions and industry guidelines.
- SGM's warranty shall not apply to color or shade variations of color.