

# CEILING PRODUCTS IN COMMERCIAL APPLICATIONS

## 30-YEAR LIMITED WARRANTY

### WHAT IS COVERED?

USG warrants that the following USG ceiling products used in commercial applications will be free from defects in materials and workmanship at the time of manufacture:

- USG Donn® Brand suspension systems
- USG ceiling tiles and ceiling panels and USG specialty ceilings

In addition, USG provides the following performance warranties for these products used in commercial applications:

- USG Donn suspension systems shall be free from the occurrence of 50% red rust as defined by ASTM D610 test procedures ("Red Rust Warranty").
- USG ceiling panels and tiles with ClimaPlus™ performance shall not show visible sag when installed in a USG Donn suspension system ("Sag Warranty").
- USG ceiling panels with ClimaPlus™ performance shall be free from the growth of mold and mildew ("Mold and Mildew Warranty").
- USG Radar™ Ceramic ceiling panels with ClimaPlus™ performance will withstand corrosive chemical fumes ("USG Radar™ Corrosive Chemical Warranty").

These warranties are subject to the terms and conditions, including the time limitations, stated in this limited warranty.

### HOW LONG DOES COVERAGE LAST?

The warranty periods vary depending upon whether the USG Donn Suspension System is used with USG ceiling panels or tiles, or the products are used separately. Below are the periods of coverage, which run from the date of original purchase:

| Defects in Materials and Workmanship at Time of Manufacture                                                      | Panel or Tile | Suspension System |
|------------------------------------------------------------------------------------------------------------------|---------------|-------------------|
| USG Donn® Brand Suspension System and USG panels and tile with ClimaPlus™ performance, <i>when used together</i> | 30 years      | 30 years          |
| USG Donn® Brand Suspension System and any other USG ceiling panels and tile, <i>when used together</i>           | 1 year        | 30 years          |
| USG Donn® Brand Suspension System <i>alone</i>                                                                   | —             | 10 years          |
| USG panels and tile with ClimaPlus™ performance <i>alone</i>                                                     | 10 years      | —                 |
| All other USG ceiling tiles <i>alone</i>                                                                         | 1 year        | —                 |
| Red Rust Warranty for USG Donn® Brand Suspension System                                                          | —             | 30 years          |
| Sag Warranty for panels and tile with ClimaPlus™ performance when used in a USG Donn® Brand Suspension System    | 30 years      | —                 |
| Mold and Mildew Warranty for USG ceiling tiles and panels with ClimaPlus™ performance                            | 30 years      | —                 |
| USG Radar™ Corrosive Chemical Warranty                                                                           | 30 years      | —                 |

### WHO IS COVERED?

This limited warranty covers the original owner of the building at the time of installation and any subsequent owner of the building during the applicable warranty period.

## WHAT WILL USG DO?

USG's liability under this limited warranty shall be, at USG's election, to replace the products under warranty or to refund or credit an amount equal to the (original) purchase price of the products within warranted conditions.

Replacement or refunding the purchase price of defective material shall constitute the sole and total obligation of USG. We shall not be responsible for any labor charges or other installation or replacement costs or for incidental or consequential damages of any nature whatsoever.

**This warranty is in lieu of and excludes all other warranties not expressly set forth herein, whether implied by operation of law or otherwise, including, but not limited to, any implied warranties of merchantability or fitness for a particular purpose, or any warranties allegedly arising from a course of dealing or trade, except where purchase of the products is subject to consumer product warranty laws, in which case, any applicable limited warranties are limited to the shorter of the time periods stated in this limited warranty or the time periods stated in the applicable consumer product warranty laws, if any. Some jurisdictions do not allow exclusion or limitation of incidental or consequential damages; so the above limitations may not apply to you.**

## WHAT ARE THE CONDITIONS OF THIS WARRANTY?

- All products must be installed and maintained in accordance with current USG written instructions in effect at the time of installation and with best industry practice, including the CISCA Handbook and ASTM C636, *Standard Practice for Installation of Metal Ceiling Suspension Systems for Acoustical Tile and Lay-In Panels*.
- The products must always be protected from vibration, direct contact with water including condensation, exposure to chemical fumes, excessive humidity, and excessive dust or dirt buildup, both before and after installation. Please note that USG Radar Ceramic ceiling panels with ClimaPlus™ performance can withstand exposure to chemical fumes.
- The products may not be used in exterior applications unless and to the extent explicitly permitted in USG's written literature at the time of installation.
- The products may not be exposed to temperature or humidity conditions prior to, during, and after installation, that are outside the following limitations:

| Product                                                                                                  | Environmental Limitations                     |
|----------------------------------------------------------------------------------------------------------|-----------------------------------------------|
| USG Radar™ Ceramic                                                                                       | 60-104°F (16-40°C) up to 100% RH <sup>1</sup> |
| ClimaPlus™ Performance Ceilings                                                                          | 60-104°F (16-40°C) up to 95% RH               |
| Standard Commercial Ceilings                                                                             | 60-85°F (16-29°C) up to 70% RH                |
| Suspension systems (other than USG Donn® Brand DXLA™, AX™, ZXLATM and the USG drywall suspension system) | 60-104°F (16-40°C) up to 90% RH               |
| USG Donn® Brand DXLA™ suspension system                                                                  | 60-104°F (16-40°C) up to 95% RH               |
| USG Donn® Brand AX™, ZXLATM and the USG Drywall Suspension System                                        | 60-104°F (16-40°C) up to 100% RH              |

1. Please note that the Radar™ Ceramic Acoustical Ceiling Panels with ClimaPlus™ performance can withstand the referenced humidity conditions and exposure to steam so long as the product is installed with either AX™ or ZXLATM suspension systems. For swimming pools, install only with AX™ or ZXLATM suspension systems. For outdoor soffits, canopies and parking garages, install with ZXLATM suspension system (wind uplift should be considered).

- The ceiling panels must not be used to support any material including insulation. Where insulation must be used, it should be no heavier than the following limitations:
  - 2.6 lb./sq. ft. for USG Sheetrock® Brand Lay-In Gypsum Ceiling Panels
  - 0.26 lb./sq. ft. for all other USG panelsApplication of insulation should follow USG recommendations. Insulation must be applied perpendicular to the suspension cross tees with the suspension system supporting the weight of the insulation. Insulation is also not recommended for use in Firecode® applications, unless specified and its use is described by Underwriters Laboratories, Inc. Mold or mildew growth on insulation is not covered by this warranty.
- Any repainting or touch up of the products must be as allowed in USG's literature. Please note that not all products can be repainted and that repainting will affect acoustical performance, appearance, microbial resistance, fire resistance, and ventilation through the ceiling panels or tiles.
- For all ceiling tiles with ClimaPlus™ performance (excluding USG Clean Room™ and Sheetrock® Brand gypsum lay-in panels, which are not covered by the Mold and Mildew Warranty), the ceilings must be maintained to avoid excessive dirt or dust buildup that would provide a medium for microbial growth on these panels or tiles. Microbial protection does not extend beyond the treated surface as received from the factory, and does not protect other materials that contact the treated surface such as insulation materials.
- You must make a warranty claim within the time limits and manner described in the section below "How do I make a warranty claim?"

## WHAT IS NOT COVERED?

- Damage or loss due to the failure to follow the terms and conditions of this limited warranty.
- USG Sheetrock® Gypsum Panels used with the USG Drywall Suspension System are not covered.
- Except for the Mold and Mildew Warranty on USG ceiling tiles and panels with ClimaPlus™ performance, the growth of mold or bacteria is not covered by this warranty and is not the responsibility of USG. USG Clean Room and Sheetrock® Brand gypsum lay-in panels are not covered under the Mold and Mildew Warranty.
- Damage or loss caused by fire, water, accident, or by any form of abuse except normal wear and tear.
- Damage or loss from vibrations or chemical fumes or where moisture comes in contact with the ceiling panel or tile as a result of a leaking roof, a sweating pipe, a leaking radiator, a flood, condensation on windows, other sources of condensation where dew points are reached, humidified air from the HVAC system, or any other similar causes.
- Rusting that occurs from building leaks or condensation.

**Other important information about the Sag Warranty for panels and tile with ClimaPlus™ performance when used in a USG Donn® Suspension System:** Sag resistance is measured under *Standard Test Method for Strength Properties of Pre-fabricated Architectural Acoustical Tile or Lay-in Ceiling Panels* (ASTM C367-05). The Test Method cautions (Section 17.3) that it “is not designed to establish the expected performance of the ceiling panels under field conditions of use, but only the sag properties for the specific temperature, humidity, exposure time and mounting conditions used in the test.”

Neither this Test Method nor any other laboratory test we are aware of can predict long-term sag resistance. We do know that the higher the relative humidity and temperature, and the longer the time these conditions prevail, the more susceptible the ceiling panels are to sag. Nevertheless, USG has offered sag resistant ceiling panels for more than 20 years. This excellent field performance is expected because the formulations of both core and/or backing, depending on the particular panel, inherently impart sag resistance. Avoidance of extreme temperature and humidity conditions and regular cleaning will enhance sag resistance and all other performance attributes of the ceiling panels.

## HOW DO I MAKE A WARRANTY CLAIM?

To make a claim under this limited warranty, you must give USG written notice of your warranty claim no later than 30 days from the date the claimed problem or defect was discovered or by reasonable inspection should have been discovered. In addition, no claim may be brought more than 30 days after the end of the applicable warranty period regardless of the date of discovery of the alleged problem or defect. Your written warranty claim should include a brief description of the problem, photographs if available, and any sales receipts, invoices, or other information indicating the date of purchase and installation. Please send this information to: USG Interiors, LLC, Department 143-008, 550 West Adams Street, Chicago, IL 60661 or email [warranty@usg.com](mailto:warranty@usg.com)

**Other important information about this limited warranty:** This limited warranty gives you specific legal rights and you may also have other rights which may vary by jurisdiction.

Except to the extent expressly inconsistent with the terms of this limited warranty, USG's terms and conditions of sale to the direct buyer of the products, including without limitation, any arbitration provision, shall apply to all claims made by the direct buyer under this limited warranty.

## WARRANTY INFORMATION FOR PRODUCTS USED OUTSIDE OF THE US

This warranty applies to products manufactured by United States Gypsum Company or USG Interiors, LLC 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>.

### TRADEMARKS

The trademarks USG, AX, CLEAN ROOM, CLIMAPLUS, DONN, DXLA, FIRECODE, RADAR, SHEETROCK, ZXLA, 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.

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