

# CEILING PRODUCTS

## 30-YEAR LIMITED WARRANTY

### WHAT IS COVERED?

USG Interiors, LLC and USG Ceilings Plus, LLC ("USG") warrant that the following USG ceiling products will be free from defects in materials and workmanship at the time of manufacture:

- USG Donn® Brand suspension systems
- USG ceiling panels, Heradesign™ panels, Danoline™ panels and USG specialty ceilings, including Ceilings Plus products.

In addition, USG provides the following performance warranties for these products:

- 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 limited warranties are subject to the terms and conditions, including the time limitations, stated in this limited warranty. The limited warranty is only provided by USG Interiors, LLC and USG Ceilings Plus, LLC for the products sold by such entity. USG Interiors, LLC and USG Ceilings Plus, LLC are referred to collectively in this limited warranty for convenience only.

### HOW LONG DOES COVERAGE LAST?

The warranty periods vary depending upon whether the USG Donn® Suspension System is used with USG ceiling panels, 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 with ClimaPlus™ performance, <i>when used together</i> | 30 years      | 30 years          |
| USG Donn® Brand Suspension System and any other USG ceiling panels, <i>when used together</i>           | 1 year        | 30 years          |
| USG Donn® Brand Suspension System <i>alone</i>                                                          | —             | 10 years          |
| USG panels with ClimaPlus™ performance <i>alone</i>                                                     | 10 years      | —                 |
| USG Data Center panels with ClimaPlus™ performance <i>alone</i>                                         | 20 years      | —                 |
| All other USG ceiling panels or USG Specialty Ceilings, including Ceilings Plus <i>alone</i>            | 1 year        | —                 |
| Red Rust Warranty for USG Donn® Brand Suspension System                                                 | —             | 30 years          |
| Sag Warranty for panels with ClimaPlus™ performance when used in a USG Donn® Brand Suspension System    | 30 years      | —                 |
| Mold and Mildew Warranty for USG ceiling panels with ClimaPlus™ performance                             | 30 years      | —                 |
| USG Radar™ Ceramic Corrosive Chemical Warranty                                                          | 30 years      | —                 |
| USG Donn™ Brand Suspension System and USG Heradesign™ Wood Wool Panels, <i>when used together</i>       | 1 year        | 30 years          |
| USG Danoline™ Perforated Gypsum Panels                                                                  | 5 years       | —                 |

Note: USG Donn® Suspension Systems do not include adhesives, furring strips, screws, or nails.

### 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 nonconforming products under warranty or to refund or credit an amount equal to the (original) purchase price of the nonconforming products.

Replacement or refunding the purchase price of nonconforming products under warranty 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.

## 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™, ZXLA™ 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™, ZXLA™ and the USG Drywall Suspension System                                        | 60-104°F (16-40°C) up to 100% RH              |
| USG Heradesign™ Panels <sup>2</sup>                                                                     | 44-86°F (7-30°C) between 25% and 90% RH       |
| USG Danoline™ Panels                                                                                    | 60-77°F (16-25°C) up to 70% 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 ZXLA™ suspension systems. For swimming pools, install only with AX™ or ZXLA™ suspension systems. For outdoor soffits, canopies and parking garages, install with ZXLA™ suspension system (wind uplift should be considered).
2. Please note that installation of USG Heradesign™ panels may only be carried out under the above specified controlled humidity and temperature conditions. USG Heradesign™ panels need to be stored with the packaging removed for a minimum of 72 hours in the room where they are to be installed. Panels are only to be installed in rooms where the environmental conditions are continuously between the temperature and relative humidity levels indicated.

- 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 panels
- Application of insulation should follow USG recommendations, including the following: 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 permitted 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 or any other 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)

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.

## DISCLAIMER OF OTHER WARRANTIES; LIMITATIONS OF DAMAGES EFFECT OF STATE LAW

- Except as explicitly stated in this limited warranty, USG undertakes no responsibility for the quality of the products or that the products will be fit for any particular purpose. In other words, **USG DISCLAIMS ALL EXPRESS OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.** If applicable consumer laws do not allow this limitation to apply to you, then any implied warranties required under such laws are limited to the shortest period permitted under such laws.
- USG will not be responsible for any incidental, special, indirect, or consequential damages.
- This limited warranty will be the exclusive remedy for persons entitled to warranty coverage.
- Some jurisdictions 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.
- This limited warranty gives you specific rights, and you may also have other rights which may vary by jurisdiction.

## WARRANTY INFORMATION FOR PRODUCTS USED OUTSIDE OF THE US

This warranty applies to products sold by USG Interiors, LLC or USG Ceilings Plus, 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, CEILINGS PLUS, LLC, 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. DANOLINE and HERADESIGN are trademarks of Knauf Ceiling Solutions GmbH & Co KG.

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