

Lifetime (30-Year) Limited Warranty

All USG DONN® brand suspension systems, when used with any USG ceiling panels or tiles or SHEETROCK® brand gypsum lay-in ceiling panels, carry a lifetime (30-year) warranty that our products shall be free from manufacturing defects and that the suspension systems shall be free from the occurrence of 50% red rust.

USG ceiling panels and tiles with *CLIMAPLUS*™ performance are specially formulated to endure environments with up to 100% relative humidity and temperatures up to 104 °F. These panels carry a limited warranty against visible sag for up to 30 years when installed in a DONN suspension system.

Controlled laboratory tests have demonstrated the effectiveness of USG *CLIMAPLUS* mineral-fiber ceiling panels treated with a patented antimicrobial standard formulation that inhibits and retards the growth of mold/mildew, fungi, yeast and odor/stain causing Gram-positive and Gram-negative bacteria.¹ This formulation is a broad-spectrum antimicrobial treatment applied to panel face and back surfaces.

In addition, USG *CLIMAPLUS* Superior Performance ceiling panels (all ASTRO™ panels and tile, select ECLIPSE™ panels, and all cast-mineral-fiber *CLIMAPLUS* panels) treated with USG's high-performance, broad-spectrum antimicrobial surface formulation have shown superior performance when tested against untreated panels per ASTM D3273-00² and evaluated in accordance with the ASTM D3274-95³ rating scale.

After a 28-day incubation period, USG *CLIMAPLUS* Superior Performance ceiling panels tested in accordance with ASTM D3273-00 and evaluated per ASTM D3274-95 have achieved a 10 rating. This is the highest rating achievable and signifies "no growth."

CLIMAPLUS Superior Performance ceiling panels and tiles are the only standard ceilings products on the market with a limited lifetime (30-year) warranty against mold and mildew growth, subject to use under normal conditions. *CLIMAPLUS* Superior Performance products include:

- ASTRO™ *CLIMAPLUS*™ panels and tile
- BRIO™ *CLIMAPLUS*™ panels
- Select ECLIPSE™ *CLIMAPLUS*™ panels
- FRESCO™ *CLIMAPLUS*™ panels
- FROST™ *CLIMAPLUS*™ panels
- SANDRIFT™ *CLIMAPLUS*™ panels
- SUMMIT™ *CLIMAPLUS*™ panels

CLIMAPLUS Superior Performance products feature a USG-patented antimicrobial treatment that provides broad-spectrum control for mold/mildew, fungi, yeast, algae, and bacteria over the warranty period.

When installed in a DONN suspension system, these panels are guaranteed for the lifetime (30 years) of the product, subject to use under normal conditions, to inhibit or retard microbial growth on product treated surfaces that can result from high humidity conditions.

Continued mold inhibition cannot be assured if ceiling panels and tile with *CLIMAPLUS* Superior Performance are installed in or exposed to abnormal conditions. Abnormal conditions include chemical fumes, vibrations or moisture coming in direct contact with the ceiling, such as building leaks or condensation.

Notes

1. See SC2451 for a complete list of qualifying products.
2. Standard Test Method for Resistance to Growth of Mold on the Surface of Interior Coatings in an Environmental Chamber.
3. Standard Test Method for Evaluating Degree of Surface Disfigurement of Paint Films by Microbial (Fungal or Algal) Growth or Soil and Dirt Accumulation.

Ceiling Systems

By “lifetime” we mean the useful life of the ceiling system, up to a maximum of 30 years.

In addition, these panels are warranted against visible sag.

The *CLIMAPLUS* warranty periods for these and other USG products and systems are as follows:

Warranties (Defects, Panel Sag, 50% Red Rust)	Ceiling Systems	Panel/Tile	Suspension System
	<i>CLIMAPLUS</i> Ultra Panels & Tile plus <i>DOWN</i> Suspension System	Lifetime 30 Years	Lifetime 30 Years
	<i>CLIMAPLUS</i> Panels & Tile plus <i>DOWN</i> Suspension System	15 Years	Lifetime 30 Years
	All Other USG Ceiling Panels & Tile plus <i>DOWN</i> Suspension System	1 Year	Lifetime 30 Years
	USG Specialty Ceilings	1 year	—

	Individual Products	Panel/Tile	Suspension System
	<i>CLIMAPLUS</i> Ultra Panels & Tile	10 Years	—
	<i>CLIMAPLUS</i> Panels & Tile	10 Years	—
	All Other USG Ceiling Panels & Tile	1 Year	—
	<i>DOWN</i> Suspension Systems	—	10 Years

All warranties are subject to the following terms and conditions:

Who is covered? Except where stated otherwise on specific product warranties, all USG warranties cover the original owner of the building at the time of installation.

What will USG do? In the unlikely event of product performance failure, at our election USG will replace the goods or we will refund or credit an amount equal to the (original) purchase price of the goods within warranted conditions.

The building owner is responsible for all costs associated with removal and installation.

What does this warranty not cover? All ceiling products and systems must be installed and maintained in accordance with current USG written instructions and best industry practice, including the CISCA Handbook and ASTM C 636, “Standard Practice for Installation of Metal Ceiling Suspension Systems for Acoustical Tile and Lay-In Panels.” *SHEETROCK® brand gypsum panels used with the USG drywall suspension system are not covered.*

Also, you must observe the following:

- Care must be taken that the products are not damaged during delivery and while they are stored at the job site.
- The products must always be protected from vibration, direct contact with water including condensation, and chemical fumes, both before and after installation.
- These products cannot be used in exterior applications.

Except for *CLIMAPLUS* Superior Performance ceiling panels and tiles with USG’s patented anti-microbial treatment, the growth of mold is not covered by this warranty nor is it the responsibility of USG.

Damage that may occur from vibrations is not covered by this warranty.

If subject to abnormal conditions, the products should be removed immediately and replaced once conditions are normal.

What are the environmental limitations?

CLIMAPlus Ultra Ceilings Prior to, during, and after installation, the ceiling tiles or panels shall be maintained within the following conditions and free of chemical fumes or vibration. These products include:

60-104 °F (16-40 °C) up to 95% RH	
ASTRO CLIMAPlus	MILLENNIA® CLIMAPlus
ASTRO CLIMAPlus Illusion	MILLENNIA CLIMAPlus High NRC
ECLIPSE CLIMAPlus	MILLENNIA CLIMAPlus Illusion
ECLIPSE CLIMAPlus Illusion and Pedestals	ORION™ 270 CLIMAPlus
MARS™ CLIMAPlus	

CLIMAPlus Ceilings Prior to, during, and after installation, the ceiling tiles or panels shall be maintained within the following conditions and free of chemical fumes² or vibration. These products include:

60-90 °F (16-32 °C) up to 90% RH	60-104 °F (16-40 °C) up to 90% RH	60-104 °F (16-40 °C) up to 95% RH	60-104 °F (16-40 °C) up to 100% RH
ORION 210 CLIMAPlus	BRIO CLIMAPlus CLEAN ROOM™ CLIMAPlus Class 100 CLEAN ROOM CLIMAPlus Class 10M-100M FRESCO CLIMAPlus FROST CLIMAPlus SHEETROCK Lay-In Ceiling Panel CLIMAPlus, CLEAN ROOM SHEETROCK Lay-In Ceiling Panel CLIMAPlus OLYMPIA MICRO™ CLIMAPlus OLYMPIA MICRO CLIMAPlus Illusion RADAR™ CLIMAPlus RADAR CLIMAPlus Illusion RADAR CLIMAPlus High-Durability RADAR CLIMAPlus High NRC/High CAC ROCK FACE® CLIMAPlus SANDRIFT CLIMAPlus SUMMIT CLIMAPlus TOUCHSTONE™ CLIMAPlus TRUE™ CLIMAPlus	HALCYON™ CLIMAPlus PREMIER NUBBY™ CLIMAPlus PREMIER HI-LITE™ CLIMAPlus Twill PREMIER HI-LITE CLIMAPlus Kapok	RADAR Ceramic CLIMAPlus ¹

Standard Commercial Ceilings Prior to, during, and after installation the ceiling tiles or panels shall be maintained free of chemical fumes, vibration, and within a temperature range of 60-85 °F (16-29 °C). Relative humidity shall not exceed 70%.

CLIMAPlus Superior Performance Products The ceiling should be maintained to avoid excessive dirt or dust buildup that would provide a media for microbial growth on ceiling panels protected with USG's patented anti-microbial treatment. 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 supported insulation materials.

Note

1. RADAR Ceramic ceiling panels with CLIMAPlus performance will withstand corrosive chemical fumes and contain coatings and/or a formulation to inhibit or retard the growth of mold and mildew.

Suspension Systems Prior to, during, and after installation, the suspension systems (excluding DXLA™, AX™, ZXLA™ and the USG drywall suspension system) shall be maintained in a temperature range of 60-104 °F (16-40 °C) and relative humidity shall not exceed 90%. DXLA shall be maintained in a temperature range of 60-104 °F (16-40 °C) and relative humidity shall not exceed 95%. AX, ZXLA and the USG drywall suspension system shall be maintained in a temperature range from 60-104 °F (16-40 °C) and relative humidity can be up to 100%. The warranty does not cover rusting that occurs from building leaks or condensation.

General notes

The ceiling panels must not be used to support any material including insulation. Where insulation must be used, it should be no heavier than 0.26 lbs./sq. ft. and installed with the following 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 to be used as follows: with FIRECODE® panels, unless specified and use described by Underwriters Laboratories, Inc. Mold or mildew growth on insulation or placed above the ceiling panel or tile are not covered by this warranty.

This warranty does not cover damage caused by fire, water, accident, or by any form of abuse except normal wear and tear.

Please see USG written instructions about proper maintenance, touch up, and repainting of our ceiling systems. 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.

Normal environmental conditions must prevail to warrant product performance. This warranty will not cover situations where the panels are subject to 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, condensation on more subtle surfaces where dew points are reached, humidified air from the HVAC system or any other similar causes.

How do you get service?

You must notify USG of the problem within 30 days of the time the problem first became apparent to you at the following address: USG, 125 South Franklin Street, Chicago, IL 60606. Please send us any photographs of the problem area as these are often helpful. (Or, call us at 800-950-3839.) We will contact you within 30 days and, if we authorize a replacement or payment, that will be done within 30 days thereafter.

How does state law apply?

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

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.

