

# USG CEILING SOLUTIONS

## 30-YEAR LIMITED WARRANTY

### RETAIL APPLICATIONS

#### WHAT IS COVERED?

This limited warranty applies to USG Ceilings when used with USG Donn® Brand Suspension Systems (the “Product”), contractors who install the Product and the original purchaser (“Owner”) within the warranty period. USG Interiors, LLC (“USG”) warrants that when stored, handled and installed in the owner’s home in accordance with the Product’s current written installation instructions, product will be free from manufacturing defects for thirty (30) years from the date of purchase.

#### HOW LONG DOES COVERAGE LAST?

The ClimaPlus™ warranty periods for these and other USG products and systems are as follows:

Ceiling Systems	Panel/Tile	Suspension System
ClimaPlus™ Panels & Tile plus USG Donn® Brand Suspension Systems	Lifetime 30 Years	Lifetime 30 Years
All other USG Ceilings Panels & Tile plus USG Donn® Brand Suspension Systems	1 Year	Lifetime 30 Years
USG Specialty Ceilings	1 Year	—

Individual Products	Panel/Tile	Suspension System
ClimaPlus™ Panels & Tile	10 Years	—
All other USG Ceiling Panels & Tile	1 Year	—
USG Donn® Brand Suspension Systems	—	10 Years

#### INSTALLATION AND MAINTENANCE

Recommended installation and maintenance instructions can be found on [usg.com](http://usg.com) (USG Literature WL1491) or can be obtained by calling 800 950-3839.

#### WHAT IS NOT COVERED?

- This warranty does not cover problems resulting from the improper storage, handling or installing of the Product.
- This warranty does not cover normal wear and tear or changes in color caused by exposure to smoke, fumes, leaks or abuse.
- This warranty does not cover ceiling panels 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, sweating pipe, leaking radiator, 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.
- This warranty does not cover labor charges to replace materials that had obvious visual defects that were readily apparent at the time of installation.
- This warranty is not transferrable and applies to original purchaser only.
- Acts of God or man-made disasters including, but not limited to, leaking or broken plumbing, fire, flood, earthquake, or standing water during or after construction.

#### WHAT WILL USG DO?

In the event of any defect covered by this warranty, USG at its option will:

- Supply replacement Product or refund the full purchase price of the defective Product if the ceiling panel or suspension system has not yet been installed; or
- Repair or replace the Product, and affected ceiling panels at no charge; or pay an amount equal to the purchase price of the Product.

## HOW DO I GET SERVICE?

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You must notify USG of the problem within 30 days of the time the problem first became apparent to you at the following address:

United States Gypsum Company  
550 West Adams Street,  
Chicago, IL 60661

Please send us any photographs of the problem area as these are often helpful or call us at 800 874-4968. We may contact you to arrange a visit.

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## EXCLUSION OF OTHER WARRANTIES; EFFECT OF STATE LAW

This written warranty is the only warranty applicable to this product and excludes all other warranties, including any implied warranty of merchantability or fitness for a particular purpose, and any implied warranties otherwise arising from a course of dealing or usage of trade, except where purchase of this product is subject to consumer product warranty laws, in which instances any applicable implied warranties are limited to the period of the applicable express warranty, or such shorter period as permitted or required under applicable law. In no event will USG be liable for any incidental, special, indirect or consequential damages resulting from any defect in the product supplied.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you. You may also have other rights, which vary from state to state.

**Note:** Our liability is expressly limited to replacement of defective goods.

800 USG.4YOU  
800 (874-4968)  
usg.com

Manufactured by  
United States Gypsum Company  
550 West Adams Street  
Chicago, IL 60661

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