

Effective Date:
January 1, 2012

30-Year Limited Warranty Retail Applications

Limited Warranty

What is covered?

This limited warranty applies to USG CEILINGSM when used with DONN[®] 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, will be free from manufacturing defects for thirty (30) years from the date of purchase.

How long does coverage last?

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

| Ceiling Systems | Panel/Tile | Suspension System |
|---|-------------------|-------------------|
| CLIMAPLUS Panels & Tile plus DONN Suspension Systems | Lifetime 30 Years | Lifetime 30 Years |
| All other USG Ceilings Panels & Tile plus DONN 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 | — |
| DONN Suspension Systems | — | 10 Years |

Installation and maintenance

Recommended installation and maintenance instructions can be found on USG.com (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, 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.
- 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, earth quake, 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 all ceiling panels and suspension systems, at no charge; or pay an amount equal to the purchase price of the Product.

How do you get services?

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 Interiors LLC, 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.

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.

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