

Warranties and Limitations

Lifetime (30-Year) Limited Warranty

All CGC DONN brand suspension systems, when used with any CGC 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 as defined by ASTM D610 test procedures for 30 years from the date of installation.

CGC 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 30 years when installed in a 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 to sag are the ceiling panels. Nevertheless, CGC has offered sag resistant ceiling panels for more than 20 years, and we have very rarely received sag complaints. 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.

CGC *CLIMAPLUS* ceiling panels with Superior Performance are warranted to be free from the growth of mould, mildew, and Gram-positive and Gram-negative odor- and stain-causing bacteria for 30 years from the date of installation. These ceiling panels include an antimicrobial treatment on the painted surface that contains a mould-inhibiting agent that provides broad-spectrum control for the growth of mould and mildew over the warranty period; these ceiling panels also resist the growth of Gram-positive and Gram-negative odor and stain causing bacteria. *CLIMAPLUS* fiberglass panels and RADAR Ceramic *CLIMAPLUS* ceiling panels do not have Superior Performance antimicrobial treatment; they are warranted to be free from the growth of mould, mildew, and odor- and stain-causing bacteria for 30 years from the date of installation due to the inherent characteristics of the products.

CLEAN ROOM *CLIMAPLUS* and SHEETROCK *CLIMAPLUS* gypsum lay-in panels do not feature the Superior Performance antimicrobial treatment and therefore are not included in the 30-Year Antimicrobial System Warranty.

All CGC limited warranties are subject to use under normal conditions. Abnormal conditions include exposure to chemical fumes, vibrations, moisture from conditions such as leaks or condensation, excessive humidity, or excessive dirt or dust buildup.

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

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

Warranties	Ceiling Systems	Panel/Tile	Suspension System
	<i>CLIMAPLUS</i> Panels & Tile plus <i>DONN</i> Suspension System	Lifetime	30 Years
All other CGC Ceiling Panels & Tile plus <i>DONN</i> Suspension System	1 Year		Lifetime
CGC Specialty Ceilings	1 Year		—
Individual Products			
<i>CLIMAPLUS</i> Panels & Tile	10 Years		—
All Other CGC Ceiling Panels & Tile	1 Year		—
<i>DONN</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 CGC warranties cover the original owner of the building at the time of installation.

What will CGC do? In the unlikely event of product performance failure, at our election CGC 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 CGC written instructions and 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." SHEETROCK Gypsum Panels used with the CGC 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 may not be used in exterior applications. The only exception is *RADAR* Ceramic *CLIMAPLUS*, which may be used in exterior soffits.

Except for ceilings with Superior Performance, *CLIMAPLUS* fiberglass ceiling panels and *RADAR* Ceramic *CLIMAPLUS* ceiling panels, the growth of mould or bacteria is not covered by this warranty nor is it the responsibility of CGC. All products should be maintained to avoid excessive dirt or dust buildup or the presence of excessive moisture that would provide a medium for microbial growth on ceiling panels.

Damage that may occur from vibrations, fire, water, freezing temperature, accident, any form of abuse or exposure to Abnormal Conditions is not covered in this warranty. If subject to Abnormal Conditions, the products should be removed immediately and replaced once the conditions are normal.

Warranties and Limitations

Warranty Conditions

All ceiling products and suspension systems must be installed and maintained in accordance with CGC written installation instructions for that product in effect at the time of installation and best industry practice. Prior to, during, and after installation, the ceiling product must be kept clean and dry, and maintained in an environment free of chemical fumes or vibration, not subject to Abnormal Conditions and within the following conditions:

Performance Level	Environmental Limitations
RADAR Ceramic <i>CLIMAPLUS</i>	60-104°F (16-40°C) Up to 100% RH
<i>CLIMAPLUS</i> Ceilings	60-104°F (16-40°C) up to 95% RH
Standard Commercial Ceilings	60-85°F (16-29°C) up to 70% RH

For RADAR Ceramic *CLIMAPLUS* ceiling panels: The sag performance warranty extends to installations where the ceiling product is exposed to environments subject to temperatures of 60-104°F (16-40°C), chemical fumes, steam, and up to 100% RH, including standing water applications, 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).

For all *CLIMAPLUS* products (excludes CLEAN ROOM *CLIMAPLUS* and SHEETROCK gypsum lay-in panels): These 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 supported materials.

Suspension Systems

Prior to, during, and after installation, the suspension systems (excluding AX, ZXLA and the CGC drywall suspension system) shall be maintained in a temperature range of 60-104 °F (16-40 °C) and relative humidity shall not exceed 90%. AX, ZXLA and the CGC 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 CGC 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: Firecode applications, unless specified and use described by Underwriters Laboratories, Inc. Mould 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 CGC 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

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 mould and mildew.

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 CGC of the problem within 30 days of the time the problem first became apparent to you at the following address: CGC, 350 Burnhamthorpe Rd. W. 5th Floor L5B 3J1. 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 provincial law apply?

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

Replacement or refunding the purchase price of defective material shall constitute the sole and total obligation of CGC. 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.