

WARRANTY & MAINTENANCE: **USG ME PRIORITIZES CUSTOMER SATISFACTION**



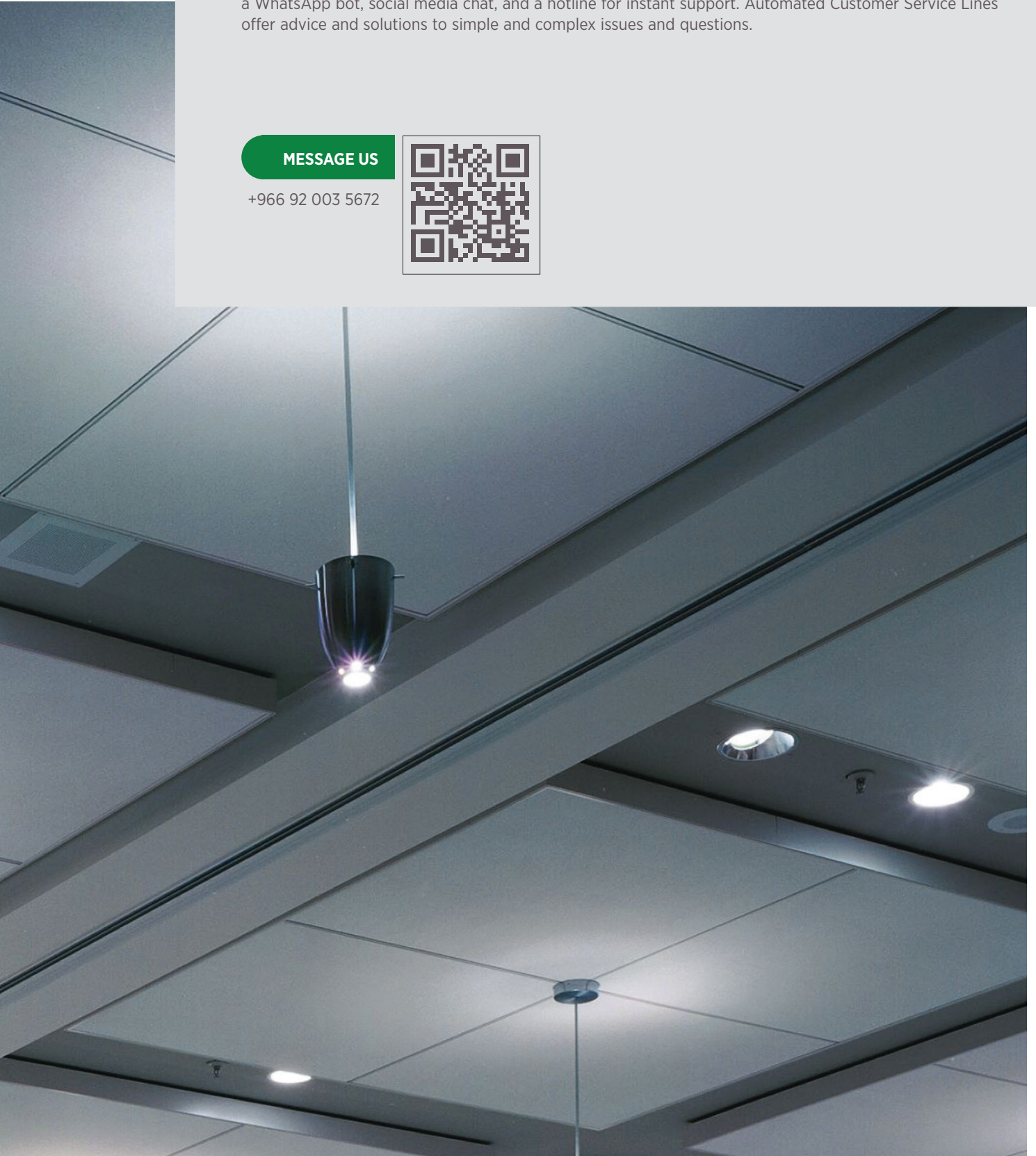
Ceiling Products with 30-Year Limited Warranty

USG Middle East understands the importance of after-sales services that ensure our customers get as much use and value as possible from our systems. Our mission of being a customer-centric company continues! Happier customers are repeat customers!

USG Middle East is closer to its customers than ever before. We have real-time online support, including a WhatsApp bot, social media chat, and a hotline for instant support. Automated Customer Service Lines offer advice and solutions to simple and complex issues and questions.

MESSAGE US

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TERMS AND CONDITIONS

DELIVERY OF MATERIALS

All materials shall be delivered in original unopened packages and stored in an enclosed shelter, protecting them from damage and exposure to the elements. Never open cartons and keep boards in standing position. This will increase the possibility of tile warpage.

STORAGE

Panels: Storage time of materials at the job site should be as short as possible. Environmental conditions should be as close as possible to those specified for occupancy (see Environmental Conditions below).

Excess humidity during storage can cause material expansion and possible warp, sag, or poor fit after installation. Chemical changes in the mat and coatings can be aggravated by excess humidity and cause discoloration during storage, even in unopened cartons. Cartons should be removed from pallets and stringers to prevent material distortion. Long-term (6- 12 months) storage under uncontrolled environmental conditions should be avoided.

Suspension System: Store in a manner that will prevent warping, scratches, or damage

- Handling: Handle in such a manner to ensure against racking, distortion, or physical damage of any kind.
- Damaged or deteriorated materials should be removed from the premises. Immediately before installation, to stabilize tile and panels, store them at a location where temperature and humidity are consistent with conditions during installation and anticipated for occupancy. In this case, refer to USG Middle East's nearest sales office within three days of receiving the material (provide signed delivery documentation).

ENVIRONMENTAL CONDITIONS

- Installation of acoustical panels shall begin once the building is enclosed, permanent heating and cooling equipment is in operation, and residual moisture from plaster, concrete, or terrazzo work has dissipated.
- Do not use ceiling panels in extreme or continuous high humidity or areas exposed directly to weather or water. Ceiling panels are sized and designed within the standard occupancy range of temperature and humidity, 15-30 °C, no more than 70% RH (relative humidity). Humidity can significantly affect product dimensional stability and sag resistance. Sag can become noticeable during periods of high humidity, lasting only a few hours. ClimaPlus™ ceilings, if used with DONN® Brand Suspension Systems, can withstand temperatures from 30-40 °C and relative humidity up to 95%-100% RH. See USG ME for specific warranty information.
- Allow time for dimensional changes in ceiling panels stored at temperature/humidity conditions well outside those recommended for service. With increases in temperature/humidity, these products expand up to 4mm/m at 30 °C/90% RH and may not fit into a fixed grid. Conversely, these products will be undersized with decreases but expand to normal when standard ambient conditions return.
- For some pattern edge details, if perimeter panels must be cut smaller, the cut edge must be field-rabbited, or the wall angle must be lowered by 6mm-10mm (Reveal Depth).
- Formaldehyde & VOC Classification, as tested per ASTM D5116 and according to standards established by the Collaborative for High-Performance Schools (CHPS), the California Office of Environmental Health Hazard Assessment (OEHHA), and the USGBC LEED for Schools.

Products are classified as zero- or low-emitting for formaldehyde and VOC emissions as defined:

a. "Zero-Emitting"

Materials producing concentration levels below the test-chamber background level specified by the "Standard Practice for Testing Volatile Organic Emissions from Various Sources Using Small-Scale Environmental Chambers," including the 2004 addendum. Section 3.8.4.3 states, "Background concentrations in the empty chamber ventilated at 1.0 air changes per hour shall not exceed two µg m⁻³ (1.6 ppb) for any individual VOC, including formaldehyde" and all VOCs with chronic inhalation Reference Exposure Levels adopted by California EPA COEHHA for Proposition 65 chemicals.

b. "Low-Emitting"

1. Materials passing CHPS requirements as established in the «Standard Practice for Testing Volatile Organic Emissions from Various Sources Using Small-Scale Environmental Chambers,» including the 2004 addendum. In addition, these products produce formaldehyde concentration levels below nine µg m⁻³ & contribute no more than one-half of the chronic inhalation Reference Exposure Level adopted by California EPA COEHHA for all other VOCs identified by Proposition 65.
2. Must be tested by an independent lab per these standards, along with product submittals.
3. Documentation of laboratory tests must indicate product and item number if test results differ from other facility manufacturing locations for supplied products.

QUALITY ASSURANCE

- **Single Source Responsibility:** To obtain combined warranty for the DONN® Brand suspension system and the acoustical panel, color match or ceiling panel and suspension system compatibility, all acoustical panel and suspension system components shall be produced and supplied by one manufacturer. Materials supplied by more than one manufacturer are not acceptable.
- **Subcontractor qualifications:** Installer shall have adequate experience in the installation of suspended ceiling systems on projects similar to those specified. They must also be qualified and approved by USG Middle East's technical department.
- **Requirements of regulatory agencies:** Codes and regulations of authorities having jurisdiction.

Source quality control:

- **Test reports:** Manufacturer will provide test certification for minimum requirements in accordance with applicable industry standards and/or to meet performance standards specified by various agencies.
- **Changes from system:** System performance following any substitution of materials or change in assembly design must be certified by the manufacturer.

PROJECT CONDITIONS

- **Existing conditions:** (include specific alteration work requirements for project).
- **Environmental requirements for interior installation:** Building shall be enclosed with windows and exterior doors in place and glazed. Roof must be watertight before installation of ceiling system and related ceiling components. Climatic Condition Range for panels used on this project are as follows: 1. ClimaPlus™ Ceilings: 15-30 °C with a max 99% RH. ClimaPlus™ ceilings used with DONN® Brand Suspension Systems can be used when building is not enclosed and in higher temperature and humid areas.
- **Coordination with other work:**
 1. General: Coordinate with other work supported by or penetrating through the ceiling, including mechanical and electrical work and partition systems.
 2. Mechanical work: Ductwork above ceiling shall be completed and permanent heating and cooling systems operating to climate conditions prior to installation of ceiling components.
 3. Electrical work: Installation of conduit above ceiling shall be complete before installation of ceiling components.
 4. Fire protection work: Fire protection lines and/or equipment occurring above ceiling shall be completed and tested before ceiling components are installed.
- **Protection:**
 1. Personnel: Follow good safety and industrial hygiene practices during handling and installing all products and systems. Take necessary precaution and wear appropriate personal protective equipment as needed. Read material safety data sheets and related literature for important information on products before installation. Contractor to be solely responsible for all personal safety issues during and subsequent to installation; architect, specifier, owner, and manufacturer will rely on contractor's performance in such regard.
 2. Protect completed work above ceiling system from damage during installation of ceiling components.

INSPECTION

- Examine areas to receive ceiling panels for conditions that will adversely affect installation. Provide written report of discrepancies.
- Do not start work until unsatisfactory conditions are corrected.
- Work to be concealed: Verify work above ceiling is completed and installed in manner that will not affect layout and installation of ceiling panels.
- Beginning of installation shall signify acceptance of conditions in areas to receive ceiling panels.

PREPARATION

- Field dimensions must be verified prior to installation.

INSTALLATION

- **Standard reference:** Install ceiling panels and suspension system, including necessary hangers, grillage, splines, and other supporting hardware, in accordance with ASTM C636, 2006 IBC (2007 CBC), Cisca Ceiling Systems Handbook, (UL Design) and any applicable code requirement.
- **Manufacturer's reference:** Install ceiling panels in exposed grid systems, supported on all edges, in accordance with manufacturer's warranty.
- **Drawing reference:** Install ceiling panels in accordance with approved shop drawings.
- **Hanger Wires:**
 1. Spacing: Space hanger wires on main tees not more than 1200mm o.c. a maximum of 1200mm o.c., attaching hangers directly to the structure above, or as required to support loads.
 2. Limitations: Do not support wires from mechanical and/or electrical equipment, piping or other equipment occurring above ceiling.

TERMS AND CONDITIONS

- **Ceiling Perimeter:** Install edge moldings (50mm minimum) and trim of type indicated at perimeter of acoustical ceiling area and where necessary to conceal acoustical panel edges.
 1. Tee ends shall be tied together with USG ME specified accessories or other approved means to prevent the tees from spreading apart.
 2. Mechanically attach the terminal ends of the ceiling suspension members to the perimeter molding of two adjoining walls using pop-rivets or other approved means.
 3. Maintain a 20mm clearance between the opposite ends of the suspension members and the wall. The unattached ends of the suspension members shall rest upon and be free to slide perpendicularly to the perimeter molding.
- **Alternate Perimeter Attachment:** When required by local code, install 22mm edge molding with ACM7 Seismic Clip.
- **Accessories:** Install accessories as applicable to meet project requirements.
 1. Install edge moldings and trim of type indicated at perimeter of acoustical ceiling area and where necessary to conceal acoustical tile edges.
 2. Install suspension system runners so they are square and securely interlocked with one another. Remove and replace dented, bent, or kinked members.
- **Install acoustical tiles in coordination with suspension system.**
 1. Fit adjoining tile to form flush, tight joints. Scribe and cut tile for accurate fit at borders and around penetrations through tile.
 2. Remove and replace any damaged tiles.
- **Lighting Fixtures:**
 1. All light fixtures shall be mechanically attached to the suspension system per NEC 410-16 (two per fixture unless the fixture is independently supported).
 2. Support of rigid lay-in or can light fixtures:
 - a. Each fixture less than 4.5 Kg shall have a single wire (wire may be slack) attached from the fixture to structure.
 - b. Each fixture that weighs between 4.5 and 25 Kg shall have two wires (wires may be slack) attached at diagonal corners of the fixture to structure.
 - c. Each fixture greater than 25 Kg shall be directly supported to structure by approved hangers.
 - d. Pendant light fixtures shall be directly supported from structure with 9-gauge wire (or approved alternative).
- **Air Terminals:**
 1. Air terminals less than 9 Kg shall be positively attached to the suspension system
 2. Air terminals that weigh between 9 Kg and 25 Kg shall be mechanically attached to the suspension system. Two slack wires shall be attached from the housing to structure.
 3. Air terminals in excess of 25kg. shall be directly supported to structure by approved hangers.
- **Sprinkler heads** and other penetrations shall have 10mm clearance on all sides.

CEILING PRODUCTS 30-YEAR LIMITED WARRANTY

WHAT IS COVERED?

USG Middle East warrants that the following ceiling products will be free from defects in materials and workmanship at the time of manufacture:

USG Middle East Donn® Brand and Quadra suspension systems

USG Middle East ceiling panels

USG Middle East Celebretto Specialty Ceiling range

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

- USG ME Donn® Suspension Systems are applied with a four-step coating process that outperforms in paint adhesion and corrosion resistance, as proven by industry-standard salt spray tests conducted by an independent laboratory.
- USG ME ceiling panels and tiles with ClimaPlus™ performance shall not show visible sag when installed in a USG ME Donn® Suspension System (“Sag Warranty”).
- USG ME 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”).

HOW LONG DOES COVERAGE LAST?

The warranty periods vary depending upon whether the USG ME Donn® Suspension System is used with USG ME 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 ME Donn® Brand Suspension System and USG ME Soft Fiber or Mineral Fiber panels with ClimaPlus™ performance, <i>when used together</i>	30 years	30 years
USG ME Donn® Brand Suspension System and USG ME Gypsum Ceiling panels or Skynest® Wood Wool panels, <i>when used together</i>	1 year	30 years
USG ME Donn® Brand Suspension System and Quadra Safe Ceiling Carrier <i>alone</i>	—	10 years
USG ME panels with <i>ClimaPlus™</i> performance <i>alone</i>	10 years	—
USG ME Celebretto® Specialty Ceilings and USG ME Acoustical Drywall Ceiling <i>alone</i>	5 years	—
Rust Warranty for USG ME Donn® Brand Suspension System	—	30 years
Sag Warranty for panels with ClimaPlus™ performance when used in a USG ME Donn® Brand Suspension System	30 years	—
Mold and Mildew Warranty for USG ME ceiling panels with ClimaPlus™ performance	30 years	—
USG Radar™ Corrosive Chemical Warranty	30 years	—

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 ME DO?

USG ME’s liability under this limited warranty shall be, at USG ME’s election, to replace the nonconforming products under warranty. Replacement of nonconforming products under warranty shall constitute the sole and total obligation of USG ME. USG ME 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 ME 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. **Refer to quality assurance mentioned previously under USG Middle East Terms and conditions.**
- 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 ME 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 ME’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:

CEILING PRODUCTS 30-YEAR LIMITED WARRANTY

Product	Environmental Limitations
USG ME Radar™ Ceramic	16-40°C up to 100% RH*
ClimaPlus™ Performance Ceilings	16-40°C up to 95% RH
Standard Commercial Ceilings and Celebretto Specialty Ceilings	16-29°C up to 70% RH
USG Donn® Brand suspension system	16-40°C up to 95% RH
USG Donn® Brand AX™, ZXLA™ and the USG Drywall Suspension System	16-40°C up to 100% RH

*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 AXCE™ suspension systems.

For swimming pools, install only with AX™ or AXCE™ suspension systems. For outdoor soffits, canopies and parking garages, install with AXCE™ suspension system (wind uplift should be considered).

- 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:
 - 12.7 kg/m² for USG Sheetrock® and USG ME Skyrock Gypsum Panels Lay-In Gypsum Ceiling Panels
 - 1.3 kg/m² for all other USG ME panels
- Application of insulation should follow USG ME 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 for use in Firechief™ applications unless specified and permitted by Underwriters Laboratories, Inc. Mold or mildew growth on insulation is not covered by this warranty.
- For all ceiling tiles with ClimaPlus™ performance (excluding USG Clean Room™ which is 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 here after “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® and USG ME Skyrock Gypsum Panels used with the USG ME Drywall Suspension System are not covered.
- Except for the Mold and Mildew Warranty on USG ME 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 ME. USG ME Clean Room and USG Sheetrock® and USG ME Skyrock 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 ME 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 ME has offered sag resistant ceiling panels for more than 10 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 ME written notice of your warranty claim no later than 3 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 3 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 Factory Of USG Middle East LTD. Co. 7410 (Wasil), Street #23, Cross 76, 2nd Industrial City, Dammam 3426-4201, Kingdom of Saudi Arabia / marketing@usgme.com, info@usgme.com

Except to the extent expressly inconsistent with the terms of this limited warranty, USG ME'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.

WARRANTY INFORMATION

This warranty applies to products manufactured by Factory of USG Middle East that are used in the Kingdom of Saudi Arabia.

WARRANTY INFORMATION FOR PRODUCTS USED OUTSIDE OF THE KINGDOM OF SAUDI ARABIA

To the extent permitted by applicable law, any controversy, claim, or dispute arising out of or in connection with any USG ME product warranty shall be settled with finality under the Rules of Arbitration of the International Chamber of Commerce. The seat of the arbitration and the location of the arbitration shall be Saudi Arabia. All arbitrations shall be conducted in Arabic. The USG ME product warranty does not apply to USG ME products that are sold to, delivered to, or used by countries, governments, or persons in violation of KSA Trade law.

PROJECTS DETAIL

Project Details:

Project Name: _____

Address: _____

Country: _____

Products:
Ceiling Panels _____ Grids _____

Date of Installation: _____

Ceiling System Contractor Details:

Name: _____

Address: _____

Date: _____ Signature _____ Title _____

Factory of USG Middle East

Name: _____

Date: _____ Signature _____ Title _____