

# CertainTeed

## Acoustical Ceilings

# 1 Year Limited Warranty

### PRODUCTS COVERED

This limited warranty covers the following products: Baroque™ (BET, PBT); Cashmere® Customline® (CDS, CDSN); Directional Fissured (FH); Landmark™; and all Interior Pro™ Series.

### 1 YEAR LIMITED WARRANTY

CertainTeed Ceilings Corporation warrants its Acoustical Ceiling Panels against visible sag, warping, shrinking, buckling and delamination as a direct result of manufacturing defects for one (1) year from the date of installation of the ceiling panels subject to the terms and conditions set forth below:

### TERMS AND CONDITIONS

1. The ceiling panels must be installed in accordance with all applicable CertainTeed recommendations in effect at the time of installation, using approved installation procedures described in the Ceiling Systems Handbook published by the Ceilings & Interior Systems Construction Association.
2. The ceiling panels must be installed only in areas where the temperature and humidity conditions do not exceed 60-85 degrees Fahrenheit (16-29°C) and 70% relative humidity following installation with the environmental conditions being controlled within those limits. Any deviation from those limits in the building or portions of the building shall void the warranty.
3. No water or water vapor from sources including, but not limited to, condensation, leaking pipes and/or ducts or steam must come in contact with the ceiling panels or suspension system.
4. Except for fiberglass insulation installed in accordance with CertainTeed recommendations, the ceiling panels must not be used to support any other material, including, but not limited to, light fixtures or mechanical equipment.
5. Prior to installation, the ceiling panels must be stored in a dry and clean area, protected from possible damage caused by rain, snow, and excessive moisture (including relative humidity above 90%). The ceiling panels must also be protected against possible impacts and abrasions while on the construction site.
6. The plenum space above the ceiling panels must not be used as a duct to supply conditioned air to the building. Also, the plenum shall not be vented to the outside air in such a way as to allow humidity above the limits set forth in this warranty to exist within the plenum.
7. No applied finishes, including, but not limited to, paint, varnish or other coating, shall be applied to the manufacturer's original finish.

In the event of ceiling panel material replacement pursuant to the above terms, the original warranty shall apply to the replacement material and will extend for the balance of the warranty period in effect at the same time the material proved defective. Ceiling panel material shall not be considered defective with respect to color, so long as the color at the time of installation does not vary unreasonably from the material sample.

ANY DEVIATION FROM THE TERMS AND CONDITIONS ABOVE VOIDS THE WARRANTY.

### EXCLUSIONS

Damage caused by improper maintenance; abuse; fire; exposure to smoke, fumes, chemical vapors, exterior elements, freezing temperatures, and vibrations; and normal wear and tear are not covered by this warranty.

This warranty excludes consequential damages.

### WHAT THE CUSTOMER MUST DO

Should CertainTeed's ceiling panels visibly sag, warp, shrink, buckle or delaminate during the warranty period, written notice must be given within 30 days after first observing any of these conditions to the following address: CertainTeed Ceilings Corporation, Technical Services Department, P.O. Box 860, Valley Forge, PA 19482 USA. If upon investigation, CertainTeed finds that the visible sagging, warping, shrinking, buckling or delamination is caused by manufacturing defects and is covered under this warranty, customer's sole remedy and CertainTeed's sole liability shall be limited to CertainTeed furnishing replacement ceiling panels of the same or similar type and grade in an equal number to that which is determined to be defective. CertainTeed does not warrant that the replacement ceiling panels will match the exact color of the remaining in-place panels. CertainTeed shall not be responsible for any installation or replacement costs.

### LIMITATIONS

THE FURNISHING OF REPLACEMENT PANELS SHALL CONSTITUTE THE TOTAL LIABILITY OF CERTAINTEED AND THE EXCLUSIVE REMEDY OF CUSTOMER. THERE ARE NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. LIABILITY IS LIMITED TO THE ABOVE AND CERTAINTEED SHALL IN NO EVENT BE LIABLE FOR LABOR CHARGES, INCLUDING BUT NOT LIMITED TO LABOR CHARGES IN CONNECTION WITH REMOVAL OR REPLACEMENT OF CEILING PANELS. CERTAINTEED SHALL NOT BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING DAMAGE TO THE PROPERTY, THE BUILDING OR ITS CONTENTS, OR FOR INJURY TO ANY PERSONS AS A RESULT OF THE USE OF CERTAINTEED ACOUSTICAL CEILING PANELS OR AS A RESULT OF THE BREACH OF THIS WARRANTY.

CertainTeed reserves the right to discontinue or modify any of its products, including the color thereof, without notice and shall not be liable as a result of such discontinuance or modification, nor shall CertainTeed be liable in the event replacement material varies in color in comparison to the original product. If CertainTeed replaces any material under this warranty, it may substitute products designated by CertainTeed to be of comparable quality or price range in the event the product initially installed has been discontinued or modified.

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

No representative of CertainTeed or third party has the authority to make any representation or promise with respect to this limited warranty except as stated herein. CertainTeed reserves the right to discontinue or modify any of its products, including color thereof, without notice, and shall not be liable as a result of such discontinuance or modification.

Owner: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State/Province: \_\_\_\_\_

Zip/Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_

Contractor/Installer: \_\_\_\_\_ Date Installed: \_\_\_\_\_



CertainTeed Ceilings Corporation, P.O. Box 860, Valley Forge, PA 19482, U.S.A.