

TONGA® CEILINGS

15-YEAR GUARANTEE
European Union countries excluding France

PURPOSE OF THE GUARANTEE

SAINT -GOBAIN EUROCOUSTIC (hereinafter "**EUROCOUSTIC**") manufactures and/or sells suspended ceiling elements consisting of **TONGA® A**, **TONGA® Ultra Clean A**, **TONGA® E** or **TONGA® Ultra Clean E** rock wool panels respectively , together with **QUICK-LOCK®** metal frameworks (hereinafter referred to as the "**TONGA® ceilings**").

Having regard to the aforesaid, **EUROCOUSTIC** hereby guarantees, in accordance with the terms and conditions stipulated hereinafter, and to the exclusion of any other damage:

- **TONGA® ceilings** sold and installed in European Union countries, excluding mainland France, against bending phenomena due to variations in relative humidity in the premises in which they are installed (see paragraph on conditions of use).

This guarantee is provided for a period of **fifteen (15) years** from the date of installation of said **TONGA® ceilings**, as indicated on the invoice issued by the company which carried out this installation, the date of issuing of this invoice being taken as the starting point of the guarantee if said date of installation is not expressly indicated on the invoice.

This guarantee is granted subject to compliance with the following conditions of storage, installation and use :

STORAGE CONDITIONS

Prior to their installation, the **TONGA® ceilings** must be kept in their original packaging and stored flat in a dry, closed and covered place in which the temperature must be between 5°C and 40°C and the relative humidity less than 95 %.

The packages must not be subjected to any loads liable to distort the **TONGA® ceilings**. They must be stored at least 50 cm from the walls and must not be stacked to a height of more than two pallets of products.

In addition, the storage period of the **TONGA® ceilings** must not exceed three (3) months between the date of their sale by **EUROCOUSTIC** and the date of their installation.

INSTALLATION CONDITIONS

The **TONGA® ceilings** must be installed in compliance with the standards, specifications and accepted professional practice which are applicable in the country of installation, depending on the nature of the premises.

The **TONGA® ceilings** must not be glued or cemented to other materials.

During installation of the **TONGA® ceilings**, the premises must be closed and covered.

In addition, the premises must be in good condition and free of bacteria, fungi or mould. They must furthermore not be used for storage of chemical products.

CONDITIONS OF USE

After installation, the **TONGA® ceilings** must not serve as support for any loads, or be exposed to and subjected to external impacts.

No nail, staple or other fastening accessory must be attached to the **TONGA® ceilings**.

The premises in which the **TONGA® ceilings** are installed must be premises with variable relative humidity not exceeding 90% and a temperature of 30°C or less, free of corrosive pollutants, corresponding to class B § 4.8.4 of standard EN 13964.

In this regard, air circulation is to be provided between the premises and the plenum, in order to balance the temperature and the pressures on either side of the **TONGA® ceilings**.

COMPLAINTS

A bending phenomenon may be covered by this guarantee if the distortion exceeds 1/300th of the measured length.

The claim must be notified by registered letter with request for acknowledgement of receipt addressed to the Sales Division of SAINT-GOBAIN EUROCOUSTIC at the following address: 1, place Victor HUGO - 92411 Courbevoie Cedex.

It must be accompanied by any written proof testifying to the date of installation of the **TONGA® ceilings** concerned.

On expiry of the deadline or in the absence of written proof testifying to the date of purchase, this guarantee will be null and void.

CONDITIONS FOR VALIDITY OF THE GUARANTEE

This guarantee will not apply in the event of failure to comply with the abovementioned conditions of storage, installation and use.

This guarantee applies exclusively to **TONGA® ceilings** sold by **EUROCOUSTIC**, to the exclusion of any other component which may be incorporated in them or added to them.

Similarly, this guarantee is not applicable in the event of damage caused to the **TONGA® ceilings** during their transport or storage or after their installation, if this damage results from fire, flooding or any other outside event constituting a case of force majeure or otherwise.

SCOPE OF THE GUARANTEE

The scope of this guarantee is limited to the events referred to in its stated purpose liable to affect **TONGA® ceilings** sold by **EUROCOUSTIC** and installed outside mainland France.

This coverage is provided solely to the successive owner(s) of the premises in which the **TONGA® ceilings** are installed and is not transferable to a third party without the express consent of **EUROCOUSTIC**.

Under the conditions and within the limits defined herein, this guarantee covers all costs incurred by the replacement of the **TONGA® ceilings** acknowledged to be defective, including the costs of removal of these ceilings, the cost of their replacement by identical or equivalent ceilings, including shipping costs, together with the costs of installation of the replacement ceilings, to the exclusion of any other costs and in particular any direct or indirect intangible losses.

This guarantee represents the entirety of the commitments underwritten by **EUROCOUSTIC**.