



**Celotex®**

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BPB America, Inc.  
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Suite 300  
Tampa, Florida 33607-1766  
Tel +1 813 286-3900

December 13, 2000

Environment Acoustics

Attn: [REDACTED]  
23961 Craftsmen Road  
Suite J  
Calabasas, CA 91302-1417

Subject: **BPB Celotex Softone Cashmere (CM-454) in Chicago  
Metallic Corporation Suspension System**

Reference Project: Medical – Dental Clinic  
[REDACTED]

Attn: [REDACTED]

This is to advise that BPB Celotex will extend the 10 Year 104/90 Limited Warranty for nominal 24" x 24" x 3/4" Softone Cashmere Acoustical Ceiling Panels (CM-454) to 15 years when installed in combination with Chicago Metallic Corporation suspension grid systems. Terms and Conditions and Exclusions for the 15 year 104/90 Limited Warranty are the same as those listed on the enclosed 10 Year 104/90 Limited Warranty.

If you require additional information, please contact the Technical Services Department at 1-800-CELOTEx (235-6839).

Sincerely,  
[REDACTED]

Director, Technical Services  
And Regulatory Affairs

Cc: [REDACTED], BPB Celotex – Western Region

Enclosure: Form # 4708-0796 Rev. H

10 Year Standard



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## ACOUSTICAL CEILINGS 10 YEAR 104/90 LIMITED WARRANTY

BPB Celotex warrants certain Standard Mineral Acoustical Ceiling Panels described below against visible sag as a direct result of manufacturing defects for ten (10) years from the date of installation of the ceiling panels subject to the conditions set forth below:

### TERMS AND CONDITIONS

1. The panels shall be installed in accordance with all applicable BPB Celotex recommendations in effect at the time of installation, using approved installation procedures described in the Ceiling Systems Handbook published by the Ceiling and Interior Systems Contractors Association.
2. The panels shall be installed only in areas free from excessive humidity and the temperature and humidity conditions must not exceed 104 degrees Fahrenheit (40 degrees C) and 90% 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 shall come in contact with the panels or grid system.
4. The acoustical panels must not be used to support any other material such as insulation, light fixtures, or mechanical equipment.
5. Prior to installation, the acoustical panels must be stored in a dry and clean area, protected from possible damage caused by rain, snow, and excessive moisture. The acoustical 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 warranty conditions to exist within the plenum.**

**DEVIATION FROM THESE TERMS AND CONDITIONS VOIDS THE WARRANTY.**

### EXCLUSIONS

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

\* \* \* \*

This warranty covers the following certain standard products including Protectone versions: Cashmere\* (CM, CMR, CMTS, CMF, CMO, CMB); Customline (BQCL/BQCLN 224, BQCL/BQCLN 448, BQCL/BQCLN 812); Fine Fissured (HHF, FFR, FFT, FFCL); Concorde 90 (HHQ); Sand (SH, SHP); Sand Micro (SHM); School Board (SB); Serene m (SEM); Ultra 90+ (ULT, DLT); and Vantage 10 (VAN). Additionally all foil backed 2' x 2' non face-scored products of the following: Texturetone (MT-\_\_\_FB); Everest (EST-\_\_\_FB, REV-\_\_\_FB); Natural Fissured (MF-\_\_\_FB); Chase (MC-\_\_\_FB) and NuTex (NTX-\_\_\_FB).

Should the BPB Celotex acoustical panels visibly sag during the warranty period, written notice must be given within 30 days after first observing this condition to the following address: BPB Celotex, Technical Services Department, 5301 W. Cypress St., Ste. 300 Tampa, Florida 33607-1766. If upon investigation, BPB Celotex finds that the visible sagging is caused by manufacturing defects and is covered under this warranty, owner's sole remedy and BPB Celotex's liability shall be limited to BPB Celotex furnishing new material of the same or similar type and grade in an amount equal to that which is determined to be defective. BPB Celotex does not warrant that the replacement panels will match the exact color of remaining in-place panels. BPB Celotex shall not be responsible for any installation or replacement costs.

THE FURNISHING OF SUCH PANELS SHALL CONSTITUTE THE TOTAL LIABILITY OF BPB CELOTEX 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 BPB CELOTEX SHALL IN NO EVENT BE LIABLE FOR LABOR CHARGES, INCLUDING BUT NOT LIMITED TO LABOR CHARGES IN CONNECTION WITH REMOVAL OR REPLACEMENT OF SAGGING PANELS, NOR FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

No representative of BPB Celotex has the authority to make any representation or promise with respect to this limited warranty except as stated herein.

\*All standard Cashmere products excluding 2x4 face scored products, Integrated Accents, Imagination Series, Frameworks, and Custom Options.

### **BPB Celotex**

5301 W. Cypress Street, Suite 300  
Tampa, Florida 33607  
www.bpb-celotex.com

Owner \_\_\_\_\_

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

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

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