



USG Sheetrock® Joint Compound and Tape

Warranty

USG Interiors Pacific Ltd (USG Australasia) is a wholly owned subsidiary of the USG Corporation in Chicago, USA. USG was incorporated in 1902, invented the paper faced plasterboard sheet and is one of the largest manufacturers of plasterboard systems worldwide. Our highly respected Sheetrock brand joint compound range is the significant market leader of the North American joint compound market.

<p>What Is Covered ?</p>	<p>USG Australasia warrants that USG Sheetrock brand compounds and joint tapes are manufactured:</p> <ul style="list-style-type: none"> - from high quality materials meeting a rigid set of specification standards. - following rigorous and careful monitoring during manufacture to assure high quality and complete customer satisfaction. - free from manufacturing defects - and suitable for use under Australian and New Zealand conditions <p>Additionally USG warrants :</p> <ul style="list-style-type: none"> - a full joint system provided only USG Sheetrock products are used (compound and tape) and the plasterboard is fixed in accordance with the plasterboard manufacturer's fixing specifications - the use of USG Sheetrock Fibreglass Drywall Jointing Tape in combination with USG Sheetrock Easy Sand™ or Durabond® setting type compounds - the use of USG Sheetrock Easy Sand™ or Durabond® setting type compounds as an adhesive/cement for fixing paper-faced cove/cornice products
<p>Recommended Application Techniques</p>	<ul style="list-style-type: none"> - Make sure the plasterboard is clean, dry, dust free, firm and fixed in accordance with the plasterboard manufacturer's fixing specifications before application - AS/NZS 2589 requires back-blocking of joints for Level 4 and 5 finishes. For ceilings close to the roof where excessive heat can build up, it is additionally recommended as good industry practice to fix the plasterboard to steel battens on clips, and provide air vents to minimise any potential joint cracking due to thermal and/or structure movement - Make sure that the taping coat is completely dry before applying additional coats.
<p>What Is Not Covered ?</p>	<p>USG Sheetrock joint compounds and tapes are warranted, subject to use under normal conditions. USG shall not be responsible for any loss resulting from any of the following:</p> <ul style="list-style-type: none"> - Application practices not in accordance with USG's most recently printed instructions and specifications - Alteration of any product's formulation - Products damaged during delivery and while stored at the job site - Jointing methods using both USG Sheetrock and non-USG products - The use of USG Sheetrock Fibreglass Drywall Jointing Tape and air-dry (non-setting) type compounds - Joint cracks due to thermal or building movement - Failure of the owner to maintain the building with reasonable care - Abnormal conditions including abuse, neglect, catastrophe and intermittent or prolonged exposure to water, other elements of nature, or an act of God - Incidental or consequential damages, directly or indirectly sustained
<p>Other Legal Rights</p>	<p>This Warranty is not part of a contract between USG Australasia and the building owner. USG shall not be bound by any unauthorised warranty given by the seller of the products or the contractor. It does not exclude, limit, restrict or modify the rights and remedies available to the building owner, or the liability of the seller or contractor, under any statute or other laws in respect of the products and, in particular, when the goods are supplied to a consumer as defined in the Trade Practices Act 1974 (Australia) or Consumer Guarantees Act 1993 (New Zealand), the provisions of the Act shall apply.</p>
<p>What Will USG Do ?</p>	<p>USG will, at its option, replace the goods or refund the purchase price.</p>
<p>How Do I Get Service ?</p>	<p>Any claim shall be deemed waived unless made in writing to us, including a brief description of the problem, within thirty (30) days from the date the problem was, or by reasonable inspection should have been discovered. Photographs and videotape of the problem are often very helpful. Please also include sales receipts, invoice or other evidence indicating the date of application and send them to us at the relevant address below.</p>