



SpecSure

SpecSure is a unique 'off the shelf' warranty to confirm that Saint-Gobain proprietary systems in Vietnam (including Gyproc plasterboard and Vinh Tuong metal framings systems) will perform to the parameters published in our current literature from the day they are installed. SpecSure offers 5 years warranty, as from the date of invoice, for the products or systems purchased from our companies.

About us

Saint-Gobain Vietnam Limited and Vinh Tuong Industrial Corporation are the market leaders and pioneers in providing false ceiling and plasterboard drywall partition systems. We are part of Saint-Gobain Group - the world leader in construction materials, with more than 100 years of expertise and experience in gypsum business

Our promise

SpecSure is your guarantee that the system you have chosen:

- Comprises only the premium quality components, designed to work individually and together to deliver the specified level of performance.
- Has the technical expertise and experience of Gyproc & Vinh Tuong's leading drywall specialists behind it.
- Has been tested at UKAS or equivalent approved fire, acoustic test laboratories.
- Has been site tested to demonstrate installation integrity and simplicity.
- Will be supported as required at every stage of the project by off-site technical support personnel.
- Will perform to published parameters when installed to our recommendations.
- Will be replaced in the unlikely event of system failure attributed to: products manufactured outside published standards and system performance outside of published standards.

This Warranty is further subject to the Conditions of Warranty. The Warranty will cease to apply if any of the Conditions of Warranty is not complied with.

To qualify for SpecSure

- ▶ Specify and install Gyproc and Vinh Tuong systems in line with the recommendations mentioned in the current White Book - Vietnam www.gyproc.vn/en/white-book and www.gyproc.vn/en/installation-overview
- ▶ The systems must comprise only genuine branded Saint-Gobain components: Gyproc plasterboards, Vinh Tuong metal framings, Vinh Tuong accessories, Gyp-Filler jointing compound and any other materials specified in the tested systems.
- ▶ We cannot guarantee that the use of other manufacturers' components will meet our rigorous performance and quality standards when installed in our tested systems.

Olivier de BAYSER
Managing Director of Saint-Gobain Vietnam Co., Ltd.

TRAN Duc Huy
CEO of Vinh Tuong Industrial JSC

SpecSure - guaranteeing the future of drywall

Please refer to Gyproc & Vinh Tuong personnel or visit www.gyproc.vn/en/specsure and www.vinhtuong.com/specsure for further information about full conditions, terms & procedures of the Warranty.

HOTLINE: 18001218

Address:

South: M Floor, IPC Building, 1489 Nguyen Van Linh, District 7, HCMC

North: Floor 14, LILAMA 10 Building, To Huu Road, Ward Trung Van, District Nam Tu Liem, Hanoi





SpecSure

All together covered

What you get with SpecSure

► Premium quality components

All companies' systems are precision engineered to provide the right level of performance for your building. They comprise high quality branded components: Gyproc plasterboards, Vinh Tuong metal framings, Vinh Tuong accessories, Gyp-Filler jointing compound...designed to work individually and together to deliver the specified level of performance. These individual components are manufactured to and often surpass all applicable Vietnamese and relevant international standards.

► A range of systems designed for today's buildings

Our systems have been purpose-designed by experienced technicians to meet the challenging needs of today's increasingly demanding buildings. Whether it is domestic partitions or sophisticated requirements of drywall systems in premium projects— every aspect is taken into consideration, from performance to speed and ease of installation.

► Guaranteed performance

SpecSure is your guarantee that the system you have chosen has been tested at UKAS approved fire, acoustic test laboratories, amongst the best equipped and most advanced testing facilities in Europe and around the world.

► Full technical support

The companies, with a strong team of qualified technical advisors, will help with every aspect of ceiling and drywall system's design and installation, including:

- Full technical support at the design stage, including specification advice and provision of CAD details if required.
- Test certificates including fire and acoustic performance and product specific technical data sheets as mentioned in the Whitebook.
- On-site guidance during the installation process or off-site training of installers and supervisory personnel at our training centers in Vietnam.

► The backing of the world leader in gypsum products

Saint-Gobain Viet Nam and Vinh Tuong Industrial companies are the market leaders and pioneers in advocating false ceiling and drywall partition systems. They are part of Saint-Gobain Group - the world leader in ceiling and drywall systems, with expertise and experience gained during more than 100 years of supporting the construction industry.

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Conditions of warranty

These Conditions of Warranty form part of and are in addition to the SpecSure warranty policy of Saint-Gobain Vietnam Limited and Vinh Tuong Industrial Corporation (the “Companies”). This SpecSure policy only covers Gyproc and Vinh Tuong proprietary systems (the “Products” or “Systems”) as described in the relevant “Project specifications of products and systems” which must be used as an inseparable appendix of the contract between the Companies and relevant purchaser. The Warranty will cease to apply in relation to the Products or Systems if any of the following conditions is not complied with:

1. The Products or Systems must be correctly installed and maintained by competent personnel in accordance with:
 - 1.1 the Companies’ published instructions, guidance, literatures and specifications; and
 - 1.2 any other guidance or approvals given by the Companies in writing.
2. The performance of the Products or Systems must not be compromised by:
 - 2.1 a lower performance of surrounding elements of construction; or
 - 2.2 being installed into an environment for which they are not suitable or to perform a function for which they were not designed; as instructed in the Whitebook;
 - 2.3 improper installation or installation not in accordance with the Companies’ instructions or guidance
 - 2.4 neglect, poor handling or maintenance of the Products or Systems in question or of any surrounding elements of the construction causing such Products being damaged.
 - 2.5 improper transportation, handling or storage conditions.
3. No claims may be made under the Warranty:
 - 3.1 unless the Companies are notified of the likelihood of a claim and given the opportunity to inspect the Products or Systems in question within 2 months from the date when the person to whom the Warranty is given should reasonably have been aware that it may be entitled to make a claim against the Companies in relation to the Products or Systems in question; if after inspection, the Products or Systems in question are not eligible for the Warranty, the person who notified the Companies shall have to incur all costs associated with the said inspection if any; or
 - 3.2 if the Companies requested but were denied access to inspect the Products or Systems in question during their installation or during any maintenance of which the Companies have been notified and in relation to which the Companies’ advice or approval was sought; or
 - 3.3 if the Companies have not received full payment (within the agreed payment term) of the Products or Systems sold or supplied by the Companies. In such event, the Companies will have no liability under the Warranty.
4. For the avoidance of doubt, the Warranty does not cover:
 - 4.1 a System in which products supplied by others are used as part of the System instead of the Products of the Companies which could have been used;
 - 4.2 any products which are supplied by others;
 - 4.3 workmanship by those who install or maintain the Products and/or Systems sold or supplied by the Companies and any defects or damage caused arising from such workmanship;
 - 4.4 the Products if such Products are damaged by elements of nature or act of God or by any form of physical abuse or going beyond normal wear and tear, whether prior or after installation;
 - 4.5 the Products if such Products have been installed even their defects were reported apparently upon adequately careful inspection before/during installation;
 - 4.6 a System or Products where repair or replacement has been commenced without the Companies’ permission.

5. Warranty limitation of remedies:
- 5.1 the remedies for breach of the Warranty are limited to those remedies as stated in the Warranty. The Companies will not be liable under the Warranty or otherwise for any type of losses including, and not limited to, loss of profits, loss of business opportunities, increased operating costs, consequential loss or any other direct or indirect, special, incidental, punitive, exemplary, or consequential damages of any kind including any damage to the property, building or its contents; or for injury to any persons that may occur as a result of the use of the Companies' Products or Systems or arising out of or otherwise connected to failure of or defects in the Products or Systems or use or inability to use the Products or Systems or delay in the completion of any construction projects.
 - 5.2 the Companies will not be liable to reinstating any assets, properties, structures or items which may have to be removed or altered as a result of the replacement or repair works done under this Warranty.
 - 5.3 if any performance of the Products or Systems fails to meet with the warranty of the Systems purchased from the Companies, the Companies will, at their own cost, replace the Products or Systems, or repair at their own discretion.
 - 5.4 warrantor may substitute failure Products or Systems by any comparable quality or price range Products or System if the original Products or System is no longer available.
 - 5.5 a maximum liability per m2 of Products supplied for repaired or replaced Systems must not exceed the value per m2 that the products have been bought.
 - 5.6 warranty on the repaired Products or Systems will apply for the remaining period of the initial warranty but the time for repairing Products or Systems shall not be included in the term of the Warranty for repaired Products or Systems. If the Companies replace Products or Systems, the term of Warranty for the replaced Products or Systems will be calculated from the moment when the new Products or Systems were supplied.
 - 5.7 if the Companies implement a warranty on a defective Product or System, components and spare parts on more than three occasions during the term of the Warranty but the fault remains unrectified, then the Companies, at their own discretion, will exchange such Product or System, components and spare parts for new products or system, or recall such Product or System and refund money to the beneficiaries. The Companies will provide payment/reimbursement exclusively upon receipt of a proof of purchase and/or installation of the defective Product or System (invoice, works' reception report, etc.).
6. The Warranty constitutes the only warranty extended by the Companies for the Products or Systems. The Companies disclaim all other warranties, whether expressed or implied, to the extent permissible by law. The Companies reserve the right to make changes to the terms or conditions of the Warranty by notification to the purchaser who purchased the Products or Systems directly from the Companies or the person specifically named therein (as case may be).
7. The Warranty is valid and limited to the purchaser who purchases the Products or Systems directly from the Companies. The benefit of the Warranty is not transferable or assignable without the prior written consent of the Companies, such consent will be given only one time and at the sole discretion of the Companies.

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