WARRANTY INFORMATION

FIRELITE® PRODUCTS

WARRANTY (LIMITED 5-YEAR WARRANTY)

This warranty is subject to the Fireglass or Pilkington Pyrodur glass having been handled and installed in accordance with Glazing and Handling Guidelines, as well as any applicable installation manuals or shop drawings. It is essential that glazing contractors or other handlers or installers be familiar with these guidelines. The removal of edge tape from Pilkington Pyrodur products voids the warranty.

OBTAINING SPECIFICATIONS & INSTRUCTIONS

Copies of Fireglass or Pilkington Pyrodur specifications, and instructions for handling and installation are available online at fireglass.com, or by calling 1-800-426-0739.

LIMITATION OF REMEDY; INSPECTION

The remedy for surface-applied film provided to be defective under the terms of this warranty is limited to the replacement of the film material only.

With respect to all claims under this warranty, Technical Glass Products shall have the right to inspect any and all products alleged to be defective.

See Care and Cleaning Instructions. See individual product fact sheets for additional details, handling and installation instructions.

FIREGLAS®/ AND PILKINGTON PYRODUR® GLASS WARRANTY (LIMITED 5-YEAR WARRANTY)

Technical Glass Products warrants only that the surface-applied film will maintain peel adhesion without peeling, cracking, delaminating or discoloring for a period of three (3) years from the date of purchase, and, for any such failure, the film material only.

LIMITATION OF REMEDY; INSPECTION

The remedy for surface-applied film provided to be defective under the terms of this warranty is limited to the replacement of the film material only.

With respect to all claims under this warranty, Technical Glass Products shall have the right to inspect any and all products alleged to be defective.

See Care and Cleaning Instructions. See individual product fact sheets for additional details, handling and installation instructions.

PILKINGTON PRODUCTS

Fireglass® and Pilkington Pyrodur® Glass WARRANTY (LIMITED 5-YEAR WARRANTY)

Technical Glass Products warrants that, subject to Requirements for Proper Handling and Installation set forth below, as well as any applicable installation manuals or shop drawings, and if properly installed in a Fire Rated support system that is approved by an recognized independent testing laboratory as specified herein, its Fireglass and Pilkington Pyrodur fireproof glass will meet Pilkington’s published specifications. This warranty for Fireglass or Pilkington Pyrodur shall extend for a period of five (5) years from the date of purchase from Technical Glass Products as noted exclusively on the Seller’s Sales Order Confirmation Terms and Conditions.

Claim Any Fireglass or Pilkington Pyrodur warranty claims issues should be sent to

Pilkington Pyrodur® Glass Warranty (Limited 10-Year Warranty)

This warranty is given by Bauglasindustrie GmbH a company organized and existing under the laws of Germany having its principal place of business at Hannover 6, 30177 Hanover, Germany (BGI), to Technical Glass Products, a Washington subordinate “S” corporation having a principal place of business at 8107 Braxton Place SE, Snoqualmie, WA 98065, USA (TGP) and to subsequent purchasers, installers and users of Fireglass or Pilkington Pyrodur Profiled Building Glass products covered hereunder (Products), to whom this warranty has been properly assigned. Such assignment shall be deemed to have been properly made to such purchasers, installers and users who deal or have acquired ownership directly or through TGP, and have executed an assignment evidencing acceptance of this warranty.

1. This warranty is for Pilkington Profilit Glazing Systems (which may be obtained by writing to TGP’s address in clause 1 above) and current when the Products were installed, used and maintained in accordance with the Product specifications and instructions for handling and installation contained in the TGP US Technical Manual and/or Pilkington Profilit Glazing Systems (which may be obtained by writing to TGP’s address in clause 1 above) and current when the Products were installed, used and maintained in accordance with the Product specifications and instructions for handling and installation contained in the TGP US Technical Manual and/or Pilkington Profilit Glazing Systems (which may be obtained by writing to TGP’s address in clause 1 above). The Products covered by this warranty are the Pilkington Profilit Building Glass products sold by BGI and resold by TGP, specifically for the purpose of installation in a Pilkington Profilit Glazing System provided to the original purchaser, and no make-up of any kind will be performed.

2. BGI shall have no liability in respect of any matter discernible by visual inspection of the Products on delivery, within the period ending with sixty (60) days of the claimant having become aware of such matter; or

3. BGI shall have no liability in respect of any matter not discernible by visual inspection of the Products on delivery, within the period ending with sixty (60) days of the claimant having become aware of such matter.

4. BGI shall not be responsible for any costs of removal, installation or reinstallation, for loss of use, or for incidental, consequential, or any other damages of any kind.

5. BGI shall have no liability in respect of any matter not discernible by visual inspection of the Products on delivery, within the period ending with sixty (60) days of the claimant having become aware of such matter.

6. BGI shall not be responsible for any costs of removal, installation or reinstallation, for loss of use, or for incidental, consequential, or any other damages of any kind.

7. BGI shall have no liability in respect of any matter not discernible by visual inspection of the Products on delivery, within the period ending with sixty (60) days of the claimant having become aware of such matter. Provided that any claims in respect of which the claim is made have been installed, used and maintained in accordance with the Product specifications and instructions for handling and installation contained in the TGP US Technical Manual and/or Pilkington Profilit Glazing Systems (which may be obtained by writing to TGP’s address in clause 1 above) and current when the Products were installed, used and maintained in accordance with the Product specifications and instructions for handling and installation contained in the TGP US Technical Manual and/or Pilkington Profilit Glazing Systems (which may be obtained by writing to TGP’s address in clause 1 above) and current when the Products were installed, used and maintained in accordance with the Product specifications and instructions for handling and installation contained in the TGP US Technical Manual and/or Pilkington Profilit Glazing Systems (which may be obtained by writing to TGP’s address in clause 1 above) and current when the Products were installed, used and maintained in accordance with the Product specifications and instructions for handling and installation contained in the TGP US Technical Manual and/or Pilkington Profilit Glazing Systems (which may be obtained by writing to TGP’s address in clause 1 above). The Products covered by this warranty are the Pilkington Profilit Building Glass products sold by BGI and resold by TGP, specifically for the purpose of installation in a Pilkington Profilit Glazing System provided to the original purchaser, and no make-up of any kind will be performed.
In any way by third parties. This warranty applies or extend to Products that have been modified or fabricated specifications, provided, however, that these warranties do not under normal conditions. Technical Glass Products warrants that the Products will be free from manufacturing defects, which would render them unserviceable or unfit for their normal use above, but excluding any associated door hardware provided by Technical Glass Products. Technical Glass Products warrants that if properly handled and installed in accordance with the manufacturer's published instructions, Products supplied by Technical Glass Products will meet the performance and safety requirements established at the time of delivery. Technical Glass Products elects to replace a Product, the replacement or repair of the Products supplied or, at Technical Glass Products' liability under this warranty shall be limited replacements) are fit for any particular purpose or implied. NO WARRANTY OF MERCHANTABILITY, NO WARRANTY THAT ANY Product is fit for any particularmerchantability, no warranty that any Product is fit for any particular

**Care & Cleaning**

- **Firelite® NT & Firelite® Plus NT**
  - Care must be taken to not scratch the film
  - Do not use brute brushes or abrasive cleaning materials
  - Cleaning methods used should be similar to those used on Pella® glass
  - A soft cloth or synthetic sponge is recommended for washing. Do not use the same towel or sponge for wiping sills or frames
  - A sponge of 70 - 85 diameter is recommended for removal of wash water and dirt from the film
  - Do not apply heavy pressure in any cleaning operation
  - Do not leave the film wet
  - Make sure you use a different sponge, cleaning cloth and water to clean for the outside and then inside of the window
  - A little extra detergent for cleaning the film side will make using the squeegee easier
  - Failure to comply with these care and cleaning guidelines may result in loss of warranty.

- **Sandblasted Firelite® Products**
  - Clean the sandblasted side of the glass with a good quality, non-streaking window cleaner. Spray the glass lightly and then wipe with a clean towel. Let the squeegeeprefer. Paper towels can be used but many leave fine particles that can be felt if you run your hand over the glass. When the glass is dry, this “paper lint” can usually be lightly wiped off. Never use anything abrasive. Concentrate your cleaning more in the areas that are blotchy.
  - Rinse immediately with clean water and remove any excess water from the glass surface with a squeegee. Do not allow any metal or hard parts of the cleaning equipment to contact the glass surface.
  - Failure to comply with these care and cleaning guidelines may result in loss of warranty.

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**Frame Warranty**

**This Warranty Applies to the SteelBuilt Curtainwall® Systems, SteelBuilt Window & Door Systems and Fireframes® Series**

This warranty applies to purchasers of any of the products listed above, but excluding any associated door hardware provided by Technical Glass Products. Technical Glass Products warrants that if properly handled and installed in accordance with the manufacturer's published instructions, Products supplied by Technical Glass Products will meet the performance and safety requirements established at the time of delivery. Technical Glass Products reserves the right to have any products to which the foregoing warranty applies, field replicates a qualified representative, and to have samples returned to Technical Glass Products for examination and laboratory analysis. Such replacement, repair or adjustment, or for direct, indirect, special, incidental, consequential, or any other damages of any kind. Technical Glass Products' liability under this warranty shall be limited to replacement or repair of the Products or, at Technical Glass Products' option, to a refund of the purchase price. This Technical Glass Products elects to replace a Product, the replacement or repair of the Products supplied or, at Technical Glass Products' option, to a refund of the purchase price. This TGP reserves the right to have any Products returned at the time of delivery. Technical Glass Products elects to replace a Product, the replacement or repair of the Products supplied or, at Technical Glass Products' option, to a refund of the purchase price. This TGP reserves the right to have any Products returned at the time of delivery. Technical Glass Products elects to replace a Product, the replacement or repair of the Products supplied or, at Technical Glass Products' option, to a refund of the purchase price. This TGP reserves the right to have any Products returned at the time of delivery.