

# WARRANTY INFORMATION

## SPECIALTY GLASS AND CERAMIC PRODUCTS

### FIRELITE®, FIREGLASS®20, LX X-RAY GLASS, SMOKE SAFE® GLASS & NEOCERAM™ WARRANTY (LIMITED WARRANTY)

Except as otherwise set forth herein, Technical Glass Products makes no express or implied representation or warranty as to the fitness, merchantability, or any matter with respect to the FireLite products, Fireglass20, LX X-Ray shielding lead glass, SmokeSafe glass and Neoceram, whether used alone or in combination with any other material or equipment. Except as otherwise set forth herein, all warranties, including merchantability, are excluded.

### FIRELITE® IGU PRODUCTS WARRANTY (LIMITED 10-YEAR WARRANTY)

Technical Glass Products warrants only that the product will be free from substantial obstruction of vision from dust or film formation or moisture accumulation between the sealed panes of glass resulting from failure of the perimeter seal due to defective materials or workmanship for a period of ten (10) years from the date of purchase, as noted exclusively on the Seller's Sales Order Confirmation Terms and Conditions.

This warranty is applicable only when the units are installed vertically, in accordance with recommended glazing guidelines. This warranty shall not apply if the failure of the seal is caused by acts of God, an intervening cause, by mishandling, misuse, improper installation, installation by persons who are not qualified glaziers, or by any other cause whatsoever not within our exclusive control, and shall not apply unless the failure occurs within ten (10) years from the date of purchase and the claim is delivered to us within 30 days of the failure of the seal.

#### LIMITATION OF REMEDY; INSPECTION

The remedy for product proved to be defective under the terms of this warranty is limited to shipment of replacement product. 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.

### FIRELITE PLUS®, LAMINATED LX X-RAY GLASS & LAMINATED SMOKE SAFE® GLASS PRODUCTS (LIMITED 5-YEAR WARRANTY)

Technical Glass Products warrants only that the product will be free of manufacturing defects resulting in material obstruction through the glass area and/or edge separation and changes in properties of the interlayer for a period of five (5) years from the date of purchase, as noted exclusively on the Seller's Sales Order Confirmation Terms and Conditions, provided the Products have been properly shipped, stored, handled, installed and maintained.\*

#### LIMITATION OF REMEDY; INSPECTION

The remedy for product proved to be defective under the terms of this warranty is limited to shipment of replacement product.

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 storage, handling and installation instructions.

### FIRELITE®NT, WIRELITE®NT & FILMED LX X-RAY GLASS WARRANTY (LIMITED 3-YEAR WARRANTY)

Technical Glass Products warrants only that the surface-applied film will maintain peel adhesion without peeling, cracking, crazing, delaminating or discoloring for a period of three (3) years from the date of purchase, as noted exclusively on the Seller's Sales Order Confirmation Terms and Conditions, provided the product has been properly shipped, stored, handled, installed and maintained.\*

#### LIMITATION OF REMEDY; INSPECTION

The remedy for surface-applied film proved 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 storage, handling and installation instructions.

## PILKINGTON PRODUCTS

### PILKINGTON PYROSTOP® GLASS WARRANTY (LIMITED 5 YEAR WARRANTY)

Technical Glass Products warrants that, subject to Requirements for Proper Handling and Installation as 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 a recognized independent testing laboratory (e.g., Underwriters Laboratory), its Pilkington Pyrostop fire protective glass will meet Pilkington's published specifications. This warranty for Pilkington Pyrostop 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.

#### HANDLING & INSTALLATION REQUIREMENTS

This warranty is subject to the Pilkington Pyrostop 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 such instructions. The removal of edge tape from Pilkington Products voids the warranty.

#### OBTAINING SPECIFICATIONS & INSTRUCTIONS

Copies of Pilkington Pyrostop specifications, and instructions for handling and installation are available online at fireglass.com, or by calling 800.426.0279.

#### LIMITATION OF REMEDY; INSPECTION

Technical Glass Products' liability under this warranty shall be limited to replacement of the Pilkington Pyrostop glass, or, at Technical Glass Products' option, to a refund of the purchase price. If Technical Glass Products elects to replace the glass, the glass furnished as such replacement will carry the same warranty for the balance of the warranty period, and the same delivery terms that applied to the original shipment.

Such replacement or refund is the sole remedy provided under this warranty.

In no event shall Technical Glass Products be responsible for any costs of removal, installation or reinstallation, for loss of use, or for incidental, consequential, or other damages of any kind.

Technical Glass Products reserves the right to have any glass to which the foregoing warranty applies inspected in the field by a qualified representative, and to have samples furnished to Technical Glass Products for examination and laboratory analysis.

#### OTHER WARRANTIES DISCLAIMED

THE FOREGOING IS THE ONLY WARRANTY FOR THIS PRODUCT, AND IS GIVEN IN LIEU OF AND TO THE EXCLUSION OF ALL OTHER RIGHTS AND REMEDIES, HOWEVER ARISING, WHICH ANY PURCHASER, INSTALLER OR USER OF PILKINGTON PYROSTOP GLASS MIGHT OTHERWISE HAVE. IN NO EVENT WILL PILKINGTON OR TECHNICAL GLASS PRODUCTS BE RESPONSIBLE FOR ANY COSTS OF REMOVAL, INSTALLATION OR REINSTALLATION, FOR LOSS OF USE, OR FOR INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES OF ANY KIND. TECHNICAL GLASS PRODUCTS OR PILKINGTON MAKE NO WARRANTY OF MERCHANTABILITY, NO WARRANTY THAT THE PRODUCT IS FIT FOR ANY PARTICULAR PURPOSE FOR USE, AND NO OTHER WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. FOR THE AVOIDANCE OF DOUBT, TECHNICAL GLASS PRODUCTS MAKES NO OTHER WARRANTIES OF ANY KIND, AND HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES.

#### CLAIMS

All Pilkington Pyrostop warranty claims issues should be sent to:  
**Technical Glass Products**  
8107 Bracken Place SE, Snoqualmie, WA 98065  
**P:** 800.426.0279    **E:** tgp.sales@allegion.com

#### PILKINGTON PROFILIT™ WARRANTY (LIMITED 10 YEAR WARRANTY)

1. This warranty is given by Bauglasindustrie GmbH a company organized and existing under the laws of Germany having its principal place of business at Huttenstraße 33, 66839 Schmelz/Saar, Germany (BGI), to Technical Glass Products, a Washington subchapter "S" corporation having a principal place of business at 8107 Bracken Place SE, Snoqualmie, WA 98065, USA (TGP) and to subsequent purchasers, installers and users of Pilkington Profilit 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 all such purchasers, installers and users who deal or have acquired ownership directly with or through TGP's, and have executed an assignment evidencing acceptance of the terms of this warranty.

2. The Products covered by this warranty are the Pilkington Profilit Profiled Building Glass products sold by BGI and resold by TGP, specifically for the purpose of installation in a Pilkington Profilit Glazing System in the United States, including any replacements provided under this warranty. BGI's Specifications for such Products are contained in the Product Specification document incorporated in TGP's Technical Manual for Pilkington Profilit Glazing Systems, which may be obtained by writing to TGP's address in clause 1 above.

3. Subject to the limitations set forth below, BGI warrants that if it is shown to BGI's reasonable satisfaction that any of the Products supplied under this warranty fail to comply in any material respect with BGI's Specifications, then, with respect only to the parts, portion or components of such Products wherein such failure is physically manifest, BGI will:  
**(a)** provide, CFR (Incoterms 2000) United States mainland port, replacements for installation in the same building or structure as the Products originally supplied were, or were intended to be installed, which replacements shall be the nearest available equivalents to the Products originally supplied which are reasonably available and regularly being sold by BGI at the time of replacement, and shall be warranted for the balance of the period for which the Products originally supplied would have been covered; or,  
**(b)** if no such equivalent is then reasonably available and regularly being sold by BGI, BGI will refund, without interest, the purchase price of the Product originally supplied.

4. BGI shall have no liability in respect of any claim under this warranty unless:  
**4.1** full details of the claim have been received in writing by BGI:  
**4.1.1** in respect of any matter discernible by visual inspection of the Products on delivery, within the period ending with the earlier of **(a)** six (6) months after delivery of the Products to TGP, or such longer period as may be agreed by BGI in writing, and **(b)** sixty (60) days of the claimant having become aware of such matter; or

**4.1.2** 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.

**4.2** the Products in respect of which the claim is made have been installed, used and maintained in accordance with good engineering practice, and in accordance with the recommendations contained in the TGP US Technical Manual 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; and  
**4.3** the Products have not been modified or altered in any way whatsoever; and  
**4.4** BGI's representative is afforded a reasonable opportunity to inspect the allegedly defective Products before any removal and/or replacement work is carried out (except for such work as shall be reasonably necessary to prevent the risk of personal injury or damage to property).

5. BGI shall have no liability under this warranty in respect of any defects in the Products or noncompliance with this warranty arising from:  
**(a)** BGI's implementation, compliance with, or incorporation of any drawing, design, specification or written information supplied by anyone other than BGI; or  
**(b)** fair wear and tear or damage to the Products not caused by BGI.

6. If it is not established to BGI's reasonable satisfaction both that any Products have failed to comply with BGI's Specification, and that BGI is liable for such failure under this warranty, the claimant shall pay the cost of the inspection referred to in clause 4.4 above.

7. In respect of any non-complying Product covered by this warranty, BGI's liability under this warranty shall be fully performed and discharged to all persons to whom this warranty may have been given or assigned by the provision of a replacement under clause 3 **(a)** or by the making of a payment under clause 3 **(b)** to any one of the persons to whom this warranty may have been given or assigned. BGI shall not be under any duty to consider the merits of or adjudicate between the claims of more than one such person.

8. Notwithstanding any other provision in this warranty, no claim of any kind may be made concerning or with respect to any defect, deficiency, fault or failure of the Products, or in any way complaining of the quality, safety, performance, durability or reliability of any of the Products, after the period of ten (10) years from the date upon which the Product was delivered to TGP.

9. This warranty is given by BGI in lieu of and to the exclusion of all other rights and remedies, however arising, which any purchaser, installer or user of the Products might otherwise have arising out of or connected with the Products or any advice or guidance in connection therewith. In no event shall BGI be responsible for any costs of removal or installation or in any case for loss of use, loss of profits or other incidental or consequential damages.

10. EXCEPT AS EXPRESSLY SET FORTH HEREIN, BGI MAKES NO WARRANTY OF MERCHANTABILITY, NO WARRANTY THAT ANY OF THE PRODUCTS COVERED HEREUNDER (INCLUDING REPLACEMENTS) ARE FIT FOR ANY PARTICULAR PURPOSE OR USE, AND NO OTHER WARRANTY OF ANY KIND, EXPRESS OR IMPLIED.

## FRAME PRODUCTS

### THIS WARRANTY APPLIES TO STEELBUILT CURTAINWALL® SYSTEMS, STEELBUILT WINDOW & DOOR® SYSTEM, FIREFRAMES® SERIES / SYSTEMS, TGPROTECT® SYSTEMS AND SMOKE SAFE® WINDOW & DOOR SYSTEM

This warranty applies to purchasers of any of the products listed above, but excluding any associated door hardware provided by third-parties ("Products"). Technical Glass Products warrants that the Products will be free from manufacturing defects, which would render them unserviceable or unfit for their normal use under normal conditions. 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 manufacturer's published specifications, provided, however, that these warranties do not apply or extend to Products that have been modified or fabricated in any way by third parties.

**For SteelBuilt Systems, TGProtect Systems** – This warranty shall extend for a period of two (2) years from the date of purchase, as noted exclusively on the Seller's Sales Order Confirmation Terms and Conditions.

**For Fireframes Series, TGProtect FR Systems, SmokeSafe Window & Door System** – This warranty shall extend for a period of five (5) years from the date of purchase, as noted exclusively on the Seller's Sales Order Confirmation Terms and Conditions. For Fireframes TimberLine® Series, this warranty shall be further limited for the veneer wrapped cover cap profiles to be free from adhesive delamination for one (1) year from the date of purchase.

### REQUIREMENTS FOR PROPER HANDLING AND INSTALLATION; COPIES OF INSTRUCTIONS

This warranty is further conditioned upon the Products having been handled and installed in accordance with the manufacturer's published instructions. It is essential that glazing contractors or other handlers or installers of Products be familiar with such instructions. Instructions for handling and installation are available online at [tgpamerica.com](http://tgpamerica.com) and [fireglass.com](http://fireglass.com), or by calling 800.426.0279.

### LIMITATION OF REMEDY; INSPECTION

Technical Glass Products' liability under this warranty shall be limited to replacement or repair of the Products supplied or, at Technical Glass Products' sole option, to a refund of the purchase price. If Technical Glass Products elects to replace a Product, the replacement Product will carry the same warranty for the balance of the original warranty period, and the same delivery terms applicable to the original shipment. TGP reserves the right to have any Products to which the foregoing warranty apply, field inspected by a qualified representative, and to have samples returned to Technical Glass Products for examination and laboratory analysis. Such replacement, repair or refund is the sole remedy provided under this warranty, and in no event shall Technical Glass Products be responsible to purchaser or any third party for any costs of removal, installation or reinstallation, for loss of use, or for direct, indirect, special, incidental, consequential, or other damages of any kind. Technical Glass Product's liability on any claim, loss or liability arising out of or connected with this transaction (including but not limited to loss or liability arising from negligence, strict liability in tort, warranty or breach of contract), shall in no case exceed the price paid by purchaser to Technical Glass Products for the Products. Technical Glass Products shall have no liability for any liquidated damages whatsoever.

### OTHER WARRANTIES DISCLAIMED

The foregoing is the only warranty for Products supplied by Technical Glass Products. Technical Glass Products makes no warranty of merchantability, no warranty that any Product is fit for any particular purpose or use, and no other warranty of any kind, express or implied.

# CARE & CLEANING

### FIRELITE® NT & WIRELITE® NT

Care must be taken not to scratch the film

- Do not use bristle brushes or abrasive cleaning materials
- Cleaning methods used should be similar to those used on Plexiglas®
- A soft cloth or clean synthetic sponge is recommended for washing. Do not use the same towel or sponge for wiping sills or frames
- A squeegee of 70 - 85 durometer hardness 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 bucket for cleaning the outside and the inside of the windows
- 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 AND SANDBLASTED FIREGLASS®20

- 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. Lint free terry towels are preferred. 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. **IMPORTANT** – Continue lightly drying the glass in circular motions until the moisture disappears. This prevents water lines or water spots. Hard repeated rubbing can start polishing areas of the glass and complicate the problem.
- If the above has not restored the original look – Use a small amount of GOOF OFF®, or a similar product, that cuts oil. These are available from most home supply stores in the paint department. If these are not available, paint or lacquer thinner can also be used. **BE CAREFUL NOT TO GET THESE ON PAINTED SURFACES WITHOUT FIRST TESTING AN INCONSPICUOUS SPOT.** Rub the cleaning product onto the surface in a circular motion to completely wet the area that needs cleaning. Then clean with a good quality window cleaner, as described above.

### X-RAY SHIELDING LEAD GLASS PRODUCTS

As a high lead content glass, LX glass is more susceptible to staining as compared with normal window glass. Pay attention to the following precautions for installation and cleaning.

- Do not stick anything on the surface of the LX glass during the installation. (When masking tape is used in caulking, remove it immediately after caulking and wipe off any traces of tape with alcohol)
- Do not use a wet cloth or water to clean the LX glass. Immediately wipe off water in case the LX glass becomes wet
- When the LX glass becomes dirty or marked with fingerprints, polish the surface slightly hard with a dry, clean cloth (like gauze) using alcohol. Wipe the LX glass again afterwards with a new, dry and clean cloth to completely remove the alcohol remaining on the surface
- See FireLite NT and WireLite NT for care and cleaning information of LX-NT when cleaning the filmed side

### PILKINGTON PYROSTOP®, PILKINGTON PROFILIT™ AND ALL FIRELITE® PRODUCTS (OTHER THAN FIRELITE® NT AND WIRELITE® NT)

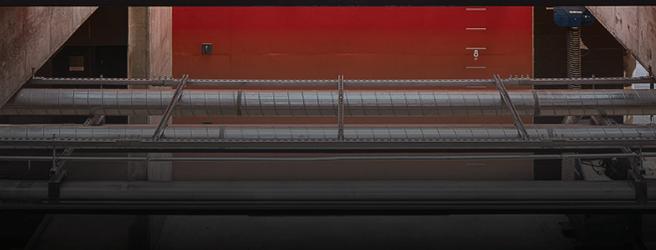
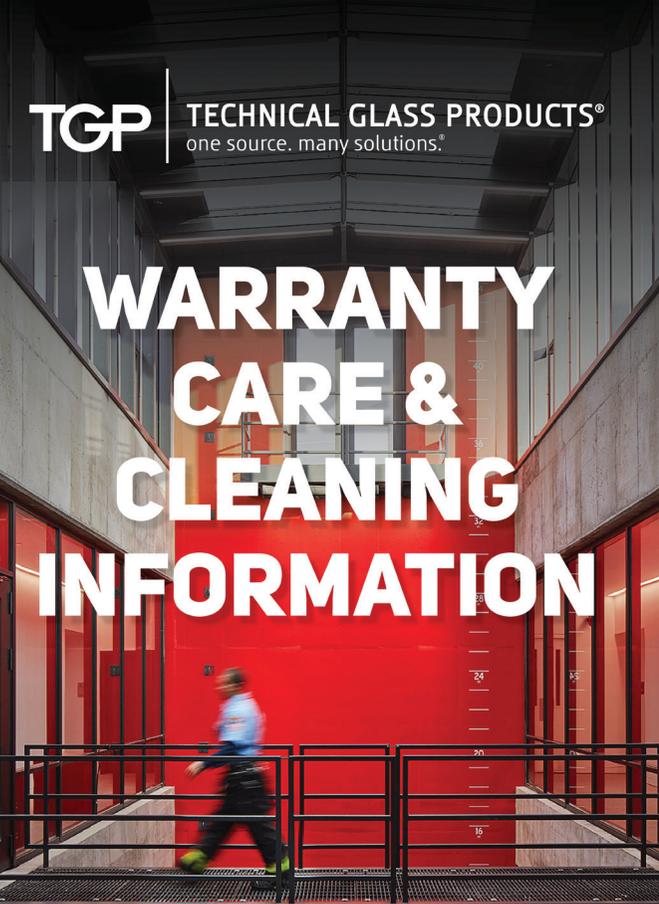
To maintain aesthetics, it is important to clean the glass during and after construction. Normal practices apply, especially to ensure that the glazing sealant system remains in good condition and watertight. The drain and ventilation holes in external framing systems must also be kept clear.

- For routine cleaning, use a soft, clean, grit-free cloth and a mild soap, detergent, or nonabrasive window cleaning solution
- 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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ALLEGION 

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