

PRECISION GLASS INDUSTRIES PRODUCT LIMITED WARRANTY

Precision Glass Industries ("PGI") provides limited liability warranties for its various glass products under specific terms and durations as outlined herein. This Limited Warranty applies exclusively to products purchased directly from PGI and installed by trained professionals in compliance with PGI's installation requirements.

Warranty Coverage and Duration by Product Type

- 1. ProSeal™ Insulated Glass Units:** Fifteen (15) years from the date of delivery or invoicing, whichever is sooner. Coverage is limited to seal durability, ensuring no moisture, dust, or dirt within the unit under normal use. This warranty is void if units are installed in high-moisture environments (e.g., pools, hot tubs) or not installed in a vertical orientation. Exclusions apply to additional films applied post-installation, modifications, or exposure to incompatible materials.
- 2. Standard Insulated Glass Units:** Ten (10) years from the date of delivery or invoicing, whichever is sooner. Coverage terms are the same as ProSeal™ Insulated Glass Units, limited to seal durability under normal conditions. Coverage excludes physical damage, improper installation, and use of incompatible glazing compounds or chemicals.
- 3. Ceramic-Frit for Spandrel Glass, Silk-Screened Coated, and Digitally Printed Glass:** Ten (10) years from the date of delivery or invoicing, whichever is sooner. Coverage includes defects in materials or workmanship resulting in peeling or cracking of the ceramic materials under normal conditions. Exclusions apply to damages from improper handling, installations lacking a weep system, or use of incompatible films or chemicals.
- 4. Laminated Glass Products:** Five (5) years from the date of delivery or invoicing, whichever is sooner. Coverage is limited to manufacturing defects resulting in edge separation or de-lamination that materially obstructs vision. Exclusions apply to improper installation, exposure to incompatible sealants or chemicals, physical damage (e.g., scratches, chips), and application of any additional films resulting in heat buildup.
- 5. Heat Treated Glass Products:** Heat-treated glass (tempered and heat-strengthened) shall meet the requirements of ASTM C1048 under normal conditions. Heat-soaked tempered glass is covered under a separate express limited warranty, available upon request prior to the fabrication of the glass. Coverage excludes defects arising from spontaneous breakage due to nickel sulfide inclusions, edge damage, improper installation, or physical damage.
- 6. Protected Laminated Safety Glass Products**
 - **PROTECTED™ Select, Enhanced, and Premium:** Five (5) years from the date of delivery or invoice, whichever occurs first.
 - **PROTECTED™ Elite:** Ten (10) years from the date of delivery or invoice, whichever occurs first.

Coverage is limited to manufacturing defects resulting in edge separation or delamination that materially obstruct vision.

This warranty does not cover damage or failure resulting from improper installation, exposure to incompatible sealants or chemicals, physical damage (including but not limited to scratches or chips), or the application of any additional films or materials that may cause heat buildup.

General Warranty Terms

All products must be installed by trained personnel following PGI's installation guidelines and the standards of the National Glass Association (NGA) and the Glass Association of North America (GANA). Installation must occur within thirty (30) days of delivery. If installation is delayed, products must be stored in an enclosed space protected from environmental exposure for up to one hundred twenty (120) days. Products must be used and maintained under normal conditions as outlined in PGI's guidelines and relevant industry standards.

Transferability of Warranty

This Limited Warranty is non-transferable and applies exclusively to the original purchaser, except as follows: It may be transferred to the owner of the structure upon substantial completion of the structure, defined as the point at which the owner can use the structure for its intended purpose. For a transfer to be effective, the original purchaser must submit to PGI a completed "PGI Transfer of Warranty Form," which must be executed by the original purchaser and the owner of the structure within thirty (30) days of substantial completion. PGI must accept the PGI Transfer of Warranty Form in order for such transfer to be effective. Any other attempted transfers of this warranty are void.

Limitation of Coverage

THE COVERAGE PROVIDED UNDER THIS LIMITED WARRANTY IS STRICTLY LIMITED TO THE COST OF THE PRODUCT ITSELF AND DOES NOT EXTEND TO ANY ASSOCIATED EXPENSES OR INDIRECT DAMAGES. THIS WARRANTY EXPRESSLY EXCLUDES, AND PGI SHALL NOT BE LIABLE FOR, ANY LABOR COSTS, SHIPPING COSTS, EXPENSES RELATED TO THE REMOVAL OR REINSTALLATION OF PRODUCTS, LOSS OF USE, LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, OR ANY DIRECT, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING BUT NOT LIMITED TO COSTS ARISING FROM THE FAILURE OF THE PRODUCT, DELAYS, OR LOSS OF PROFITS.

PGI RESERVES THE SOLE AND EXCLUSIVE RIGHT TO DETERMINE THE REMEDY FOR ANY VALID WARRANTY CLAIM. AT PGI'S DISCRETION, THE COMPANY MAY:

- REFUND THE ORIGINAL PURCHASE PRICE OF THE DEFECTIVE PRODUCT, LESS ANY APPLICABLE TAXES AND SURCHARGES; OR
- PROVIDE A REPLACEMENT OF THE DEFECTIVE PRODUCT WITHOUT CHARGE.

PGI'S DECISION TO EITHER REFUND OR REPLACE THE PRODUCT SHALL BE FINAL AND BINDING, AND THIS REMEDY SHALL BE THE SOLE AND EXCLUSIVE REMEDY AVAILABLE TO THE CUSTOMER UNDER THIS WARRANTY. NO OTHER COMPENSATION, REIMBURSEMENT, OR LIABILITY WILL BE CONSIDERED OR HONORED.

Exclusions Applicable to All Products

PGI expressly disclaims responsibility for and shall not cover any damages or defects resulting from:

- **Size Limitation:** Pieces or units greater than 50 ft.²
- **Improper Installation:** Installation not in compliance with industry standards, applicable codes, or PGI guidelines.
- **Improper Cleaning and Maintenance:** Use of inappropriate cleaning agents or techniques, including any metal, plastic, or scraping tools.
- **Storage and Handling:** Storage or handling not conducted in a good and workmanlike manner.
- **Damage from External Sources:** Breakage or damage by non-PGI personnel or unrelated products.
- **Improper Building Design or Construction:** Including but not limited to thermal breakage, building movement, or faulty construction not meeting local/state codes.
- **Atmospheric Contaminants:** Pollutants, runoff, or leachate from building components.
- **Incompatible Materials:** Use of incompatible glazing materials or components.
- **Application of Films:** Any additional film applied to the interior or exterior that results in heat buildup causing uneven heating or stresses.
- **Standard Wear and Tear.**

Claim Procedure

To be valid, all claims for breach of this Limited Warranty must meet the following conditions:

- 1. Submission Timeline:** Claims must be made in writing within thirty (30) business days of discovering the defect.
- 2. Documentation:** Claims must include copies of the original purchase invoice or sales order.
- 3. Inspection:** PGI must be given a reasonable opportunity to inspect the alleged defect and its installation at the site.
- 4. Payment Compliance:** The warranty is only valid if PGI has received full payment for the product prior to the applicable due date.
- 5. Address for Claims:** All claims must be directed to the PGI location from which the product was purchased or invoiced.

PGI expressly disclaims all other warranties, whether express or implied, including but not limited to warranties of merchantability and fitness for a particular purpose. This Limited Warranty limits PGI's total liability to the replacement of defective products or a refund, as outlined above.

These warranties are subject to the Precision Glass Industries Terms and Conditions which can be found at precisionglassindustries.com/customer-care/resources/.