Limited Warranty Statement

INSULATED GLASS UNITS

During a period of ten (10) years starting on the date mentioned at the end of this document, each Insulated Glass Unit (IGU), hereinafter referred to as "IGUs", by "A3 Glass Fabricator" (hereinafter referred to as "the supplier"), is warranted only to its immediate customer, mentioned at the end of this document, (hereinafter the "Customer"), and not the recipient of the IGUs through resale, re-branding, nor any ultimate or implied user of said IGUs and subject to the terms and conditions of this Limited Warranty Statement (hereinafter referred to as "Warranty") – not to contain manufacturing defects resulting in material obstruction of vision caused by dust collection, fogging, condensation or film formation on internal glass surfaces due to failure of the insulating glass seal, not to develop peeling, cracking or deterioration in the metallic film, that materially obstructs vision through the glass surfaces when used as intended and under normal conditions. Insulated Laminated glass is warranted for a period of (5) years against delaminating. Spandrel Glass is a warranty for (5) years. IGU, Insulated Laminated, and Spandrel units all follow the same warranty guidelines.

CAUTION: Federal, State and Local laws require the use of safety glazing materials in certain applications. Any use of unmarked (No-logo) or non-compliant safety glazing materials in hazardous locations defined by federal, State and Local laws is hazardous and illegal.

For the cleaning of uncoated glass surfaces, using warm water and a mixture of household detergents such as Window cleaner or mild soap or detergent. DO NOT use acid-based products or alkaline products as it may damage the IGU seal. By using clean water to flush away contaminates/debris along with applying detergents and using soft cloth or sponge gently rubbing the surface of the IGU constantly and drying glass using squeegee or dry clean towels. AVOID metal objects encountering surface and avoid direct sunlight. Please contact with the coated glass manufacturer or fabricator for instructions that best suits your IGU's needs or refer to GTD–TD-142.

SPECIFIC LIMITATIONS

This Warranty does not apply to the replacement of IGUs beyond the warranty period applying to the original units. The supplier reserves the right to inspect any IGU, which is alleged to be defective prior to their removal from the glazing system, installation, or fabrication location. Failure to provide the supplier with forty-five (45) business days' written notice to provide the opportunity to inspect any alleged defect in an IGU as contemplated under this Warranty will automatically result in the supplier having no liability under this Warranty. This Warranty does not apply to or cover any IGU replacement piece beyond the period covering the original IGUs. This Warranty does not apply to oversized units 50sqft and the above are considered oversized units.

The supplier will not be liable for any expenses involved in the removal of, or the installation of any replacement IGU, nor any other special, incidental or consequential damages or back charges from third parties should the supplier elect to replace any defective IGU. Further, the Warranty for the replacement IGUs will be limited to the remainder of the Warranty period of the original IGUs. The supplier shall not be liable to any person or entity for indirect, special, incidental, or consequential damages or charges for any reason. The supplier expressly assumes no responsibility for glass breakage by any reason or cause.

In addition, should any of the following events or conditions occur, the supplier will have no liability under this Warranty:

- Delays in delivery due to causes beyond its reasonable control including, but not limited to, acts of nature, acts of government, labor disputes, delays in transportation and delays in delivery or non-delivery by the supplier's suppliers.
- Product failure or damage due to improper handling, delivery, storage, fabrications, installation, cleaning and maintenance contrary to the supplier's recommendations and /or those standards as accepted in the industry, including, but not limited to various industry organizations such as: GANA, FMGA, LSGA, SIGMA, IGMA, NAAMM, AMA or equivalent.
- If the IGUs are attacked or effected by incompatible glazing lubricants, glazing soaps, incompatible glazing gaskets, glazing sealants, incompatible cleaning fluids, moisture or building runoff, gluing or attachment of applied films (interior or exterior), direct contact with paints, adhesives, solvents, insulation, or exposure to solvent or chemical fumes.
- If the IGU unit contains a bend, notch, shapes, hole or any fabrication.
- If any part of the glass panes in the IGUs, whether individually or in totality are broken, destroyed, chipped, scratched, fractured and/or cracked, discarded, rejected, stolen, vandalized, or effected by any cause, whether known or unknown, including but not limited to events of spontaneous breakage or acts of purposeful breakage that could result from either regular and normal use or from careless and improper handling and use. The supplier expressly assumes no responsibility for glass breakage by any reason or cause.

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- If the IGUs were installed in an improper, careless and/or reckless manner which would expose them to extreme and/or harsh weather conditions beyond their intended purpose.
- If the IGUs are subjected to a high moister area, such as pools or hot tubs, standing water, or any other liquids or chemicals. The installation system MUST have a good weeping system that prevents moisture or any other liquid accumulation in contact with the IGU.
- If the IGUs were made at no charge, sold as a sample, credited, not paid in full, or billed on an invoice where all or part of the payment was refused by the customer and/or permanently classified as uncollectible in our accounting system.
- If the IGUs are subject to excessive and/or abnormal stresses from faulty or improper installation, or use of excessive force during installation, or should the Laminated Glass be installed upside down, or backwards, or facing the wrong direction, or should the IGUs endure excessive vibration, movement or flexure in the glass framing or supports, mechanical pressure, or lack of adequate expansion and contraction provisions in the framing support members.
- If all or part of the IGUs are covered with paper, foils, metals, paint, signs or any other products that trap heat and/or cause increased temperatures or thermal stresses on the IGUs.
- Limited warranty terms and conditions applies where, any glass lite is customer supplied glass.
- Limited warranty terms and conditions applied to Annealed Insulated.
- If the defect in question falls within the allowable limits of the Standard Specifications and tolerance sheet.
- If the units experience failure due to excessive deflection caused by the wind load.
- specifically request in writing that the Supplier run calculations to verify glass deflection and spacer/sealant depth/thickness. If the Customer submitted specifications but did not specifically provide a written request for this service, the warranty will be void.
- All IGU's that have a calculated center deflection that exceeds 1'' [25 mm].
- Any IGU not paid in full within payment terms.
- Any order not paid in full within the agreed payment terms shall not be covered under this Warranty, and the Warranty for all products associated with such order shall be void.

A3 GLASS FABRICATORS DOES NOT REPLACE GLASS WITH EXTERNAL SCRATCHES POST INTALLATION

PRODUCT LIABILITY

By purchase or receipt of IGUs from the supplier, the Customer acknowledges that the supplier is the fabricator of the IGUs, and that the materials and products used in their manufacture are stated to be new, free of defects and in compliance with all regular and known industry standards and tolerances. As a remedy, however, all claims resulting from alleged or perceived product noncompliance shall be made sent in writing to the supplier within the following 3 business days after discovery of the alleged along with a copy of the original product invoice duly paid to the supplier. After reception of Customer's written claim, the supplier shall refer such claim(s) to the original third-party suppliers' original warranties and be dealt with accordingly.

In all cases, in the event that the IGUs fail to conform to this Warranty as described herein and above, the supplier's sole and only obligation for any breach of the Warranties contained herein shall be limited to the replacement of the defective IGU FOB original place of purchase or a refund of the actual purchase price paid by the Customer, as the supplier shall in its sole and exclusive discretion determine appropriate under the circumstances. In no case shall the supplier be liable for any special, incidental, or consequential costs and/or damages based upon breach of Warranty, breach of contract, negligence, strict tort, or any other legal theory (hereinafter referred to as the "Excluded Damages"). Such Excluded Damages include, but are not limited to, associated labor costs, loss of profits, loss of savings or revenue, loss of use or loss of any associated equipment, loss of building contents, cost of capital, cost of any substitute equipment, facilities or services, downtime, the claims of third parties including customers, and injury to property.

For Spandrel application units, please refer to the spandrel warranty statement below.

Date: _____
Customer: _____
Project: _____
Date of Completion: _____

Authorized Signature:
Authorized Name Printed:

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SPANDREL GLASS UNITS

A3 Glass Fabricator guarantees that its glass products, when properly handled and maintained, will conform to the standards outlined in ASTM C 1036 and ASTM C 1048 for heat-treated flat glass, including heat-strengthened and fully tempered glass, both coated and uncoated. This warranty is applicable for a period of ten (10) years, commencing from the date of the original invoice.

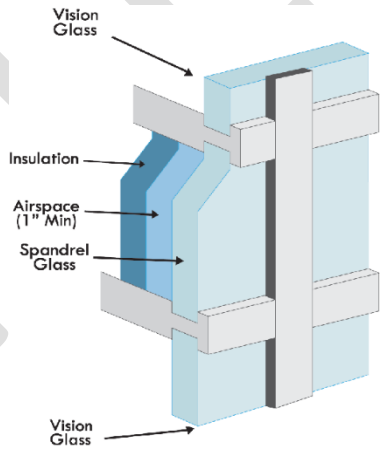
SPANDREL GLASS APPLICATIONS

To ensure optimal performance and aesthetics, resin-based spandrel glass should be installed in accordance with the following guidelines:
1. Uniform Background: Install the glass in an opening with a uniformly colored insulation or back-pane to prevent read-through or visibility of the background when viewed in transmission. A uniform background is essential to prevent visual defects and ensure a consistent appearance.
2. Exterior Viewing: The glass is designed to be viewed from the exterior of the building, where daylight reflects off the glass surface, showcasing its intended appearance.
Proper installation will enhance the overall aesthetic and functional performance of the resin-based spandrel glass.

Note: Spandrel Glass is not for vision wall areas

A3 Glass Fabricator's resin-based spandrel glass products require specific glazing/installation conditions to ensure optimal performance. These products should be glazed against a uniform, opaque background and are not recommended for applications where they can be viewed from inside of the building with daylight or artificial light on the opposite side, such as interior partitions, mechanical rooms, screen walls, or parking garage glazing.

Additionally, the resin surface should be protected from exterior elements, and the units should not be glazed/installed in applications where the resin surface will be exposed to outdoor environments. Please refer to the attached picture.



WARRANTY CONDITIONS:

A3 Glass Fabricator, LLC reserves the right to conduct an inspection of alleged defective material, either through a qualified representative or by returning the material to the factory, prior to initiating any warranty action. Warranty coverage is contingent upon full payment for the materials and is not applicable to spandrel glass applied to customer-owned products.

LIMITATION:

The warranty does not apply to the following:
1. Spandrel glass that has been modified after sale.
2. Broken glass, as A3 Glass Fabricator does not warranty against breakage.
3. Spandrel coatings glazed toward the exterior of the building (on the #1 surface).
4. Spandrel glass used or installed in environments with high moisture or vibration.
5. Spandrel glass installed with incompatible sealants, adhesives, or insulation materials.
6. Spandrel glass with insulation or fasteners touching the spandrel coating.
7. Abrasion damage to paint, as it can be easily damaged by rubbing during transit or installation.

APPEARANCE:

Some pin-holing and variation in density of the Spandrel Coating may be visible when the Spandrel Glass is viewed from the interior looking out of the building. This is a normal condition for this product and should not be considered a defect. Spandrel Glass is not intended nor recommended for use in vision glazing areas when it can be viewed from a short distance. Spandrel Glass must be Heat Strengthened or Fully Tempered to avoid thermal stress breakage. Heat Treated glass is subject to distortion caused by the heating and cooling cycles which produce increased strength. This distortion is a normal condition of the manufacturing process and cannot be eliminated; it is not considered a defect.

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NON-TRANSFERRABLE:

This Limited Warranty is:
1. Exclusive to the original Customer: Non-transferable and non-assignable, with no extension beyond the original Customer.
2. Replacement of previous warranties: This warranty supersedes all prior warranties.
3. Geographically limited: Applies only to purchases and installations within the United States.

EXCLUSIVE REMEDY

If a product is proven defective, A3 Glass Fabricator will either replace it free of charge or refund the purchase price. We are not responsible for any additional costs, including removal, installation, or consequential damages such as labor or equipment rentals. The replacement product will be covered under the same warranty terms for the remaining period.

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