

PRODUCT WARRANTY

ESP® LOW-E Reflective Insulation products are guaranteed against defects in material and workmanship for 20 years. Blister or bubbles in product surfaces will not affect performance. Product thickness for products with foil on both sides may vary + / - 10%. All other products may vary + / - 20%.

DEFECTIVE MATERIAL

The following criteria may be considered a defect:

- ▶ One inch wide or more of foil delamination on the edges for more than 15 feet of the roll
- ▶ More than one inch of core showing on 20 feet or more of a roll
- ▶ Large areas (more than one square foot) of delaminated foil

CORRECTIVE INSTRUCTION

Occasionally, there may be imperfections in product that may affect appearance but not performance. In the event this is encountered, the following solutions are advised:

- ▶ If there is a core showing on one side, either tape the seam on that side when installed or install product with the core side in.
- ▶ If there is an edge that is delaminated, either tape the seam on that side when installed or install product with delaminated edge in.
- ▶ If there are areas that have a delamination that cannot be installed without correcting this defect, the following may be done with an iron
 - ▶ Set the iron about half to three quarters temperature setting.
 - ▶ Make a small slit with a razor knife in the center of the delamination and carefully, with light pressure, iron the foil towards the slit, allowing trapped air to escape.
 - ▶ When finished, cover the slit with a small piece of LOW-E tape.

RETURN POLICY

It is the opinion of ESP® LOW-E that our distributors should handle customer problems directly and ESP® in return will issue a credit or replace materials to the distributor.

- ▶ The distributor must make available to ESP® a copy of the product label or the information on the label (lot #, initials, product description), samples of the defect or the roll of material. Upon inspection of the defect, ESP will credit or replace defective material at ESP's discretion. If a section of a roll is bad, remove the bad area and use the rest of the roll. Retain the bad section and label information for credit. If the label is not available, return the bad section.
- ▶ All labels on the product must be saved for verification. If the label is not sent back with completed complaint form, the complaint will not be acknowledged. If everything is in order on the complaint form and sheets and ESP requests the return of the roll, ESP will pay the shipping, however – no material is to be returned without ESP approval. If the customer elects to keep the product that is considered seconds, and the complaint form and labels are sent back, ESP will credit the customer for the difference in first quality and second quality pricing.
- ▶ If the product is shipped out of the continental United States, the representative is totally responsible for all replacement costs and shipping charges of the material.

DISCLAIMER

R-values in the installation guide are achieved with ESP® LOW-E products having foil facings with a .03 emittance on both sides. LOW-E products with a white foil facing will have a lower R-value. Please consult a manufacturer's representative for the thermal performance of these products