

# GLASS ADDENDUM



**awake**

WINDOW & DOOR CO.



# GLASS ADDENDUM

Awake Window & Door Co. ("Awake") offers glass manufactured by Cardinal Glass Industries, Inc. and its subsidiaries ("Cardinal Direct"), Agnora Ltd. ("Agnora"), and West Coast Insulated Glass Products ("West Coast"). Awake warrants that all glass installed in its window and door products will be free from failures of the insulating hermetic seal resulting in fogging or accumulation of dust or moisture on the interior glass surface. However, the applicable Warranty Periods, Exclusions and other Warranted Conditions vary depending on the glass manufacturer, type and size of glass selected, as described herein.

This Glass Addendum is incorporated into Awake's Limited Warranty and is subject to all terms, conditions, and exclusions set forth therein.



## GLASS MANUFACTURED BY CARDINAL DIRECT

The following Warranty Periods, Warranted Conditions, and Exclusions apply only to glass manufactured by Cardinal Direct. The Warranty Periods stated below run from the date of delivery. The warranty period of any replacement glass will be limited to the remainder of the warranty period of the original glass.

Type of Glass	Warranty Period	Warranted Condition
Insulated Glass Units	20 Years	Failures of the insulating hermetic seal resulting in fogging or accumulation of dust or moisture on the interior glass surface.
		Low-e defects, obstructions and other Glass Imperfections in excess of ASTM tolerances.
CLiC Units	5 Years	Failures of switchable functionality to be operational due to defects in materials or workmanship.
CLiC Electronics	2 Years	Failures of switching functionality due to defects in material and workmanship.
Monolithic Digitally Printed Glass	10 Years	Failure to meet ASTM Standard Specification C1048 and other defects in materials and workmanship that result in visible peeling, cracking or deterioration of the ceramic ink or frit under normal conditions.
Laminated Glass: Kurary's™ or SentryGlass® Interlayer	10 Years	Material obstructions to vision due to delamination of the laminated glass arising from defects in lamination materials or workmanship.
Laminated Glass: PVB, PET, EVA and Ballistics	5 Years	Material obstructions to vision due to delamination of the laminated glass arising from defects in lamination materials or workmanship.
Monolithic Pyrolytic Glass	10 Years	Visible cracking, peeling or deterioration of the pyrolytic coating due to a defect in pyrolytic coating material or workmanship under normal environmental glazed conditions.
Monolithic NEAT™, i89, and x89 Coated Glass	10 Years	Failure to meet Cardinal CG Company's specification
Silver Based LoE glass	10 Years	Deterioration of the LoE coating due to a defect in coating material or workmanship when product is used in a sealed insulating glass unit.
Float Glass	1 Year	Failure to comply with ASTM Specification C1036.

## DEFINITIONS

- "Ballistics Laminated Glass" – laminated glass used in the ballistics marketing incorporating one or more composite interlayers comprised of Kuraray's™, .® interlayer, a polyvinyl butyral interlayer and a polyethylene terephthalate interlayer.
- "CLiC Electronics" – electronics sold specifically for use with CLiC units.
- "CLiC Units" – CLiC switchable privacy glass consisting of a switchable privacy cell, conductive glass lites, laminate interlayers, and cover glass lites.
- "EVA Laminated Glass" – Ethylene Vinyl Acetate Interlayer
- "PVB Laminated Glass" – Polyvinyl Butyral Interlayer
- "PET Laminated Glass" – Polyethylene Terephthalate Interlayer

## EXCLUSIONS

In addition to the Exclusions set forth in Awake's Limited Warranty, which are incorporated herein by reference, the following exclusions apply to glass manufactured by Cardinal Direct:

- With respect to CLiC Units: (1) spots, pinholes, variations, blemishes, minor imperfections that do not materially obscure vision, minor variations in color/shading, minor changes in switching speed and transmission; (2) issues or conditions arising from any of the following: improper power, power surges, loss of power or power interruptions; alteration, modification or tampering or unauthorized servicing; abuse, misuse, accident, damage or outside occurrences (e.g., lightening, fire, floods, blunt forces, external forces, acts of God); (3) bowing or twisting resulting from external forces; (4) improper pressure on any point of the CLiC Unit; (5) damage due to extreme conditions, including heat or cold, high moisture, dust, dirt, or salt concentrations; (6) excessive exposure to water and condensation, or submersion in water; (7) excessive exposure to UV light; exposure to corrosive materials, including but not limited to sulfur or chlorine; or (8) defacing, removing or modifying the product serial number.
- With respect to Digitally Printed Glass: any defect or condition in Digitally Printed Glass used in an exterior application or on any surface except Surface # 1 of a sealed insulating glass unit or color-related issues, including but not limited to matching, fading and discoloration.
- With respect to Silver Based Monolithic LoE Glass: (1) issues or conditions caused by: coating that were not properly edge-deleted using industry standards designed to prevent the silver layer(s) from coming in contact with moisture; or the frost point of the sealed insulated glass unit in which the product is used is above zero degrees Fahrenheit; (2) products not installed into an insulating glass unit within 6 months of the date of shipment for annealed coatings and within 3 months from the date of shipment for post-temperable coatings; (3) product used in other goods where the coatings are on surfaces other than the recommended surface(s) as set forth in Cardinal CG Customer Quality Guidelines, available upon request; (4) the product is used in insulating glass units where the seal of the unit fails; or (5) product color issues, including but not limited to matching, fading and discoloration, evaluated based on ASTM C1376.



# GLASS MANUFACTURED BY AGNORA

The following Warranty Periods, Warranted Conditions, and Exclusions apply only to glass manufactured by Agnora. The Warranty Periods stated below apply from the date of delivery. The warranty period of any replacement glass will be limited to the remainder of the warranty period of the original glass.

Type of Glass	Warranty Period	Warranted Condition
Insulating Glass Units	10 Years	Failures of the insulating hermetic seal resulting in fogging or accumulation of dust or moisture on the interior glass surface.
	5 Years units larger than 6.5 m <sup>2</sup> (70 feet <sup>2</sup> )	

## EXCLUSIONS

In addition to the Exclusions set forth in Awake's Limited Warranty, which are incorporated herein by reference, the following warranty exclusions apply to glass manufactured by Agnora:

- Conditions caused by:
  - » Incompatibility with other glazing or installation materials, including but not limited to, coatings, sealants, gaskets, setting blocks, lubricants, insulation or any other materials; and
  - » Water (not attributable to the Awake product).



# GLASS MANUFACTURED BY WEST COAST INSULATED GLASS PRODUCTS

The following Warranty Period, Warranted Conditions, and Exclusions apply only to glass manufactured by West Coast. The Warranty Period stated below applies from the date of delivery. The warranty period of any replacement glass will be limited to the remainder of the warranty period of the original glass

Type of Glass	Warranty Period	Warranted Condition
Insulating Glass Units	10 Years	Failures of the insulating hermetic seal resulting in material obstruction of vision as a result of fogging or film formation on the internal surfaces.
		Low-e defects, obstructions and other Glass Imperfections in excess of ASTM tolerances.

## EXCLUSIONS

In addition to the Exclusions set forth in Awake's Limited Warranty, which are incorporated herein by reference, the following warranty exclusions apply to glass manufactured by West Coast:

- Units that show evidence of water trapped in the glazing pocket
- Use of incompatible glazing sealant materials
- Units that have been tinted on the interior surface
- Units installed in sloped glazing
- Units that are installed in violation of applicable law or building codes, including, without limitations annealed glass installed in locations identified by building codes as "hazardous"
- Conditions caused by:
  - » Improper glazing (including any glazing work that is inconsistent with the principles set forth in the Insulated Glass Manufacturers Alliance (IGMA), "Recommend Practices for Vertical and Basic Field Glazing of Organically Sealed Insulated Units", and the Glass Association of North America (GANA) "Glazing Manual".
  - » Installations with less and a one-half inch (1/2") spacer sightline.



# TERMS APPLICABLE TO ALL GLASS

---

## REMEDIES

Subject to the terms herein, if any Warranted Condition occurs within the applicable Warranty Period, Awake will, in its discretion, repair, replace, or refund the sales price of the affected glass. Service visits or repairs provided under this warranty may be performed by third-party service technicians engaged by Awake. The warranty period on any replacement glass will be the duration remaining on the original glass unit.

This Glass Addendum is subject to all other terms set forth in Awake's Limited Warranties, which are incorporated herein by reference, including, without limitation, all Conditions, Exclusions, Disclaimers, Governing Law & Dispute Resolution, Claims Process requirements, and Field Testing Requirements and Conditions.



# GET IN TOUCH

**435 E GERMANN RD SUITE 104  
GILBERT, AZ 85297**

[www.awakewdc.com](http://www.awakewdc.com)  
(833) 292-5393