

10/20 Limited Warranty

(2 Part Warranty)



Thermal Warranty

Low-E Brand Insulation. Environmentally Safe products ("ESP") hereby warrants that for a period of ten years, commencing with the date of manufacture printed on the product label, that the Insulation's actual thermal resistance will not vary by more than twenty percent from its published R-value (Thermal Warranty limited to products with foil facing on both sides only.) If the insulation is determined by sampling and tests (conducted as provided below) to not meet warranty value, ESP will deliver to the owner ("Owner") of the building on which the Insulation was initially installed a quantity of equivalent ESP product to replace the non-performing insulation or, at ESP's sole discretion, refund to the original owner the original purchase price of the insulation. The Warranty is in lieu of all other guarantees and warranties, express or implied, including the warranties of merchantability and fitness, and shall not be extended or altered except by written instrument signed by ESP and the Owner. **THERE ARE NO WARRANTIES OR GUARANTEES WHICH EXTEND BEYOND THE DESCRIPTION SET FORTH IN THIS WARRANTY.**

Conditions ESP's obligations under this Warranty are applicable to product manufactured after January 1, 2003, and will only take effect if installed in strict accordance with all applicable ESP specifications, recommendations, and guidelines which were in effect at the time of such installation. This Warranty shall be void if, in ESP's judgement, the Insulation's performance has been impaired by either damage or alternations (lacking prior ESP written approval) to the Insulation.

Exclusions ESP does not warrant the compatibility of any other product (including but not limited to any roofing membrane or coatings) with the Insulation, and does not assume any liability for any incidental or consequential damages, including (but not limited to) incremental heating, cooling or similar costs and any other harm to persons or property.

Insulation Testing All sampling shall be conducted in accordance with sampling procedures prescribed by ESP, and sampling of the Insulation shall only be taken in the presence of an authorized ESP representative. Testing of Insulation samples shall be in accordance with ASTM Test Method C-976 or the then closest ESP-approved effective equivalent thereof. All sampling and testing cost (including but not limited to costs of Insulation covering removal and replacement) shall be at the Owner's sole expense.

Product Warranty

Low-E Insulation products are guaranteed against defects in material and workmanship for 20 years. Blister or bubbles in product surface 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; (1.) 1 inch wide or more of foil delamination on the edge for more than 15 feet of the roll. (2.) More than 1 inch of foam showing on 20 feet or more of a roll. (3.) Large areas (more than 1 square foot) of delaminated foil.

Corrective Instructions 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; (1.) If there is foam showing on one side, either tape the seam on that side when installed or install product with the foam side in. (2.) If there is an edge that is delaminated, either tape the seam on that side when installed or install product with delaminated edge in. (3.) If there are areas that have a delamination that cannot be installed without correcting this defect, please contact ESP, Inc at 1-800-289-5693.

Return Policy (1.) It is our opinion that our Distributors should handle customer problems directly and ESP in turn 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 label is not available, return the bad section. (2.) All labels on the product must be saved for verification. If label is not sent back with completely filled out 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. (3.) If the customer elects to keep all the product that is considered seconds, and the complaint forms and labels are sent back, ESP will credit the customer for the difference in first quality and second quality pricing. (4.) 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.

ABSOLUTELY NO SHIPPING CHARGES WILL BE ACCEPTED WITHOUT APPROVAL FROM ESP