

**WALKER**

***WARRANTY AND POLICY STATEMENTS***

## **WALKER GLASS COMPANY LTD**

### **LIMITED WARRANTY FOR WALKER TEXTURES® & AVIPROTEK® ACID-ETCHED FLOAT GLASS**

Walker hereby warrants to the original purchaser, for a period of 10 years following the date of purchase, that the etched surface will not degrade, provided that the surface is not subjected to any conditions that would otherwise lead to premature degradation of unetched float glass.

In the event of any claim under this warranty, Walker must be notified in writing at the address indicated on the original invoice. Walker reserves the right to inspect any Etched Glass alleged to be defective in the location and under the conditions where the defect was first detected. Liability under this Warranty is limited, at Walker's exclusive discretion, to either

- Walker supplying without charge and F.O.B. Walker's plant, a sufficient quantity of sheets of the size and substrate originally supplied by Walker as would be required to replace the Etched Glass proven to be defective.

or

- Walker refunding an amount equal to the amount originally charged per square foot for the Etched Glass times the quantity of square feet of Etched Glass proven to be defective.

Walker's liability shall be limited solely to its responsibilities under this Warranty. In no event shall Walker be liable to any person or entity for indirect, special, incidental or consequential damages or charges for any reason, including but not limited to related labour and/or material costs.

#### **Conditions**

This Warranty is void under any of the following conditions:

- The Etched Glass is broken or fractured.
- The surface of the Etched Glass has been damaged.
- The Etched Glass is handled, stored, fabricated, or installed contrary to Walker's written guidelines

EXCEPT FOR THE EXPRESS WARRANTY DESCRIBED ABOVE, WALKER NEITHER EXPRESSES NOR IMPLIES ANY OTHER WARRANTIES OF ANY KIND AND NO WARRANTY SHALL BE IMPLIED BY OPERATION OR LAW OR OTHERWISE.

No variation or change from this warranty will be binding upon Walker unless made in writing specifically referring to this Warranty and signed by an officer of Walker

**Walker Glass Company Ltd.**

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## **WALKER GLASS COMPANY LTD**

### **WALKER GLASS COMPANY COLOR VARIATION POLICY**

Walker Glass Company Ltd. (Walker) hereby warrants that the color tolerance of clear, low-iron and tinted glass substrates, either sold as raw float glass or used in the manufacture of Walker's etched glass and mirror products, will conform to the glass color tolerances published by the float glass manufacturer. These tolerances do allow for some variation in color, which is almost imperceptible in the raw float glass.

However, these color variances may become much more perceptible in etched mirror and in etched glass which has been back-painted or laminated with a light colour. Walker assumes no responsibility for color variation in products supplied by our company wherein the color of the glass substrate conforms to the float glass manufacturer's published color tolerances. In applications where piece-to-piece color matching is critical, it is the responsibility of the customer to ensure that the uniformity of color of the materials used meets the requirements of the application.

It is recommended that, for projects where color-matching is a concern, that Walker be informed at the time of quotation. Walker will then undertake on a best efforts basis to supply material made from the same float tank and glass production campaign. Customers drawing on their own inventory should do their best to ensure that materials used come from the same batch. If in doubt, Walker's customer service staff can provide confirmation based on the case tag numbers.

While these measures will significantly reduce the risk, some variation still remains possible, so additional precautions should be taken by the fabricator. Products should always be inspected prior to transformation as well as after transformation and prior to installation to ensure that visible color variation does not exist within the finished goods.

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## WALKER GLASS COMPANY LTD

### LIMITED WARRANTY FOR SILVERED FLAT GLASS MIRROR

Walker Glass mirrors are made from selected *float* glass and conform to the following standards:

**USA**            **ASTM C 1503-18 (2018) Standard Specification for Silvered Flat Glass Mirror.**  
**CANADA**       **CAN/CGSB-12.5-M86 Type 1B National Standard of Canada – Mirrors, Silvered (Withdrawal May 2004)**

Inherent in the *float* glass process are some small gaseous inclusions and minor abrasions. Occasional small “bubbles” and hairlines are, therefore, perfectly normal and acceptable under these Standards and should be virtually unnoticeable from a normal viewing distance.

During a period of ten (10) years from the date of original purchase, Walker Glass Company Ltd (Walker) warrants all mirror manufactured by Walker (the Mirror), to the original purchaser, subject to the terms and conditions of this Limited Warranty (the Warranty), not to contain defects in the silver film which substantively affect the Mirror's appearance.

In the event that the Mirror contains defects in the silver film as stated above, Walker must be notified in writing at the address indicated on the original invoice. Walker reserves the right to inspect any Mirror alleged to be defective in the location and under the conditions where the defect was first detected. Liability under this Warranty is limited, at Walker's exclusive discretion, to either

- Walker replacing the defective Mirror without charge, F.O.B. Walker's plant  
or
- Walker refunding 100% of the original selling price of the mirror. Labor costs are not covered by this Warranty. This Warranty does not apply to replacement Mirror beyond the Warranty period applicable to the original Mirror.

Walker's liability shall be limited solely to its responsibilities under this Warranty. In no event shall Walker be liable to any person on entity for indirect, special incidental or consequential damages or charges for any reason.

#### CONDITIONS

This Warranty is void under any of the following conditions:

- The Mirror is broken or fractured.
- The Mirror's paint coating has been damaged.
- The Mirror is installed or used in an application other than indoors.
- The Mirror is installed in high-humidity environments such as swimming pool enclosures, bath enclosures, etc.
- The Mirror has been subjected to standing water or other liquid.
- The Mirror's coating is attacked by incompatible or corrosive chemical agents such as grinding lubricants, cleaning fluids, solvents, sealants, adhesives, chemical fumes, etc.
- A non-Walker-applied film has been attached to the mirror
- The Mirror is handled, stored, fabricated, or installed contrary to Walker's written guidelines, or to standards promulgated by the Glass Association of North America, or by the former North American Association of Mirror Manufacturers.

EXCEPT FOR THE EXPRESS WARRANTY DESCRIBED ABOVE, WALKER NEITHER EXPRESSES NOR IMPLIES ANY OTHER WARRANTIES OF ANY KIND AND NO WARRANTY SHALL BE IMPLIED BY OPERATION OR LAW OR OTHERWISE.

No variation or change from this warranty will be binding upon Walker unless made in writing specifically referring to this Warranty and signed by an officer of Walker.

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## **WALKER GLASS COMPANY LTD**

### **LIMITED WARRANTY FOR UNPROCESSED FLOAT GLASS**

Walker warrants to the original purchaser that unprocessed float glass will, unless otherwise specified, conform to the requirements of

**ASTM C1036 Standard Specification For Flat Glass,**  
Quality Q3  
Stock Sheets

This warranty shall extend for a period of one (1) year after the date of sale. In the event of any claim under this warranty, Walker must be notified in writing at the address indicated on the original invoice. Walker reserves the right to inspect any float glass alleged to be defective in the location and under the conditions where the defect was first detected. Liability under this Warranty is limited, at Walker's exclusive discretion, to either

- Walker supplying without charge and F.O.B. Walker's plant, a sufficient quantity of sheets of the size and substrate originally supplied by Walker as would be required to replace the float glass proven to be defective.

or

- Walker refunding an amount equal to the amount originally charged per square foot for the float glass times the quantity of square feet of float glass proven to be defective.

Walker's liability shall be limited solely to its responsibilities under this Warranty. In no event shall Walker be liable to any person or entity for indirect, special, incidental or consequential damages or charges for any reason, including but not limited to related labour and/or material costs.

EXCEPT FOR THE EXPRESS WARRANTY DESCRIBED ABOVE, WALKER NEITHER EXPRESSES NOR IMPLIES ANY OTHER WARRANTIES OF ANY KIND AND NO WARRANTY SHALL BE IMPLIED BY OPERATION OR LAW OR OTHERWISE. In particular, Walker assumes no responsibility for glass breakage, improper usage, failure on account of faulty installation or building construction or design, improper handling or failure to follow Walker Glass' instructions regarding float glass. Further, Walker assumes no responsibility for scratches or abrasions of any kind, including without limitation, those which may occur as a result of abnormal weather conditions, if abrasive cleaners are used on the surfaces, or if acids, alkalies or other chemicals are used to wash the glass or surfaces around the glass.

No variation or change from this warranty will be binding upon Walker unless made in writing specifically referring to this Warranty and signed by an officer of Walker Glass.

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# WALKER GLASS COMPANY LTD

## WORKER SAFETY AND ENVIRONMENTAL PROTECTION POLICY

Walker Glass is fully committed to the diligent protection of both the environment and the health and safety of its workers and its customer's workers.

**Walker Textures®** acid-etched glass products are produced using hydrofluoric acid, a substance which poses potential risks both to workers and to the environment. Worker safety and the environment were, therefore, Walker Glass' principal concerns in implementing the acid-etching process in its Montreal manufacturing facility.

### Environment

Pursuant to extensive research and development, Walker has equipped itself with state-of-the-art environmental control equipment, including air scrubbers to neutralize toxic fumes before they are released to the atmosphere and a waste water purification system which eliminates harmful fluorine ions from the waste stream. Walker Glass holds and maintains in good standing the following government-issued permits:

Quebec – Ministère de l'Environnement (Ministry of Sustainable Development, Environment and Parks)  
Air, Water and Solid Waste: ref # 7610-06-01-0097411-400076881 and  
ref # 7610-06-01-0682010-400529091 and  
ref # 7610-06-01-0682011-400559034

Montreal – Direction de l'Environnement (Div. Contrôle des Rejets Industriels)  
(Department of Environment, Industrial Waste Control Division)  
Air (glass etching): ref # 201.01.00 – 13.46 and  
file # 01-800971 – permit #2096  
  
Air (printing/masking) : file # 01-800971 – permit #2082  
  
Water (glass etching) : ref # 4310B024 and  
file # 01-800971 – permit #760

Solid waste, waste water and air emissions are continually monitored, both internally and by the appropriate regulatory bodies and remain at all times within the limits imposed by municipal, provincial and federal regulations. Details of these limits are available upon request.

### Worker Safety

Harmful fumes in work areas are captured, treated and evacuated. Workers are further protected with acid-resistant suits and breathing masks to minimize any potential health or safety risk. During the final step of production, all residual hydrofluoric acid is removed from the glass, leaving nothing but trace amounts well within safe and acceptable limits. The final product is a beautiful, enduring satin-finished glass which poses no greater risk to people or the environment than the float glass from which it is made.

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