



10641 Highway 36
Covington, GA
30014

www.sunbeltbuilders.com

t 770.786.3031
f 770.786.3046

FACTORY SHOALS PARK

Triple H Glazing
10200 Industrial Blvd.
Covington, GA 30014
ph: 770-728-1822

Jeff Nolan

jeff@triplehglazing.com

08-4300 Glazing O&M



Glass Informational Bulletin

GANA 01-0116

Proper Procedures for Cleaning Architectural Glass Products

Architectural glass products play a major role in the comfort of the living and working environment of today's homes and commercial office spaces by providing natural daylight, views of the surroundings, thermal comfort and design aesthetics. Glass usage and condition often affect our selection of where we live, work, shop, play and seek education.

This document describes procedures that generally apply to most architectural glass products. Certain glass types may require different procedures and care. Glass can be clear or tinted, and have pyrolytic or sputtered Low-E or reflective coatings, some of which may be on the exposed surface of the glass. Glass products can be monolithic (single lites), laminated glass or insulating glass units. (See GANA Glass Informational Bulletin GANA ID 01-1107 *Describing Architectural Glass Constructions*). Glass can be of various strengths, i.e., annealed, heat-strengthened or fully tempered. There are also other decorative and functional glass types including spandrel, silk-screened, patterned, acid etch, and sand-blasted.

Architectural glass products should be properly cleaned and protected throughout the construction process using a program of regularly scheduled maintenance designed to maintain visual clarity and prevent glass surface damage. Since glass products can be permanently damaged if infrequently or improperly cleaned, glass producers and fabricators recommend strict compliance with the following procedures for cleaning glass surfaces.

Routine Cleaning & Maintenance

For routine maintenance, interior and exterior glass surfaces should be thoroughly cleaned as dirt and residue appear. Cleaning frequencies should be tailored to the individual characteristics inherent to the site conditions, as well as the severity of local environmental factors and atmospheric pollutants that vary from region to region. Before proceeding with cleaning, determine whether the glass is clear, tinted or reflective. Surface damage is more noticeable on reflective glass as compared with the other glass products. If the reflective surface is exposed, either on the exterior or interior surface, special care must be taken when cleaning, as damage to the reflective glass surface may result in coating removal and a visible change in light transmittance which is very noticeable. A simple test to determine the location of the reflective coating is to touch the point of a pencil to the glass surface. If the reflection of the pencil point meets the real pencil, the coating is exposed on that side. If there is a gap between the pencil point and the reflections, the coating is not exposed on that side of the glass. Cleaning tinted and reflective glass surfaces in direct sunlight should be avoided, as the surface temperature may be too hot for optimum cleaning. Exterior cleaning should begin at the top of the building and continue to the lower levels to reduce the risk of leaving residue and

cleaning solution on glass that has already been cleaned. Cleaning procedures should also include checking that the wind is not blowing the cleaning solution and residue onto already cleaned glass.

Prior to beginning a cleaning project, it is strongly recommended that window cleaners test clean a small area of one window, then stop and examine the surface carefully for any damage to the glass and/or any exposed coating. The ability to detect certain surface damage, such as light scratches, may vary greatly with the lighting conditions. Daylight conditions are needed to properly evaluate a glass surface for damage. Scratches that are not easily seen with a dark or gray sky may be very noticeable when the sun is at a certain angle in the sky or when the sun is low in the sky. In addition, because different backgrounds may yield different observations, cleaning methods should be tested on all glass constructions on the building, including both vision and spandrel units.

Cleaning should begin by soaking the glass surfaces with clean water and a mild, non-abrasive glass cleaning solution. Apply generous amounts of solution to the glass surfaces with a brush, strip washer or other non-abrasive applicator, and lightly agitate to loosen the soil and debris. Immediately following the application of the cleaning solution, a window-cleaning squeegee should be used to remove all of the cleaning solution from the glass surface. During routine cleaning care should be taken to avoid metal contact with the glass surface; razor blades and metal scrapers should not be part of routine cleaning. The use of sufficient water will help prevent abrasive particles from being trapped between the glass and the cleaning tools being used. However, the window cleaner needs to be diligent in keeping all abrasive particles from scratching the glass.

The International Window Cleaning Association (IWCA) recognizes an additional glass cleaning technique being utilized by some professional window cleaning contractors. This technique employs the use of pure water delivered to the glass surface using a specialized extension pole. Gentle agitation with a non-scratching (non-abrasive) brush is followed by the final pure water rinse. Rinse water is generally allowed to evaporate from freshly cleaned surfaces. Therefore, the pure water used in both the wash and rinse must have a total dissolved solids content (TDS) of 20 parts per million (PPM) or less to prevent spotting and streaking of cleansed surfaces. The use of tap water is not acceptable. Effective water treatment, via ion exchange and/or reverse osmosis equipment, should be used in conjunction with delivery & rinse methods at all times. Water quality can be monitored with a hand held TDS or conductivity meter. A reading of 40 micro-Siemens/cm (0.025 Me ohm – cm) represents a TDS level of 20 PPM.

Non-Routine Post-Construction Cleaning & Restoration

Careful communication between the responsible parties should precede the use of aggressive cleaning techniques, as any non-routine cleaning carries a risk of irreparable damage to glass products.

During all stages of construction the glass must be properly protected from construction debris such as cement, paint, varnish, adhesives and other construction material commonly found on job sites. (See the GANA/IWCA Bulletin TD 03-1003 (2010 Edition) *Construction Site Protection and Maintenance of Architectural Glass*). Extended construction schedules may create the need for multiple cleanings to avoid the accumulation of significant amounts of soil and debris, and to avoid potential damage. In addition to ordinary techniques for protection from construction debris used by various trades, temporary protective window films may be applied to glass. Follow specific manufacturer instructions regarding film application and removal. If the film is removed prior to job completion, additional cleanings may still be needed to prevent glass damage. Failure to remove temporary protective films by the manufacturer's recommended date may result in aggressive methods being required to remove the film.

Glass that is improperly stored or left unprotected during construction may result in glass that cannot be successfully cleaned using routine cleaning procedures. In such situations, more aggressive cleaning and

restoration techniques may become necessary, such as the use of razor blades, chemical cleaning and/or mechanical polishing. Glass surface conditions that may require more aggressive cleaning techniques would include, but not be limited to, the accumulation of paint, stain or varnish overspray; mortar, concrete or cement splashing on glass; silicone sealants and/or lubricants being smeared or sprayed onto glass and frames; and sealer overspray or run-off from adjacent masonry or stone waterproofing operations. In the process of removing tenacious contaminants from unprotected glass, particles may be trapped between the razor blade and the glass, resulting in fine scratches.

While members of GANA neither condone nor recommend scraping of glass surfaces with blades or scrapers for routine cleaning, it is recognized that window cleaners may choose more aggressive techniques, including the use of razor blades, in non-routine cleaning. In such cases, use of razor blades should be limited to the affected areas of the glass. Scraping should be done in one direction only with a new blade. Never scrape in a back and forth motion as this could trap particles under the blade that may cause scratches. These scratches may be visible at all times, but in some cases they may be visible only under certain lighting conditions. Significant care should be taken to ensure the glass is not scratched. Razor blades should never be used on coated glass surfaces. Contact a professional window cleaner proficient in construction window cleaning, such as a member of the IWCA for the most appropriate solution.

GLASS TYPES

When cleaning the glass in architectural windows and doors, it is necessary to determine what type of glass is being cleaned and what, if any, type of coatings may be present on the exposed surfaces. In addition to reviewing the bulletins previously referenced, it is important to review the GANA Glass Informational Bulletin TD 02-0402 (2008 Edition) *Heat-Treated Glass Surfaces are Different* before initiating the window cleaning process, as glass may be heat-treated, i.e., heat-strengthened or fully tempered. Heat-treated glass is used in most architectural glass products today for a variety of strength and safety reasons, but it must be understood that heat-treated surfaces require greater care when cleaning as discussed in detail in the above referenced bulletin.

Some glass may contain a logo that may indicate the glass supplier and if the glass is tempered, heat-strengthened or laminated, but it typically will not indicate the glass type or if exposed coatings are present. A logo may not be visible or present on all heat-treated glass products, so the lack of a logo does not mean the glass is not heat-treated.

High performance windows may be produced with a coating on one or both exposed surfaces. Low-E coatings are typically neutral in color and very difficult to see. Reflective coatings increase the reflectivity of the glass and are normally obvious. Specific glass cleaning procedures must be adhered to when attempting to clean coated glass surfaces. Consult the glass manufacturer's guidelines for specific procedures.

The plastic interlayer in laminated glass is generally exposed around the periphery of the window glass; cleaning fluids and their vapors must be kept away from this area. For cleaning laminated glass, or windows and doors containing laminated glass, do not use anything that is corrosive such as solvents, acids, bases or other chemicals. Examples of some materials that may cause harm include, but are not limited to:

- Bleach (or other solutions containing sodium hypochlorite)
- Acids, especially muriatic/hydrochloric and hydrofluoric (often found in glass cleaning and restoration products)
- Ammonia

Toluene
Xylene
Methyl Ethyl Ketone (a.k.a. MEK)
Acetone
Ethyl Acetate
Mineral Spirits
Turpentine
Methanol
Products with labeling that states they are flammable or corrosive

Contact the laminated glass supplier or interlayer manufacturers for additional recommendations and cautions.

Insulating glass, laminated glass and decorative glass is glazed in many ways, utilizing glazing sealants, gaskets, and/or tapes. Glazing materials do not provide a sufficient barrier to prevent cleaning agents from entering the glazing pocket and damaging the edge of the glass product or affecting the insulating glass unit seal. The presence of weep holes is recommended, but is also not sufficient to overcome the risk of improper cleaning materials coming in contact with the edge of glass products. Exposure to certain chemicals may affect the sealants of insulating glass units and the surface of decorative products. Insulating glass unit longevity may be negatively affected by exposure to certain chemicals. Contact the supplier for additional recommendations and cautions.

The glass industry takes extreme care to avoid glass scratches by protecting glass surfaces during manufacturing and fabrication, as well as during all shipping and handling required to deliver the glass to the end user. A large percentage of damaged glass results from non-glass trades working near glass. They may inadvertently lean tools against the glass, splash materials onto the glass and/or clean the glass incorrectly, any of which can permanently damage glass.

To ensure long-term performance of the glass in a building, GANA and IWCA encourage glazing contractors, general contractors, building management and owners to be diligent in preserving the integrity of glass products. It is important to be aware of conditions that can lead to glass damage, to follow the handling and cleaning guidelines provided by GANA/IWCA and the glass fabricator, and to adhere to a regular schedule of maintenance cleaning. Generally, twice per year cleaning is sufficient; however, specific regions may require more frequent cleaning due to environmental factors and atmospheric pollutants. Contact a professional window cleaner, such as members of the IWCA, to discuss recommended frequencies for your particular building.

Quick-Reference Guide to Cleaning Architectural Glass Products

The following "Do's" and "Don'ts" are offered as a supplement to the GANA Glass Informational Bulletin 01-0116 *Proper Procedures for Cleaning Architectural Glass Products*:

The following are things to DO:

- DO clean glass when dirt and residue appear
- DO protect glass during all stages of construction
- DO determine if coated glass surfaces are exposed
- DO exercise special care when cleaning coated glass surfaces
- DO avoid cleaning tinted and coated glass surfaces in direct sunlight
- DO start cleaning at the top of the building and continue to lower levels
- DO soak the glass surface with a clean water and soap solution to loosen dirt and debris
- DO use a mild, non-abrasive commercial window cleaning solution
- DO use a window-cleaning squeegee to remove all of the cleaning solution
- DO clean one representative window and check to see if procedures have caused any damage
- DO be aware of and follow the glass supplier's specific cleaning recommendations
- DO caution other trades against allowing other materials to contact the glass
- DO watch for and prevent conditions that can damage the glass
- DO read the following GANA Glass Informational Bulletins (GIBs) before cleaning any heat-strengthened or tempered glass products:
 - GANA ID 01-1107 *Describing Architectural Glass Constructions*
 - GANA TD 02-0402 (2008) *Heat-Treated Glass Surfaces Are Different.*
 - GANA 01-0300 *Proper Procedures for Cleaning Architectural Glass Products*
 - GANA TD 03-1003 (2010) *Construction Site Protection and Maintenance of Architectural Glass (in collaboration with IWCA)*

The following are things NOT to do:

- DO NOT start cleaning without reading:
 - GANA ID 01-1107 *Describing Architectural Glass Constructions*
 - GANA TD 02-0402 (2008) *Heat-Treated Glass Surfaces Are Different.*
 - GANA 01-0300 *Proper Procedures for Cleaning Architectural Glass Products*

- GANA TD 03-1003 (2010) *Construction Site Protection and Maintenance of Architectural Glass (in collaboration with IWCA)*

- DO NOT allow dirt and residue to remain on glass for an extended period of time
- DO NOT begin cleaning glass without knowing if a coated surface is exposed
- DO NOT clean tinted or coated glass in direct sunlight
- DO NOT allow water or cleaning residue to remain on the glass or adjacent materials
- DO NOT begin cleaning without rinsing excessive dirt and debris
- DO NOT use abrasive cleaning solutions or materials for maintenance cleaning
- DO NOT ever use razor blades on coated glass surfaces
- DO NOT allow metal parts of cleaning equipment to contact the glass
- DO NOT trap abrasive particles between the cleaning materials and the glass surface
- DO NOT allow other trades to lean tools or materials against the glass surface
- DO NOT allow splashed materials to dry on the glass surface

Consult either the GANA website (www.glasswebsite.com) or the IWCA website (www.iwca.org) for additional information and links providing additional technical resources.

The Glass Association of North America (GANA) has produced this Glass Information Bulletin in cooperation with the International Window Cleaning Association (IWCA) solely to provide general information as to basic proper procedures for cleaning architectural glass products. The Bulletin does not purport to state that any one particular type of glass cleaning process or procedure should be used in all applications, or even in any specific application. The user of this Bulletin has the responsibility to ensure the cleaning instructions from the glass supplier are followed. GANA disclaims any responsibility for any specific results relating to the use of this Bulletin, for any errors or omissions contained in the Bulletin, and for any liability for loss or damage of any kind arising out of the use of this Bulletin.

This bulletin was developed by the GANA Tempering Division and IWCA Glass Committee, and approved by the Tempering Division and GANA Board of Directors.

Quality Standards

GG 002—2015-02-23

Glass products fabricated by Trulite Glass & Aluminum Solutions™ meet the following standards and specifications:

Primary Float Glass—Meets the requirements of ASTM C 1036, *Standard Specification for Flat Glass*, including: Type 1, Class 1, Quality q3 for clear glass; and Type 1, Class 2, Quality q3 for tinted glass. The primary float glass manufacturer will be one of the following: PPG, Guardian, Pilkington.

Heat Treated Glass—Meets the requirements of ASTM C 1048, *Standard Specification for Heat-Treated Flat Glass*, for Condition A, B, or C; Quality q3, and Kind FT (Fully Tempered) or Kind HS (heat-strengthened). Unless otherwise noted, all fully tempered glass meets the safety glazing requirements of ANSI Z97.1, Class A; and CPSC 16 CFR 1201 Category II. Trulite's tempered products are certified through the Safety Glazing Certification Council (SGCC), which serves as a third party independent sponsor for overseeing of safety glazing certification and product testing. Heat treated products have a Limited Warranty from Trulite for a period of ten (10) years.

Coated Glass—Meets the requirements of ASTM C 1376, *Standard Specification for Pyrolytic and Vacuum Deposition Coatings*. Coated glass has a Limited Warranty for a period of ten (10) years, provided by the coating supplier. These include PPG, Guardian, Pilkington.

Insulating Glass—Meets the requirement of ASTM E2190 (supersedes ASTM E774, level CBA). In the case of argon filled IG units, meets ASTM E2190 with tested results of 90% before, 80% after accelerated testing. Insulating glass units are comprised of two lites of glass, separated by a dehydrated airspace, with a primary seal of poly isobutylene (PIB), and a secondary seal of silicone. Most Trulite plants carry certification to the PPG Certified Fabricator® program and the Guardian Select™ Fabricator program. Insulating glass products have a Limited Warranty for a period of (10) Years.

Spandrel Glass—Meets the requirement of ASTM C1048 for Condition B, Kind HS (Heat Strengthened) or Kind FT (Fully Tempered) for ceramic fritted coating. Spandrel glass is also available with Opaci-Coat® 300. Both products have a Limited Warranty for a period of Five (5) Years. Neither coating is recommended for 2nd or 3rd surface application in an insulating glass unit.

Laminated Glass—Meets the requirement of ASTM C 1172 *Standard Specification for Laminated Architectural Flat Glass*. When comprised of two plies of glass and a 0.030" or thicker Interlayer, Trulite's laminated glass also meets the safety criteria of CPSC 16 CFR 1201, Category II; and ANSI Z97.1, Class A. Laminated glass also complies with ASTM C 1036, and when heat-treated, with ASTM C 1048. A Limited Warranty for a period of Five (5) Years is available for laminated glass with a PVB interlayer.



Trulite Glass & Aluminum Solutions Dual Seal Insulating Glass: Limited Warranty

WARRANTY COVERAGE:

Subject to the terms and conditions set forth below, Trulite Glass & Aluminum Solutions, LLC ("Trulite"), warrants that its dual seal insulating glass products and/or insulating glass units (the "Products" and each a "Product"), when used in accordance with (i) our technical service bulletins and other written instructions, (ii) applicable building codes and regulations, and (iii) standard industry practices (including, without limitation, the aluminum framing manufacturer installation instructions and the proper glazing techniques set forth in The National Glass Association's (formerly GANA) Glazing Manual and Sealant Manual, as the same may be modified from time to time), will be free from manufacturing defects resulting in material obstruction of the vision area due to flaking, peeling, the infiltration of dirt or dust, or the formation of any film on the internal glass surfaces due to the intrusion of moisture into the dehydrated air space. This Limited Warranty shall continue for a period of ten (10) years (the "Limited Warranty Period") from the date of shipment. This Limited Warranty does not cover qualities or characteristics which are considered acceptable under the applicable ASTM standard(s) in effect at the time of purchase. This Limited Warranty shall be conditioned upon and subject to the determination of the original purchaser (the "Customer") that the Product is suitable for and compatible with the Customer's intended use, and such determination shall be the sole responsibility of the Customer.

EXCLUSIONS FROM WARRANTY COVERAGE:

To the extent any Product is damaged, either directly or indirectly, as a result of any of the following or is otherwise subjected to any of the following, such Product is specifically excluded from coverage under this Limited Warranty: (i) Products that measure in excess of sixty (60) square feet; (ii) Products that have been retrofitted; (iii) Products that have been installed in a vehicle that may incur high vibration; (iv) Products that utilize solely Lexan®, polycarbonate, non-glass laminates, acrylic or other plastic materials as a component lite; (v) Products that contain capillary tubes not in compliance with the Insulating Glass Manufacturers Alliance (IGMA) guidelines; (vi) the placement of any type of aftermarket film; (vii) improper usage; (viii) installations in or around swimming pool enclosures, green houses or any other environment that has continuous or cyclical high moisture; (ix) improper use of cleaners, solvents, acids, alkalis or any other chemicals on or around finished Products; (x) faulty building construction or design; (xi) glass breakage, whether spontaneous, accidental or from any other cause; (xii) Acts of God, including, but not limited to hurricanes, flooding, earthquakes or other types of natural disasters and/or abnormal weather conditions; (xiii) acts of negligence, or the misuse or abuse of the Product; (xiv) improper installation; (xv) failure to comply with our technical data sheets and other written instructions, applicable building codes and regulations, and standard industry practices; (xvi) incompatibility with other coatings, sealants, gaskets, lubricants, insulation or any other materials; (xvii) normal wear and tear due to usage; (xviii) scratches or abrasions to the Products; (xix) installation in a glazing system where there is no effective weep to prevent the IG edge seal from persistent exposure to moisture. This Limited Warranty will be void in the event that full payment is not received for goods and services within the agreed upon terms of sale..

LIMITATION OF LIABILITY:

THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE CONTAINED IN THIS LIMITED WARRANTY. TO THE EXTENT PERMITTED BY LAW, ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT ARE EXCLUDED. ANY IMPLIED WARRANTIES ARISING BY OPERATION OF LAW ARE LIMITED IN DURATION TO THE TERM OF THIS LIMITED WARRANTY. NO IMPLIED WARRANTY CAN BE MODIFIED BY ANY COURSE OF DEALING, COURSE OF PERFORMANCE OR USAGE OF TRADE. FURTHER, THE REPAIR, REPLACEMENT OR REFUND AS DESCRIBED BELOW IS THE CUSTOMER'S EXCLUSIVE REMEDY. THIS REMEDY IS AVAILABLE ONLY TO THE CUSTOMER AND IS NOT TRANSFERABLE. REGARDLESS OF THE TYPE OF CLAIM (WHETHER BASED IN CONTRACT, INFRINGEMENT, NEGLIGENCE, STRICT LIABILITY, TORT OR OTHERWISE), TRULITE'S LIABILITY TO CUSTOMER SHALL NOT EXCEED THE AMOUNT PAID BY THE CUSTOMER TO TRULITE ON SUCH PURCHASE ORDER.

OTHER LIMITATIONS OF THIS WARRANTY:

Trulite shall not be liable to the Customer or anyone else for consequential, incidental, special, exemplary, indirect, or punitive damages, including, without limitation, lost profits, labor costs, or any other pecuniary damage resulting from or related to personal injury, death, property damage, whether due to any defect, delay, non-delivery, non-performance, recall, breach, or other reason. All claims in tort, strict liability, and failure of essential purpose are waived and excluded, including claims of damage allegedly caused by Trulite's negligence. Except as expressly set forth in this Limited Warranty, Trulite shall not be liable to the Customer in tort, strict liability,



or any other legal or equitable theory for any alleged defect in the design, manufacture or materials of the Product or for the omission or alleged inadequacy of any warning related to the Product. Except for this Limited Warranty, the Customer accepts the Products "AS IS" with all faults and assumes the risk of loss for any defect or nonconformity. There are no third-party beneficiaries to this Limited Warranty. Customer acknowledges and declares that these limitations and waivers have been brought to the Customer's attention and explained, that the Customer has read and understood all terms and agrees to be so bound, and that the Customer's receipt of the Products and this Limited Warranty signifies that the Customer has voluntarily and knowingly consented to all terms, including the waivers and limitations contained within this Limited Warranty.

Warranties for products manufactured or supplied to Trulite by third parties shall be limited to the third party manufacturer's warranty, and Trulite will not be responsible for any freight or labor charges in connection with any third party warranty claims.

THE CUSTOMER'S EXCLUSIVE REMEDY:

If a Product is proven defective within the Limited Warranty Period, then as the Customer's sole remedy, Trulite will, at its sole option, either: (A) replace the defective Product without charge, FOB to the Trulite location nearest to the place of installation; or (B) refund the purchase price of the defective Product. Trulite will not be liable for any other expenses involved in the removal of such Product, installation of a replacement Product, or any other incidental or consequential damages, including, without limitation, attorney's fees, transportation costs or labor. The warranty for any replacement Product shall be limited to the terms and conditions of this Limited Warranty and shall continue for the period of time remaining under the original Limited Warranty Period provided in this Limited Warranty.

THE CUSTOMER'S WARRANTY IS NON-TRANSFERRABLE:

This Limited Warranty: (i) is limited to the Customer to whom the Product was sold by Trulite and is nontransferable, non-assignable and cannot be extended by operation of law or otherwise beyond the Customer; (ii) replaces all previous warranties; and (iii) applies only to purchases and installations within the United States.

FILING A CLAIM:

To file a claim under this Limited Warranty, the Customer must contact us, in writing, within fifteen (15) calendar days of the discovery of an alleged manufacturing defect in a Product, at Trulite Glass & Aluminum Solutions LLC, Attn: Technical Services Department, 403 Westpark Ct. Suite 201, Peachtree City, GA 30269, although Trulite may change this address by written notice to the Customer as provided on Trulite's website. Proof of purchase from the Customer must be submitted with any notice of claim. We have the right to physically inspect an installation site and obtain samples from that job installation and of the Products used in that installation before we determine the validity of the Customer's claim. The Customer shall provide Trulite with reasonable access to the Products, installation site and such other information as Trulite may reasonably request in connection with its investigation. The Customer's claim must be received and evaluated by us before any repair or replacement work is performed; otherwise, this Limited Warranty will be null and void. No one except the CEO of Trulite has the authority to (i) change, modify or extend this Limited Warranty in any respect, or (ii) assume any other liability or obligation on Trulite's behalf.

THIS WARRANTY IS GOVERNED BY GEORGIA LAW:

In providing this Limited Warranty, Trulite and the Customer agree that Georgia law governs this Limited Warranty, including Title 11, Official Code of Georgia Annotated, § 11-2-101, *et seq.* This Limited Warranty shall be governed by and interpreted according to Georgia law, without giving effect to conflict of law principles. Except as provided above, any action or claim arising out of or relating to this Limited Warranty may be brought, if at all, in a federal or state court in Atlanta (Fulton County), Georgia having subject matter jurisdiction over the matter, and the Customer irrevocably consents to the jurisdiction of that court and waives any objection that the court in Atlanta is an inconvenient forum. At Trulite's sole election, any dispute arising out of or related to this Limited Warranty shall be submitted to binding arbitration in Atlanta, Georgia in accordance with the rules of the American Arbitration Association. Any award ordered in such arbitration shall be enforceable in any court of competent jurisdiction.

Last Updated, March 31, 2022 (#15669626 v3)