

Product Warranty & Maintenance

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SECTION 1: Warranty for Laminated and Tempered Glass

Laminated (including SDX2™ Smart Glass) and tempered glass furnished by Skyline Design is warranted to meet the safety criteria of ANSI Z97.1 and CPSC 16 CFR 1201 Categories 1 & 2. Tempered glass is also warranted to meet the quality and strength requirements of ASTM C1036 and ASTM C1048 for Quality Q3, Kind FT. Laminated glass will comply with ASTM C1172 and is warranted against defective materials or workmanship that results in delamination or obstruction of vision under normal conditions of use. This warranty will extend for a period of five (5) years from the date of delivery.

SECTION 2: Warranty for Skyline Glassboard Products

Skyline Design provides a limited lifetime warranty for its Define back-painted and FV digitally printed Glassboard products against manufacturer defect and workmanship under normal conditions as determined by Skyline Design and when proper cleaning and handling instructions have been followed. Skyline Design warrants that its Define Glassboard products will not vary from its original delivery color by more than 5 units in the Delta E scale and that the treatment will adhere to the glass panel. Due to the distinct nature of decorative glass, some slight variations and minor irregularities may occur. Skyline Design finishes are intended to be resistant to normal wear and tear as determined by Skyline Design and may not be suitable for some applications. These finishes are intended for dry interior installations only. Finished glass that is to be installed on wet-side applications or in an environment where it may come into prolonged contact with moisture is not covered by this warranty, nor is any damage to the finish that may occur due to such an application. For marker rail, accessories, frames, and hardware, please see Section 9.

SECTION 3: Warranty for SkySafe Bird-Friendly Glass

Skyline Design warrants its Eco-etch pattern application for the intended lifetime of the substrate against manufacturer defect under normal conditions as determined by Skyline Design, and warrants that its Eco-etch products will maintain their appearance on the etched surface for the life of the product when proper cleaning and handling instructions have been followed. Due to the distinct nature of decorative glass, some slight variations and minor irregularities may occur. Skyline Design finishes are intended to be resistant to normal wear and tear as determined by Skyline Design and may not be suitable for some applications. These finishes are suitable for both dry and wet interior installations; certain products are also suitable for exterior installations. Please contact your Skyline Design sales representative for more information.

SECTION 4: Warranty for Eco-etch

Skyline Design warrants its Eco-etch pattern application for the intended lifetime of the substrate against manufacturer defect under normal conditions as determined by Skyline Design, and warrants that its Eco-etch products will maintain their appearance on the etched surface for the life of the product when proper cleaning and handling instructions have been followed. Due to the distinct nature of decorative glass, some slight variations and minor irregularities may occur. Skyline Design finishes are intended to be resistant to normal wear and tear as determined by Skyline Design and may not be suitable for some applications. These finishes are suitable for both dry and wet interior installations; certain products are also suitable for exterior installations. Please contact your Skyline Design sales representative for more information.

SECTION 5: Warranty for Vitracolor Products

Skyline Design warrants its Vitracolor products for a period of ten (10) years from the date of delivery against manufacturer defect under normal conditions as determined by Skyline Design and when proper cleaning and handling instructions have been followed. Skyline Design warrants that Vitracolor products will not vary from its original delivery color by more than 5 units in the Delta E scale and that the treatment will adhere to the glass panel. Due to the distinct nature of decorative glass, some slight variations and minor irregularities may occur. Skyline Design finishes are intended to be resistant to normal wear and tear as determined by Skyline Design and may not be suitable for some applications. These finishes are intended for dry interior installations only. Finished glass that is to be installed on wet-side applications or in an environment where it may come into prolonged contact with moisture is not covered by this warranty, nor is any damage to the finish that may occur due to such an application.

SECTION 6: Warranty for AST, Textured & Decorative Film Products

Skyline Design warrants its AST, Textured, and decorative printed film products for a period of one (1) year from the date of delivery against manufacturer defect under normal conditions as determined by Skyline Design and when proper cleaning and handling instructions have been followed. Due to the distinct nature of decorative glass, some slight variations and minor irregularities may occur. Skyline Design finishes are intended to be resistant to normal wear and tear as determined by Skyline Design and may not be suitable for some applications. These finishes are intended for dry interior installations only. Finished glass that is to be installed on wet-side applications or in an environment where it may come into prolonged contact

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with moisture is not covered by this warranty, nor is any damage to the finish that may occur due to such an application.

SECTION 7: Warranty for Digital Ceramic Frit Products

Skyline Design warrants its Digital Ceramic Frit products for a period of ten (10) years from the date of delivery against manufacturer defect under normal conditions as determined by Skyline Design and when proper cleaning and handling instructions have been followed. Skyline Design warrants that its Digital Ceramic Frit products are warranted against Delta shift tolerances from the ink manufacturer. Delta shift tolerances are available upon request. Due to the distinct nature of decorative glass, some slight variations and minor irregularities may occur. Skyline Design finishes are intended to be resistant to normal wear and tear as determined by Skyline Design and may not be suitable for some applications. These finishes are suitable for both dry and wet interior installations; certain products are also suitable for exterior installations, please contact your Skyline Design sales representative for more information.

SECTION 8: Warranty for Printed Interlayer Products

Skyline Design warrants its Printed Interlayer products for a period of five (5) years from the date of delivery against manufacturer defect under normal conditions as determined by Skyline Design and when proper cleaning and handling instructions have been followed. Due to the distinct nature of decorative glass, some slight variations and minor irregularities may occur. Skyline Design finishes are intended to be resistant to normal wear and tear as determined by Skyline Design and may not be suitable for some applications. These finishes are suitable for dry interior installations; certain products are also suitable for wet or exterior installations, please contact your Skyline Design sales representative for more information.

SECTION 9: Warranty for Marker Rail, Accessories, Frames, Controllers, Electronics, and Hardware

Skyline Design warrants its marker rail, accessories, frames, controllers, electronics, and hardware products a period of one (1) year from the date of delivery against manufacturer defect under normal conditions as determined by Skyline Design. Skyline Design is not responsible for installation of these items and applies no warranty to the installation of these products. Accessories sold or resold by Skyline Design, including but not limited to magnets, markers and erasers carry no warranty. Some slight variations and minor irregularities may occur. Skyline Design products are intended to be resistant to normal wear and tear as determined by Skyline Design and may not be suitable for some applications.

SECTION 10: Warranty Terms & Conditions

The client is responsible for all testing of the product prior to installation. The client takes sole responsibility for the testing and application of the product purchased in the environment in which it is to be installed. In the event that the finished glass panel fails to meet this warranty, Skyline Design reserves the right to review to determine the cause of the defect relative to the warranty and, at its option, repair or replace the affected glass panel. Replacement panels will ship FOB the point of origin to which the original finished glass panels were supplied. The client is expected to inspect Skyline Design products for conformity, design intent, application and design specifications prior to installation. Skyline Design shall not be responsible for the cost of removal, reinstallation or other related costs or taxes regarding the defective materials. Skyline Design shall not be held liable for any direct, indirect, incidental, special, consequential, or punitive damages, including but not limited to lost profits, lost revenue, lost data, or replacement costs, arising out of or related to the use of or inability to use the product or service, regardless of the legal theory under which such liability is asserted, even if the Company has been advised of the possibility of such damages. This warranty applies only to the original purchaser and is not assignable.

The warranty for any replacement or repaired finished glass panels will extend for the remainder of the original warranty period only. The above notwithstanding, this warranty will not apply: (i) if the panel has been subjected to harsh or improper handling, misuse, abuse, vandalism, accident or want of care; (ii) if the panel has not been maintained in accordance with the maintenance information as provided by Skyline Design; (iii) if repairs or alterations have been made or attempted by a person other than an authorized Skyline Design representative; (iv) to the extent that any damage is caused by any breakage, chipping, cracking or damage to a panel after its delivery, however caused; or (v) if the panel has not been pre-approved for use by Skyline Design based on material location and application prior to installation. Additionally, Skyline Design must receive written notification within three (3) days of receipt of the finished glass panel and prior to installation with regard to any defects that exist at the time of receipt. If the glass needs to be stored prior to installation after the initial inspection, glass must be kept in a climate controlled area and not susceptible to moisture or condensation build up.

SECTION 11: Care, Handling & Maintenance

Handle all Skyline Design products with clean glass gloves and do not use suction cups on finished surfaces. Do not use tape or adhesives on finished surfaces except as directed on Vitracolor products only (see below). To allow finishes to cure properly, do not clean finished areas prior to (30) days after installation. To maintain all Skyline Design products, gently clean,

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do not scrub, with a clean, soft, lint-free cloth and 4:1 mixture of water and distilled white vinegar. Do not use ammonia-based cleaners. Minimal amounts of cleaner should be used and should not be allowed to weep around to the back side and joints of glass. Some cleaners contain chemicals that may compromise the coatings.

Vitracolor surfaces can be cleaned with isopropyl alcohol; let dry where adhesives will be applied, and make sure that the glass and substrate are clean, dry and free of dust prior to installation. Solvent based cleaners (such as dry erase cleaners that contain ethylene glycol) may affect the Vitracolor surface and should not be used on or near Vitracolor.

Define Glassboards may be cleaned with standard, non-solvent based, non-abrasive glass cleaners. Gently wipe the surface clean with a lint-free cloth.

The use of cleaning solutions other than those recommended in this document is at the client's own risk. Harsh scrubbing or abrasive cleaners may damage the finish and void your warranty. Please make every effort possible to use ecologically-friendly cleaners and cleaning materials. For questions concerning the properties of Skyline Design products or maintenance procedures, please contact Skyline Design.

SECTION 12: Recommended Application for Vitracolor Glass

The information contained herein is offered in good faith and is believed to be accurate. However, because conditions and methods of use of our products are beyond the control of Skyline Design, this information should not be used as a substitute for client's tests. The client takes sole responsibility for all testing of the product and adhesive prior to installation.

Skyline Design shall not be liable for and expressly disclaims any liability for damage to the contents of any structure or for consequential or other damages such as injury to persons, including damages resultant from installation of its product. Skyline Design does not warrant the installation of any materials, and is not responsible for any damage to its product, or any persons or products, due to installation.

SECTION 13a: Directions for Substrate and Glass Preparation Information

1. Do not use on a painted surface, wall covering or treated wood.
2. For best adhesion, the glass, substrate and adhesive should be at room temperature (72° Fahrenheit).
3. Make sure the glass and substrate are free of dust, clean and dry. On nonporous substrates, such as glass or tile, sealing the substrate is not necessary. These surfaces should be cleaned with isopropyl alcohol and dried. On porous substrates, such as drywall, wood or MDF, the substrate should be fully sealed (including the edges) with a PVA primer sealer (not paint) and allowed to dry per the manufacturer's recommendations for proper preparation and prevention of off-gassing of intumescent products which can compromise the finish. Painted surfaces should be sanded through to the original surface and the substrate cleaned and sealed where the adhesive is to be applied. Wall covering should be removed and the substrate cleaned and sealed where the adhesive is to be applied.
4. Support glass at the bottom. Mechanical fasteners should be used for all glass applications.

SECTION 13b: Directions for Application of Adhesives on Vitracolor Products

1. The recommended silicone is Dow Corning 995 Silicone Structural Sealant where silicone is applied directly to the Vitracolor surface. The client is responsible for all testing of the product and adhesive prior to installation.
2. If adhesive is applied to Category II Safety Backing that has been applied to the glass, refer to safety backing manufacturer's recommendations for adhesives. These adhesives should never be applied to the actual Vitracolor surface, only to the safety backing.
3. Clean the Vitracolor surface with isopropyl alcohol and let dry where silicone will be applied. Apply silicone to the Vitracolor surface in sufficient quantity as specified by Dow Corning. Silicone must be allowed to breathe in order to cure. Please refer to the manufacturer's recommendations for more information.

SECTION 14a: Vitracolor Performance Tests and Technical Information

1. Pencil Hardness (ASTM D3363) / **4H-5H**
2. Cross Hatch Tape Adhesion (ASTM D3359 Method B) / **5B (100%) Adhesion**
3. Solvent Resistance (200 Double Rubs) / **Methyl Ethyl Ketone, Isopropyl Alcohol, Acetone, Lacquer Thinner, Xylene**
4. Acid Resistance (Spot Test Method Under Watch Glass 96 Hours 5% Sulfuric & 5% Nitric) / **No Effect**

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5. Effect of Household Chemicals (ASTM D1308) / **No Effect**

6. Effect of Silicone (Dow Corning® 995 Silicone Structural Sealant) / **No Effect**

7. Water Immersion, Boiling Water (2 Hours) / **No Effect**

8. Water Immersion, Room Temperature (1000 Hours) / **No Effect**

9. Ultraviolet Accelerated Weathering (ASTM G53; UVB 340nm Lamp 1000 Hours UV Radiation, Continuous Exposure) / **Average Change <1.00D**

10. Standard Test Method for Apparent Shear Strength (Average Results, ASTM D1002) / **Primed MDF, 24 LBF at 47 PSI / Primed Drywall, 46 LBF at 91 PSI**

SECTION 14b: Coated Metal Backer Adhesive Tests and Technical Information

1. Standard Test Method for Apparent Shear Strength (Average Results, ASTM D1002-05 Adapted) / **13.9 PSI**

2. Standard Test Method for Apparent Shear Strength After Ultraviolet Accelerated Aging (Average Results, UV Aging per ASTM G154 Modified per ASTM D1002-05 Adapted) / **40 PSI**

SECTION 15: Digital Ceramic Frit Performance Tests and Technical Information

1. Acid Resistance (50 Cycles of 25 Hours) / **CASS-0047: Grade 1-2 CASS-0048: Grade 1 (Grade 2 after 1 month) Surface irisation or slight matte appearance; color difference $\Delta E < 1$**

2. Scratch Resistance (Ink Removal From Glass) / **CASS-0048: Grade 1 (Grade 2 after 1 month)**

3. Glass Strength (Bending Strength) / **CASS-0047: 103.6 MPa**

4. Weathering Resistance (Artificial UV Radiation, ΔE) / **CASS-0047: 0.3, CASS-0048: 0.6**

5. Acid Resistance (ASTM C724-91; Visual inspection of the degree of attack by: 3.7% HCl at 20°C for 15 min, 10% citric acid at 20°C for 15 min) / **CASS-0047, CASS-0048: Grade 1**

6. Acid Resistance (EN 1096-2; Visual inspection after exposure To 0.67 vol% SO₂ at 40°C, 5 cycles of 24 hr) / **CASS-0047: Some stains were evidenced, CASS-0048: No visible alternation of the color**

7. Water Condensation/High Humidity Resistance (EN 1096-2) / **CASS-0047, CASS-0048: No visible alternation of the color**