

February 13, 2007

RE: Acrylic Units

TO OUR VALUED CUSTOMERS:

Recently we sent out our updated price sheets which included the pages for Acrylic. We have encountered several service issues with our acrylic units when a spreader bar is not installed in units greater than 76" in height. Therefore, **effective immediately**:

ALL acrylic units greater than 76" in height will have a spreader bar which we recommend should be placed in the center of the panel. When ordering, you will indicate spreader bar placement measuring from the bottom of the daylight opening (DLO) to the center of the spreader bar at a minimum of 36" not to exceed center of panel. All measurements **must** be taken from the bottom of the daylight opening to the center of the spreader bar.

Additionally, please be aware that acrylic units are not made to be installed in climate controlled habitable living space because the variance in the air temperature inside the room and outside the room may cause bowing of the acrylic, and, potentially, scratched acrylic if the panels are opened while bowed. Most plastics expand and contract three to eight times as much as glass or metal. Bowing can also occur with temperature differentials on each side of the sheet. This is caused by contraction on one side of the sheet and an expansion on the other.

Moreover, the sashes are required to be removed when winds are in excess of 75 miles per hour and, therefore, not meant to be permanent. Please refer to Chapter 20, *Florida Building Code*:

2002.3.3 Screen Enclosures

*"Vinyl and **acrylic panels shall be removable**. Removable panels shall be identified as removable by a decal. The identification decal shall essentially state: "Removable panel SHALL be removed when wind speeds exceed 75 mph (34 m/s)". Decals shall be placed such that the decal is visible when the panel is installed." [Emphasis added.]*

Definitions

*"HABITABLE SPACE. A space in a structure for living, sleeping, eating or cooking. Bathrooms, toilet compartments, closets, halls, **screen enclosures**, storage or utility space, and similar areas **are not considered habitable space**." [Emphasis added.]*

*“SCREEN ENCLOSURE. A building or part thereof, in whole or in part self-supporting, and having walls of insect screening with or without removable vinyl or **acrylic wind break panels** and a roof of insect screening, plastic, aluminum or similar lightweight material.”*
[Emphasis added.]

“EXTERIOR WALL – a wall of a structure that is exposed to outdoor climate conditions and which forms a boundary between a conditioned and an outdoor space (See also ADJACENT WALL).

“ADJACENT WALL, CEILING or FLOOR – a wall, ceiling or floor of a structure that separates conditioned space from enclosed but unconditioned space, such as an unconditioned attached garage, storage or utility room.”

“CONDITIONED SPACE – that volume of a structure which is either mechanically heated, cooled, or both heated and cooled by direct means. Spaces within the thermal envelope that are not directly conditioned shall be considered buffered unconditioned space. Such spaces may include, but are not limited to, mechanical rooms, stairwells, and unducted spaces beneath roofs and between floors. Air leakage into dropped ceiling cavities does not constitute conditioned space.”

As has been our past practice, all service issues must be generated through the originating contractor. **Please be aware of the following revisions to our policy:**

1. If the acrylic units are installed in a room that is air conditioned or heated (or receives the benefit of air conditioning or heating due to opening up the room to the main portion of the house) and the acrylic panels become damaged as a result of bowing, those panels will not be covered by Custom Window Systems’ warranty. If replacement panels are necessary in this case, the contractor will need to order and replace same with spreader bars at his or her expense.
2. If the acrylic units are installed in a room that is not air conditioned or heated (or receives no benefit of air conditioning or heating due to opening up the room to the main portion of the house) and the acrylic panels become damaged as a result of bowing, those panels will be replaced by Custom Window Systems with acrylic panels with spreader bars. We will no longer replace acrylic panels without a spreader bar in the center of the panel if damage has occurred.
3. It is essential that all service issues/requests generate from the originating contractor. The contractor must advise the homeowner that the only solution to damage due to bowing or scratched acrylic panels which are installed in climate controlled rooms is that they will be replaced with acrylic panels that include spreader bars in the center. This is the only solution for replacing the acrylic.

We apologize for any misunderstanding or inconvenience this may cause but are sure you understand the necessity for this clarifying correspondence.

If you have any questions or require additional information, please do not hesitate to contact your salesman.