



REFLECTIVE INSULATION
YOUR EVERYDAY INSULATION SOLUTION



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 the 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

