

Established 1913

Lenoir

Employee Owned

Mirror Company

401 Kincaid Street
PO Box 1650
Lenoir, NC 28645

www.LenoirMirror.com

Office 828-728-3271
Fax 828-728-5010
Toll Free 1-800-438-8204

Certification

This is to certify that all Lenoir Mirror Company's mirror products are silvered with a uniform layer of silver which is sealed with copper, electrolytically plated by the Galvanic Process. The process is completed with a protective paint backing.

Our mirror products are made with a flat glass substrate that meets and exceeds ASTM specification C1036-01. Our mirror products meet and exceed ASTM specification C1503-01 for silvered flat glass mirrors.

Warranty

Lenoir Mirror Company warrants to its direct customers that our mirror products will be free of silvering defects due to improper manufacturing for a period of one year from the date of manufacture. Extended warranties are available based upon specific details of the installation.

Lenoir Mirror Company makes no other expressed or implied representation or warranty of any kind regarding its mirror products; whether as to merchantability, or fitness for any particular purpose or use. In particular, Lenoir Mirror Company assumes no responsibility for any mirror product: (a) installed with an unapproved adhesive, (b) damaged in handling or installation, (c) subjected to harmful foreign matter, (d) exposed to extreme or abnormal conditions architecturally or environmentally.

Lenoir Mirror Company's only responsibility and the Purchaser's exclusive remedy with respect to any mirror product which is defective under any warranty implied or expressed shall be: Replacement of the mirror product without charge, f.o.b. The Purchaser's place of business, or at Lenoir Mirror Company's option, to refund the purchase price of the mirror product. Lenoir Mirror Company will bear no other expense, such as labor costs of any kind, or any special, incidental or consequential damages.

Lenoir Mirror Company reserves the right to field inspect and return to our Factory any mirror product alleged to be defective under this warranty. If Lenoir Mirror Company elects to supply replacement mirror product(s), the warranty will apply on the balance of the original warranty term.

This warranty cannot be altered or modified by any employee, agent, representative or seller either in writing or verbally. Extension of the term of the warranty must be supplied in writing by an Officer of Lenoir Mirror Company.

Elaboration

Warranties and Certifications are often written in language that is stilted and difficult to understand, unless you are an Attorney. The purpose of this section is to expand and define those documents in more common terminology.

Mirrors are produced via the chemical wet deposition process using a specially selected flat glass. The process actually plates a precious metal – silver – onto the surface of the glass. The coating of silver provides the reflective surface. A layer of copper is applied to the mirror to protect the silver layer. A layer of paint is the final protective layer.

Handling defects include chips, abrasions and breakage that can occur in the installation process. Mirrors are basically glass with a reflective back applied. They can break or be scratched if handled roughly. The paint backing is intended to protect the reflective layer, but it is not intended to withstand aggressive abrasion. Mirrors need to be handled more gently than steel, plastics or wood.

Certain chemicals commonly present in building and construction activity can be harmful to mirrors if exposed in large quantity or for an extended time. For example, harsh chemicals containing active chlorites are commonly used in the elimination of mold. If those chemicals are exposed to the edges of mirrors in an undiluted form, they can cause the layer of silver to oxidize. Another chemical found in glass cleaners and certain adhesives is acetic acid, which attacks the protective mirror backing. Certain adhesives also contain chemicals that can actually penetrate the protective paint backing. We have found that most mirror mastics have been properly tested and do not attack the mirror on the back or at the edges.

There is a most informative list of instructions for the proper care and cleaning of mirrors on our Trade Association website: <http://www.mirrorlink.org/basics/basics/index.htm>

We want the use of our mirror products to be hassle free for our customers. If you have a question regarding how mirrors react to certain other products or their contents, contact us. We'll be happy to test them for you.