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ISO 9001:2000 Certified

"The Leader in Glass Fabrication"™

June 8, 2010

RE: IMPORTANT SAFETY NOTICE: IMMEDIATE ACTION REQUIRED

To Our Valued Customers:

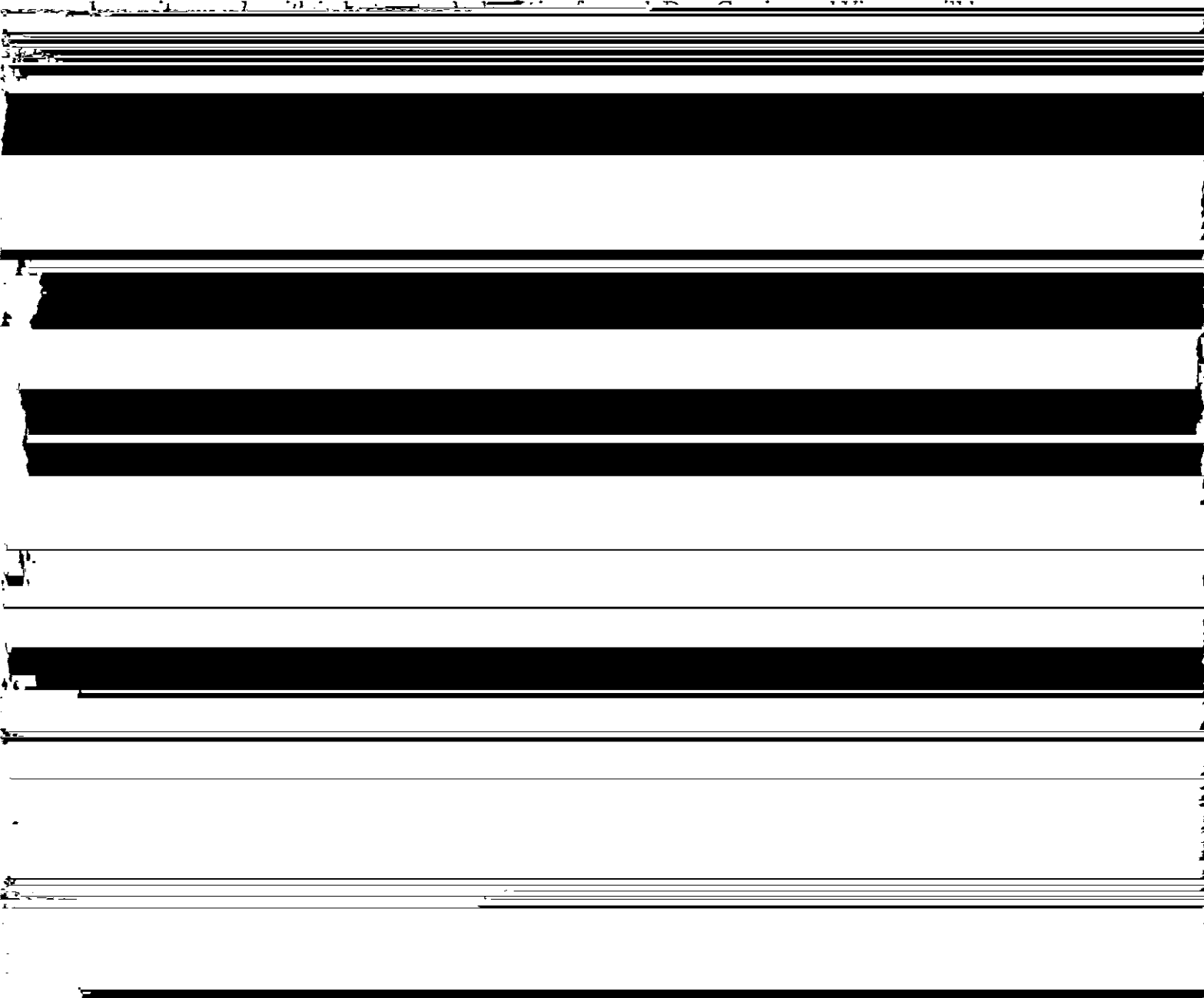
Viracon's silicone supplier, Dow Corning, has received reports from the field of insulating glass units with air in the secondary seal. This seal was manufactured with *Dow Corning 982 Silicone Insulating Glass Sealant, base* ("982 base"). Dow Corning has also informed us that they have learned about isolated reports of drums of 982 base with air bubbles with batch numbers 5944452 to 6010209.

Dow Corning is conducting a root cause investigation to conclusively determine the source of the air. At this time, Dow Corning believes that the issue is intermittent and likely does not involve every lot of 982 base involving the batch numbers mentioned above. In response, Viracon has investigated the 982 base involving these batch numbers in our possession and is identifying and inspecting insulating glass units fabricated with the questionable material.

Viracon exclusively uses 982 base in the fabrication of our insulating glass units. You are receiving this letter since it is possible that you may have received glass units made with 982 base that was produced

by Dow Corning. If you have received glass units made with 982 base that was produced by Dow Corning, please contact your Viracon representative immediately for further instructions. If you have not received glass units made with 982 base that was produced by Dow Corning, please contact your Viracon representative for further instructions. If you have any questions, please contact your Viracon representative. Thank you for your business.

Viracon continues to work hard to earn your business as the industry's best source for value-added fabricated architectural glass products. Viracon personnel will be working closely with you during this review and inspection process to provide guidance and assurance that all insulating



working with you to resolve the sealant issues that have arisen.

Thank you for your cooperation and continued loyalty and support.

Sincerely,



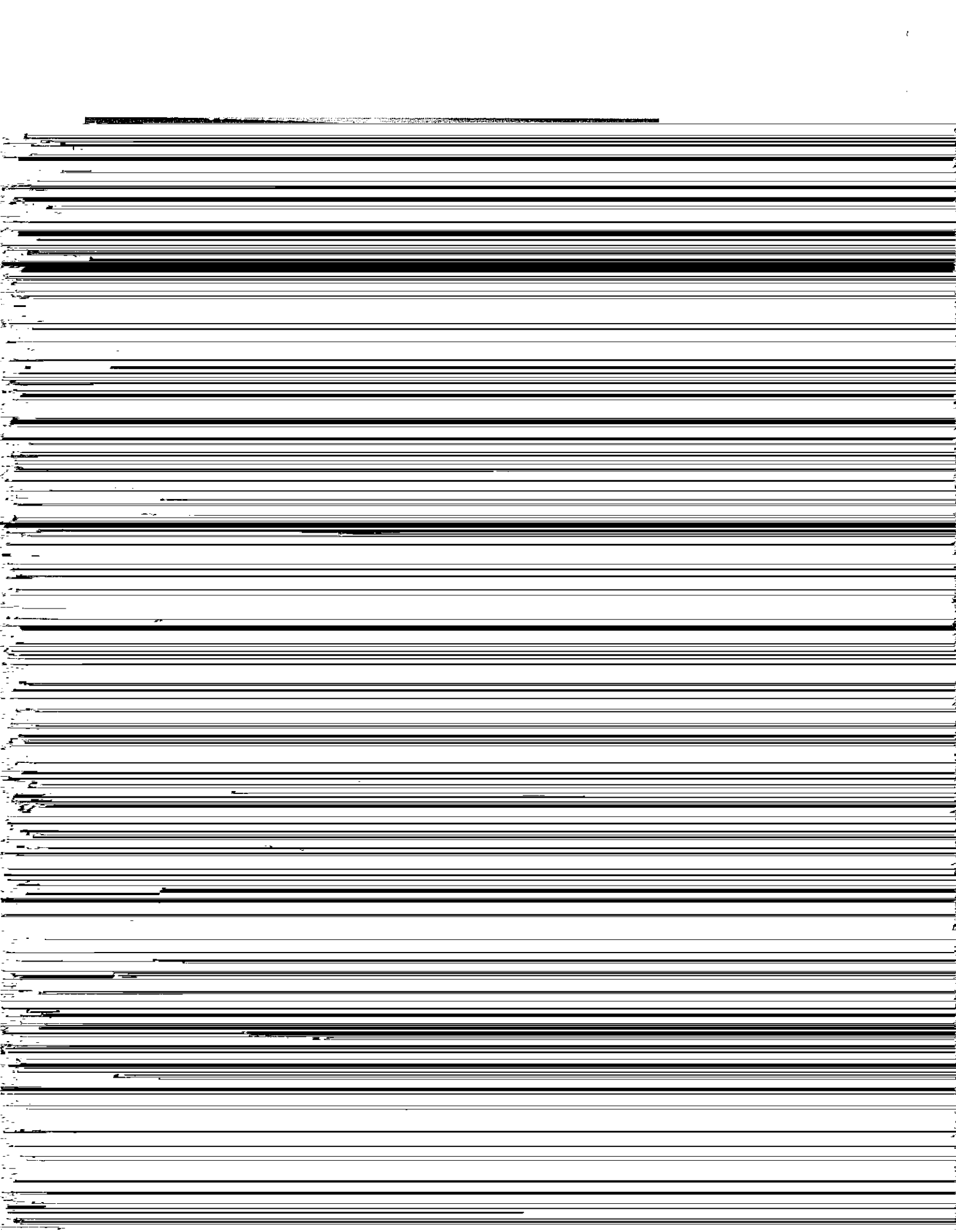
Inspection Procedure for Secondary Sealant of Insulating Glass Units

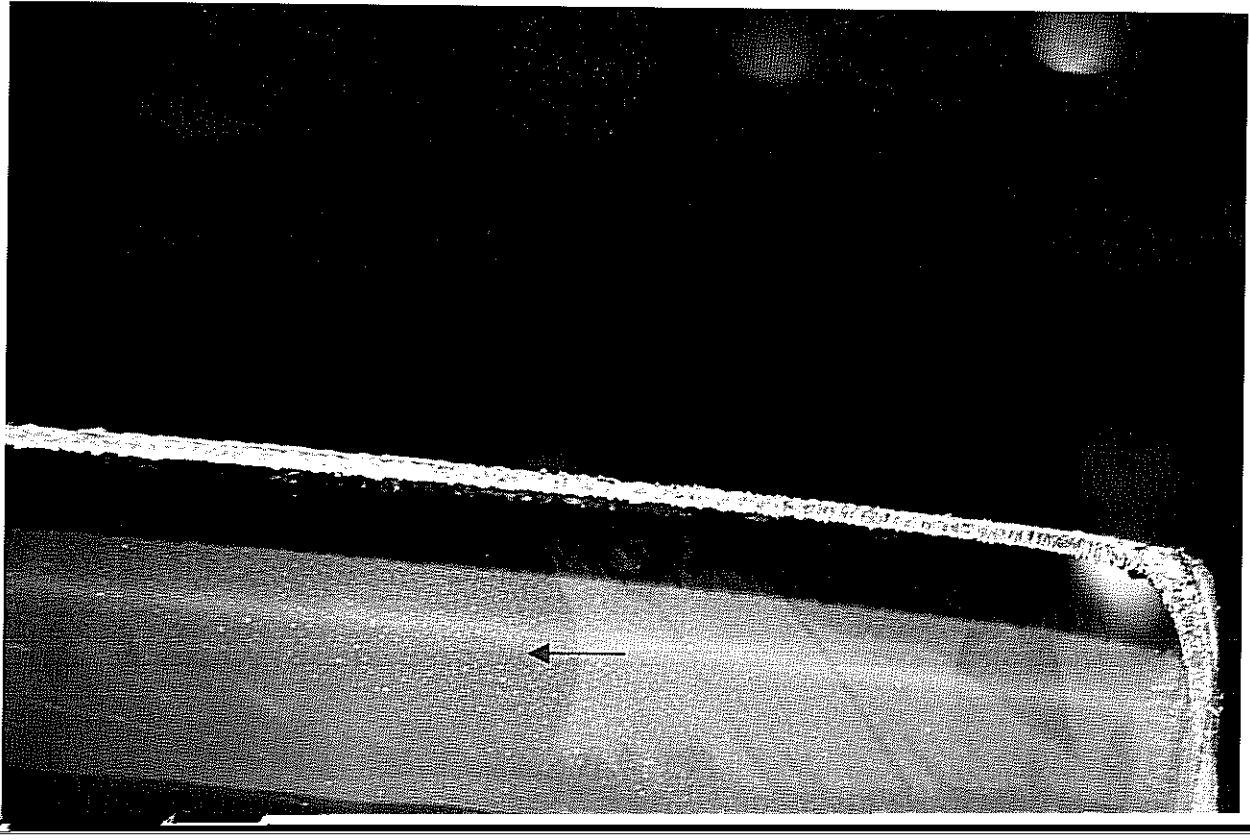
GRAY AND BLACK

To begin inspection, first clean the perimeter of the IG unit with a clean cloth so as to remove any surface contaminants. Perform the inspection on the clear or non-coated #4 surface side of the IG.

Perform a 100% visual inspection of the silicone sealant perimeter using a White LED flashlight.

1. Starting at a unit corner, work your way around the entire unit perimeter.





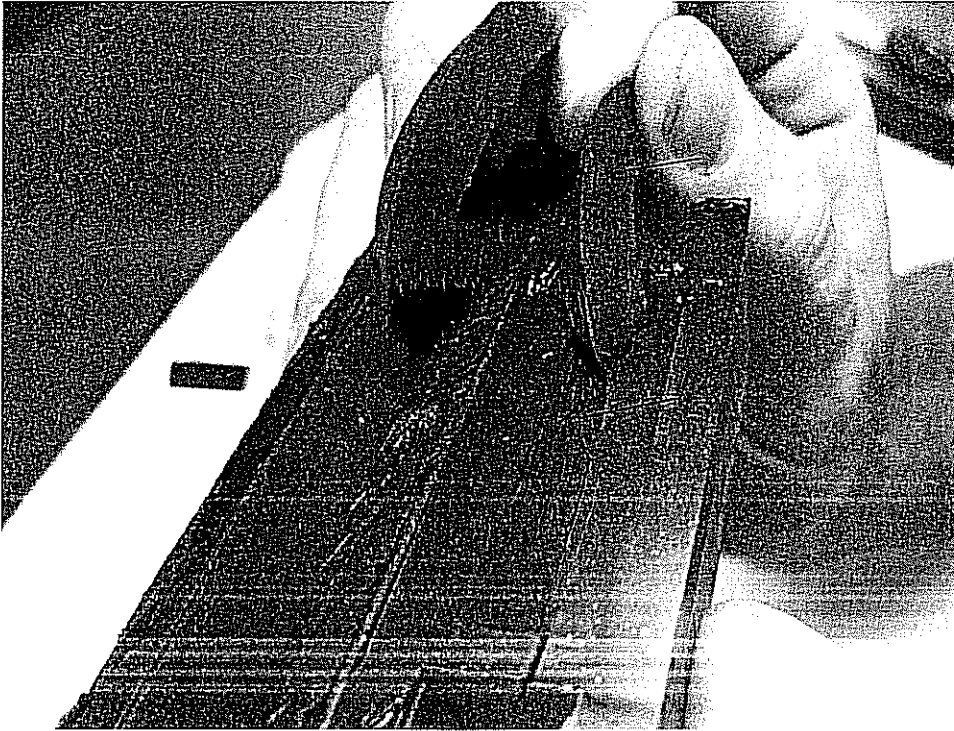


Figure 7 – Edge of IG Unit with Wedge Cut (Left – Acceptable)

5. In the event that a unit has been deemed questionable, please document and identify the region in question, for example with a color tape, for future review.
6. Areas which have been wedge cut for inspection and areas with intermittent bubbles can be patched and repaired using Dow Corning® 995 Silicone Structural Sealant. Repair any wedge cut location and any intermittent bubble locations found using Dow Corning® 995 Silicone Structural Sealant.
 - a. For wedge cut repair, install the 995 sealant and tool. Cleaning should not be necessary as this is freshly cut sealant.
 - b. For repairing units in which sealant must be fully removed from intermittent bubbled locations, remove all of the secondary sealant and get the glass surface as clean as possible using sharp knives. The glass should not need to be cleaned provided the bubbled surface layer is removed with a sharp knife. Reinstall and tool the 995.

3. Additional verification: In cases where inspection has demonstrated an observance of bubbles being limited to less than a twelve inch section, or should additional inspection be desired, a triangular slice could be cut from the insulating glass sealant in such a manner as to not damage the PIB. This section should be 4-6" in length at minimum. Insert the knife at an angle and cut both sides of the sealant, removing a triangular shaped section of sealant.



Figure 6 – Wedge Cutting IG Sealant

4. Inspect the interior of the wedge cut for bubbles.

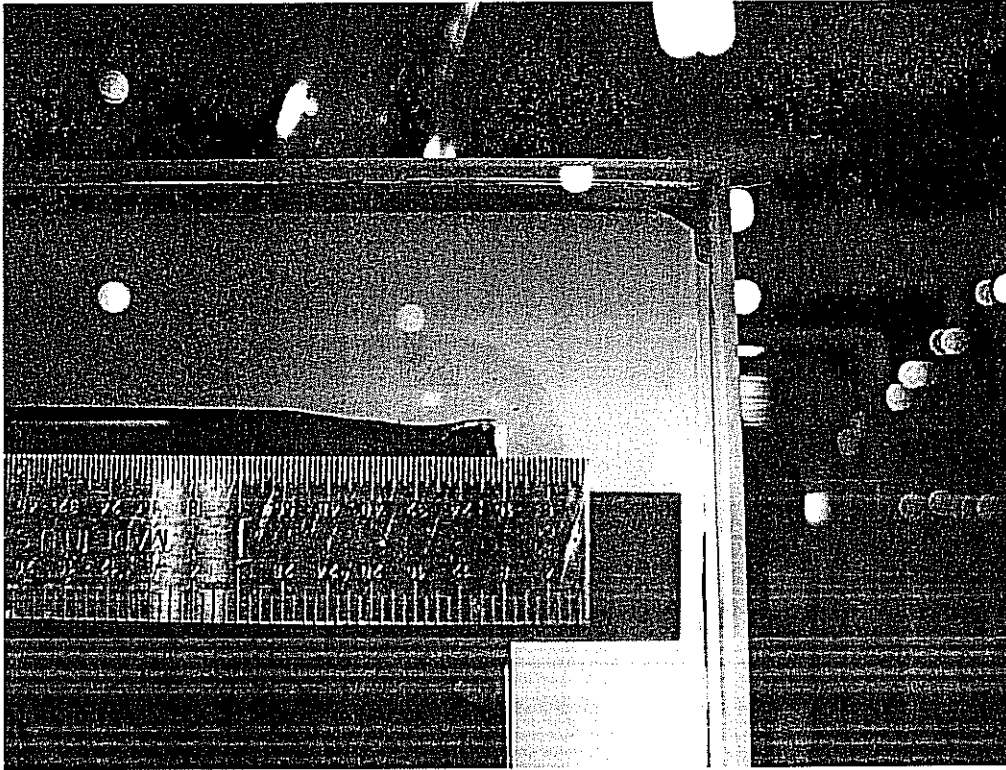


Figure 4 - Acceptable Gray Sealant Line, Bubble Free

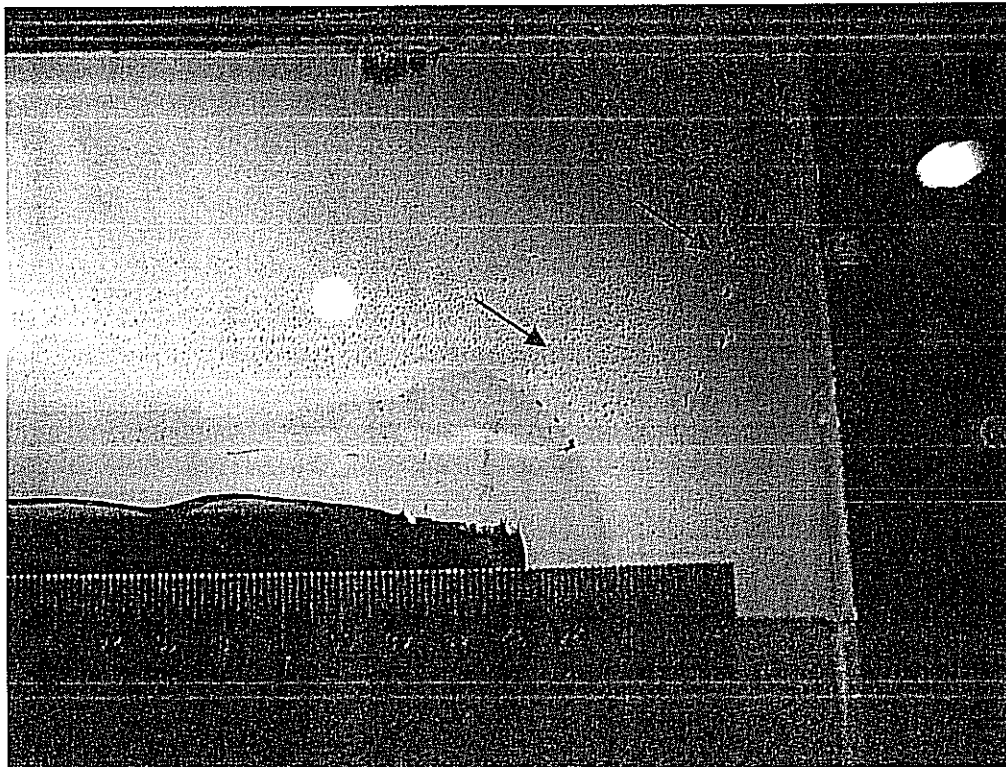


Figure 5 – Example of Micro-Bubbles in Gray Sealant – Not Acceptable