



BULLET RESISTANT GLASS CARE & HANDLING INSTRUCTIONS

Please ask the supplier of your armored vehicle to explain the warranty terms and conditions, which the customer deems to have received, understood and accepted upon vehicle delivery.

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AGP BULLET RESISTANT GLASS

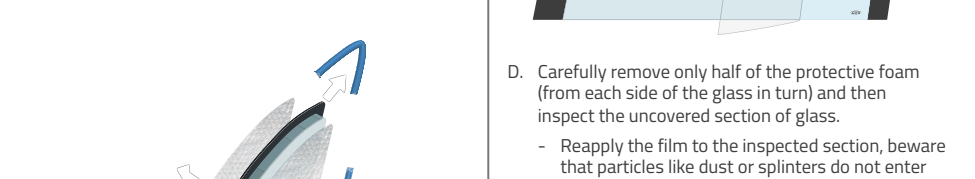
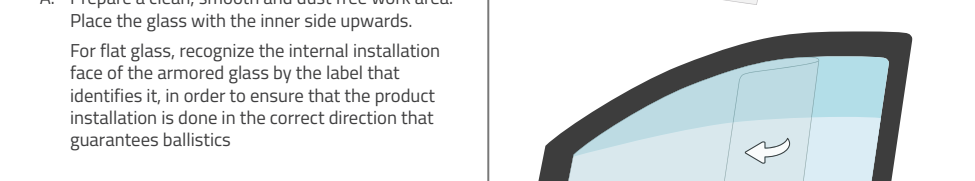
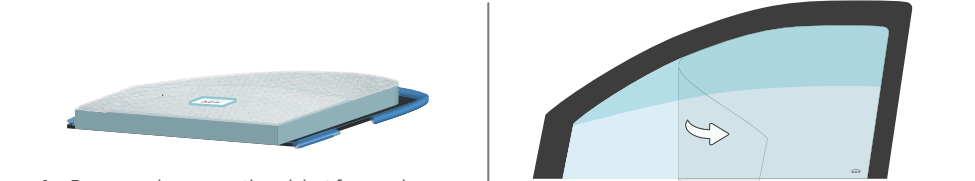
AGP armored glass packaging system contains:

1. Plastic bubble wrap.
2. LDPE (low density polyethylene) protective film on the inside and outside surfaces.
 - Protective film for painted glass and offset.
 - Inner side protective film to be taken off only by the final customer.
3. Protective foam applied to the edges to prevent damage during transit.
4. Warnings on the bubble wrap plastic.

BULLET RESISTANT GLASS INSPECTION

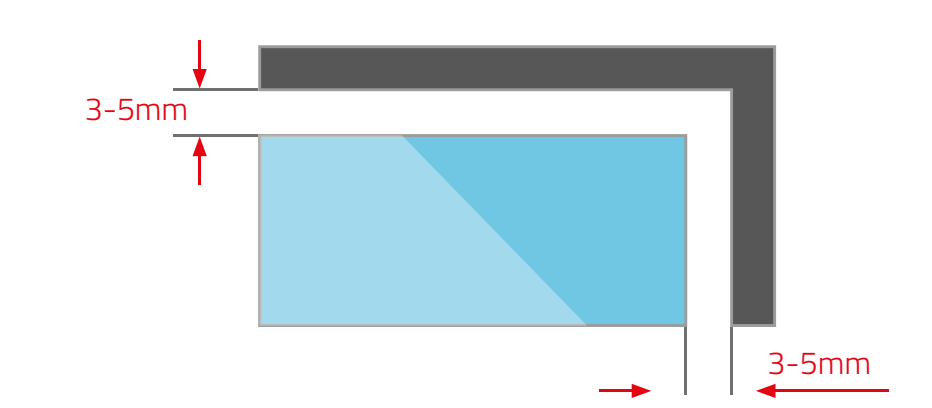
Before handling the bullet-resistant glass, make sure your hands are clean. Avoid using rings, watches and other sharp objects around the glass that might scratch the outer and/or inner surfaces.

Please follow the handling and cleaning procedures below, to avoid permanent damage to the BRG (see figure):



RECOMMENDATIONS FOR INSTALLATION

- Do not remove the plastic protective films provided with the BRG. These protective films must be kept on during the whole installation process and should only be removed by the final user.
- There are some protective films with components that can chemically react with the inner surface. For this reason only use the protective film provided by AGP. This is suggested for products without AGP Dura-P.
- In special cases where it is necessary to change the protective film please only use the authorized materials shown on the table "Plastic Films for Bullet Resistant Glass".
- Handle the BRG carefully during the entire installation process. Avoid hits, scratches and any high pressures to the glass.
- Avoid chipping edges of the glass as damage can spread and generate fractures through the glass when the vehicle is driven, due to vibration and temperature variations.
- Supporting metalwork frames within the vehicle must be adequate to carry the weight of the bullet resistant glass.
- Never modify the edge sealing of the BRG. The edge sealing of the BRG is the main protection against chemical agent attacks that can affect the product's durability. Avoid any kind of polishing, smoothing down or removal of the glass edge sealing.
- Avoid direct contact between the glass and other car components such as steel frames, steel armor, among others.
- The BRG needs a minimum clearance to all parts of the vehicle, ballistic steel components and internal parts, to cope with the expansion generated by temperature changes.
- A distance of 3-5 mm is acceptable depending on the glass thickness. The adhesive must never be in direct contact with the inner side of the glass.



- If you use the differential with "TNT Plus" (Blast retention system), please request the installation guide.
- For proper installation, use only structural adhesives and primers approved by AGP.
- Special care must be taken with the use of regular brand adhesives, primers, bases, sealants, solvents or additives as these can contain some substances or chemical components that affect the BRG, creating premature deterioration of the product including: delamination, cracking, among other possible defects.
- The use of other materials different to those indicated in the table: "Structural Adhesives and Primers for Glass" must be authorized by AGP.
- Never apply adhesives to the inner side of the BRG to prevent unwanted chemical and physical reactions.

STORAGE AND HANDLING

- Transportation and storage the BRG should avoid temperatures lower than 0°C and higher than 30°C.
- Storage of BRG should be in a clean and dry environment and protect it from direct sunlight.
- Do not lay the BRG on its inner side. During storage and transport always handle the BRG on the outer side. This will help to avoid pressure marks, scratches or other damages on the inner side.
- Try to keep the glass stored in its original packaging until installation.

STRUCTURAL ADHESIVES AND PRIMERS FOR GLASS			
TYPE	NAME	SUPPLIER	CHARACTERISTIC
CLEANER	Mama Lemon	Lion Corp	Cleaning substance to be used before applying the adhesion promoter and the adhesive
	Armour CarParts	Armour CarParts	
	Anti fog Window Cleaner	Willson Co. Ltda	
ADHESIVE + PRIMER	Sika 256 + Primer 206 G + P	Sika	Polyurethane based structural adhesives, PVC - free. Adhesion promoters or primers in pigmented solvent-based polyisocyanate solution
	Sika 265 + Primer 206 G + P	Sika	
	Sika 255FC + Primer 206 G + P	Sika	
	Primer G+P 206 + Sikaflex 295 UV	Sika	
	Primer y adhesive 3M 590	3M	
	3M 760 + 3M P590	3M	
PRIMER	3M P595	3M	Apply according to the manufacturer's recommendations
	3M 8602	3M	
	3M 590	3M	
	5404A	DOW	
	Sika 207	Sika	
	Uprimer	NPT	
SILICONE	Superflex	Loctite	Non-corrosive silicon based adhesive
	Henkel SL 500	Pattex	
	Henkel SL 503 v	Pattex	

Before using any structural adhesive or primer not listed here, please contact your local commercial unit to confirm its compatibility with AGP's BRG.

ADHESIVES FOR INSTALLATION OF ACCESSORIES FOR THE INTERIOR FACING SIDE OF BRG (HI-TECH PC)

TYPE	NAME	SUPPLIER
ADHESIVE SMP	Simson ISR 70-08 AP	Bostik
	70-08 A Black Hybrid Moisture	Bostik
	Simson ISR 70-03	Bostik
	Hercuseal High Tack 301	Hercuseal
	Teroson-MS 9360	Loctite
	556 (Híbrida)	Sika
ADHESIVE MS	Screen Fix 212	Kent
	Rotabond MS 85083 27	Kent
	Sika 260	Sika
	Tredux MA 47-30/8	Hellermannntyton
	Adhesive Screenfix 45	Kent
	Adhesive Screenfix 90	Kent
POLYURETHANE SEALANT	Adhesive Screenfix 15	Kent
	ISR 70-11 AP	Bostik
	simp.seal 65	NPT

Before using any adhesive for installation of accessories on the inner side of BRG, please contact your local commercial unit to confirm its compatibility with AGP's BRG.

IF THE ADHESIVE, SEALANT OR PRODUCT THAT IS GOING TO BE USED ON THE GLASS IS NOT AUTHORIZED BY THE COMMERCIAL UNIT, PLEASE SEND A SAMPLE TO AGP TO PERFORM THE REQUIRED TESTS TO VALIDATE THE PRODUCT'S COMPATIBILITY.

PROTECTIVE LAYERS FOR BULLET RESISTANT GLASS		
TYPE	SUPPLIER	COMMENT
LDPE film (low density polyethylene) with water based adhesive	Bischof & Klein	www.bk-international.com
	Novacell	www.novacellinc.com
	Polifilm	www.polifilm.de
Protective films	Promaflex	www.promaflex.com.br
	Kureha Elastomer Co. Ltda	EPDM EB460 U
	Covertex	Poliethileno C070D/2AE TRA05
	Polifilm	Polifilm 3010CLMX

NOT RECOMMENDED MATERIAL

Avoid contact of the BRG with any of the following substances or compounds that contain them: acetone, acetic acid (vinegar), amines, ammonia and its derivatives, benzene, chloroform, esters, phenol, gasoline, sodium hydroxide (caustic soda), MEK (Methyl-Ethyl-Ketone), brake fluid, methanol, flexible PVC, coolants, screenvin, carbon tetrachloride, turpentine, toluene, thinner, xylene, defoggers and anti-fog.

NOTE: THE LIST ABOVE IS A USER GUIDELINE TO BETTER UNDERSTAND THE NATURE OF SUBSTANCES AND COMPONENTS THAT CAN AFFECT THE BRG. IT DOES NOT REPRESENT AN EXHAUSTIVE LIST AND MUST NOT BE CONSIDERED AS SUCH.

BASIC CLEANING AND CARE OF BULLET RESISTANT GLASS

Certain chemicals can cause structural and surface damage. Avoid the use of aggressive cleaning agents

1. First blow the dust or dirt off with clean, dry, oil free air. Remove grit particles by blowing with clean, filtered, preferably de-ionised air to minimize "static" attraction.
2. For cleaning the outer face of the BRG please use any of the cleaning agents listed in the table "Detergents and Cleaning Solutions". Use a clean, non-abrasive cloth and rinse with plenty of water.
3. To clean the inner side of the glass, use only water and a clean non-abrasive cotton cloth, ensuring that it is absent of particles or abrasive fibers. Wash gently with straight downward movements. Rinse the cloth frequently and change the water often.
4. In the case of stubborn stains on the inner side of the BRG, wash with lukewarm water and mild soap (free of ammonia) or isopropyl alcohol (IPA) as specified in the table: "Detergents and Cleaning Solutions".
5. Do not leave the cleaning agent on the inner side of the BRG for a long time. Rinse immediately with clean, cold water removing any cleaning agent residues.
6. Dry thoroughly with a soft cloth to prevent water spotting.

DETERGENTS AND CLEANING SOLUTIONS

TYPE	NAME	SUPPLIER	CHARACTERISTICS
ALCOHOL	Isopropyl Alcohol	Generic	Apply pure or diluted in water with a cloth
	Shampoo Johnson baby	Johnson & Johnson	Dilute in water and apply with cloth
TENSOACTIVE	Mr Clean	Procter & Gamble	Application with spray and cloth
	Suma light	Johnson & Johnson	Dilute 1-4 ml solution per 1 liter of water
	Joy	Procter & Gamble	

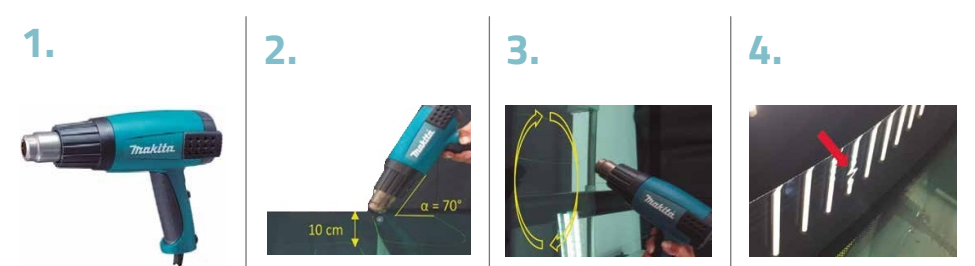
Before using any cleaning agent, please contact your local commercial unit to confirm its compatibility with AGP's bullet resistant glass.

- Don't use liquid cleaners, structural adhesives, primers or any other chemicals that are not approved by AGP.
- Avoid the use of abrasive cloths, sponges, paper, mops or brushes.
- Do not clean or dry the inside of the window with your hand.
- Never clean the glass with dry or dirty clothes. Only use a dry cloth to dry the glass, after removing dust and dirt with a wet cloth.
- Never use sharp instruments like scrapers, spatulas or squeegees to clean hard to-remove marks or substances.
- Do not stick labels or stickers on the inside of the glass.
- Do not install any accessories or gadgets directly onto the glass, such as GPS, mirror mountings, chargers, etc.
- Do not install any security or solar control film on the inner surface of the BRG. These films may be incompatible with polycarbonate or accumulate excess heat.
- Do not clean the BRG in direct sunlight or when exposed to high temperatures as this can lead to staining.
- Avoid pressure washing. If required, use it at ambient temperature to prevent a thermal shock.
- Park the vehicle in the shade. Do not leave the BRG exposed to solar radiation for long periods of time. If unavoidable, protect the BRG with a reflective cover facing outwards from the glass.
- Close the car doors gently.
- Do not close the car doors, or drive, with the windows open. This reduces the likelihood of glass fractures.

FAILURE TO COMPLY WITH THE RECOMMENDATIONS PRESENTED IN THIS DOCUMENT INVALIDATES THE AGP PRODUCT WARRANTY.

MARKS CORRECTION ON DURA-P

Dura - P products are sensitive to prolonged pressures and/or high pressures that generate surface markings that can be corrected with the focused application of heat over the generated defect. If it happens, please follow the next steps:



As a result of the foregoing, delamination around the glass edge shall be tolerated, provided that the vehicle may be driven and operated normally.

Likewise, Take heed of the conditions and instructions set out in the manual "Instructions for Handling and Care of Bullet Resistant Glass Prior to Installation" to ensure the proper ballistic performance of the Product.

AGP reserves the right to accept or reject claims for defects reported after Product installation where such defects do not impair visibility and/or functionality. AGP shall not be liable for any costs related to defective Product removal or replacement, or new Product installation, including but not limited to, labour costs, technicians' call out fees and/or Product transfer or relocation; supplies or raw materials, lost profits, affectation of commercial name, loss of business, etc. In any case, AGP's maximum liability will be equal to the total price paid by the Buyer for the Products.

Additionally, (i) AGP will not be liable for any failure or faults that occurs under conditions other than those provided by the ballistic standard; (ii) AGP does not guarantee the Product performance if the Buyer has requested a specification other than those listed in the international ballistic standards that AGP is certified to manufacture; (iii) AGP will be released from any liability due to the Product performance once the warranty term lapses.

AGP guarantees that the raw materials used in its Products meet high quality standards and that they are regularly tested, so as to ensure their ballistic performance in accordance with international standards; However, AGP will not be liable for the failures resulting from the raw material manufacturing process.

AGP GLASS WARRANTY: TERMS AND CONDITIONS

American Glass Products ("AGP"), in accordance with the conditions described below guarantees the buyer ("Buyer") of the Bullet Resistant Glass (the "Product"), and to no other person or entity, that for a period of two (2) years from the date of sale stated on the invoice, the Product will be free from manufacturing defects (the "Warranty").

In the event of a manufacturing defect covered by this warranty, the Buyer should follow the claims procedure established by AGP. If the existence of the defect is confirmed, AGP will replace, repair the defective Product (part or set), or reimburse the original purchase price paid by the Buyer. If AGP decides to replace the defective Product, it will be shipped and delivered under the commercial conditions previously agreed upon. The original Warranty shall continue on repaired or replaced Products and shall extend for the balance of the Warranty period.

LIMITED WARRANTY, WARRANTY SHALL NOT COVER:

- (a). Product defects caused by improper storage, cleaning, and/or installation, use of sealants, adhesives, reflective films, or other materials incompatible with the Product; and/or handling contrary to the conditions set out in the manual "Instructions for Handling and Care of Bullet Resistant Glass Prior to Installation" delivered with the Products, which the Buyer deems to have received, understood and accepted;
- (b). Scratches, scrapes, or streaks, among other handling defects, which occurred after Product delivery;
- (c). Defects due to Product maintenance, repair, inspection, or alteration by non-qualified personnel or entities and/or due to Product modification;
- (d). Product defects or flaws resulting from failure to follow the instructions/precautions set out in the manual "Instructions for Handling and Care of Bullet Resistant Glass Prior to Installation";
- (e). Product performance failures or defects derived from exposure to: (i) temperatures below 0° C or above 40° C; or (ii) corrosive agents;
- (f). breakage caused by reasons other than manufacturing and/or reported more than three (3) months after the invoice date;
- (g). damages or defects caused by the improper connection of the glass electrical terminals to the vehicle;
- (h). installation, performance and resistance OR strength of steel frames;
- (i). delamination except when it (i) becomes evident prior to Product installation; or (ii) affects the visibility to drive the vehicle.

As a result of the foregoing, delamination around the glass edge shall be tolerated, provided that the vehicle may be driven and operated normally.

Likewise, Take heed of the conditions and instructions set out in the manual "Instructions for Handling and Care of Bullet Resistant Glass Prior to Installation" to ensure the proper ballistic performance of the Product.

AGP reserves the right to accept or reject claims for defects reported after Product installation where such defects do not impair visibility and/or functionality. AGP shall not be liable for any costs related to defective Product removal or replacement, or new Product installation, including but not limited to, labour costs, technicians' call out fees and/or Product transfer or relocation; supplies or raw materials, lost profits, affectation of commercial name, loss of business, etc. In any case, AGP's maximum liability will be equal to the total price paid by the Buyer for the Products.

Additionally, (i) AGP will not be liable for any failure or faults that occurs under conditions other than those provided by the ballistic standard; (ii) AGP does not guarantee the Product performance if the Buyer has requested a specification other than those listed in the international ballistic standards that AGP is certified to manufacture; (iii) AGP will be released from any liability due to the Product performance once the warranty term lapses.

AGP guarantees that the raw materials used in its Products meet high quality standards and that they are regularly tested, so as to ensure their ballistic performance in accordance with international standards; However, AGP will not be liable for the failures resulting from the raw material manufacturing process.

In order to meet the operational needs and raw materials availability, AGP reserves the right to discontinue and amend OR modify the Product composition without prior notice to the Buyer.

This Warranty shall become invalid if the Product is in any way altered without AGP's written consent.

OTHER CONDITIONS:

AGP subjects its Products for impact tests and ballistic resistance by industry leading testing facilities according to the most widely recognized international standards, which validates the capabilities of AGP's Products. However, AGP will not be liable to the Buyer and/or third parties for the failure of the Product's ballistic performance or any material and/or personal consequences resulting from acts engaged in by third parties. Nor will AGP be liable in cases resulting random and/or unexpected acts and/or acts of nature or that might constitute an Act of God. Moreover, AGP shall not assume any liability when damages caused to the Buyer and/or third parties are consequences of the victim's actions alone.

AGP will be exempt from all liability towards the Buyer, the end customer, and/or any third party for the performance, design and configuration of the protection system, the assembly and installation of the glass, the manufacturing and adaptation of opaque armor designs or fitting or the final armoring project done by the armoring company. The Buyer must perform their own tests to determine the Product's fitness and good condition for the intended use, and especially for the risk level to which the end user shall potentially be exposed.

The Buyer shall provide their customers with the instructions for the proper use and care of the products based on the manual "Instructions for Handling and Care of Bullet Resistant Glass Prior to Installation" and any updates that AGP develop later. The Buyer shall be responsible to inform its customers (i) the limitations of the ballistic resistance of the product in relation to sizes, shapes and perforations; and (ii) the care measures required for the Product's proper performance; as well as (iii) the warranty content and coverage.

In the event of Product resale, regardless of modification or adaptation of the Product, the Buyer shall limit its own liability to its customers to the original purchase price.

Despite complying with the highest production standards, product protection may be affected by the conditions of the raw materials, the ammunition used on the product or by the variability in the production process.

The Buyer agrees that AGP shall in no event become liable for third-party claims made for an eventual patent infringement. In this sense, the Buyer waives the right to demand or claim any compensation for damages, redress, whichever its nature may be, or recovery from AGP if there is any damage or loss by reason or as a result of an action for patent infringement filed against the Buyer.

This Warranty replaces and supersedes all other warranties, whether written or not, as well as any liability or obligation undertaken by AGP, AGP shall in no case be liable for implied warranties of merchantability or fitness for a particular purpose, or for consequential, indirect, remote, incidental or punitive damages, whichever their nature may be, including but not limited to any damages resulting from contract breach or lost profits or lost business opportunities or reputation damage, or damage to the vehicles, their content, or any person in them.

Any amendment to the terms and conditions of this Warranty must be in writing, signed by a representative of AGP's Corporate Ballistic Committee.

HOW TO FILE A CLAIM?

For the purposes of a claim being submitted, the Product must be paid in full. Claims shall be filed directly by the Buyer as stated in the invoice. AGP may (i) request the Buyer to send a sample of the defective Product for analysis; or (ii) appoint an officer to visit the Buyer's facilities and determine the cause of the Product damage. Where replacement applies, AGP, at its sole discretion, shall decide the fate of the Product to be replaced, being able to request the Buyer to return the Product or a destruction certificate provided by AGP. The Buyer may not use or dispose of the Product to be replaced.

Any claim that seeks to enforce this Warranty must conform to the terms and conditions contained herein; otherwise, AGP, at its sole discretion, may accept or reject such a claim.

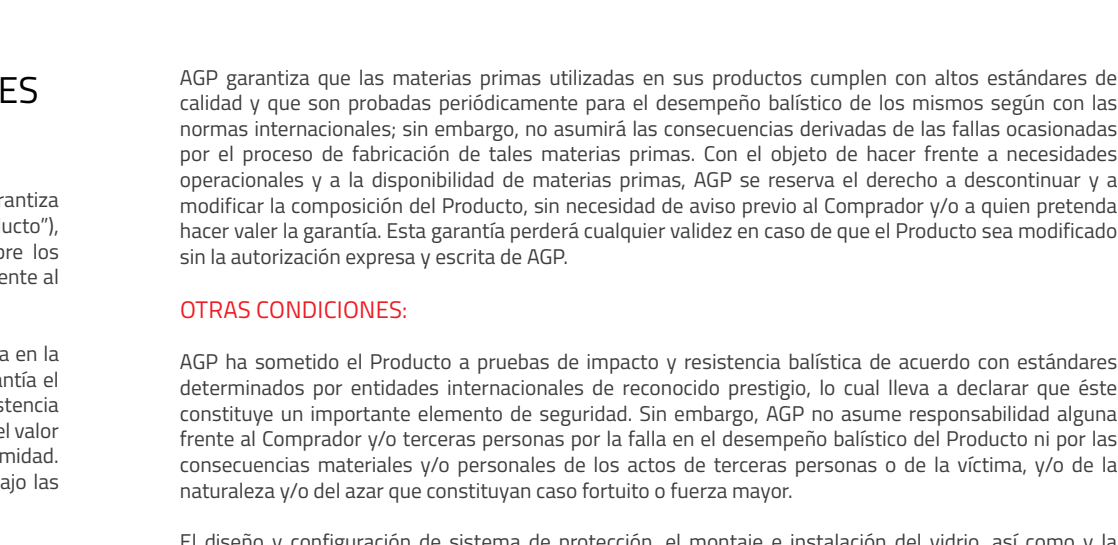
TECHNICAL REGULATION RESOLUTION934 DE 2008
(Text valid in Colombian territory)

WARRANTY IN FORCE AS FROM 01 FEBRUARY 2017

TECHNICAL REGULATION RESOLUTION934 DE 2008
(Text valid in Colombian territory)

7.2.1/0101/Rev.07 22/06/2022

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que AGP desarrolló. El Comprador será responsable de informar al usuario final: (i) las limitaciones en la resistencia balística del Producto con relación a los tamaños, formas y perforaciones; y (ii) los cuidados que debe tener para el buen desempeño de los Productos; (iii) el contenido y alcance de la presente garantía. En caso de reventa de los Productos, transformados o no, el Comprador limitará, frente a sus propios compradores, su responsabilidad por daños al valor de tales Productos. A pesar de cumplir con los mejores estándares de producción, la protección del Producto puede verse afectada por las condiciones propias de las materias primas o de la munición utilizada y/o por la variabilidad del proceso de producción.

El Comprador acepta que AGP en ningún momento responderá por reclamaciones de terceros por una eventual infracción de patente. De esta manera el Comprador renuncia a llamar en garantía o reclamar cualquier tipo de indemnización de perjuicios, reparación de cualquier naturaleza o a repetir en contra AGP, en el evento de existir cualquier perjuicio o daño causado en razón o a consecuencia de una acción de infracción de patente contra el Comprador.

causa del daño del Producto. En caso que haya lugar a reposición, AGP a su entera discreción determinará la suerte del producto a reponer, pudiendo solicitar al Comprador el envío del producto o requerir al Comprador el diligenciamiento del acta de destrucción. En cualquier caso, el Comprador no podrá disponer del Producto objeto de la reposición.

Cualquier reclamación que pretenda hacer efectiva esta garantía debe sujetarse a los términos y condiciones aquí establecidas, en caso contrario, AGP a su entera discreción podrá otorgarla o dejar de hacerlo.

Antes de utilizar cualquier agente de limpieza, contacte a la unidad comercial de su país para confirmar compatibilidad con el vidrio blindado AGP.

El precio pagado por el Comprador por los Productos. Adicionalmente, (i) AGP no responderá por las fallas que se presenten bajo condiciones distintas a las previstas por la norma balística; (ii) AGP no garantiza el desempeño del Producto en caso de que el Comprador le haya solicitado fabricarlo con una especificación especial y/o de acuerdo con requisitos no contemplados en las certificaciones balísticas internacionales obtenidas por AGP; (iii) agotado el tiempo establecido en esta garantía, AGP no responderá por el desempeño del Producto.

REGLAMENTO TÉCNICO RESOLUCIÓN 934 DE 2008
(Texto válido en territorio Colombiano)