

Disclaimer

This document is meant to be an explanation of the Prostock program, which is a Do-It-Yourself service, and is NOT designed to answer all questions regarding the program. Duo-Gard Industries reserves the right to alter this document as and when it sees fit.

Duo-Gard Industries is NOT responsible for how and when and to what extent the materials are used. Nor does Duo-Gard provide a guarantee as to the workmanship of the contractor, or the effectiveness of the outcome. The contractor assumes complete responsibility for the project outcome and the short and long term performance of the material and installation.

I. Introduction

The Duo-Gard Industries Prostock program is a Do-It-Yourself product. The program offers those interested in purchasing the supplies necessary to create a translucent polycarbonate based entrance or walkway canopy, sloping skylight, translucent wall, or for retrofit daylighting opportunities, Prostock is a cost effective means for accomplishing a multitude of simple designs.

This program is intended to be used by the following professionals:

- 1) Commercial or residential builders
- 2) Glass and glazing firms
- 3) Roofing contractors
- 4) Metal building contractors

Each group has the skill set necessary to design, fabricate and install using the provided aluminum extrusions and cellular polycarbonate, assisted by professional installation manuals, a technical support line, system specification tools and system drawings.

Duo-Gard Industries provides a web based, turnkey solution to the contractor seeking a cost effective daylighting solution. Prostock is an opportunity to add new material and new product offerings to the contractor's current product solutions. In addition, with our Prostock registration program, the contractor qualifies to receive discounts on all orders.

Registration is simple. Registration allows Prostock to properly apply material discounts, provide superior support to its regular customers, manage any fraudulent activity, and to protect dealer quote activities.

II. How do you benefit?

The contractor benefits in a variety of ways.

- 1) A complete support program. Full support is available to ensure your success.
- 2) Prostock registration. Registered dealers receive discounts. Discounts are predicated on a few simple guidelines. (See Section VI)
- 3) Short lead times. Prostock customer service will process each order and ship within a two week time frame. Payment is expected at the time of order. (See Section XI)
- 4) Complimentary customer service. Duo-Gard provides a value added service whereby we can assist with system selection, and fabrication guidance.
- 5) Fee based services. Structural stamps, engineered submittal drawings, engineering and fabrication available for specified fees. Please contact customer service for guidance.
- 6) Time saving assistance. Aluminum is processed with pre-punched mounting holes prior to shipping.
- 7) Fabrication and installation manuals. Free, comprehensive and detailed manuals are available to guide you through the fabrication and installation process.
- 8) Duo-Gard's 30 years of daylighting experience is behind your every step.
- 9) Automatically added to the Duo-Gard preferred installer network. As a preferred install, Duo-Gard will contact you when there are installation opportunities in your area.

With this new product, you are better equipped to provide daylighting solutions while addressing common construction and retrofit problems. Familiarity with the standard Duo-Gard systems will allow you to seek opportunities that help you grow your business. As the use of polycarbonate based solutions grow in popularity, the contractor now has a valuable source for material and the confidence they'll need to seek that business. And, if you register with our Prostock program, your discounts will provide even greater profits.

III. Complimentary Services

Prostock offers complimentary value added services designed to make it easy to begin.

Customer service. For initial assistance, Prostock provides complimentary customer assistance. The contractor may need assistance to select the correct system for the job. Customer service can provide guidance and make recommendations per your project description. In addition, assistance for completing the order form will be provided as needed. Finally, customer service will assist in processing your payment for materials. Please call 734-207-9700 and ask for Prostock customer service.

System selection. Duo-Gard is offering 9 systems as part of the Prostock program. Within these 9 systems are variations based on polycarbonate panel type or thickness. (See Section XII). First time contractors may require assistance in identifying the correct system for their project. This might entail understanding standard 20 psf performance measures. Customer service will provide guidance with your selection.

Fabrication assistance. Duo-Gard recognizes that first time do-it-yourselfers may require assistance on understanding some of the challenges of fabricating aluminum and plastic to create an attractive end product. Therefore, we provide complimentary fabrication assistance. A specialist stands by to assist. Call 734-207-9700 and ask for Prostock customer service.

IV. Fee Based Services

Duo-Gard Industries is a complete provider of daylighting product solutions, including design, engineering, project management, fabrication and installation. However, Prostock is designed to be a do-it-yourself program. Typically, under the Prostock scenario, the previously mentioned services would NOT be available.

However, Duo-Gard Industries is making various fee based services available to the Prostock contractor, should these services be desired.

- a. Daylight modeling: Daylight modeling is a means by which your client can determine exactly how much daylight will be harvested by incorporating the Duo-Gard daylighting solutions, thus reducing the need for artificial lighting. A daylight model is the starting point to understanding the cost benefit to utilizing natural daylight for illumination. A model can be performed on existing buildings, as well as projects that are in the design phase.
- b. Engineered submittal drawings: If desired or required, Duo-Gard Industries can further assist by providing a set of submittal drawings. If a contractor finds that a set of submittal drawings would be of benefit, our engineering team will create what is required. Engineering will use Solid Works to create a 3 dimensional package.
- c. Engineering services: Duo-Gard Industries is staffed with a core of talented engineers. If a contractor's project requires the services of our engineering staff, the project would then be assigned accordingly. Please note that, once a project requires the services of our engineering staff, or if the project simply falls out of the implied Prostock definition, the file will be turned over to the Duo-Gard technical team and no longer be considered a Prostock option, but instead an engineered custom project.
- d. Engineering calculations and stamps: If the contractor requires structural calculations, Duo-Gard can assist. Through our structural engineer, Duo-Gard will review drawings, perform calculations and stamp the drawings.

- e. Shop fabrication: Duo-Gard offers the services of its seasoned fabrication team. Fabrication is provided within the controlled environment of the shop facilities. Specialized packaging and shipping is also provided.

V. Becoming a Registered Dealer

Duo-Gard is seeking to register a number of Prostock dealers within each state. We are seeking dealers who recognize the value of the Prostock relationship and therefore expect to be active in its promotion. Registration is simply a matter of filling out a form. However, the benefits are numerous. Benefits include

- Order discounts up to 25%
- Access to CAD drawing details
- Access to professional installation manuals
- Access to the Prostock materials performance matrix
- Available Duo-Gard credit terms
- Complimentary system samples
- Access to the Duo-Gard fee based services, as described above (Section IV)
- Available free system training at the factory, or by way of webinar
- Qualified dealers are added to the Duo-Gard preferred install team
- Monthly updates on improved materials handling techniques, success stories, system updates, added systems, marketing ideas, opportunities in your area, etc.

To become a registered Prostock dealer, simply refer to our website www.duo-gard.com/prostock and complete the registration form. Forwarding the completed document will automatically land in the hands of our Prostock customer service personnel.

It is important to register because it helps Duo-Gard provide better overall assistance. Duo-Gard considers all registered dealers preferred customers. Preferred customers will receive preferential materials pricing, secured access to helpful information, and access to our fee based services. Registration also assists Duo-Gard in recognizing fraudulent activity and allows us to direct quality customer service to the preferred dealers.

The next step is simple. Go to www.duo-gard.com/prostock and review this straight forward, web-based program. Completing the application process will provide you will secured access to an array of helpful material. Call our Prostock customer service for assistance.

VI. Pricing Discounts

Pricing discounts are available to all Prostock customers. Typical discounts are based on order quantity. However, greater discounts will apply to Prostock orders from those who register and become Prostock dealers.

Discounts are as follows:

- Up to 10% for any Prostock purchase, as long as the purchase includes the entire system. No discount will be applied for sheet purchase only or aluminum purchases only.
- Up to 25% for registered Prostock dealers, as long as the purchase includes the entire system. No discount will be applied for sheet purchase only or aluminum purchases only.

The general breakdown for discounts is as follows:

1. First discount: 10% by becoming a registered Prostock dealer.
2. Second discount: 5% for purchases greater than \$3,000 and up to \$4,999
3. Third discount: An additional 5% for purchase at or above \$5,000
4. Fourth discount: An additional 5% by attending formal certification training on system fabrication and installation.

Company representatives who attend the Duo-Gard in-house certification training will receive a program presentation kit. The contents of the kit will include sample aluminum extrusions, sample polycarbonate, and sample system configurations.

Internal training is a means for Duo-Gard to present the “tricks of the trade” to the Prostock preferred dealers. Fabrication personnel will demonstrate system specific considerations with respect to fabrication and site installation. A review of the installation manuals will be performed. Training will provide an opportunity to meet the key members of the Prostock team. There will be a review of the website and how to use the website to streamline the process. Attendees will also learn how to place an order online.

VII. Product Shipments

Prostock material is to be shipped within two weeks of placing a standard order. Materials will be packaged and shipped per the dealer’s desired delivery instructions. Material handling instructions will be included. Reading and understanding the handling instructions is critical. Shipping expenses vary depending on the quantity of material ordered, weight of the material, size of material and the distance the material is to be shipped. Shipping charges will be determined when an order is placed and the final quote will reflect this charge. Freight quotes are valid for 10 days.

Be aware that material weight will vary. In most instances, proper handling at the chosen delivery location will require a forklift. The contractor is responsible for proper site handling and should be prepared accordingly.

If desired, Prostock customers may pick up their order at the Duo-Gard manufacturing facility. Please provide a 24 hour advance notice if pickup is desired.

VIII. Installation Manuals

Prostock dealers will have access to the professionally published, copyrighted fabrication and installation instruction manuals. These documents are comprehensive and provide step by step illustrations of the fabrication process. There are manuals for each of the available Prostock systems.

Manuals can be found in the Tool Box page of the Prostock web site.

IX. CAD Details and drawings

Prostock customers may prefer to receive CAD drawing details. These drawings are available for download. Drawings are available for each of the nine available Prostock systems.

Drawing details can be found in the Tool Box page of the Prostock web site.

X. Placing an order

Placing a Prostock order can be accomplished by two methods.

Duo-Gard encourages all new Prostock customers to seek the assistance of our professional customer service personnel. Once the appropriate Prostock system is identified, customer service will assist in completing the order form with the contractor's input.

Seasoned Prostock dealers will find the online means for completing the order form quick and convenient. There is an order form for each Prostock system. Once a system is identified, the available online order form will allow you to fill in the known dimensions. Your order form will populate accordingly. The spreadsheet will calculate the materials price only.

With respect to your final quote, customer service will provide further assistance with:

- Determining shipping charges

Please note the following:

The contractor is responsible for determining the amount of material required for the project. Customer service can provide some assistance, but all material decisions are made by the contractor and the expense and time required to make changes or additions are the responsibility of the contractor.

XI. Payment processing

a. Acceptance of credit cards

Payment decisions can be made at the time of your order. Payment by credit card is one method that functions well for small orders. Duo-Gard customer service can accept most major credit cards.

b. Applying for credit with Duo-Gard Industries

An additional method for payment is to request credit terms with Duo-Gard Industries. Please plan accordingly as applying for credit terms may take several days for the process to be completed. Once credit is approved, shipment of materials can proceed. Customer service will assist with the steps necessary to establish credit.

XII. Available System Solutions

a. Series 3000

This system is designed for the following applications:

- Vertical conditions for applications such as curtainwall and clerestory.

Series 3000 is comprised of a base channel, a pressure plate, and a decorative cap. System comes complete with gaskets and fasteners. Standard aluminum finish is clear anodized. Panel thickness options include 16mm and 25mm. Panel cell configuration options include triple wall or X-Wall. (See performance matrix for clarification)

b. Series 3100

This system should be considered for the following applications:

- Vertical conditions for applications such as curtainwall and clerestory

- Sloped conditions for applications such as walkway canopies, entrance canopies or single sloping skylights

Series 3100 is comprised of a base channel and low profile cap. System comes complete with gaskets and fasteners. Standard aluminum finish is clear anodized. Panel options include 16mm and 25mm. Panel cell configuration options include triple wall or X-wall. (See performance matrix for clarification)

c. Series 3200

This system should be considered for the following applications:

- Vertical conditions such as curtainwall and clerestory
- Sloped conditions such as walkway canopies, entrance canopies, single sloping skylights, or trellises

Series 3200 is comprised of a base channel and low profile cap. System comes complete with gaskets and fasteners. Standard aluminum finish is clear anodized. Panel options include 10mm, 16mm and 25mm. Panel cell configuration options include twin wall, triple wall or X-wall. (See performance matrix for clarification)

d. Series 3500

This system should be considered for the following applications:

- Vertical conditions such as curtainwall and clerestory

Series 3500 is comprised of a base channel, a pressure plate, and a decorative cap. System comes complete with gaskets and fasteners. Standard aluminum finish is clear anodized. Panel thickness options include 20mm and 40mm. Panel cell configuration options include honeycomb, 7-wall or X-wall. (See performance matrix for clarification).

e. Series 2500 Standing Seam*

This system should be considered for the following applications:

- Sloped conditions such as single sloping walkway canopies or entrance canopies
- Arched or curved conditions such as curved walkway canopies or curved entrance canopies

Series 2500 is comprised of a base channel and low profile cap. System comes complete with batten channels, gaskets and fasteners. Standard aluminum finish is clear

anodized. Panel thickness option is 20mm. Panel cell configuration is 5-wall. (See performance matrix for clarification)

*A thorough understanding of the standing seam system is necessary for proper fabrication. Please contact customer service for a training schedule for the Series 2500.

f. Series 1500 Interior

This system should be considered for the following applications:

- Vertical conditions on interior walls

Series 1500 is comprised of a base channel and cap. System comes complete with fasteners. Standard aluminum finish is clear anodized. Panel thickness options include 10mm, 20mm and 40mm. Panel cell configuration options include twin-wall, honeycomb, 7-wall and X-wall. (See performance matrix for clarification)

g. Series 1000 EG-16

This system should be considered for the following applications:

- Vertical conditions such as factory over glazing or daylighting for new construction

Series 1000 EG-16 is comprised of a single perimeter channel. System comes complete with gasket and fasteners. Standard aluminum finish is clear anodized. Panel thickness option is 16mm. Panel cell configuration is triple-wall or X-wall. (See performance matrix for clarification)

h. Series 1000 I-10

This system should be considered for the following applications:

- Vertical conditions such as factory window over glazing or replacement

Series 1000 I-10 is comprised of a single perimeter channel. System comes complete with fasteners. Standard aluminum finish is clear anodized. Panel thickness option is 10mm. Panel cell configuration is twin-wall. (See performance matrix for clarification)

i. Series 1000 E8

This system should be considered for the following applications:

- Vertical conditions such as factory over glazing or glazing replacement

Series 1000 E8 is comprised of a single perimeter channel. System comes complete with fasteners. Standard aluminum finish is clear anodized. Panel thickness option is 8mm. Panel cell configuration is twin-wall. (See performance matrix for clarification)

j. Unit Skylights

The unit skylight product offerings include two options:

- Maximizer

The Maximizer is available in 6 options. The options are determined by the various technologies incorporated into the skylight. Technology options are dependent on geographic location of your project. Please contact Prostock customer service for more details.

- Unit Skylight

A market competitive alternative to the Maximizer is the Prostock unit skylight.

k. Solid Polycarbonate Standing Seam

This system should be considered for the following applications:

- Sloped conditions such as entrance canopies or walkway canopies

The solid polycarbonate standing seam system is comprised of mullion channels and standing seam solid sheet polycarbonate. System comes complete with fasteners and decorative cap. Panel thickness option is 4mm. (See performance matrix for clarification)

XIII. Fabrication and Installation Manuals

Duo-Gard Industries has created professional manuals that will assist in guiding you through the fabrication and installation process, including site preparation. These are copyrighted documents and are for the sole use of registered dealers. Any reprint or reproduction in any medium is unlawful. Duo-Gard Industries considers these manuals proprietary and confidential. A breach of this understanding reason for further legal action.

There is a manual for each system. Manuals can be found in the dealer secured area of the Prostock website.

As with all construction sites, and while fabricating, please take the following safety measures:

- When cutting aluminum or plastic, wear proper eye protection
- Wear proper protection to avoid inhaling saw dust
- Plan the installation and obey local building codes

XIV. System Performance Matrix

The Prostock website has a performance matrix that is designed to assist the customer in understanding the system performance parameters. This is for the customer's reference and as a guideline, and is not intended to replace common sense project requirements and geographically specific structural needs.

Each system has a matrix that defines options available for its use, how it is to be used, under what conditions a system should be considered, profile images, standard information, panel performance information, and what items optional purchases. Prostock customer service is available to assist.

The system performance matrix can be found in the Prostock toolbox on the Prostock web site.

XV. Optional accessories

All systems come complete and ready for installation. However, the contactor may wish to purchase some optional accessories that they may deem important for the project. A list of options is shown below,

- Miscellaneous supplies:
 - Panel mesh tape can be used to tape the ends of the panels. Mesh tape will prevent any insects from entering the flutes of the panels, while still allowing moisture to escape and air flow to continue. Please ask Prostock customer service for more information about the benefits of including tape on your project.
 - Caulk is available in an aluminum color matching finish
 - Custom flashing (Please provide drawings of what is desired. As a guideline, Prostock starts with either 12" or 16" flashing stock.)
- Aluminum tube:

- 1 ½ x 2 ½ Aluminum tube is available for design use such as purlins for canopy designs
- 2 ½ x 2 ½ Aluminum tube is available for design use such as posts for canopy designs
- 1 ¼ x 1 ¼ x 1/8 Aluminum angle
- Connectors, fasteners and clips:
 - Duo-Gard will provide all fasteners necessary to build the system. However, any given system may attach to a variety of structural surfaces. As an option, contractors may purchase base channel fasteners directly from Duo-Gard Industries. Fasteners are sold in bags of 50 pieces. Please consult with the Prostock customer service personnel for guidance.
 - Purlin clips (Customer is to provide the quantity of clips required)
 - Connection clips (Customer is to provide the quantity of clips required)
- Tools:
 - Saw blades ideal for cutting aluminum (Negative 6 degree carbide tip)
 - Saw blades idea for cutting polycarbonate (Fine tooth finish blade)
 - #3 Phillips head screw bits
 - 5/16 Hex bits
- Surplus stock:
 - Prostock will maintain a list of excess materials available for purchase at deep discounts. The list for excess material changes regularly. Please see the Prostock website for current availability.

XVI. Program Do's and Don'ts

Below is a list of important considerations as it relates to working with Prostock.

Prostock is designed to be a Do-It-Yourself program. Some value added service and support is included in the program. We encourage the contractor to take advantage of the following Prostock “do's”:

- Call customer service for assistance on completing the order form, aka quote document
- Call customer service for assistance on selecting a system for your project
- Participate with Duo-Gard's in-house training, webinars, or on-site training
- Call customer support for installation questions and assistance
- Use the Prostock for what it is intended
- Become familiar with each system and components, and their intended application

Prostock is designed to be a Do-It-Yourself program. As such, the contractor is responsible for all aspects of project design, engineering, fabrication, installation, measurements and on-site communication. The contractor is also responsible for verifying dimensions, selecting panel color and determining quantities prior to ordering, and for the inspection and proper handling of the goods upon receipt.

The contractor is further responsible for:

- Additional material purchases as a result of measurement errors or calculation errors
- Additional shipping charges as a result of the previous bullet point above
- Shipping charges beyond Duo-Gard's control
- Shipping fees, if applicable, for specialty site delivery

If your project requires assistance beyond the scope of the do-it-yourself concept, that is, if project requires design and engineering input, please contact the Duo-Gard architectural support staff. Seek the professional assistance of the Duo-Gard architectural team if your project:

- Requires steel structural design and supply
- Regarding projects that require fully engineered solutions
- Requires structural stamps from a professional engineer
- Requires services above and beyond the scope of the Prostock program
- Expect service or support beyond the scope of the program
- Requires advanced support

Duo-Gard Industries is a full service engineering and manufacturing firm. If your project requires the full services and support of our architectural team, please direct your communications to this department.

XVII. Order Cancellation and Return Policy

The contractor is responsible for the accuracy of their Prostock order. Therefore, the contractor is responsible for understanding the guidelines for cancelling an order, and/or the Prostock return policy.

1. Payment is required at the time the order is placed
2. Order cancellation must follow the schedule below:
 - a. Orders may be cancelled within 24 hours of Prostock receipt.
 - b. After 24 hours of order receipt, and up to the ship date, orders may still be cancelled. However, a 3% restocking fee will apply.

- c. Prostock will maintain the responsibility of the shipping of materials to the job site. Safe and proper handling upon delivery is required.
- d. Any stock length item returned, including 16' aluminum, 8, 12', 16' or 24' long polycarbonate panels (48" or 72" wide) that are approved for return, are subject to a 45% re-stocking fee, plus freight. Materials must NOT be damaged and they must be properly packaged.