



MEMORANDUM

FROM: Heather Strong, PE
TO: All Associates
DATE: May 7, 2012
SUBJECT: **Repair of RedBuilt™ Products**

The purpose of this memo is to provide clarification regarding the position of RedBuilt™ on repairs to our product and our role in the repair process. To begin, the RedBuilt™ Product Warranty states the following:

"We warrant that our products will be free from manufacturing errors or defects in workmanship and material. In addition, we warrant the adequacy of our design for the normal and expected life of the building, provided the product is correctly installed and used."

In instances where RedBuilt™ products are being repaired, salvaged for reuse or modified in existing structures; our policy is such that:

1. We have no obligation or responsibility to determine the suitability of their reuse. We consider this service to be the province of practicing consulting engineers.
2. We will:
 - a. Recommend that the user secure the services of an engineer.
 - b. Assist the engineer with requested readily available data.
 - c. Evaluate repair for suitability with our products and/or suggest repair details based on our experience.
 - d. Furnish parts or components currently available as sized and selected by a practicing engineer and verified by a RedBuilt™ engineer.

The RedBuilt™ Terms and Conditions state that "...if products are in any way altered except as explicitly provided in RedBuilt™ LLC's published instructions or by written permission of RedBuilt™ LLC, then all warranties are void."

Repairs to RedBuilt™ products will continue to carry our product warranty only if a Design Professional of Record and RedBuilt™ have collaborated on the solution and RedBuilt™ has a record of the repair. Any system modified without RedBuilt™ involvement, with or without a Design Professional would nullify the RedBuilt™ warranty.