

VOLUNTARY SPECIFICATION

INDUSTRY STANDARDS

PRODUCT WARRANTIES

MANAGING UNINTENDED CONSEQUENCES

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Paul R. Gary
The Gary Law Group
503.227.8424
paul@prgarylaw.com





AAMA 502-08 AAMA 503-08



new *TOOLS OF THE TRADE*



TOPICS

- HOW TO USE
 - HOW TO AVOID UNINTENDED CONSEQUENCES





USING AAMA 502-08 AND AAMA 503-08

simple





TAKE A POSITION and communicate it!

*All about Thinking Ahead and
Strategy*

set YOUR standard





AAMA 502/503

**IF agree that they are
appropriate**

SAY so in materials

[our new world of transparency]



SET YOUR standard
(do something)

**give yourself a basis to
object**

[can make later change]





Recommendation >

“Objective better than
Subjective”

**Accept a few questionable results...
It's worth it**





We don't have to be smarter – just plan ahead

It Always includes the Basics –

- a. **recognize the issue**
- b. **make decisions on approach**
- c. **documentation**
- d. **training**
- e. **communication**
- f. **Feed-back loop**





AAMA 502-08

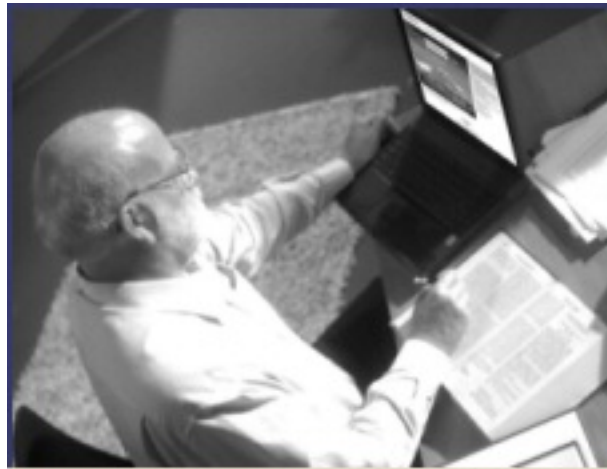
AAMA 503-08

VOLUNTARY SPECIFICATION?

INDUSTRY STANDARD?

or

PRODUCT WARRANTY?





PRODUCT WARRANTY

A REPRESENTATION CONCERNING
PRODUCT...

WHICH IF UNFULFILLED CREATES
LIABILITY

That's **WIDE OPEN**





THE PARADIGM

ACME WINDOW COMPANY

- **has a rated product**
- **is the subject of a 502-08 or 503-08 new installation or *field test***
- **IT PASSES WATER AT .666 and AIR at 1.5 !!!**

Could that be a performance warranty?





It is a representation as to product performance
agreed

**AAMA 502 & 503 have 6 month
from building occupancy
restriction**

But

Accepted as a product performance representation *as installed*

And AAMA 502/503 only a “Voluntary Specification” does not address future performance





Area of Risk needs to be addressed

An overwhelming need to be clear about potential effect of:



**USAGE
AGE
UV
WATER**

**...ON AIR & WATER
PERFORMANCE**

energy





Product Performance Promise Defined

- OR --
- Phantom claims
- No adverse impact





*to stop this we have to
address it*

Clear statements that **“Individual Mileage
May Vary”**

Lack of Perfection ≠ liability

**Clarify “Incidental Water”
(ASTM 2128)**



Concise warranty

**NOT against anything Rather
– an “in the event of”
promise**



AAMA 511-08

cousin of ASTM 2128

“Evidence Driven”





How about a

Company Position Statement

Terms and Conditions?

“Will not recognize methods for determining responsibility for water infiltration which are not in strict compliance with AAMA 511-08.”

“Do not recognize claims based upon extrapolation which is not scientifically based...”



Contain the subjective with an agreement to quasi-objective



Save dollars time and relationships





Recognize

What faces you as manufacturer,
distributor or component vendor?

Create fair solutions to inevitable
disputes

Be Transparent > clarify for business
partners Rules of the Road





See and Plan for

Unintended Consequences

