

Re: **Finish and Appearance Variability of Metal Jacketing**

For all materials and products, there are normal variabilities in some performance aspects that are considered allowable provided these do not negatively impact the important functions of these products. This is true for the finish/appearance of metal jacketing. The various manufactures of the base metal will have small variations in finish/appearance between them and there can even be small variation from coil to coil of metal sourced from the same manufacturer. To optimize availability, cost, and our ability to meet the needs of our customers, ITW Insulation Systems must source the metal coils from which we make jacketing from various mills.

ITW Insulation Systems has a rigorous quality control program in place and takes care to minimize the variability in mill finish but the normal industry accepted practices and the relevant industry standards recognize this unavoidable variability and permit it to some degree. These relevant industry standards include ASTM documents:

- A240 and A480 – Material specifications for stainless steel sheet
- C1767 – Material specification for stainless steel insulation jacketing
- B209 – Material specifications for aluminum sheet
- C1729 – Material specification for aluminum insulation jacketing

All metal jacketing sold by ITW Insulation Systems will comply with the relevant industry standards and practices but we cannot guarantee the finish of any lot of metal jacketing will exactly match the finish from a different lot nor will ITW Insulation Systems accept returns based on these variations in finish. In addition, aluminum jacketing oxidizes in service and all jacketing can collect dirt both of which will impact the finish/appearance such that new jacketing will not match older installed jacketing. Even within a given lot, small variation in finish can occur if different metal coils are used by ITW Insulation Systems within that lot. If an exact match is needed for all the metal within a single lot, this must be requested at the time of order placement and may affect lead-time and price.

Regards,

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