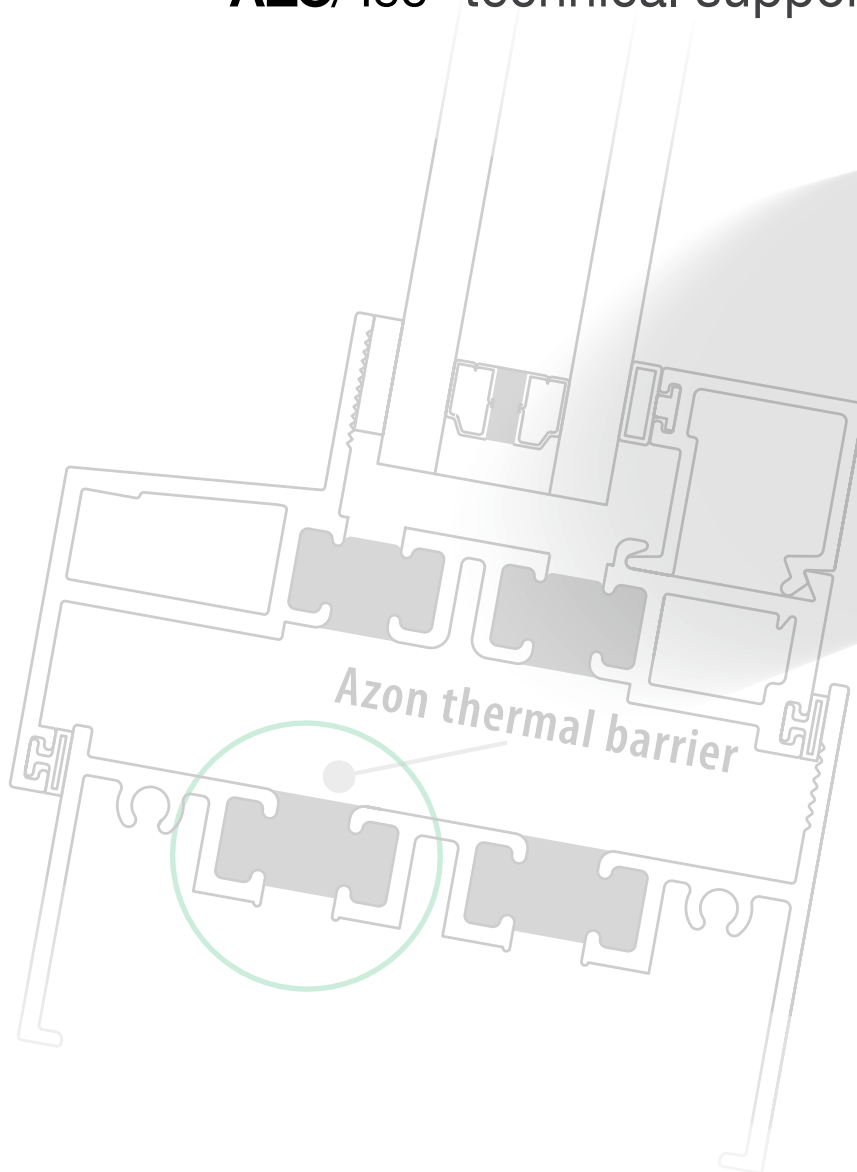


Azon Saves Energy

## AZO/Tec® technical support services overview



### AZO/Tec® Certified Applicator

#### ■ Program offerings ■

- design and simulation services
- continuing education programs
- technical field support
- engineering and manufacturing
- testing and quality assurance
- AZO/Tec® Certified Applicator - mechanical lock warranty program

## AZO/Tec®

### Interdisciplinary team of Azon design, simulation and technical service providers

The AZO/Tec® design and simulation team aids customers with the technical design of energy-efficient fenestration systems by not only providing thermal simulation studies, but also a range of design functions. With proper design, thermal barrier products achieve optimal thermal and structural performance.

### Continuing education programs

Azon presents programs to help architects and specifiers learn about thermal barriers in aluminum window framing and high performance glazing for optimizing thermal efficiencies in the building envelope leading to a reduction in heating and cooling loads.

### Technical field support

Azon field service representatives provide technical support for customers during regularly scheduled plant visits to perform equipment quality audits and may make recommendations for replacement parts or possible operational improvements.

Field service representatives train plant personnel following both the American Architectural Manufacturers Association (AAMA) and the Azon pour and debridge processing guidelines in the procedures for checking chemical ratios, gel times, machine operations and how to evaluate machinery output and flow to improve throughput productivity.

### Testing and quality assurance

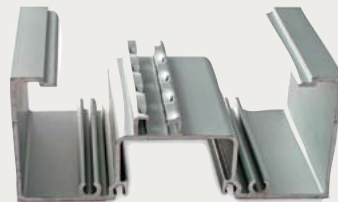
Just as important to the various ongoing quality control test procedures and analysis that are performed in the plant before and during processing are the polymer plaques and extrusion samples customers submit to Azon for testing and evaluation.

Technicians at Azon conduct certain polymer plaque and composite extrusion tests on customer-submitted samples according to ASTM International and American Architectural Manufacturers Association (AAMA) standards. Data is then entered into the Azon E-Quality Audit™ program online. When testing is complete, customers can view the password-protected reports online.



### AZO/Tec® Certified Applicator

"Participants in the AZO/Tec® Certified Applicator program are customers who adhere to strict quality control procedures and testing to qualify for the Azon 10-year warranty against failure of the thermal barrier polymer due to dry shrinkage and fracturing."



Learn more about AZO/Tec® technical support services by searching on azonintl.com or contact support @azonusa.com to request a specific resource.

#### Technical Bulletins

- Guidelines for achieving the proper thermal barrier cavity
- Guide to dual cavity design
- MLP™ Technical bulletin (mechanical lock profile)
- Thermal barrier performance data: Optimizing performance in commercial fenestration

#### Project case studies

#### Specifications

[www.azonintl.com](http://www.azonintl.com)

#### Azon

643 W. Crosstown Parkway  
Kalamazoo, MI 49008-1910  
USA  
Tel: 269 385 5942  
Fax: 269 373 9295

#### Azon UK Ltd.

Unit J, St. David's Industrial Estate  
Pengam, Blackwood  
NP12 3SW  
UK  
Tel: + 44 (0) 1443 878010

#### Azon Korea Inc.

E1-Space  
19 Samseong 122 St.  
Gangnam, Seoul 135-090  
Korea  
Tel: + 82 (0) 2 544 5906  
Fax: + 82 (0) 2 544 5908

#### Azon Polyurethane (Shanghai) Co., Ltd.

Room 2804-2807, 28th Floor  
Hua Yuan World Square  
1958 North Zhongshan Road  
Shanghai 200063  
PR China  
Tel: + 86 (0) 21 6212 2213  
Fax: + 86 (0) 21 6211 0004