

Unit comparison of quality based on critical points deemed pertinent by customers who purchase product.

Builder Grade/Job Model Used To Reduce Bid Price

Plastic thickness of .090 (3/32") or .125 (1/8") Laminate thickness of .060 (1/16") to .090 (3/32") Glass % of 8% to 10% Resin filler loading of 61% to 65% Imported stainless steel bars and seat frames Backing plates not glassed Drain thickness of .125 (1/8") to .200 (7/32")

<u>Aqua Bath</u>

Plastic thickness .187 (3/16") Overall thickness .250 (1/4") Glass % 15% to 17% Filler loading 55% American made T304 Full encapsulation Drain thickness of .250 (1/4")

Possible Outcomes Of Purchasing Builder Grade Are As Follows:

• Thin Plastic could result in failure of finish from cleaning, daily usage or impact damage from a dropped bottle or other shower supplies.

• Laminate thickness could result in integrity issues, cracks and broken parts prior to install. Handling, rough in and customer use will easily show the result of a weak part that lacks integrity.

• Low glass % will result in a part that is brittle. A brittle unit will crack and result in field repairs and leaks that support mold and fungus.

• Resin filler loading is a cost cutting measure. The higher the filler number the more cost saved by the manufacturer. Quality problems associated with highly filled product are strength, brittleness, deflection. This trick is used to reduce cost and is called *value engineering*.

• Imported steel that is inferior could result in rust. If your stainless is magnetized, it will eventually rust.

• Backing plates that are not glassed could result in leaks through the product as well as a nut or bolt falling out causing seat or bar failure. These leaks will lead to hidden mold and mildew.

• Drain thickness that is less than standard could result in chips or cracks during the install process. This will lead to leaks, mold & mildew damage to any floor below leak.

• Value Engineering is the process of removing cost from a project or product. Please keep that in mind when you review our product against our competitors. Challenge the competition to meet our spec on any project you are assigned. You will find that our superior product will provide service that exceeds the expectations of the customer and will allow you to show pride in your work, knowing you paid for and got the best product.

• Consequences of poor quality components: The disaster at the Hyatt Regency in Kansas City on July 17th, 1981. 114 guests killed and 200 guests injured. It was the deadliest structural collapse in U.S. history. Contractor: lost license. Architect: lost license. Steel Fabricator: sued & closed. The hotel sued and its insurance companies paid out millions, plus their reputation lost as a quality hotel operator. One poor quality component carries suspicion that all components in your project are of like quality.