



Urgent - Product Recall

Dear Valued Customer,

Kent Building Supplies wishes to bring to your attention a potential safety issue with certain glass panels used with the Imperial Kool Ray Railing system, and to request your assistance with an immediate product recall and exchange.

We have been informed by our supplier that some of the glass panels it supplied are not tempered glass as specified. As a result, these panels are at increased risk of breaking. If these panels break, they can also form large, sharp shards that can be very dangerous to handle.

Please visually inspect all of the glass panels you purchased to determine whether any of them may be affected by this recall notice. Instructions regarding how to determine whether your glass panels may be affected are contained in our supplier's recall notice, which is attached.

If you believe that any of the glass panels you purchased may be affected, please contact us immediately and we will arrange to have the panels professionally removed and replaced. You can reach us by phone at 1-800-565-4357.

IMPORTANT – Please do NOT attempt to remove or replace any glass panels yourself, as doing so could result in severe injury.

We thank you for your understanding and assistance with this matter.

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IMPERIAL KOOL RAY RAILING GLASS PANEL INSERTS

KENT SKUs – 10361080, 10361085, 10361090, 10361095 and 10361100

Item #s KD0035 - GLASS CLEAR 5MM X 35.5" X 36"
KD0036 - GLASS CLEAR 5MM X 35.5" X 42"
KD0037 - GLASS CLEAR 5MM X 35.5" X 48"
KD0038 - GLASS CLEAR 5MM X 35.5" X 54"
KD0039 - GLASS CLEAR 5MM X 35.5" X 60"



Hazard Identified

Imperial Manufacturing Group has determined that it has received and distributed numerous panels of glass that do not comply with CAN/CGSB-12.1-M90, which is Tempered or Laminated Safety Glass. Some of these panels have been sold to consumers by Kent Building Supplies. These panels can be identified by the logo "Tri-Temp" as shown above, etched in the glass. Neither Health Canada, Imperial Manufacturing Group nor Kent Building Supplies has received any reports of consumer incidents or injuries related to the use of these products.

Potential Risk

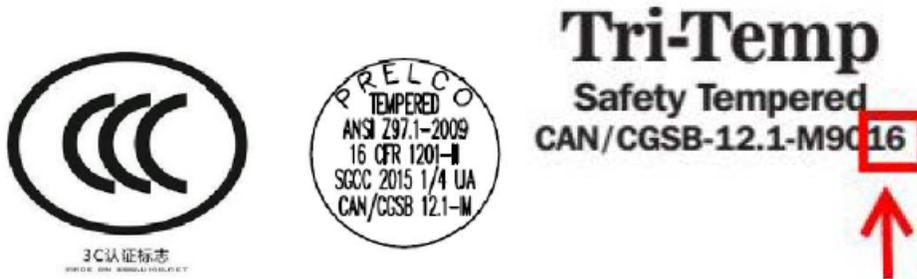
In the unintended event that the above mentioned panels of glass would break, they could break into large, razor-sharp shards and would become dangerous.

Time Period Sold

The recalled products were sold from June 2015 through April 15, 2016

What You Should Do

Consumers should look for the stamp or logo on the glass if possible, to identify if it is affected by this recall. Some of the glass panels sold do comply with CAN/CGSB-12.1-M90 and do not require replacement. If the glass has stamps like the ones below, including Tri-Temp with this stamp/logo below showing a “16” there is no need to replace them.



Do not attempt to remove or replace the panels on your own. Count the panels you believe are affected, along with the size of the glass panel and contact us at 1-800-565-4357 between the hours of 8:00 AM to 5:00 PM Atlantic Time, Monday to Friday or send an e-mail to customerservice@kent.ca.

For More Information

If you have any questions or doubt about the glass identification, please contact Kent Building Supplies customer service toll free at 1-800-565-4357 or by e-mail: customerservice@kent.ca

You can also visit the Health Canada web site: www.hc-sc.gc.ca/index-eng.php search “Recalls & Alerts” to find more information regarding this and other recalls that may affect you.