

# SEFTON TROWSDALE WINDOW & DOOR REPAIRS

## FIVE YEAR GUARANTEE FOR INSULATING GLASS UNITS

Customer Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Job No: \_\_\_\_\_  
Valid From: \_\_\_\_\_  
Valid To: \_\_\_\_\_

### TERMS & CONDITIONS:

1. As part of the contract between yourself (the customer) and Sefton Trowsdale Window & Door Repairs (the seller) the guarantee for the insulating glass unit(s) is as follows:
2. If an unbroken insulating glass unit is, due to faulty manufacture, affected by a visual obscurity due to condensation between the panes or, where coated glass is used, deterioration of the coating, the seller (Sefton Trowsdale Window & Door Repairs) will have the option to either supply a replacement for the insulating glass unit or meet reasonable cost of a replacement for the unit. The seller (SEFTON TROWSDALE WINDOW & DOOR REPAIRS) shall not be responsible for the costs pertaining to the installation or any glazing with respect to any replacement insulating glass unit(s) or any decoration, all of which shall be the responsibility of the customer.
- 3 The seller has no liability in respect to any claim under the guarantee unless:
  - 3.1 Full details have been received in writing by the seller (SEFTON TROWSDALE WINDOW & DOOR REPAIRS) before the fifth (5<sup>th</sup>) anniversary of the date of despatch of the insulating glass unit.
  - 3.2 A representative of the seller, (SEFTON TROWSDALE WINDOW & DOOR REPAIRS), is afforded reasonable time to inspect the insulating glass units prior to de-glazing, except in such circumstances where it is deemed necessary to de-glaze to prevent the risk of personal injury or property damage.
  - 3.3 The insulating glass units, of which the claim is being made, have been stored, installed, handled and maintained in accordance with the current best practice as defined in British Standard 8000, part 7, 1990 (or such other subsequent or amended standard applicable), the current issue of the glass and glazing federation data sheet 4:2 (system design and glazing considerations for insulating glass units), appropriate glazing compound manufacturers technical specifications and any subsequent recommendations of the seller.
4. **This guarantee does not apply if:**
  - 4.1 To insulating glass units that display the optical phenomenon known as 'Brewster's Fringes', which are seen as interference bands of colour on the glass surface.
  - 4.2 Any insulating glass units displaying optical defects which cannot be seen from a minimum distance of 1.5 metres (59 inches) square on to the insulating glass unit in question.
  - 4.3 It is not established to the seller within reasonable satisfaction that the insulating glass unit has failed due to a manufacturing fault, the buyer may be required to pay the cost of the inspection as referred to in clause 3.2 of this document.
  - 4.4 Insulating glass units affected by influences / conditions outside of the seller's control (e.g. poor maintenance, building subsidence, frame distortion).
  - 4.5 Insulating glass intended for structural glazing systems requiring specific ultra-violet resistant tolerance factors, unless a design variation incorporating ultra-violet resistant seals / tolerances has been stated in the original specification by the buyer and confirmed in writing by the seller.
  - 4.6 Insulating glass units affected by any surface coatings or film, other than one approved in writing prior to installation by the seller, being applied after leaving the place of manufacture.
  - 4.7 Insulating glass units which have been subject to abnormal conditions or, been used or transported at altitudes above 800 metres, unless specified in writing to cover such use or transportation.
- 5 Insulating glass units affected by influences / conditions outside of the seller's control (e.g. poor maintenance, building subsidence, frame distortion).
6. Any replacement insulating glass unit(s) supplied under the terms and conditions of this guarantee shall be the nearest available equivalent product reasonably obtainable at the time of replacement. Any replacement insulating glass unit shall be guaranteed for a term, which expires on the same date as the original term of five years referred to in this guarantee.
7. **THE BENEFITS OF THIS GUARANTEE ARE NOT TRANSFERABLE TO THIRD PARTIES.**