

# Sealed Unit Warranty

Glass Services Ltd is committed to the principles of quality management and assurance in order to maintain the highest quality of product and service. All insulated glass units manufactured by Glass Services Ltd are produced in accordance with BSEN1279 parts 1-6. As such Glass Services Ltd warrants the hermetic sealing of its products, subject to the following conditions.

**Ten Years** when glazed in dry and drained profile glazing systems (such as PVC, Aluminium and Steel)

**Five Years** when glazed in non-drained (wet glazed) or timber systems

**Five Years** on Thinlite sealed units

**Five Years** on structural units (silicone) and units containing blinds or other bespoke elements.

**Five Years** on Fire Rated Units

## What our warranty covers;

- Our warranty is limited to the supply only of replacement units
- Replacements upon proof of purchase and from date supplied.
- Replacements of the same size and specification as originally supplied

## Our warranty excludes;

- Consequential or loss incurred as a result of replacements supplied
- Any costs related in de-glazing and re-glazing
- Glass breakage or defects in goods arising from wilful damage, accident, negligence or faulty installation by you or any third party.
- Premature failure of perimeter sealing due to glass breakage, glass movement or slip due to unsupported elements (faulty installation), incompatible glazing materials or framing materials, sustained water contact (non-drained or blocked glazing systems), modification by customer
- Replacements due to optical any optical characteristic or phenomena displayed by the specification ordered

Warranty periods are issued by the company at its own discretion and only if it is satisfied all methods of transportation, storage, installation and maintenance have been followed. Any agreed changes to warranty periods by the company will be issued in writing prior to supply. All sales are subject to the company's standard terms and conditions available online or written upon request.

It is the buyer's responsibility to ensure goods ordered are fit for purpose and meet all relevant regulations required.

Goods reported as faulty are to be made available for inspection by the company by return in a reasonable de-glazed condition for inspection.