



## **CN Glass Ltd [CNG] Warranty and Claims Procedure Insulated Glass Units**

The contents of this document are to be read in conjunction with CNG's Terms & Conditions of Sale relating to the supply and manufacture of glass and glass units.

### **Product Range Covered By This Warranty**

This Warranty covers all standard type insulating glass units compliant with EN1279 and incorporating only components of the type listed below:

#### **Glass**

- 4mm – 12mm annealed, rolled or toughened glass
- 6.4mm – 13.5mm laminated safety glass

#### **Spacer Bar**

- 4mm – 6mm Super Spacer/Heritage Bar
- 6mm – 20mm aluminium spacer bar
- 6mm – 20mm warm edge plastic and stainless steel spacer bar

#### **Edge Seal**

- Butyl primary seal
- Polysulphide or silicone secondary seal

### **Product Applications Covered By This Warranty**

This Warranty covers all standard type insulating glass units, fully framed and glazed into one of the following type of systems, where adequate drainage is provided by the framing system:

- PVCu
- Aluminium
- Hardwood windows and doors – site glazed
- Hardwood windows and doors – converted from single to double glazing

### **Warranty Period and Details**

If, within 5 (five) years from date of dispatch from our works, the unbroken insulated glass unit is, through faulty manufacture, affected by material visual obscuration because of condensation or dust collection within the double glazed unit, we will, subject to compliance with the claims procedure outlined below, supply replacement product without charge.

This Warranty only provides for free replacement of the product and does not cover consequential damage.

No liability is accepted for personal injury, loss, claims, property damage, or labour, material or other costs howsoever caused or arising and whether direct or indirect.

This warranty applies only to units installed in normal service conditions within the United Kingdom.

### **Conditions of Warranty**

This warranty is subject to the following conditions:

- That the buyer acknowledges that the product at the time of delivery was undamaged and free from any defects.
- That the product is protected from contact with wet cement, hard foreign objects, metals and materials likely to cause abrasive damage.
- All insulated glass units have been installed using the correct LM Silicone and edge tapes have been removed prior to installation.
- It is a condition of this warranty that a CNG representative is afforded reasonable opportunity to inspect the product prior to de-glazing.

### **Exclusions to Warranty**

This warranty excludes:

- Minor imperfections inherent in architectural glass and that caused during the manufacturing process whenever viewed in accordance with the Glass & Glazing Federation 'Visual Quality Standard' for installed insulating glass units constructed from flat transparent glass.
- Units which have not been transported, handled, stored, installed and maintained completely in accordance with the glazing instructions laid down in the Glass & Glazing Federation 'Glazing Manual'.
- Stepped units and drip edge units where the sealant is not protected from ultra-violet light in service.
- Units displaying the optical phenomenon, occasionally seen as interference colour bands known as 'Brewster's Fringes'.
- Distortion caused by the toughening process, i.e. 'rollerwave' distortion.
- Units exceeding CN Glass recommended maximum sizes (see Appendix).
- Carbon deposits on the outer face of decorative leaded units caused by oxidation of the lead
- Units with glass 'inserts' – i.e. panes inserted into the unit cavity during unit assembly (such glass can be guaranteed if manufactured as conventional triple glazed units).
- Curved double glazing units comprising panes of 'curved-on-plan' glass.
- Units which have had decorative, safety or solar adhesive film applied to either interior or exterior surfaces.

## **Making a Warranty Claim**

### Reporting a failure:

- Any failure of the product should be reported in writing to CN Glass Ltd within 3 (three) working days of its occurrence.
- Proof of purchase, including a signed delivery note must be provided.

### Investigation of Complaint:

- Inspection should establish the nature, extent and cause of the fault.
- If this finding is consistent with faulty manufacture and within the conditions of this Warranty then a claim may be made under this Warranty.

### Replacement Product:

- If a replacement unit is supplied, it will be our standard type of product current at the time of replacement
- The replacement product shall be covered by a 1 (one) year warranty or up to the limit of the warranty period covering the original unit, whichever is later.

## Appendix

### Maximum Unit Sizes

Glass Type and Thickness (mm)	Cavity (mm)	Glass (mm)	Max. Area	Max. Length (mm)
4 float	6-10	4 float	2.0m <sup>2</sup>	2,400
4 float	12-20	4 float	3.0m <sup>2</sup>	2,400
4 tough	6-10	4 tough	2.0m <sup>2</sup>	2,40
4 tough	12-20	4 tough	3.0m <sup>2</sup>	3,600
6 float	6-10	6 float	3.0m <sup>2</sup>	3,200
6 float	12-20	6 float	4.8m <sup>2</sup>	3,200
6 tough	6-10	6 tough	3.0m <sup>2</sup>	3,600
6 tough	12-20	6 tough	6.0m <sup>2</sup>	3,600
6 tough	6-10	6.4 lam	3.0m <sup>2</sup>	3,200
6 tough	12-20	6.4 lam	4.8m <sup>2</sup>	3,200
6.4 lam	6-10	6.4 lam	3.0m <sup>2</sup>	3,200
6.4 lam	12-20	6.4 lam	4.8m <sup>2</sup>	3,200
8 tough or 8.8 lam	8-10	8 tough or 8.8 lam	5.0m <sup>2</sup>	3,200
8 tough or 8.8 lam	12-14	8 tough or 8.8 lam	6.5m <sup>2</sup>	3,200
8 tough or 8.8 lam	16-20	8 tough or 8.8 lam	8.0m <sup>2</sup>	3,750