



Warranty for Insulating Glass Unit

Donwood (Double Glazing) Ltd of Unit A23 Stonehills Industrial Estate, Shields Rd, Pelaw, Gateshead, Tyne and Wear NE10 0HW hereby provides the following Warranty in respect of insulating glass units ("the Product").

1. Warranty Period and Details

Subject to the provisions of this Warranty, Donwood (Double Glazing) Ltd warrants that the Product shall be, for a period of 10 years from the date of manufacture free of:

Material obscuration of vision resulting from moisture or film formation or dust collection on the interior glass surfaces of the airspace under normal conditions of use that is visible from 2m at an angle of 90° in normal viewing conditions.

Failure due to inadequacy of structural strength resulting from faulty materials up to the specified design wind pressure as determined in accordance with the relevant Building Regulations.

2. Warranty Coverage

This Warranty is to be read in conjunction with the Donwood (Double Glazing) Ltd "Terms and Conditions of Sale", notably clause 18, currently in force available at www.donwood-glass.com.

This Warranty which only provides for free replacement of the Product or refund of the original value, upon production of original invoice details, accepts no liability for personal injury, loss, claims, property damage, or labour, material or other costs (whether special or consequential or otherwise), howsoever caused or arising and whether direct or indirect.

3. Compliance to Standards

All Donwood (Double Glazing) Ltd Insulating Glass Units conform to BS EN 1279 and BS EN 12150/1 standards.

4. Conditions

The Warranty is further subject to the following conditions:

The warranty excludes product processed with silicon secondary seal, or applications where the unit is structural glazed, or glazed overhead, or is stepped.

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.

That installation, the design, and maintenance of the Product is entirely in accordance with GGF (Glass and Glazing Federation) recommendations as published in literature and any specific correspondence pertaining to this installation, and the glass components are not damaged in any way before or during installation.

That the Product is not exposed to chemical fumes or gases other than those present in normal clear atmospheric air nor is subject to prolonged exposure to water or moisture which may cause rainbow type staining, nor is exposed to radiation of any type other than normal sunlight.

That the Product is not subject, or likely to be subject to stresses from any cause in excess of the stresses advised as acceptable in GGF recommendations or any specific correspondence.

That the intended application has been brought to the attention of Donwood (Double Glazing) Ltd prior to order acceptance and heat soak treatment specified where recommended by Donwood (Double Glazing) Ltd and that a thermal safety assessment has been carried out.

5. Reporting and Verification of Product Failure

Donwood (Double Glazing) Ltd has the right to establish to its satisfaction that the Product deterioration or failure is in accordance with the above Warranty and that all of the above conditions have been met.

Any failure of the Product shall be reported immediately in writing to Donwood (Double Glazing) Ltd to enable the Product to be examined in situ by Donwood (Double Glazing) Ltd to determine cause of failure and if failure of the Product is not notified to Donwood (Double Glazing) Ltd within seven days of failure, the Buyer shall be deemed to have waived all rights under the Warranty (subject always to the full terms and conditions of this agreement).

6. Exclusions

The Warranty specifically excludes any glass breakage from any cause other than faulty materials up to the specified design wind pressure as determined by the relevant current Building Regulations, and specifically excludes any consequential liabilities following installation.

7. Warranty of Replacement Product

Any replacement Product supplied pursuant to this Warranty shall be warranted only until the expiration of the Warranty period for the original Product.

8. Advice

Advice as to applications to which the Product can be put may be obtained from Donwood (Double Glazing) Ltd.