



Your Dreams, Our Challenge

WARRANTY ON INSULATION
GLAZING UNITS

THERMOBEL & THERMOBEL TG

Issued by:

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AGC Glass Europe – Processed Glass Division warrants that for a period of 10 years from the date of the delivery of insulation glass supplied by AGC will not suffer, under normal conditions of use, any visible alterations due to condensation on the glass panes inside the insulation glazing unit resulting from a defect of the hermetic seal (excluding glass breakage).

This warranty is valid provided that:

- the insulation glazing unit has been specified (e.g. the glass thickness), stored, handled and installed in accordance with the standards or code of good practice standards in force on the market of utilization (national legal regulations), as well as with the instructions given in AGC's documentation¹;
- the insulation glazing unit has not been damaged during transport, storage, handling, installation or later on, whether intentionally or accidentally; this means that insulation glazing unit supplied by AGC must not be cut or ground; no additional paint or sun-protection, insulation, decorative or another foil may be applied on the insulation glazing unit;
- the insulation glazing unit has not been exposed to any extreme stress due to movement of the building or unusual behaviour of the frame;
- the insulation glazing unit has not come into contact with abrasive agents or corrosive chemicals (acids etc.);
- in case of structural glazing, the owner carries out a visual check (at least once a year) to detect any loss of adhesion of the sealant to the insulation glazing unit; any insulation glazing unit on which condensation occurs for any reason should be replaced within 3 months;
- AGC's storage and maintenance instructions have been complied with;
- installation instructions issued by AGC have been complied with, especially:
 - any material that comes in contact with the insulation glazing unit, such as bearing supports, spacer frames, bonding material, etc. must be compatible with the insulation glazing unit putty;
 - the frame must be drained to prevent moisture or water in the groove.

¹ AGC documentation, such as: Manufacturer's instructions for handling glass; Manual for Cleaning and Maintenance of glazing; Glazing conditions for classical glazings

The warranty does not cover insulating glazings for industrial and automotive applications.

This warranty implies and is limited to the commitment by AGC to replace free of charge the defective glazing at the place of initial supply, or at AGC's option, to refund of the purchase price (when it is proved to be defective according to the criteria set forth above).

It excludes any cost of removal, re-fabrication or modification at the customer's site if any, new reinstallation, etc.

The new (replacement) glazings will carry the same warranty as the initial shipment (no extension of the original warranty period). This warranty does not cover glass breakage. Any claim made after the expiration date of the warranty shall not be considered.

Any wider warranty given by a third party (verbally or in writing) shall not imply an extension of the warranty from AGC.