

Insulating Glass – Quality and Performance Guarantee – 5 Year Warranty

- 1. In these condition's 'our', 'us' and 'we' mean Uxbridge Glass Centre Ltd, and he, his, him and the Customer are references to any other party with whom we contract, which shall include the Customers servants or agents.**

Supply only Customers

- 2. Insulating glass units supplied by Uxbridge Glass Centre Ltd are manufactured in accordance with the B.S.E.N. 1279 Kitemark scheme.**
 - a. If within five years from the date of despatch or collection from our production works, a material obscuration of vision occurs due solely to condensation or dust within the cavity of an unbroken insulating glass units, we will supply a replacement unit of our then standard type, being available for collection from our production works.
 - b. The warranty applies to replacement units up to the limit of the warranty period covering the original unit or twelve months from the date of the replacement unit, whichever is later. This is dependent upon the condition of the respective accepting recess at the time of replacement.
 - c. Insulating glass units supplied by us must be installed in accordance with the Glass and Glazing Federation and the N.H.B.C. guidelines applicable at the date of installation.
 - d. The Terms and Conditions of Sale of Uxbridge Glass Centre Ltd.
- 3. The Customer should note the following points:**
 - a. We are unable to extend this warranty to any units installed using any putty fronted methods or any other methods not recognised by the Glass and Glazing Federation and the N.H.B.C. unless specified and confirmed in writing by a Director of Uxbridge Glass Centre Ltd.
 - b. The lifetime/performance warranty cannot exceed 80% of any rebate/frame lifetime/performance guarantee. If this is less than five years the period of warranty is respectively reduced.
 - c. The Glass and Glazing Federations recommendations for minimum frame dimensions of glazing rebates ect, and the necessity for beads.
 - d. Stepped units or heritage units are not subject to any guarantee or warranty.
 - e. The Customer must ensure compatibility of all materials within the installation environment and for subsequent aftercare materials and methods. For example: glazing compounds, sealants, paints, stains, cleaning agents eel. We will be pleased to advise and assist any customer with their enquiries. We recommend that any compatibility advice obtained from any source is done so in writing.
 - f. The warranty given does not include any work or repairs or redecoration or restoration consequent upon any repair or replacement by us and the customer must provide Uxbridge Glass Centre Ltd with correct sizes and specification for the replacements. Lead & Georgian layouts must be provided.
 - g. Restrictions of use should be clarified before purchase. This warranty only applies to installations in normal building services and care should be taken in handling, transportation, storage and maintenance. There may also be restrictions of use regarding certain elevations, altitudes and temperatures.
 - h. Insulating glass units can only be installed in normal building service conditions within the United Kingdom.
 - i. In the event of a claim the Customer must inform us, in writing, before the expiry of the five years or replacement warranty as defined in parts 2a) and 2b).

Maintenance and Aftercare

This warranty is subject to the recommendations of the Glass and Glazing Federation regarding frames and maintenance.

Timber frames, particularly with micro-porous treatments, need to be regularly inspected on a six monthly basis and professionally maintained accordingly, with compatible materials, as defined by the respective suppliers/ manufacturers.

All glazing systems also require regular inspections and maintenance.

All relevant building occupiers/ maintenance services should be notified of any necessary precautions/ guidelines for aftercare. We will be pleased to advise and assist any customer with their enquiries.