

GENERAL WARRANTY CONDITIONS

For the supplied insulating glass units, made according to the PN-EN 1279-5 standard, Spec-Glas Sp. z o.o. provides a 5-year warranty, which means that there will be no condensation inside the glass (the glass will be tight).

The warranty period starts from the date of sale shown on the sales invoice issued by Spec-Glas Sp. z o.o.

The warranty does not apply in the following cases:

1. When using glass with a deep structure, if the rough side faces the space between the panes.
2. When the insulating glass unit has been processed, altered or damaged, or if the frame has been defective.
3. In the event of colour spots, stripes, fringes and rings (the so-called Brewster's fringes) caused by light interference in insulating glass units with the same thickness of glass units, and when the insulating glass unit is not made in accordance with PN EN 1279-5 on the buyer's order.
4. In the event of defects and damage related to improper assembly, transport, storage and operation (insulating glass units cannot be stored in direct sunlight, as there is a risk of glass cracking).
5. In the case of freezing, condensation and the effects of these phenomena related to inappropriate atmospheric conditions inside the room in which the products are installed, as well as damage caused by the use of cleaning agents that adversely affect the surface of the glass, causing scratching, tarnishing, greasing or pitting.
6. Spec-Glas Sp. z o.o. does not take responsibility for the products and the materials entrusted to them in terms of possible mechanical damage (cracks, scratches, etc.),

except for damage in the inter-pane space, unless they are reported at the time of receipt.

7. In the case of deformation of the panes resulting from improper installation of the external muntin bars (no dilatation between the muntin bar and the window frame or no Viennese muntin bars).

The defect should be reported immediately after its detection. Notification of a defect in writing should include the dimensions of the glass, its construction, order number and date, invoice number and date, and a detailed description of the detected defect.

All complaints will be considered within two weeks from the date of notification, based on the standard PN EN 1279-5 "Glass in construction – Insulating glass units – Part 5: assessment of product compliance with the standard." and Technical Criteria No. 20/S/2000 developed by the Institute of Glass and Ceramics in Warsaw.

The warranty rights may be exercised by the buyer after paying all amounts due to the manufacturer.

The services of Spec-Glas Sp. z o.o. under the warranty are limited to substitute deliveries. Further claims, including those for the consequences of defects, are excluded.