

TOUGHENED & HEAT STRENGTHENED GLASS WITH IMAGETEK PRINT SURFACE 1 NATIONAL GLASS WARRANTY



The following Warranty in respect of Toughened and Heat Strengthened Glass with ImageTek print exposed (surface 1) using S1 Extra Durable ceramic paint (“the Product”) is provided by the following:

National Glass Pty Ltd– 166 Granite St Geebung Q4034

WARRANTY PERIOD AND DETAILS

Subject to the provisions of this Warranty, National Glass warrants that the Product shall, for a period of **10 years** from the date of manufacture:

- Remain free from visible or visual defects, inclusions or faults which can be seen from a distance of at least 3 metres and which are not within the acceptable limits set out in AS4667 Australian Standard Quality requirements for cut-to-size and processed glass.
- ImageTek print coating will not fail due to exposure to high energy thermal stress caused by exposure to solar radiant heat.
- ImageTek print coating will remain free from peeling, delamination, cracking or checking of the coating under normal conditions of use.
- ImageTek printed coating will stay within the required colour values according to directives under Conditions clause (l);

WARRANTY COVERAGE

This Warranty is to be read in conjunction with and is subject to the National Glass “Terms and Conditions of Sale” in force at the time of sale.

In the event that the Product fails to meet the terms of the Warranty and such failure is caused by the direct result of a defect in the material or manufacture of the Product, National Glass will at its option resupply the Product or refund the original invoice value of the Product.

CONDITIONS

The Warranty is further subject to the following conditions:

- The Warranty applies only to the Product in the size, shape and form supplied by National Glass to the Buyer. Any Product undergoing subsequent cutting, edge working, processing or any further alteration shall be excluded from this Warranty.
- The Buyer acknowledges that the Product at the time of delivery was undamaged and free from any defects.
- The Product is protected from contact with wet cement, hard foreign objects, metals and materials likely to cause abrasive damage.
- The installation, cleaning and maintenance of the Product is entirely in accordance with National Glass recommendations as published in National Glass literature and any specific correspondence pertaining to this installation, and the glass components are not damaged in any way before or during installation.
- No cleaners containing hydrofluoric acid or base may be used and any cleaning chemicals must be completely removed from the glass after cleaning. No abrasive tools or cleaning products may be used.
- The Product is not exposed to chemical fumes or gases other than those present in normal clean atmospheric air nor is subject to prolonged exposure to water or moisture, nor is exposed to radiation of any type other than normal sunlight.
- The Product shall not be subjected to chemical or caustic washes, accumulation of salt deposits or unusual soiling.
- Installations within 2km of open bodies of salt water are not covered by this warranty.
- Installations between 2km and 50km from open bodies of salt water are covered for damage other than that caused by salt. For these installations, cleaning must be carried out at least every three months, no buildup of soiling or other deposits should be allowed to take place, and airborne salt levels should be within normal levels. “Salty water” refers to bodies of water containing >1% salt.
- The Product is installed in a manner that prevents prolonged contact with moisture at the glass edge.
- The Product is protected from temperatures above 140°C.
- Claims for colour shade deviations will be accepted only under this Warranty if they occur under regular environmental conditions. Following directives to be observed:
 - Measurements must be made on representative areas with the glass in a freshly cleaned and dried state.
 - Delta E (specifically CIEDE2000, D50, 2o observation) is the measure used to assess the perceptible difference between two colour shades, Delta E will remain within the following limits:
 - Black Ink and mixtures containing greater than or equal 10% black ink: Delta E < 10.0
 - White Ink and mixtures containing greater than 90% white ink: Delta E < 5.0
- Any sealant or adhesive used in glazing is compatible with the ImageTek print coating.
- ImageTek print coating is not installed where it can be backlit unless specified at the time of initial enquiry and approved by National Glass.

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NATIONAL GLASS WARRANTY



This Warranty does not apply where the Product has been used in any manner not in accordance with the conditions of this Warranty or the manufacturer's instructions, and will not cover any damage to a Product, or any other loss, which may be sustained as a result of the placement of any other materials on the Product by any party other than National Glass or its authorized representative. This includes, but is not limited to, adhesive or security films, hydrophobic coatings, harsh or abrasive cleaners, paints, adhesives, marker pens, signage or advertising materials, or protective materials.

REPORTING AND VERIFICATION OF PRODUCT FAILURE

National Glass has the right to establish to its satisfaction that the Product defect 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 to National Glass. If failure of the Product is not notified to National Glass 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 sale).

Products must not be returned without the prior agreement of National Glass. National Glass may require the Product to be examined in situ to determine the cause of the failure. All expenses of claiming in respect of this Warranty will be borne by the person making the claim. National Glass may require documentation supporting the claim to be provided.

EXCLUSIONS

The Warranty specifically excludes any consequence of glass breakage from any cause other than defective material or manufacture of the Product up to the specified design wind pressure as determined in accordance with Australian and New Zealand Standards AS/NZS 1170.2 and AS1288 and specifically excludes any consequential liabilities following installation.

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.