

Conservatory Roof Glass Product Warranty

Technical
Guide

All Clayton Glass roof units are manufactured to a high specification to guarantee against seal failure, complying with BS EN 1279. If however, during a period of 10 years from the date of delivery any Clayton Glass double glazing unit suffers premature failure sufficient to cause obstruction of vision arising from deposition of moisture or deterioration of the inner glass surfaces, a replacement unit will be supplied without charge.

This warranty is effective under the following conditions:

1. The units must have been handled, stored, glazed and maintained in accordance with accepted good practice, i.e., GGF guidelines.
2. Edge Seal - It is the customer's responsibility to check the compatibility of glazing sealants with the edge seal of the IGU. The warranty will be specifically invalidated in the case of any failure subsequently found to be due to the use of unsuitable silicon or other glazing compounds. Any FOC units issued under the warranty will become chargeable if investigation shows this to be the reason for seal failure.
3. Self-Clean Coatings – Most roof units contain Activ or Bioclean products, so special care should be taken to avoid contact between the outer surface of the roof glass and non-approved silicon compounds or silicon lubricated gaskets. Surface contamination with silicon should not cause IG breakdown but can result in the failure of the self-clean coating and undesirable surface effects.
4. Failure must not be the result of influences outside our control, such as distortion of frames, building subsidence etc. Units must not be used for purposes other than vertical or roof glazing in buildings, without our prior agreement.
5. We or our appointed representative must be given the opportunity of inspecting the unit before or during the removal from the frame of the affected unit.
6. Our liability under this warranty is limited to the supply only of a replacement unit. We do not accept responsibility for scaffolding and glazing work, nor will we accept claims for consequential expenditure or loss.
7. The warranty on the replacement unit will extend to the end of the original 10-year period.
8. No warranty shall apply to units collected and or delivered and subsequently signed for as in good condition and later found for whatever reason to have surface marks on either pane, due to bad handling, storage or transporting by the customer.
9. In order to qualify for the conditions of warranty as stated, adequate information must be supplied by the customer with regard to the original point of sale, such as copy delivery note, invoice etc.