

All Clayton Glass units are manufactured to a high specification to guarantee against failure of the primary and secondary seals. 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. Failure must not be the result of influences outside our control, such as distortion of frames, building subsidence etc.
3. Units must not be used for purposes other than vertical glazing in buildings, without our prior agreement.
4. 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.
5. Our liability under this warranty is limited to the supply only of a replacement unit. We do not accept responsibility for scaffolding, glazing work or compounds, nor will we accept claims for consequential expenditure or loss.
6. The warranty on the replacement unit will extend to the end of the original 10-year period.
7. 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 handling, storage or transporting by the customer.
8. Covering the seal of an insulating glass unit with tape can be detrimental and is not recommended. Where tape is applied, either by Clayton Glass or a third party, the warranty period is reduced to 2 years.
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: original customer's name, invoice address, date of invoice, reference number, copy of delivery note or invoice.
10. Our warranty covers manufacturing defects in the Insulated Glass Unit (IGU) only. This warranty does not cover any form of glass breakage, whether occurring during handling, installation, use, impact, thermal stress, accidental damage, or any other cause. Glass breakage is expressly excluded from this warranty, and no claims for broken glass will be accepted.

Application of Window Films

The retrospective application of any film to the external face of the glass, including but not limited to protective, blackout, decorative, privacy, solar control or security films, to insulated glass units (IGUs) is undertaken entirely at the customer's own risk.

The permanent application of such films may alter the thermal performance of the glass, resulting in increased thermal stress and an elevated risk of glass fracture. Certain films may also adversely affect the long-term performance of insulating glass edge seals, particularly where hotmelt secondary sealants are used.

The Company accepts no liability for glass breakage, seal failure, or any other damage arising directly or indirectly from the application of films following delivery.

Protective Transit Film

Where protective film is applied by Clayton Glass Group Ltd, it is intended solely for temporary protection during handling, transportation and installation.

The protective film should be removed as soon as reasonably practicable and, in all cases, within one month of delivery. Failure to remove the film within this period may result in adhesive residue remaining on the glass surface due to prolonged exposure to environmental conditions.

Any adhesive residue should be removed using a suitable professional glass cleaner, such as CRL Sparkle Glass Cleaner, or an equivalent product. Clayton Glass Group Ltd accepts no responsibility for residue or cleaning costs where the protective film has not been removed within the recommended timeframe.