

Warranty

AGGLam[®] - Laminated Glass

March 2022



**Australian
GlassGroup[®]**

Warranty

Laminated Glass



Australian Glass Group (Holdings) Pty Ltd ("AGG") ACN 603 493 901 (and any of its subsidiaries, divisions, affiliates, relate and associated companies, trusts & other entities and/or any successors and/or assigns) ("The Supplier") hereby supplies to the Buyer the following warranty in respect of its product AGGLam[®] laminated glass products ("the Product") which is to be read at all times together with, and subject to, the Australian Glass Group "Standard Terms & Conditions of Trade".

1. The product is covered under the warranty contained in the following clauses for a period of 5 years from the date of manufacture, free of:

- a) edge separation or delamination other than that which occurs within 20mm of the glass edges
- b) Visible or visual defects, inclusions or faults that can be seen from a distance of at least 3 metres and which are not within the acceptable limits set out in AS 2208: Safety Glazing Materials in Buildings, effective at the time of manufacture.

3. Australian Glass Group warrants that the product conforms to the relevant thickness, quality, and dimensional requirements of AS 2208: Safety Glazing Materials for use in Buildings for Grade A safety glass and AS 4667: Quality Requirements for Cut to Size and Processed glass. When requested by the buyer at the time of contract, the product bears permanent identification marking.

4. Australian Glass Group warrants that it will replace and deliver to the original point of delivery to the buyer, all products free of charge which in the opinion of Australian Glass Group, but not otherwise, is of faulty manufacture.

5. This warranty, which only provides free replacement of product or refund of the original invoice value, accepts no liability for personal injury, loss, claims, property damage, or labour, material, or other costs, however caused or arising, whether direct or indirect.

6. This warranty is subject to the following further conditions:

- a) The Warranty applies only to the Product in the size, shape and form supplied by Australian Glass Group to the Buyer. Any product undergoing subsequent cutting, edge-working or processing shall be excluded from this warranty.
- b) The glass used in the Product is manufactured by Australian Glass Group, and if sourced externally confirmed in writing or warranted by the supplier to comply with Australian Glass Group product specifications. Compatibility and adhesion tests have been carried out between the glass and the interlayer.
- c) By accepting delivery, the buyer acknowledges that the product was undamaged and free from any defects at the time of delivery.
- d) The buyer acknowledges that the product is protected from contact with any foreign objects, metals, or materials likely to cause damage to it.
- e) The buyer acknowledges that the product is not exposed to chemical fumes or gases other than those present in normal clear atmospheric air, nor is exposed to prolonged exposure to water or moisture which may cause rainbow type staining, nor is exposed to radiation of any type, other than normal sunlight.
- f) The buyer acknowledges that the Heat Soaking of glass has been requested from the Buyer if specified and/or recommended by Australian Glass Group. Note that Spontaneous Breakage due to inclusions in the raw glass material (eg. Nickel Sulfide) are not covered under warranty and Heat Soaking does not guarantee the absence of inclusions.
- g) The Product is installed in a manner that prevents prolonged contact with moisture at the glass edge.
- h) The Product is not installed where temperatures greater than 70°C are likely to be experienced.

AGG NSW

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F: (03) 9730 7488

AGG TAS

39 South Arm Rd
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- i) Any sealant used in glazing is compatible with the laminated glass interlayer.
- j) Any replacement product supplied pursuant to this warranty shall be warranted only until the expiration of the warranty period for the product originally supplied.
- k) It is the buyer's responsibility to request a thermal assessment for products prone to risk of thermal breakage, such as coated and tinted solar absorbing products.
 - l) A thermal assessment will evaluate the probability of high energy thermal breaks occurring in the design. Low energy thermal breaks, which largely occur due to faults on edges cannot be covered in thermal assessments, and to this end it is the buyer's responsibility to ensure that products at risk (ie coated and tinted solar absorbing products) are not glazed when damaged or shelled. This risk can be negated by specifying heat strengthened or toughened products or reduced by polishing.
- m) It is the buyer's responsibility to accept recommendations made in the thermal assessment.
- n) The Buyer acknowledges that breakage of installed glass due to Thermal Stress breakage is not covered under this warranty, even if a Thermal Assessment has been conducted, due to the multiple factors outside of Australian Glass Groups control that can activate such breakages.
- o) Slight colour variations in glass can occur in glass products due to minor variations in glass batching, iron content in sands, coating compositions and/or manufacturing conditions. This needs to be considered by the buyer particularly when ordering product over time in the same façade or design.
- p) Australian Glass Group reserves the right to inspect in the field prior to deglazing any glass which is alleged to be defective, and which is subject to a claim under this warranty, any relevant Australian Standard or Australian Consumer Law.

Effective March 2022

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