



Northern Express Glass Ltd.

Warranty Information



Issue 3
01 February 2024

Ten Year Warranty

1. If within TEN YEARS from the date of dispatch from our works, any unbroken double glazed unit is, through faulty manufacture, affected by material visual obscuration due to condensation or foreign particles within the cavity we will, subject to compliance with our normal Claims Procedure, supply a replacement unit.
2. Any claim under this warranty is subject to our representative being afforded reasonable opportunity to inspect any unit prior to de-glazing. On such inspection, if it is determined that the unit was not of faulty manufacture, you may be required to pay the costs of inspection.
3. Where replacement units are supplied, they will be our standard type of product current at the time of replacement and delivered to our customer's normal place of business.
4. This warranty applies only to the Manufacturer's units installed in normal building service conditions within the mainland of England, Scotland and Wales.
5. Our warranty **does not** cover:-
 - a. Consequential damage or loss arising from the glazing of a replacement unit except insofar as the restoration of such damage or loss falls within the rights of the Owner/Occupier under Common Law or Statute.
 - b. Units which have not been handled, stored, installed and maintained completely in accordance with the instructions laid down in the Glass & Glazing Federation Glazing and Maintenance Manuals.
 - c. Units used in service conditions such as (but without limitation) use in transport vehicles, ships or temperature cabinets or use at altitude over 800 metres or transportation of units over such elevation.
 - d. Units displaying the optical phenomenon, occasionally seen as interference colour bands and known as "Brewster's Fringes"
 - e. Any units containing items not manufactured by ourselves such as Leaded Lights or stickers/markers.
 - f. The fitting costs incurred in replacing the unit
6. This warranty is not meant to be part of any contract of sale but is meant to offer its recipient rights additional to those given to him/her by any contract of sale or at common law. Accordingly, although the scope of this warranty is limited by the terms of paras. 1-5, so that any person to whom it is offered must accept it on those terms or reject it entirely, any limitations imposed by those paras. alone are not meant to take away any rights enjoyed or reduce any obligation owed independently of this warranty.

**NB. Maintenance Recommendations as published are
The responsibility of the Owner/Occupier concerned.
Failure to comply with them could invalidate the warranty**