



Warranty Certificate

Multisafe® laminated glass

january 2017

General warranty clause Multisafe®

- 1 Subject to the provisions below, Scheuten Glas Nederland b.v. guarantees for a period of 5 years from date of invoice that transparency will not be diminished by discolouration on the interior (i.e. between the sheets of glass of the laminated unit), and that the PVB film will remain clear with no delamination occurring, calculated from 15 mm from the edge of the unit and/or any holes or cut-outs.
- 2 The warranty mentioned under 1 is given on the proviso that the panes have been custom- made by Scheuten Glas Nederland b.v. and fitting of the Multisafe® unit satisfies:
 - a The requirements set out in Dutch standard NEN 3576 and the guidelines from NPR 3577;
 - b Other fitting instructions than those specified under 2a provided these are accepted by Scheuten Glas Nederland b.v. in writing and are equivalent to or better than the fitting instructions specified under 2a in terms of content and purport. The buyer is deemed to be au fait with all fitting and maintenance instructions as well as with the content of these, and to have informed his buyer(s), if any, of that content. Furthermore, the buyer should ascertain the compatibility of the glazing materials to be used. All materials being utilized for the purposes of constructing, finishing or sealing windows, doors or frames or making these more sustainable may not affect one another in any way that impairs their suitability for their combined function. In line with NEN 3576, the buyer is responsible for the compatibility of the (glazing) materials used.
- 3 The warranty does not cover any damage to the Multisafe® unit arising from:
 - a Failure to store panes upright and in a dry condition prior to or during fitting (storage under a tarpaulin sheet cannot be regarded as sufficient in this respect);
 - b Failure to fit the panes tension-free, as well as structural causes, such as the building subsiding and thereby introducing tension into the glass;
 - c Distortion and/or change to the surrounding structure for whatever causative reason (to include taking out and replacing the glass unit);
 - d Mechanical causes such as external force, including crushing, grinding or touching up the unit, including mechanical causes such as sharp-ended loads like screw fittings, hinges and locks;
 - e Breakage due to nickel sulphide being contained in the float glass, even if the prestressed float glass has been subjected to a heat-soak test in accordance with EN 14179;
 - f Exposure to chemical influences that could affect the PVB film in the edge of the unit, including the glazing sealant and/or applying cell foam, as well as the use of chlorinated cleaning agents (methanol, alcohol, etc.) or solvents such as per, tri and tetra;
 - g Thermal causes, i.e. breakage or damage due to tension that is the product of local, partial heating of the unit giving rise to significant temperature differentials.
- 4 In contrast to the provisions specified under 1, no warranty is given for:
 - units intended for rolling stock;
 - units with 1 or more sheets of patterned or wire glass;
 - units intended for non-vertical fitting;
 - units intended for industrial use and for swimming pools;
 - units supplied with a coating;
 - imperfections / anomalies in the Multisafe® laminated glass unit, or in the constituent parts thereof, which fall inside of the tolerance limits, specified in European standard EN 12543, as well as references to other standards contained herein.
- 5 In contrast to the provisions specified under 1, manufacturer's warranties of the supplier involved will apply for products which are purchased from third parties and cannot be considered our own product.
- 6 The guarantee implies that if within the warranty period a reduction of transparency occurs without any of the above restrictive or exclusive conditions being applicable, a provision shall be made as soon as possible to replace the defective glass unit with a unit as identical as possible. The replacement unit will be covered by the warranty for the remainder of the warranty period that applied to the unit originally supplied. Consequential loss, i.e. any loss not pertaining directly to the glass supplied, is not eligible for compensation.
- 7 No warranty will be provided if and for such time as invoices issued by Scheuten Glas Nederland b.v. and/or other Scheuten entities have not been settled in full.
- 8 In all cases warranty claims are to be submitted through your glass supplier, the party from whom you purchased the glass and whose name and address should be mentioned on the warranty certificate. Notification must be made within 30 days after discovery of the defects during which you are obliged to limit any possible damages as much as possible.
- 9 Supplementary warranty terms and conditions Multisafe® Color (coloured films).

Tests from the film manufacturer show that no significant discolouration of the film will occur if the glass is used in accordance with the instructions.

A tiny amount of discolouration is an inherent facet of the product. This will depend on the time and degree to which the glass is exposed to factors that cause discolouration (sunlight, UV radiation). The yellow films constitute an exception in this regard, as they are not UV-stable in the standard finish.

An orange peel effect can arise in certain colour combinations. This is inherent to the product and falls outside the scope of the warranty.

Technical details are available upon request.

Scheuten Glas Nederland BV would like to draw your attention to the obligation to issue this warranty to your customers when reselling the product and to inform your customers that they are to issue the warranty to the end user. Only then will warranty claims be valid in accordance with the terms and conditions above.

Party fitting the glass: _____

Project name: _____

Street: _____

Postcode/City: _____

Stamp supplier

