

# SLENDERPANE

Slenderpane Ltd

## *New Warranty Information*

### **DOUBLE GLAZED UNITS**

The company will replace any defective Slenderpane sealed double glazed unit supplied, provided it has been installed correctly as per Slenderpane's recommended glazing method.

### **Warm Edge Spacer (Black, White)**

6mm S/L Heritage Spacer – 1 year Guarantee from 1<sup>st</sup> July 2018 on Toughened

6mm S/L Heritage Spacer – 3 year Guarantee from 1<sup>st</sup> July 2018 on Annealed

7mm S/L Heritage Spacer (4, 6, 8mm) – 10 year Guarantee from 1<sup>st</sup> March 2017 on Toughened and Annealed

8mm S/L Heritage Spacer (4, 6, 8mm) – 10 year Guarantee from 1<sup>st</sup> March 2017 on Toughened and Annealed

### **Warm Edge Spacer (Black, White, Grey)**

9mm S/L Standard Spacer (4, 6, 8, 10mm) – 10 year Guarantee from 1<sup>st</sup> March 2017 on Toughened and Annealed

11mm S/L Standard Spacer (4, 6, 8, 10, 12, 14, 16, 18, 20mm) – 10 year Guarantee from 1<sup>st</sup> March 2017 on Toughened and Annealed.

(Please note that 11mm is the maximum Sight Line for any unit).

Geothe annealed 7mm sightline 5 years and Geothe tough 7mm sightline 5 years from 21<sup>st</sup> January 2020

Cylinder annealed 7mm sightline 5 years and Satin or OBS tough 7mm sightline 5 years from 21<sup>st</sup> January 2020

Any of the above on 6mm sightline 1 year guarantee from 21<sup>st</sup> January 2020

This warranty includes the fault of condensation between the panes of glass. It does not cover the incidence, prevention or elimination of condensation (except between the glasses of the sealed units).

This warranty does not cover breakages and other incidences that occur after the units have been received by the client.

### **CLAIMS PROCEDURE**

- 1. In the event that the customer believes they have a claim under this guarantee, they shall notify the company in writing. Please include photographic evidence and proof of purchase including the order number.*
- 2. The company shall, at its discretion undertake a site visit.*
- 3. In the event of any disputes the maximum liability of the company will be up to the replacement value of the component.*
- 4. The company reserves the right to replace the faulty component (s) at its discretion.*
- 5. The company shall not accept liability for any consequential losses (including inter-alia storage costs, installation costs) arising from any material defects under a warranty claim.*



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