

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 – 3 year guarantee from 1st July on 2018 on Toughened and Annealed.
7mm S/L Heritage Spacer – (4, 6, 8mm) – 10 year guarantee from 1st March 2017 on Toughened and Annealed
8mm S/L Heritage Spacer (4, 6, 8mm) – 10year guarantee from 1st 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 1st March 2017 on Toughened and Annealed
11mm S/L Standard Spacer (4, 6, 8, 10, 12, 14, 16, 18, 20mm) – 10 year guarantee from 1st March 2017 on Toughened and Annealed
(Please note that 11mm is the minimum S/L for any unit)

Geothe annealed 7mm sightline 5 years and Geothe tough 7mm sightline 5 years from 21st January 2020
Cylinder annealed 7mm sightline 5 years and Satin or OBS tough 7mm sightline 5 years from 21st January 2020
Restoration Glass 7mm sightline has 5 years for Toughened and Annealed.
Any of the above on 6mm sightline 1 year guarantee from 21st 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 the 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.