



INSULATED GLASS UNITS

TOUGHENED, LAMINATED & FLOAT GLASS

GLASS EXTERNAL SURFACES

UNIT CAVITIES

EDGE SEALANT

Please carefully read the information below with regard to the external surfaces of glass, unit cavities and edge sealant:

- **Glass external surfaces**

Marlin Windows Ltd. conduct very thorough glass inspection procedures on every insulated glass unit that we supply. Part of this quality control process is to ensure that the outside faces of your units meet GGF standards. This examination extends to checking external surfaces for scratches using the method described in our Glass Appearance document and ensuring that the quality of this meets GGF Glass Quality of Vision standards.

- **REPORTING DAMAGE**

Due to our stringent visual glass checks and the care attached to in house handling, stacking and transport prior to your delivery we are confident in supplying you with high quality insulated glass units that are fit for purpose.

With this in mind and due to the specific vulnerability of glass products as detailed in our Glass Spontaneous Breakage document we have to place a strict time limit on reporting damage, therefore:

ALL GLASS DAMAGES MUST BE REPORTED WITHIN 48 HOURS FROM THE DAY OF YOUR DELIVERY

Marlin Windows Ltd. will replace and deliver free of charge all **qualifying** glass replacements if they are reported to us within the stated 48-hour time frame.

Unfortunately, after this period all damages that require a replacement will be chargeable including any associated delivery costs.

- **Unit cavities**

Marlin Windows Ltd. will replace and deliver free of charge any insulated glass unit that contains or develops contamination within the cavity. Also, within the warranty period we will replace and deliver free of charge any insulated glass unit that fails causing 'misting'/cavity condensation as a result of a unit breakdown caused by failure of the edge seal.

Additionally, if for any reason surface deterioration develops to the inside faces of the insulated glass unit within the warranty period we will replace and deliver free of charge.

Furthermore, if there is a visible mark on either of the inside faces of the insulated glass unit that is noticeable using the inspection method described in the GGF Glass Quality of Vision standards we will replace and deliver free of charge.

- **Edge sealant**

The edges of your insulated glass units are permanently bonded in place with a black hotmelt butyl sealant. This material starts life as a hot liquid so that it can effectively fill voids and reach all the necessary surfaces to create a perfect edge seal. Upon application it sets rapidly and is smoothed over quickly by hand to complete the process.

Due to the nature of hotmelt butyl sealant and the application process, sometimes the sealant can over run slightly onto the outside face edges of the glass. If required, with care any overrun can be easily scraped off if it is going to interfere with the fit of the unit in the glazing rebate or touch the gasket system on one or both sides.

Occasionally, hotmelt butyl sealant can bleed past the perimeter thermal spacer bar and appear very slightly in the cavity on the inside face of the glass. This is classed as normal due to the temperatures involved and inherent characteristics of the hot butyl liquid. On our Heritage glazing this can sometimes be evident due to the use of a low line glazing gasket that cannot totally hide any 'bleed'. With this in mind, when glazing our Heritage system, we advise to be selective in unit orientation, unit location in the overall scheme (where possible) and overall position within each aperture to ensure that 'best edges' are in the main sight line.

INSTALLATION OF REPLACEMENTS AND DISPOSALS

Marlin Windows Ltd. will replace and deliver free of charge any insulated glass unit with a substandard quality that falls within our terms and conditions for glass quality. However, we will not be liable for any of the associated installation costs for replacements or be responsible for disposing of the defective unit or liable for disposal costs.

CUSTOMER DUTY OF CARE

We cannot stress enough that prior to your delivery adequate preparation is made on site to receive your high-quality aluminium glazing products and to store it carefully in the correct environment. Marlin Windows trust that you will duplicate our high standards of care in looking after your completed order after it has been delivered to make sure that it remains in exactly the same condition after we have completed the delivery, prior to and after the installation.