



## Single Glass Product and Processing Warranty

This Warranty is issued by ESG Group Ltd to (Customer) in respect of order (order number) for the purpose of glazing as purchased from ESG Group Ltd for installation in (Location of glass).

ESG Group Ltd warrants that the product covered by this document will not be defective caused by workmanship or defects in materials after installation for a period of 12 months from ESG Group Ltd delivery commencement date. This Warranty does not cover product defects due to improper use or handling, other abuse, glass breakage etc.

If any breach of the Warranty is reported to ESG group Ltd before the end of the 12 months from the date of delivery ESG Ltd must have the opportunity to view the alleged defective product 'in-situ', as failure to adhere to this procedure will result in the Warranty unconditionally becoming null and void.

If this breach is found to be ESG Ltd's responsibility, the Company will by its sole option either:-

- a) Provide a replacement product or;
- b) Refund to the Customer 100% of ESG Group Ltd's original selling price for such defective product or;
- c) If the product is found to be partially defective but not wholly contributable to any failures then ESG Group Ltd will determine the percentage of blame and refund this to the Customer.

If ESG Group Ltd elects to supply a replacement product, the Warranty thereon will extend to the balance of the original 12 month period.

ESG Group Ltd shall not be liable to any other person for incidental or consequential damages of any sort. Only ESG Group Ltd has any authority to amend this Warranty.

This Warranty is only valid if payment in full has been received by the Company in respect of all goods that have been supplied.

Scott Sinden  
Managing Director

On Behalf of ESG Group Ltd

Author:	Gavin Gunn	Position:	HSQ & Technical Manager	Date:	20/6/16
Reference:	QF108	Title:	Single Glass & Processing Warranty	Version:	1

## Limitations

This warranty shall not apply to:

a) failure of product caused by abuse, improper cleaning, mishandling, or improper installation, including but not limited to improper fixing or fastening of product to or within framing or other materials, inadequate edge engagement, use of fasteners of insufficient size to withstand design impact, use of sealants or other chemical materials which are incompatible with the products supplied and/or good glazing practice.

## Other conditions

This warranty is expressly in place of all other oral or written warranties, liabilities or obligations of ESG Group Ltd. In no event shall ESG Group Ltd be liable under the implied warranties of merchantability or of fitness for a particular purpose. In no event shall ESG Group Ltd be liable for consequential or incidental damages of any kind, including any damage to the architectural, its contents or any person therein, resulting from the breach of any warranty set forth herein. No field representative of ESG Group Ltd or any distributor or dealer is authorized to make any change or modification to this warranty.

## How to make a claim

The Buyer must promptly notify ESG Group Ltd in writing of any manufacturing defect and provide proof of the date of purchase and installation. All notifications should be sent to: ESG Group Ltd, 1-3 Moss Road, Witham, Essex, CM8 3UQ.

The Buyer may be required to submit a sample of the defective material to ESG group Ltd for analysis. ESG group Ltd will then investigate the claim and examine the material claimed to be defective. If a defect covered by this warranty is confirmed, ESG Group Ltd within a reasonable amount of time after the inspection will either repair or replace the defective product or refund that amount paid by the Buyer for the product, per the terms of this warranty.

## Painted Surfaces / Lacquers

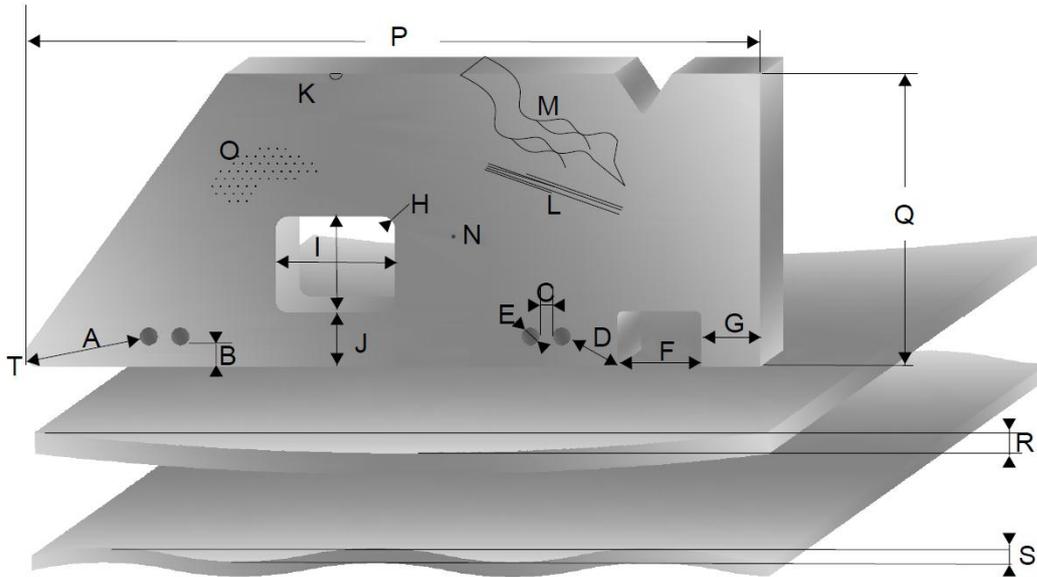
Our glass obtains its colour *from* paints, lacquers and inter-layers supplied by third parties. When trying to find the colour you require please refer to the below links:

[www.ralcolor.com](http://www.ralcolor.com)

[www.pantone.co.uk](http://www.pantone.co.uk)

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# SINGLE PANE QUALITY & PROCESSING TOLERANCES



QUALITY TOLERANCES			
No.	CATEGORY	FLOAT GLASS	TOUGHENED GLASS
A	HOLES FROM ACUTE CORNERS	Min. Glass Thickness	Min. 6X Glass Thickness
B	HOLES FROM EDGES	Min. Glass Thickness	Min. 1.5 X Glass Thickness
C	HOLE TO HOLE DISTANCE	Min. 5mm	Min. 1.5 X Glass Thickness
D	HOLES TO CORNERS	Min. 5mm	Min. 3.5 X Glass Thickness
E	HOLE DIAMETER	Any Hole Size (Same hole diameter and position tolerances)	Min. 1 X Glass Thickness 4≥20mm hole diameter = ±1.0mm 20≥100+ hole diameter = ±2.0mm Hole position on Glass = ±2.0mm
F	NOTCH WIDTH	Same	Min. 25mm if cut or arressed Min. 40mm if Polished Edge
G	NOTCH DISTANCE TO CORNER	Same	Min. 3 X Glass Thickness or 40mm whichever is greatest
H	INTERNAL RADIUS	1. Ground Edges – Internal radius 7mm min. 2. Polished Edge – Internal radius 18mm min.	1. Ground Edges – Internal radius must be equal to ½ glass thickness or 7mm whichever is the greater. 2. Polished Edges – Internal radius of 18mm min.
I	MINIMUM CUT-OUT	Same	Min. 20 X 20 if Ground Finish Min. 40 X 40 if Polished Edge
J	CUT-OUT TO EDGE DISTANCE	Same	Min. 3 X Glass Thickness if Cut Min. 45mm if Polished Edge if 4mm to 10mm Thickness is processed. 12mm Thickness and above 100mm Min.
K	SHELLS	Same	Glass ≤8mm Thick Max 2mm if Glass Arressed. Glass >8mm Thick Max 4mm if Glass Arressed.
L	SCRATCHES	Same	Not Permitted if seen from 2m distance
M	CRACKS	Same	Not Permitted
N	SEEDS	Same	Max 3 No. If ≤1mm. Seeds >1mm not permitted
O	PITTING	N/A	Not Permitted When Observed from 2m
P	OVERALL LENGTH	Same	+2mm Unless Label States Otherwise
Q	OVERALL HEIGHT	Same	+2mm Unless Label States Otherwise
R	OVERALL BOW	Same	Max. 3mm/Linear Metre for Non Laminated Laminated L or W <1m = Max 2mm Laminated L or W 1m≥2m = Max 4mm Laminated L or W 2m≥3m = Max 6mm Laminated L or W >3m = Max 9mm
S	ROLLERWAVE	Same	Glass 3-5mm =Max 0.5mm, Glass 6-10mm = Max 0.3mm Glass 12-19mm = Max 0.15mm
T	RADIUS CORNERS	+2mm	+2mm Unless label states otherwise
U	MECHANICAL STRENGTH	N/A	Min. 120 N/mm <sup>2</sup>

\* For visual quality tolerances view glass in a vertical position at right angles and lit by diffuse daylight or equivalent.

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