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Warranty Statement JW Installation

WA CUSTOM GLASS NORMAL PRODUCT WARRANTY

Jason Window's Installations performed by WA Custom Glass Employees or WA Custom Glass Sub-Contractors have a 10 year Limited Guarantee from the date of practical completion covering water leakage issues where in the leak is caused by the installation of the product not the product or any variation to the product and frame movement where in the frame has come loose or moved from it's original install position due to natural settlement.

The product must be installed and maintained in accordance with Jason Windows installation and maintenance recommendations (<https://jasonwindows.com.au/wp-content/uploads/2020/02/Jason-Windows-Service-and-Maintenance-Brochure.pdf>), and the relevant Australian Standards (www.standards.org.au).

The customer must not carry out any remedial work to allegedly defective products without first obtaining the written consent of WA Custom Glass to do so.

Manufacturing standards and tolerances are not deemed defects. Scratches, scars, seeds, and shells are acceptable provided they are not readily visible when viewed from a distance of no less than 1.5m.

THE WA CUSTOM GLASS FAULTS AND INSPECTION CRITERIA

Glass for buildings supplied and installed in Australia is almost exclusively manufactured using the float process. Glass made using this process (float glass) is extremely flat and contains few faults, however it is not fault free. Occasionally small seeds and other surface imperfections can make it through the float glass manufacturer's fault detection scanners and into stock packs of glass. Float glass is converted into many applications and subject to various processes such as:

- Applied coatings to the glass surface (Low E for insulation, Solar Reflective for solar control, self-cleaning etc)
- Cutting (manual or machine)
- Processing the glass (edge working, drilling, shaping, etc.)
- Laminating (the adhesion of 2 or more components of glass using various interlayers)
- Toughening/Tempering (reheating glass to approximately 600 degrees Celsius then rapidly cooled) •
- Insulating glass manufacturing (construction of a sealed unit)
- Combinations of all the above Glass is handled/moved numerous times during these manufacturing processes.

Add on any transportation and handling during the glazing process, it is easy to see that damage or wear to the product needs to be factored into the result. At the same time, consumers, building owners and designers have a reasonable expectation that glass installed into their products or projects will be to a

“reasonable” quality standard. In addition, some glass may be under more scrutiny than others. (For example, comparing a residential glass splash-back, which consumers will view up close, compared to a painted panel cladding a multi-level building where no-one will get near it.)

How to check for blemishes

1. Clean the glass in accordance with manufacturers recommendations
2. Stand in the room no less than 3 metres away from the glass and look directly through it. Glass must be viewed at 90 degrees to the window
 - a. Inspect the glass in natural daylight, but not in direct sun or with visible moisture on the surface of the glass.
 - b. Where it is not possible to stand at the correct distance then stand as far away as you can from the glass.
 - c. Exclude 50mm wide band around edge of the glass from the check when viewing IGUs.

What to expect when viewed as described while AS/NZS 4667-2000 is the definitive reference, generally flat transparent glass, including laminated or toughened or coated glass is acceptable if;

- There are no bubbles in the glass greater than 5mm in diameter.
- A panel of glass contains one bubble between 1mm and 5mm in diameter per 1.6m x 1.6m of area.
- There are bubbles smaller than 1mm in diameter.
- Scratches should not be visible from 3m or more. The obtrusiveness of blemishes is judged by looking through the glass, not at it, under natural light. It must be understood that the glass used in single and double glazing is a processed glass, and so consequently, blemishes are to be expected.

THE WA CUSTOM GLASS WARRANTY AGAINST DEFECTS DOES NOT COVER:

Products that have been subjected to abuse, misuse or neglect.

Colour variations or shades that may occur with powder coat or anodised finishes.

Products that have not been maintained in accordance with the Care and Maintenance instructions specified by Jason Windows (<https://jasonwindows.com.au/wp-content/uploads/2020/02/Jason-Windows-Service-and-Maintenance-Brochure.pdf>)

Products which have been supplied according to a required specification, where such specifications are subsequently determined as inappropriate.

Products that have been subject to abnormal conditions, including environment, temperature, water, fire, humidity, pressure, stress or similar.

WA CUSTOM GLASS:

Accepts no responsibility for glass breakage once installed, for example thermal cracking or spontaneous breakages. Glass is a product that cannot be warranted as per Australian Standards.

Assumes no liability for damage to whole of product caused by cleaning agents or cleaning acids.

CLAIMS

WA Custom Glass provides a warranty to an initial customer (the Builder/ Renovator) and a secondary customer (the HomeOwner). In both situations

- * All customers are required to forward their warranty claim, in writing, to WA Custom Glass at the address specified below, within 72 hours of the product defect arising.
- * The customer is responsible for all costs associated with lodging the warranty claim.
- * WA Custom Glass will investigate all warranty claims and undertake, the repair or replacement of any defects identified as covered by this warranty using WA Custom Glass service technicians and / or nominated installation personnel.
- * The customer will be liable for all costs incurred by WA Custom Glass, if the issue is not covered by the provisions of this warranty or your statutory rights as detailed below.

Statutory Rights

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseen loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The benefits given to the customer under this warranty against defects are in addition to other rights and remedies under a law in relation to the goods or services to which the warranty relates.

Address Details Customers should send their claims to:

Warranty Claims WA Custom Glass
PO Box 379
Willetton WA 6955
or via email to: info@wacustomglass.com.au