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## Warranty Statement Splashback

### WA CUSTOM GLASS NORMAL PRODUCT WARRANTY

Painted Glass Splashbacks have a 10 year Limited Guarantee from the date of practical completion covering paint fade, peeling, cracking or bubbling of the paint finish. This is a pro rata guarantee (i.e. after 9 years, the customer will only be able to claim back 10%) This Guarantee provides the free of charge replacement of the coating on the existing glass, and we accept no liability for personal injury, loss, claims, property damage, labour, materials or other costs arising whether direct or indirect.

### VISUAL DEFECTS

Glass Splashbacks to be viewed in standard interior lighting against an opaque background in an upright position, by a stationary observer positioned no less than 1.5m. Scratches, scars, seeds, and shells are acceptable provided they are not readily visible when viewed from a distance of no less than 1.5m Scattered pinholes and opaque particles in the coating are acceptable provided they are not visible from a distance no less than 1.5m

### PAINT AND COLOUR SPECS

All standard clear float glass contains a green tint and affects the colour accuracy of the finished painted product. Low Iron Glass contains minimal tint and is best suited for colour matching, however slight variations will still occur.

### WA Custom Glass will NOT guarantee a perfect white finish

There is no product that is 100% clear for matching against pure white surfaces. Manufacturer's standard dry time for glass splashbacks is 72 hours.

### 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.

## 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](mailto:info@wacustomglass.com.au)

