

FINEO Warranty

Terms and duration

FINEO SRL hereby guarantees that, for a period of 20 years from the date of manufacture and provided that the warranty is registered by the FINEO Certified installer (if applicable) or the end user is completed no later than 20 weeks after the date of manufacture, the visual performance of FINEO glazing will not be impaired or obstructed by the formation of condensation or the deposition of dust in the vacuum cavity separated by two glass panes. This warranty applies exclusively to the vacuum cavity of FINEO glazing and not to any other product or additions to FINEO glazing, such as laminated glass products in the FINEO Acoustic, Safety, and Heritage series.

This warranty is only valid for FINEO glazing manufactured in Europe by FINEO SRL or on behalf of FINEO and installed in Europe by a FINEO-certified installer (if applicable) **or in strict accordance with FINEO's installation instructions** (including transport, storage, installation, and maintenance instructions). This warranty is non-transferable and non-assignable.

This warranty does not cover:

- Glass breakage or the replacement of glass that becomes defective after the expiration of the warranty period applicable to the initial glazing;
- Phenomena that are typical of insulating glazing that are not considered defects; including but not limited to interference fringes, thermal breakage, condensation, colour differences in insulating glass and the appearance of the glass surface when wet, a brief description of which is included in this warranty;
- Any use of FINEO glass other than in homes and buildings;
- Any industrial use;
- Any non-original, refurbished, reused, second-hand, recycled, or otherwise modified FINEO glass;
- Any defects resulting from incorrect or insufficient cleaning or maintenance;
- Any defects resulting from damage to the FINEO glass caused by natural causes, such as, but not limited to, damage caused by insects, other animals, or invasive plants.

The warranty will not apply for FINEO products intended to be installed in ships, vessels and/or other transportation equipment.

This warranty and all claims or legal obligations related to it are governed exclusively by Belgian law. The applicability of the United Nations Convention on Contracts for the International Sale of Goods (1980) is expressly excluded. Except where mandatory law applies, the competent courts in Belgium shall have exclusive jurisdiction to hear any dispute. The General Terms and Conditions of Sale of AGC Glass Europe Group also apply to all claims and/or other legal obligations relating to this warranty. These General Terms and Conditions of Sale are incorporated by reference and can be consulted and downloaded at: https://www.fineoglass.eu/wp-content/uploads/33/SPECIFIC_TERMS_AND_CONDITIONS_FOR_FINEO_GLASS_PRODUCTS_EN.pdf. The applicability of other terms and conditions is expressly rejected.

Claims

Any claims under this warranty must be submitted in writing, with supporting documentation, to the certified installer (if applicable) or to the seller of the FINEO product as soon as possible, but in any case within 30 calendar days of discovery. Any warranty claim submitted and deemed admissible will be investigated by FINEO SRL's Quality & Technical Services department or a third party designated by the latter. If the Quality & Technical Services department determines that the claim is valid, FINEO SRL will offer the following as the sole remedy:

- Deliver a replacement FINEO product with the same or similar specifications for the defective glazing free of charge to the place of first delivery stated on the initial invoice relating to the defective glazing;
- Contribute to the costs of dismantling and installing the new glazing
- Maximum rate of €16.50 per m² for glazing located below the second floor or €22.00 per m² in other cases;
- Under no circumstances will AGC's contribution exceed the maximum replacement fee mentioned in the bullet point above, multiplied by the m² of glass to be replaced.

No other costs are covered by the FINEO warranty.

Limitations

This warranty shall be void if:

- The thickness of the glazing does not correspond to the specifications of the glass thickness calculation tool provided by FINEO SRL or its subsidiaries;
- The vacuum insulating glazing has not been transported, stored, installed, and maintained in accordance with FINEO SRL's requirements (such as, but not limited to, the installation instructions);
- The glazing has been intentionally or accidentally damaged or modified by processing, such as notching, cutting, and/or applying films (except if the application of the film was specifically approved in writing by FINEO SRL at the latest upon confirmation of the order);
- Water stagnation (due to condensation or infiltration) in the rebate was not effectively prevented;
- The glazing was exposed to abnormal stresses caused by incidents, movement, poor behaviour of the window frame, instability of the structure, etc. Significant deformation of the FINEO glazing (due to bending and/or warping) can lead to irreparable damage to the integrity of the glazing;
- The glazing was laminated by a non-approved third party. All FINEO Safety, Acoustic, and Heritage products that require lamination should have been manufactured and supplied by FINEO SRL itself, its designated subsidiaries, or Third Parties.

Annual inspection and maintenance

The end user must carry out an annual inspection, which must be performed by a third party specializing in sealants (on behalf of the end user) on the following points (not exhaustive), but also in the event of suspected water infiltration or non-compliance:



- Inspection for breakage of the FINEO glazing;
- Inspection of both external and internal window seals and immediate repair on site in accordance with the installation instructions if damaged or non-compliant;
- Inspection of the rebates and, if necessary, immediate correction of their installation.

Seal Inspection

The first step is a visual inspection to detect the following possible defects in the seal:

- Loss of adhesion (between the seal and the glazing and/or between the seal and the frame);
- Cohesive failure of the seal (the sealant has cracks or tears)
- Problem with the surface substrate to which the seal is applied (the surface substrate is cracked or coming loose)

If any faults/defects are found in the seals, they must be repaired in accordance with the seal supplier's instructions and with FINEO's Installation Instructions.

Repairing a non-compliant seal

If any defects are found in the seal, the causes of the defects must be assessed so that they can be taken into account when selecting the new seal.

Two situations can arise:

- The causes of the defects can and must be eliminated before the new seal is installed;
- The causes of the defects cannot be eliminated, in which case a new type of seal must be chosen that is resistant to these conditions.

This warranty is granted to the exclusion of any other warranty, express or implied.

FINEO insulating glazing has been awarded the European Technical Assessment ETA 20/0048.

FINEO Warranty ACTIVATION

The 20-year warranty is only valid if the following details are provided:

Name, address and contact details of the FINEO Certified Installer or the end customer:

Glass installation company:

- Owner name:
- Address:
- Postal Code, City:
- Phone number:
- Registration with the Chamber of Commerce (place and number):

End customer:

- Owner name:
- Address:
- Postal Code, City:
- Phone number:

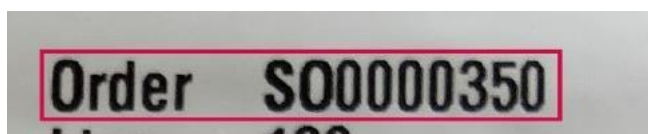
Date of manufacture (mentioned on the FINEO glass):

Date of invoice to end customer:

Mandatory unique identification number (located underneath the barcode mentioned and found on the glass sticker on delivery). See the example below:



FINEO order number (if available). See the example below:



Phenomena typical of FINEO and all insulating glazing

Interference fringes

Interference fringes are a natural phenomenon that occurs when glass is viewed at certain angles. They look like the spots or patterns that would be left by an oily residue on the surface of the glass.

The refractive surfaces of insulating glazing divide daylight into the different colours of the rainbow. Interference between these light rays can occur, leading to an optical effect that looks like rainbow spots on the glass.

This relatively rare phenomenon is not a defect in the FINEO glazing or a deposit of oily residue. In fact, when pressure is applied to the glass, the optical pattern appears to move, which would not be the case if it were actually a stain.

Applying a low-e coating with improved thermal insulation properties or a solar control coating significantly reduces the risk of this phenomenon occurring.

Thermal breakage

Glass can break when subjected to mechanical impacts, but it can also break when exposed to thermal shocks. Thermal breakage is the result of excessive temperature differences on different parts of a glass pane due to local heating and cooling of the window (e.g., caused by shade on the glass or cool air blown onto the glass by air conditioning units). These temperature differences cause stresses to develop in the glass. If the stress becomes too high, thermal breakage will occur. FINEO SRL cannot be held liable for mechanical or thermal breakage.

Condensation

FINEO SRL's 20-year warranty on FINEO insulating glazing covers the risk of condensation forming between the two panes of glass in the FINEO insulating glazing, as such condensation indicates a defect in the glazing.

However, the warranty does not cover the risk of condensation forming on the inner surface of the glazing, i.e. the surface that can be touched by the occupant in the room, as such condensation depends on the indoor and outdoor temperatures, the humidity level in the room, and the level of ventilation in the room. Such condensation cannot therefore be attributed to a defect in the insulating glazing. It depends on the dew point in the building and is usually due to inadequate ventilation in the building. In addition, with super-insulating glazing, i.e., glazing with a very high insulating performance, condensation may form on the outer surface of the glazing at certain times of the year. Such condensation occurs under very specific humidity conditions.

Since condensation forms on all cold surfaces, this is proof that your glazing provides excellent thermal insulation; in other words, the outer pane is not heated up nearly as much by heat escaping indoors through the glazing as it would be with non-super-insulating glazing. Such condensation disappears naturally as the day progresses.

Colour differences in insulating glass units

Facades made of insulating glazing units (IGUs) that incorporate coated glass can present different shades of the same colour, an effect that may be amplified when observed at an angle. Possible causes of differences in colour include variations in the colour and thickness of the float glass substrate onto which the coating is applied, and slight variations in the coating itself.

FINEO SRL cannot be held liable for these visual variations.

Appearance of the glass surface when wet

The appearance of a glass surface can be affected by rollers, fingerprints, labels, vacuum suction cups, sealant residue, silicone compounds, smoothing agents, lubricants, environmental influences, etc. If the glass surfaces become wet due to condensation, rain or cleaning water, then any such markings may become more visible.

EXAMPLE OF A STICKER:

FINEO order number

FINEO by AGC		Rue Pige au Croly 157 6000 Charleroi		Order S00000350 Line 130 Job 104
Cust.	C-00000054	AGC Glass Europe SA		
Departure	LOD	Delivery	AGC Glass Europe SA Avenue Jean Monnet 4 1348 Louvain-la-Neuve Belgium	
Install				
Cust. Ref.				
Order Ref.				
Line Ref.				
Packing	C15-CUST RACK	Del. date	06-07-2019	
Transport	Domestic			
Fineo Advanced		Dim.	504 X 507	
Clear 4 mm		Thick.	8,00 mm	
Vacuum		Weight.	5,11 kg	
Advanced 4 mm (position 3)				
Raam 2 (22)				
glasstec		 04100104002908		

FINEO unique identification number