

Warranty Glass Products



Subject to the provisions of the Competition and Consumer Act, G.James Safety Glass (Qld) Pty Ltd / G.James Safety Glass Pty Ltd (the 'Seller'), hereby warrant the 'Buyer' in the event that the Product fails to conform to this warranty, G.James will at its discretion refund the original invoice value or provide a free replacement on an ex-factory basis.

G.James accepts no liability for personal injury, loss, claims, property damage, installation costs, material or other costs (whether special, consequential or otherwise), regardless of cause and whether direct or indirect.

G.James assumes no responsibility for defects, product failure or claims caused by the Buyer, Buyer's Agent or anyone other than G.James resulting from:

- Glass breakage
- Improper use / handling or
- Faulty building construction or design.

This Warranty is to be read in conjunction with the "Terms and Conditions of Sale" issued by the Seller and is also subject to the conditions specific to the product (refer Table 1 overleaf).

The Seller has the right to establish to its satisfaction that any product deterioration or failure (subject to this claim) is in accordance with the above Warranty and that all of the above conditions have been met.

Any failure of the Product shall be reported to the Seller within fourteen (14) days of identification of issue, to enable the Product to be examined in-situ by the Seller. If the Buyer fails to notify the Seller within this time period, the Buyer shall be deemed to have waived all rights under this warranty.

This Warranty shall exist only between the Seller and the Buyer and shall not be assignable in whole or in part to any third party.

Any replacement product supplied pursuant to this Warranty shall be warranted only until the expiration of the original product warranty period.

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G.James Glass & Aluminium is a member of the Australian Glass & Window Association and as such conforms to an Industry Code of Conduct designed to protect consumers.

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G.JAMES
Glass Products

Conditions	GJ ArmaTemp Toughened	GJ ArmaTemp Heat Strengthened	GJ OptiLam Laminate (including OptiLam Plus, OptiLam Ultra & SpectralLite)	GJ Twin Glaze	GJ TwinGlaze Plus	GJ TwinGlaze Ultra	GJ Colourlite Ceramic (incl. Screen., Graphic & Image)	GJ ColourLite Deco	GJ Solect Single Glazed	GJ Solect / OptiLight Low E Laminate	GJ SolarPlus Single Glazed	GJ SolarPlus Laminate	GJ MirrorLite
Warranty Period (Years)	10	10	5	10	10	10	10	5	5	5	5	5	2
This Warranty is only extended to the Product supplied by the Seller as part of the contract between the Buyer and the Seller covered by the Order Numbers of the Buyer	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
The Buyer acknowledges that at the time of delivery the Product was undamaged and free from any defects.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
The product quality complies with AS/NZS4667 as in force at the time of sale.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
The installation and maintenance of the Product is entirely in accordance with the Seller's recommendation and any specific correspondence pertaining to this installation, and the edges of the glass components were not damaged in any way before, during or installation.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
The Product is protected from contact with wet cement, paint, foreign objects and abrasion.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
The Product is installed in a manner that prevents prolonged exposure to high humidity and/or contact with moisture at the Product edge.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Sealants and glazing materials used for installation must be compatible with the Product	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
There must be no modification or alteration of the Product	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
The Product is not exposed to chemical fumes or gases other than those present in normal clean atmospheric air nor is subjected to prolonged exposure to water or moisture which may cause rainbow type staining, nor is exposed to radiation of any type other than normal sunlight.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Laminating defects to extend no more than 20mm from the glass edge or edge of the penetration.			✓							✓		✓	
The product is not installed in applications where the ambient temperature will exceed 70 °C			✓					✓		✓		✓	
Failure of hermetic seal of Insulated Glass Units as a result of defective materials or workmanship.				✓	✓	✓							
Significant deterioration of the coating (including reflective, Low E, Ceramic Frit and Paint) under normal conditions and usage.					✓	✓	✓	✓	✓	✓	✓	✓	
The Product is not to be installed in external environments of a building. It is only suitable for internal use.								✓					✓
The Product is not exposed to excessive heat or radiation			✓	✓	✓	✓	✓	✓		✓		✓	✓
The Product is not installed with the coating (including reflective, Low E, ceramic frit and paint) exposed to the external environment of a building.							✓		✓	✓	✓		
The Product is installed in a manner that prevents prolonged exposure with moisture to the coated surface							✓	✓	✓	✓	✓		✓
The Product is cleaned in accordance with G.James Cleaning Instructions. (refer www.gjames.com)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Processed Induced Preferential Wetting

During manufacturing and processing, glass is exposed to several processes and materials, which can leave a residue on the surface of the glass. These residues are not visible under normal viewing conditions but may become apparent when moisture is present on the glass (i.e. rain water, condensation, etc.). These residues do not affect the performance of the glass and often dissipate over time because of exposure to the elements as well as maintenance and cleaning processes. These residues are not considered a defect and do not constitute a cause for rejection of the glass.