

Product Warranty Glass



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') warrants the 'Buyer' that if the Product fails to conform to this Warranty, the Seller reserves the right to refund the original invoice value or provide a free replacement on an ex-factory basis.

The Seller 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.

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

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

This Warranty is to be read in conjunction with the [G.James LS1 Terms and Conditions](#) and, Quotation/Sales Terms and Conditions ([QLD](#)), ([NSW](#)), ([VIC](#)), and is subject to the conditions specific to the product type as referenced in the table 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 satisfied.

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 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 under this Warranty shall be warranted only until the expiration of the original Product Warranty period.

* Inclusions including Nickle Sulphide (NiS) are an inherent phenomenon of glass and can therefore not be considered a defect of the Product.

1800 452 637 | **gjames.com**

G.James Safety Glass (Qld) Pty Ltd ABN 55 010 828 065 | Eagle Farm (QLD)
G.James Safety Glass Pty Ltd ABN 86 001 230 039 | Smithfield (NSW) | Campellfield (VIC)
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.



Product Warranty Glass



G.JAMES
Glass Products

Conditions	Single Glazed Annealed	OptiSafe TG, TG/HSK & OptiHSG	OptiLam Laminates (incl. OptiLam TG, HSG, SG, Acoustic, Vanceva, Floor & Observation)	OptiLam DG Laminates	EcoTherm IGUs	EcoTherm Low E IGUs (incl. Solarban 60 & DLE 52)	LumaTherm Low E IGUs	ColourLite (Screen, Graphic & Image) Glass	DecraLite (Painted) Glass	Low E Glass (Single Glazed)	Solect Low E Laminates	SolarPlus Reflective Glass	SolarPlus Reflective Laminates	Mirror
Warranty Period (Years)	10	10	5	10	10	10	10	10	5	5	5	5	5	2
This Warranty extends 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 at the time of sale.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
The installation and maintenance of the product is in accordance with the Seller's recommendation and any specific correspondence relating to the type of installation. This includes ensuring all components of the product are dead load supported.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
The product surface or edges including all components were not damaged in any way before, during 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 including applied window film, glass surface protection or signage.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
The product is not exposed to chemical fumes or gases other than those present in normal clean atmospheric air or is subjected to prolonged exposure to water or moisture that may cause rainbow type staining, nor exposed to radiation of any type other than sunlight.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Edge effects to extend no more than 20mm from the glass edge or edge of the penetration.			✓								✓		✓	
Edge effects to extend no more than 5mm perpendicular to the glass edge or edge of the penetration.				✓										
The product is not installed in applications where the ambient temperature will exceed 70 °C.			✓	✓					✓		✓		✓	
The Insulating Glass Unit must be captively or structurally supported on all sides*.					✓	✓	✓							
Failure of hermetic seal of insulated glass units as a result of defective materials or workmanship.					✓	✓	✓							

* Other installation conditions will be considered on request and a Warranty offered on a case-by-case basis.

Product Warranty Glass



Conditions	Single Glazed Annealed	OptiSafe TG, TG/HSK & OptiHSG	OptiLam Laminate (incl. OptiLam TG, HSG, SG, Acoustic, Vanceva, Floor & Observation)	OptiLam DG Laminate	EcoTherm IGUs	EcoTherm Low E IGUs (incl. Solarban 60 & DLE 52)	LumaTherm Low E IGUs	ColourLite (Screen, Graphic & Image) Glass	DecraLite (Painted) Glass	Low E Glass (Single Glazed)	Solect Low E Laminate	SolarPlus Reflective Glass	SolarPlus Reflective Laminate	Mirror
Warranty Period (Years)	10	10	5	10	10	10	10	10	5	5	5	5	5	2
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 (https://gjames.com/resources/glass-cleaning-instructions).	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

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. rainwater, 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.

Anisotropy

Anisotropy, also known as iridescence or leopard spots, is a feature present in all heat-treated glass that can become apparent to the naked eye under specific lighting conditions. It is not considered a defect or cause for rejection.

Pillowing

IGUs are effectively sealed micro-climates. Variations between this micro-climate and atmospheric temperature and pressure conditions result in the IGU expanding or contracting to alleviate these temperature and pressure differentials. This is commonly referred to as pillowing. Pillowing is not considered a defect or cause of rejection.

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