



Glass Unit Warranty Procedure

Warranty Coverage

Our insulated glass units (IGUs) are manufactured in accordance with BS EN 1279 (Insulating Glass Units), BS 6262 (Code of Practice for Glazing for Buildings), and the Glass & Glazing Federation (GGF) Quality & Warranty Guidelines.

The warranty covers, for the agreed warranty period:

- Seal failure resulting in moisture, misting, or dirt within the cavity (as defined by BS EN 1279-2 and -3).
- Manufacturing defects in coatings or laminated interlayers, including haze or delamination.
- Visible defects at the point of delivery, such as scratches, chips, or blemishes, that fall outside accepted GGF quality tolerances. These must be reported before installation.

Exclusions from Warranty

In line with GGF guidance and accepted UK industry practice, the warranty does not cover:

- Breakages, chips, or scratches occurring after delivery.
- Defects caused by incorrect glazing methods, poor site handling, or use of incompatible sealants/putties.
- Condensation on external or room-facing glass surfaces, which is a natural phenomenon and not a defect (see GGF Condensation Guidance).
- Thermal stress cracks caused by blinds, shading devices, or frame restrictions.
- Failures due to structural movement of the building, frames, or glazing rebates.
- Units that have been altered, modified, or repaired by third parties.
- Spontaneous breakage caused by Nickel Sulphide (NiS) inclusions in thermally toughened glass. This phenomenon is an inherent material risk and outside manufacturing control.

Storage and Handling Requirements

To maintain product integrity before installation, IGUs must be:

- Stored vertically on suitable racks with full edge support.
- Kept in dry, well-ventilated conditions, away from standing water or extreme humidity.
- Protected from contamination by cement, plaster, or aggressive cleaning agents.
- Shielded from prolonged exposure to direct sunlight or UV light before glazing, particularly where units are temporarily stored with sealant edges exposed. Extended UV exposure may degrade edge seals and will invalidate the warranty.

Making a Claim

To make a warranty claim:

1. Submit written notice to orders@olympicglass.co.uk, including:
 - Order number and unit reference (if available).
 - Date of manufacture/delivery.
 - Detailed description of the fault.
 - Supporting photographs (whole unit and close-up of defect).
2. Inspection process:
 - Our technical team will assess the claim and may request an on-site inspection.
 - If required, the unit must be returned to our factory for examination.
 - To arrange this, email collections@olympicglass.co.uk, quoting the replacement order number and/or the original order number.
3. Outcome:
 - If the defect is confirmed as a manufacturing fault under BS EN/GGF definitions, a replacement unit will be provided free of charge.
 - If the failure is due to external causes (e.g. installation error, poor storage, or post-delivery damage), the claim will be rejected.

Where a Claim is Accepted

- We will supply a replacement unit only, in line with GGF warranty practice.
- No liability is accepted for removal, re-glazing, redecoration, or consequential/site costs (e.g. labour, scaffolding, delays).

Customer Responsibilities

Warranty validity depends on compliance with GGF Glazing Manual and UK standards:

- Installation must follow BS EN 1279, BS 6262, and GGF guidelines.
- Only compatible glazing materials may be used.
- Frames and rebates must be designed to allow adequate drainage and ventilation.
- Units must be stored, handled, and protected in accordance with the requirements set out above.

Warranty Period

- The warranty begins on the date of delivery, not the date of installation.
- Warranty duration is in line with contractual agreement and GGF recommended periods for IGUs.