



## **FIX-IN warranty on AGC toughenable glass LACOBEL T, MATELAC T**

We, AGC<sup>1</sup>

1. warrant that, for a period of 10 (ten) years from the date of the delivery of Lacobel T or Matelac T glass by AGC to the customer (the "**Warranty Period**"), Lacobel T or Matelac T glass supplied as single glazing will not suffer, under normal conditions of use, any of the following alterations ("**Defective Glazing**"):
  - Peeling, crackles of the paint (visible from the glass side).
2. This warranty is valid provided that:
  - The glass has been used in interior applications only
  - Only the designated AGC FIX-IN products have been (i) used and (ii) applied according to the installation guide
  - The glass has been specified (e.g. the glass thickness), stored, handled and installed in accordance with the standards or code of good practice standards in force on the market of utilization (national regulation) as well as with the instructions given in AGC's documentation
  - The glass has been heat-strengthened or thermally toughened before installation
  - The glass painting has not been damaged during transport, storage, handling, installation or later on, whether intentionally or accidentally
  - The glass painting has not come into contact with abrasive agents or corrosive chemicals (acids etc.)
  - AGC's processing, storage, installation and maintenance instructions have been fully complied with.
3. Should the glass have been incorporated or assembled in any other composite product (insulating glazing, laminated, partitions, etc.) by a third party, AGC shall not be responsible for a lack of compatibility of the other materials (sealing glue, etc.) with the painting.
4. This warranty shall not apply to and AGC shall not be liable for apparent defects that the customer could have identified itself. For hidden defects, the customer has the option under this warranty either to return the Defective Glazing to AGC and to be refunded the purchase price or to keep the Defective Glazing and to be refunded a portion of the purchase price corresponding to the reduction of value of the glass delivered and subject to Defective Glazing. Alternatively, the customer may request AGC to replace free of charge the Defective Glazing and deliver it at the place of initial delivery.
5. The delivery of replacement glazing will not extend beyond the Warranty Period, replacement glazing being covered by AGC's warranty for the remainder of the Warranty Period as from its delivery.
6. This warranty does not cover glass breakage.
7. The customer loses the right to make any claim if it does not give written notice to AGC, providing all the relevant details of the Defective Glazing, within eight business days from the date upon which the customer discovered or should have discovered it, and, in any event, if the notification is made after the Warranty Period.
8. AGC reserves the right to have any glass, alleged to present a Defective Glazing, inspected by a qualified representative appointed by AGC and/or to return said glass to any factory of its choice in order to conduct tests in order to determine the cause of the Defective Glazing.
9. Any wider warranty given by a third party (expressed or implied) shall not imply an extension of AGC's warranty hereunder.
10. Any transaction between AGC and a customer are subject to AGC's general sales conditions available on [www.agc-yourglass.com](http://www.agc-yourglass.com). In case of any contradiction between AGC's general sales conditions and this warranty, the latter shall prevail. The customer's terms & conditions are expressly excluded.

AGC 02/2015

<sup>1</sup> AGC means AGC Glass Europe with registered offices at Avenue Jean Monnet 4, 1348 Louvain-la-Neuve, Belgium, registered with the register of legal entities (Nivelles) under No. 0413.638.187, or a controlled undertaking (as defined under Article 2.1(f) of European Directive 2004/109/EC) of AGC Glass Europe to the extent such controlled undertaking has sold the product referred to herein.



**FIX-IN warranty on AGC painted glass LACOBEL, LACOBEL SAFE+, MATELAC,  
MATELAC SAFE+, IMAGIN BACK-PAINTED**

We, AGC<sup>1</sup>

1. warrant that, for a period of 5 (five) years from the date of the delivery of Lacobel glass, Lacobel SAFE+, Matelac glass Matelac SAFE+ and Imagin Back-Painted by AGC to the customer (the "**Warranty Period**"), the painted glass supplied as single glazing will not suffer, under normal conditions of use, any of the following alterations ("**Defective Glazing**"):
  - Peeling, crackles of the paint (visible from the glass side)
  - Discoloration exceeding a  $\Delta E^*$  value of 2, between 2 zones of the same glass sheet, due to contact with AGC FIX-IN products
2. This warranty is valid provided that:
  - The glass has been used in interior applications only
  - Only the designated AGC FIX-IN products have been (i) used and (ii) applied according to the installation guide
  - The glass has been specified (e.g. the glass thickness), stored, handled and installed in accordance with the standards or code of good practice standards in force on the market of utilization (national regulation), as well as with the instructions given in AGC's documentation
  - The glass painting has not been damaged during transport, storage, handling, installation or later on, whether intentionally or accidentally
  - The painting has not come into contact with abrasive agents or corrosive chemicals (acids etc)
  - The glass has been installed appropriately (e.g. mounted on a dry surface) and has not been placed in locations where they are subject to abnormal circumstances: stagnant water, regular or sustained vibrations, too high heat and/or humidity (e.g. sauna's, swimming pools, bathrooms of sporting clubs, boats etc...) as well as chemical contaminants (found in for example cleaning agents),...
  - AGC's processing, storage, installation and maintenance instructions have been fully complied with.
3. Should the glass have been incorporated or assembled in any other composite product (doors, partitions, etc.) by a third party, AGC shall not be responsible for a lack of compatibility of the other materials (sealing glue, etc.) with the glass painting.
4. This warranty shall not apply to and AGC shall not be liable for apparent defects that the customer could have identified itself. For hidden defects, the customer has the option under this warranty either to return the Defective Glazing to AGC and to be refunded the purchase price or to keep the Defective Glazing and to be refunded a portion of the purchase price corresponding to the reduction of value of the glass delivered and subject to Defective Glazing. Alternatively, the customer may request AGC to replace free of charge the Defective Glazing and deliver it at the place of delivery.
5. The delivery of replacement glazing will not extend the Warranty Period, replacement glazing being covered by AGC's warranty for the remainder of the Warranty Period as from its delivery.
6. This warranty does not cover glass breakage.
7. The customer loses the right to make any claim if it does not give written notice to AGC, providing all the relevant details of the Defective Glazing, within eight business days from the date upon which the customer discovered or should have discovered it, and, in any event, if the notification is made after the Warranty Period.
8. AGC reserves the right to have any glass, alleged to present a Defective Glazing, inspected by a qualified representative appointed by AGC and/or to return said glass to any factory of its choice in order to conduct tests in order to determine the cause of Defective Glazing.
9. Any wider warranty given by a third party (expressed or implied) shall not imply an extension of AGC's warranty hereunder.
10. Any transaction between AGC and a customer are subject to AGC's general sales conditions available on [www.agc-yourglass.com](http://www.agc-yourglass.com). In case of any contradiction between AGC's general sales conditions and this warranty, the provisions of the latter shall prevail. The customer's terms & conditions are expressly excluded.

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**FIX-IN warranty on AGC silvered glass MIROX MNGE, MIROX MNGE SAFE+,  
MIROX 4GREEN+, MIROX 4GREEN+ SAFE+**

We, AGC<sup>1</sup>

1. warrant that, for a period of 5 (five) years from the date of the delivery of Mirox MNGE, Mirox MNGE SAFE+, Mirox 4Green+, Mirox 4Green+ SAFE+ mirrors by AGC to the customer (the "**Warranty Period**"), the silvered glass supplied as single glazing will not suffer, under normal conditions of use, any of the following alterations ("**Defective Glazing**"):
  - Corrosion (black edges) more than 2 mm around the edges
  - Corrosion (discoloration) of the reflective mirror layer in zones in contact with AGC FIX-IN products
  - Peeling, crackles of the paint (visible from the glass side).
2. This warranty is valid provided that:
  - The glass has been used in interior applications only.
  - Only the designated AGC FIX-IN products have been (i) used and (ii) applied according to the installation guide
  - The glass has been specified (e.g. the glass thickness), stored, handled and installed in accordance with the standards or code of good practice standards in force on the market of utilization (national regulation), as well as with the instructions given in AGC's documentation
  - The glass silvering and painting have not been damaged during transport, storage, handling, installation or later on, whether intentionally or accidentally
  - The glass silvering and painting have not come into contact with abrasive agents or corrosive chemicals (acids etc.)
  - The glass has been installed appropriately (e.g. mounted on a dry surface) and has not been placed in locations where they are subject to abnormal circumstances: stagnant water, regular or sustained vibrations, too high heat and/or humidity (e.g. sauna's, swimming pools, bathrooms of sporting clubs, boats etc...) as well as chemical contaminants (found in for example cleaning agents),.
  - AGC's processing, storage, installation and maintenance instructions have been fully complied with.
3. Should the glass have been incorporated or assembled in any other composite product (doors, partitions, etc.) by a third party, AGC shall not be responsible for a lack of compatibility of the other materials (sealing glue, etc.) with the glass silvering and painting.
4. This warranty shall not apply to and AGC shall not be liable for apparent defects that the customer could have identified itself. For hidden defects, the customer has the option under this warranty either to return the Defective Glazing to AGC and to be refunded the purchase price or to keep the Defective Glazing and to be refunded a portion of the purchase price corresponding to the reduction of value of the glass delivered and subject to Defective Glazing. Alternatively, the customer may request AGC to replace free of charge the Defective Glazing and deliver it at the place of delivery.
5. The delivery of replacement glazing will not extend the Warranty Period, replacement glazing being covered by AGC's warranty for the remainder of the Warranty Period as from its delivery.
6. This warranty does not cover glass breakage.
7. The customer loses the right to make any claim if it does not give written notice to AGC, providing all the relevant details of the Defective Glazing, within eight business days from the date upon which the customer discovered or should have discovered it, and, in any event, if the notification is made after the Warranty Period.
8. AGC reserves the right to have any glass, alleged to present a Defective Glazing, inspected by a qualified representative appointed by AGC and/or to return said glass to any factory of its choice in order to conduct tests in order to determine the cause of the Defective Glazing.
9. Any wider warranty given by a third party (expressed or implied) shall not imply an extension of AGC's warranty hereunder.
10. Any transaction between AGC and a customer are subject to AGC's general sales conditions available on [www.agc-yourglass.com](http://www.agc-yourglass.com). In case of any contradiction between AGC's general sales conditions and this warranty, the provisions of the latter shall prevail. The customer's terms & conditions are expressly excluded.
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AGC 05/2023

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