

WARRANTY

FOR GLAZING GLASSPROF SP. Z O.O.

as of 01.01.2023

In order to ensure the highest quality of the products it sells and pursuant to the principles set out in this Warranty Card for **GLASSPROF Sp. z o.o.** glass, GLASSPROF Sp. z o. o., having its registered office at ul. Dojazdowa 5, 43-426 Ogródzka, Poland, hereinafter referred to as the 'Warrantor', provides the Buyer with a warranty, hereinafter referred to as the 'Warranty', for fire-resistant glass and insulating glass units (IGUs) manufactured by GLASSPROF Sp. z o.o., hereinafter referred to as the 'Glass', for the Glass offered in the Warrantor's commercial range.

1. The scope of the Warranty

- 1.1. The Warrantor guarantees the Buyer that the Glass complies with the applicable standards, as set out in the performance certificate and the CE declaration.
- 1.2. The Warranty only covers the non-compliance of the Glass with the standard expressly declared by the Seller for the product in question, where the non-compliance has occurred solely from causes inherent to the Glass.
- 1.3. The Warrantor's liability under the Warranty is limited, solely at the Warrantor's choice, to the repair or supply of Glass carried out in accordance with the standards and free of defects. The Glass shall be supplied in line with the formula for the original delivery and to the site thereof, excluding any and all other costs. Any and all deviations from the aforementioned rules must be agreed with the Warrantor in writing, under pain of being rendered null and void.
- 1.4. Unless otherwise agreed, the Warrantor shall only be liable up to the value of the defective Glass.
- 1.5. If the Buyer is a business, the Warrantor's liability for the Glass under the statutory warranty is excluded.

2. The Warranty period

- 2.1. The Warrantor shall provide the Buyer with a warranty for the Glass for a period of five years from the date that permission to use the building is obtained from the appropriate state authority, but for no longer than six years from the date that the Glass is purchased; should there be any doubt, the date of the Warrantor's invoice shall be decisive.
- 2.2. After the expiry of the Warranty period set out under the foregoing item 2.1, any undeclared claims under the Warranty shall lapse.

3. Points not covered under the Warranty

- 3.1. The Warranty does not cover cracks, breakage, any mechanical damage to the Glass or defects occurring as a result of the incorrect selection of glass unit parts. Neither the Seller nor the Warrantor carries out static calculations or thermal analysis for glass units in terms of the applicable standards and regulations. The calculations should be carried out by an authorised designer, which is the Buyer's obligation.
- 3.2. The Warranty does not cover liability for the use and installation of Glass which does not comply with the technical conditions and the regulations and which fails to conform to its intended use.
- 3.3. The Warranty does not cover defects caused by tampering with laminated glass or the installation of glazing in frames which do not meet the requirements and are not approved for the type of laminated glass in question.
- 3.4. The Warranty does not cover defects resulting from production processes if the defects fall within the tolerance limits of the relevant standards for the Glass.
- 3.5. Warranty in respect of spontaneous breakage of Glass caused by the presence of nickel sulphide (NiS) in a sheet of glass will only be recognised for thermally tempered glass (ESG) which has

undergone additional thermal treatment to minimise the risk of spontaneous breakage (HST). The definition and description accord with PN EN 14179-1.

- 3.6. The Warranty does not cover damage, including breakage, caused by climatic stress for IGUs installed at an altitude of more than eight hundred metres above sea level without pressure compensation being carried out. The choice of features and use of IGUs is decided on a case-by-case basis by the Buyer and their designer and/or developer and is not the responsibility of the Warrantor and/or Seller.
- 3.7. The Warranty does not cover damage to the glass caused by thermal stress (temperature difference on the glass surface).
- 3.8. The Warranty does not cover any costs whatsoever, including, in particular, those arising if installation and removal, disposal and other work or services is required. No other damages or claims whatsoever, particularly consequential damages and claims for loss of profits, are covered by the Warranty.

4. The Buyer's submission of claims under the Warranty

- 4.1. The Buyer shall lodge claims under the Warranty using the Complaint Form which constitutes Appendix 6 of this Warranty, providing all the data indicated therein and sending it by e-mail to claims@glassprof.eu.
- 4.2. The submission of an incorrectly or incompletely filled in Complaint Form will result in the Warrantor's not recognising the claim under the Warranty.
- 4.3. The Buyer is obliged to label the Glass which is the subject of a complaint appropriately by attaching a document containing the original order number and/or the complaint number to the said Glass and marking the location of the defects in question on it. Any such marking should be erasable.
- 4.4. A complaint lodged by the Buyer does not affect the chargeability of the price, the amount thereof or the applicable deadlines.

5. The Warrantor's consideration of claims under the Warranty

- 5.1. Communication between the Warrantor and the Buyer shall occur electronically using the addresses indicated by the Buyer in the Complaint Form or in any other manner indicated or used by the Buyer.
- 5.2. The Warrantor shall notify the Buyer as to the acceptance or rejection of a complaint within fourteen days of the date on which it was lodged, subject to the provisions set out under item 5.3 below.
- 5.3. The Warrantor reserves the right to assess the validity of a complaint and inspect the Glass in question as and when justified. To this end, the Warrantor shall agree a date for the inspection with the Buyer and the Buyer shall provide suitable conditions for the inspection to be carried out. The Warrantor may also choose to hold the inspection at its own premises once the Glass which is the subject of the complaint has been transported there. The Seller shall notify the Buyer as to the acceptance or rejection of the complaint within seven days of the inspection.
- 5.4. If the complaint is accepted, the Warrantor has the option of either replacing the Glass which is the subject of the complaint with defect-free Glass or repairing the Glass within an agreed time limit.
- 5.5. When the Warrantor accepts the complaint by replacing the faulty Glass with defect-free Glass, the delivery period for the defect-free Glass shall be no shorter than for the original order, taking into account technical, technological, logistic and commercial capabilities and the availability of the basic Glass. Delivery of the defect-free Glass to the Buyer is understood as meaning the site of, and Incoterms 2020 formula for, the original delivery of the Glass which is the subject of the complaint.

6. Technical requirements and the Buyer's responsibilities

- 6.1. The Warranty covers Glass which has been used in the construction industry in accordance with its intended use and which has been installed in line with the principles for doing so correctly set out in the document constituting Appendix 1 to this Warranty, INSTRUCTIONS FOR ASSEMBLY, INSTALLATION AND MAINTENANCE.
- 6.2. The Warranty shall be terminated if the Glass has been processed, altered, damaged or incorrectly stored. Detailed rules for the storage and warehousing of the Glass are set out in the document constituting Appendix 2 to this Warranty, DETAILED RULES FOR THE STORAGE AND WAREHOUSING OF GLASS.
- 6.3. Defects which occur in the Glass after delivery and installation as a result of incorrect cleaning or the use of inappropriate cleaning agents, the effect of external contaminants, atmospheric and otherwise, and the use of tools / objects that could damage the Glass, are not subject to the Warranty. The instructions for cleaning the surface of the Glass are described in the document constituting Appendix 3 to this Warranty, INSTRUCTIONS FOR CLEANING THE SURFACE OF THE GLASS.
- 6.4. The optical, dimensional or other physical properties and colours of the Glass constitute the subject of specifications and production standards. At the same time, more detailed information will be provided to the Buyer on request. The properties of Glass deemed to be natural and not subject to the Warranty are listed in the document constituting Appendix 4 to this Warranty, THE PROPERTIES OF SINGLE AND MULTIPLE GLAZING DEEMED TO BE NATURAL AND NOT SUBJECT TO WARRANTY.
- 6.5. The Warranty shall terminate if the Glass has been incorrectly transported or secured during transport. Detailed rules for transporting and securing the Glass for transport are set out in the document constituting Appendix 5 to this Warranty, INSTRUCTION FOR TRANSPORTING THE GLASS.
- 6.6. The Buyer undertakes to carry out a detailed quantity and quality inspection when the Glass is delivered. Defects which are ascertained and have been incurred as a result of transport, such as cracks or notches, must, without exception, be noted upon receipt and recorded on the delivery note. Given the nature of the Glass and the risk of its easy damage, subsequent complaints in relation to damage of this kind shall not be accepted and entitlements under the Warranty in this respect shall be terminated.
- 6.7. Quantitative shortfalls in the delivery with respect to the consignment note must be disclosed in the content of the documents during the handover of the Glass by making an appropriate entry on the delivery note, which shall be signed by the Buyer and the driver of the transport, who shall retain the copy of the document.
- 6.8. Defects which can only be ascertained after unpacking, such as point defects in the glass and dirt inside the Glass, should be reported no later than thirty days after the delivery. Once the abovementioned period has expired, claims under the Warranty in respect of these defects shall lapse.
- 6.9. The Buyer's signing of the delivery documentation shall simultaneously be confirmation that the Glass delivered has been accepted without reservation in terms of quantity and without visible damage. Any and all defects ascertained and reported once the delivery documentation has been signed shall not be covered by this Warranty.
- 6.10. If defects are found in the Glass, further prefabrication and installation should be halted until the Warrantor has carried out an inspection. The Buyer is obliged to provide adequate protection for the defective Glass of its own accord until the inspection is conducted by the Warrantor and/or its appointed representative. If the Warrantor decides that the Glass which is the subject of the complaint is to be returned, the Buyer is obliged to return it in an undeteriorated condition within a period agreed between the Parties. If the original packaging is damaged, the Buyer shall ensure that the Glass is properly packed for transport.
- 6.11. In the event that the complaint is rejected by the Warrantor, particularly for the reasons set out under the foregoing items 6.1 to 6.5, the Warrantor reserves the right to recover, from the Buyer, any and all costs it has incurred as part of the complaints procedure.

7. Final provisions and personal data protection

- 7.1. For matters not covered by this Warranty, Polish law, including the Civil Code, shall apply.
- 7.2. Any and all disputes relating to this Warranty shall be heard by the Polish common courts of law applicable to the Warrantor's registered office.
- 7.3. The Warrantor reserves the right to amend the contents of the Warranty at any time, provided that the terms and conditions of the Warranty in force at the time of the Buyer's acquisition of the Glass apply. Any and every amendment to the contents of the Warranty shall take effect from the date indicated in the Warranty and shall be made available on the Warrantor's or Seller's website.
- 7.4. Pursuant to Article 4, item 7 of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), hereinafter referred to as the GDPR, the Parties, as personal data controllers, shall:
 - a. in accordance with Article 6, items 1 (b) and (c) of the GDPR, make available to each other their personal data and the personal data of their representatives essential to the warranty and complaints process. The Parties shall process the data of their representatives, employees and associates provided on the basis of notifications relating to the Warranty and essential to implementing the Warranty/processing complaints, in particular, given names and surnames, the positions the representatives, employees and associates hold and their contact data, which is to say, phone numbers and e-mail addresses. The Parties' provision of the data is voluntary; however, not providing them will mean that a complaint cannot be lodged. This, in turn, will render the exercise of any warranty rights impossible;
 - b. provide notification to the effect that each Party has the right, at any time, to object to the processing of their data and that of their representatives, the basis of which is Article 6, item 1 (f) of the GDPR, namely, for the purposes of legitimate interests pursued by the Parties;
 - c. undertake to process the personal data they make available to each other in accordance with the generally applicable laws protecting the rights of data subjects;
 - d. declare that they employ security measures which meet the requirements of the GDPR and, in particular, those set out under Article 32 thereof;
 - e. undertake to comply with the obligations set out under Articles 13 and 14 of the GDPR in respect of the data subjects affected by the provisions of law. On the Warrantor's part, information arising from Articles 13 and 14 of the GDPR can be found at <https://aluprof.eu/en/company/rodo>;
 - f. undertake to bring the appropriate accuracy and scrupulousness to bear when processing the data provided to them.
- 7.5. The Warrantor states that enquiries concerning its processing of personal data should be marked 'GDPR' and should be sent as a letter to the following company registered office: Glassprof sp. z o.o., ul. Dojazdowa, 43-426 Ogrodzona, Poland, or by e-mail to biuro@glassprof.eu.

Appendices:

1. INSTRUCTIONS FOR ASSEMBLY, INSTALLATION AND MAINTENANCE
2. DETAILED RULES FOR THE STORAGE AND WAREHOUSING OF GLASS
3. INSTRUCTIONS FOR CLEANING THE SURFACE OF THE GLASS
4. THE PROPERTIES OF SINGLE AND MULTIPLE GLAZING DEEMED TO BE NATURAL AND NOT SUBJECT TO WARRANTY
5. INSTRUCTIONS FOR TRANSPORTING GLASS
6. Complaint Form

GLASSPROF SP. Z O.O.

Dojazdowa 5, 43-426 Ogrodzona, Poland
Tel.: +48 33 81 95 024

District Court in Bielsko-Biała, 8th Commercial Division of the National Court Register, Entry No. KRS 0000408125,
Tax ID NIP 5472141897, Share capital: PLN 1 150 000, paid up, WEEE: 000571081, e-mail: biuro@glassprof.eu, www.glassprof.eu

INSTRUCTIONS FOR THE ASSEMBLY, INSTALLATION AND MAINTENANCE

Appendix No. 1 to the GLASSPROF Sp. z o.o.: Warranty for glazing

1. Protecting the edges of the glass from moisture: the mounting frames should be designed to ensure that the edges of the glass are constantly ventilated and to prevent the accumulation of moisture or water.
2. Protecting the edges of the glass from direct UV radiation: this applies to insulated glass units sealed with polyurethane or polysulfide and to multiple glazing units. The edges of the glass in these products should be permanently built into the frame.
3. Protection against the action of chemicals: the installation materials used, such as silicones, washers, gaskets and so forth, should be neutral in terms of glass, PVB film and sealants for IG units. The Buyer should obtain an assurance from the supplier of these materials that they are neutral in terms of the components found in GLASSPROF Sp. z o.o. products.
4. Protection against mechanical factors: the glass panes should be protected against factors such as chips generated by grinding or welding and from mechanical damage. They can be protected for a short period of up to three days with a transparent, protective film. Care should be taken when removing the film and adhesive residue. The Manufacturer's labels must be removed from the glass panes within a month of production. The structure in which GLASSPROF products will be installed should be designed by authorised experts. GLASSPROF recommends that its glazing be installed in structures which have received a technical approval.
5. Applying film to the glass: the panes of glass should not be covered with decorative, UV-protection, venetian blind effect film or other types of film, including decals, because this can cause the glass to heat under the action of sunlight, resulting in temperature differences and thermal pressures on the surface. Dark-coloured films absorb more heat and poses a particular risk. Using film may cause damage to the glass, such as cracking, for example.
6. Installation of roller blinds and venetian blinds: roller blinds and venetian blinds may result in damage to the glass as a result of the increase in its temperature and the occurrence of temperature differences and thermal stresses on the surface. Particular care should be taken to ensure that no heat builds up in the space between the glass and the fitted roller blind or venetian blind.
7. Glazing should not be located next to heat sources such as radiators, air vents and so forth, since this can cause a dangerous increase in temperature and a temperature difference on the surface of the glass, resulting in thermal stresses and damaging the glass as a consequence.
8. The structure and the type of glass should be selected as appropriate by an authorised designer, taking into account the conditions of the site where it will be installed.
9. Muntins and other decorative elements may impair the properties of the insulating glass unit, for which GLASSPROF Sp. z o.o. cannot be held responsible.
10. The installation of capillaries and other devices in a glass unit shall exclude warranties on the airtightness of the glass. These devices are installed at the sole responsibility of the client and require written consent.
11. Storing the glass: all GLASSPROF products should be stored in dry, ventilated areas. Condensation must not be allowed to form on the glass panes. When stored at the construction site, the products must be protected effectively from the weather, particularly the sun and moisture, and from

mechanical damage. Products on a rack should be separated by spacers to prevent the glass surface from leaching if dampness occurs. In addition, glass which has been placed on a rack and secured and is exposed to the sun or any other source of heat radiation, can crack as a result of the accumulation of heat and thermal stresses.

12. Cleaning the glass: to prevent damage to the surface of the glass, cleaning should be done using soft materials with no sharp features and generally available cleaning agents designed for the purpose. Detailed guidelines can be found in *Instructions for cleaning the surface of glass*. Additional restrictions or instructions may apply for some products.

During installation, the position of the label on the glass should be noted; it is affixed at the filling aperture.

The label shown below is always located at the bottom of the glass pane. Installing the glass with the label at the top will cause bubbles in the glass.



MIN -10°C / MAX +45°C

**Wrażliwe na mróz
! Frost sensitive !
Frostempfindlich !**

**Chronić przed zmianami temperatury.
Protect against temperature changes.
Witterungseinflüsse vermeiden.**

Citlivé na mráz !

Chraňte před změnami teploty.

CLEAN THE GLASS AS PER THE INSTRUCTIONS

SZYBY CZYŚCIĆ WG INSTRUKCJI

Fireproof glass by GLASSPROF



Ten róg szyby zawsze na dole - dotyczy montażu szyby w ramie oraz transportu i przechowywania.

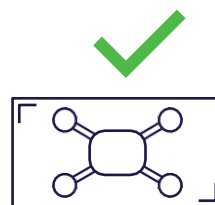
Keep this corner at the bottom at all times during transport, storage and installation.

Diese Ecke des Glases ist immer unten - es betrifft den Einbau des Glases in den Rahmen sowie den Transport und die Lagerung.

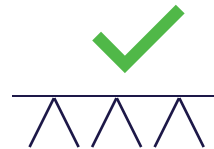
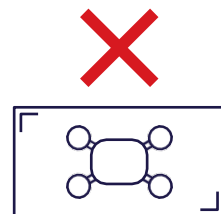
Tento roh skla je vždy dole - jde jak o instalaci skla do rámu, tak o přepravu a skladování.



**PROSIMY STOSOWAĆ SIĘ DO INSTRUKCJI !
PLEASE FOLLOW THE INSTRUCTIONS !
BITTE FOLGES SIE DEN ANWEISUNGEN !
DODRŽUJTE PROSÍM NÁVOD K POUŽITÍ !**



Miejsce montażu przyssawki do szkła.
Vacuum lift installation point.
Einen Montageplatz für den Transport des Glases.
Místo montáže pro přepravu skla



Sposób przechowywania szkła na płasko.
Instructions for storing the glass flat.
Das Prinzip der Speicherung von Flachglas.
Způsob, jak skladovat sklo naplocho.



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INSTRUCTIONS FOR THE STORAGE AND WAREHOUSING OF GLASS

Appendix No. 2 to the GLASSPROF Sp. z o.o.: Warranty for glazing

Temperatures for the use, storage and transport of fire-rated glass: -10 °C to +45 °C.

When packages are shipped to locations where the temperature limits may be exceeded during transport, a secure form of shipping must be used. This can be an air-conditioned container.

Glass

1. Glass should be stored in a dry, covered, ventilated place where condensation cannot occur.
2. Panes of glass in storage must be protected effectively from the weather, particularly the sun and moisture, and from mechanical damage.
3. It should not come into contact with any harder material, such as concrete, stone, metals and so forth. This will minimise the risk of damage and breakage.
4. The floor on which the glass will be placed should be laid with wood blocks, thick felt, rubber or plastic.
5. The glass panes should not be placed on their corners. The angle of inclination for storing glass units should be between 3 and 6°. Increasing the angle beyond 6° will place stress on the glass and may cause cracking.
6. During storage glass should be evenly supported across its entire surface.
7. Once it has been placed on the ground, it must be secured against displacement.
8. The Seller shall not be liable for defects caused by the incorrect storage and warehousing of the glass.
9. Glass on a rack should be separated by spacers to prevent the surface from leaching if dampness occurs. In addition, glass which has been placed on a rack and secured and is exposed to the sun or any other source of heat radiation, can crack as a result of the accumulation of heat and thermal stresses.

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INSTRUCTIONS FOR CLEANING THE SURFACE OF GLASS

Appendix No. 3 to the GLASSPROF Sp. z o.o.: Warranty for glazing

1. CLEANING GLASS

1.1. General principles

The works contractor should clean the glass and remove sticker and spacer residues using mild cleaning agents. Dirt which cannot be shifted from the glass panes using the normal cleaning method of large quantities of water, a sponge, a rubber roller, leather or spray cleaners available on the market can be removed with industrial steel wool designed for cleaning purposes or household cleaning agents.

Sharp implements such as razor blades or scrapers can cause minor surface scratches and should therefore be avoided. In particular, it is essential to remove residues of cement or other building material immediately, otherwise the glass may become etched. If any sealant residue remains on the glass during the sealing process, it should be removed immediately. Stubborn dirt, such as splashes of paint or tar or adhesive residues, should be removed with suitable solvents, in other words, spirit, acetone or naphtha. The glass should then be washed with water. It is important to prevent any solvent from coming into contact with the edge seals and gaskets of the glazing unit as this may damage them.

Unrecommended cleaning agents

Strong alkaline or acidic solutions, especially liquid acids and cleaners containing fluoride, must not be used. Solutions of this kind can cause irreversible damage to coatings and/or glass surfaces. Façades and glass should be cleaned in accordance with recognised industry standards.

1.2. Metal oxide-coated glass

Glass with a metal oxide coating requires special measures. Normal dirt should be removed as described above. However, abrasives such as scouring agents or steel wool must not be used. Stubborn dirt, such as splashes of paint or tar or adhesive residues, should be removed with suitable solvents, in other words, spirit, acetone or naphtha. The glass should then be washed with water. It is important to prevent any solvent from coming into contact with the edge seals and gaskets of the glazing unit, as this may damage them.

1.3. Cleaning satin glass

Satin glass has a rougher surface on one side and that surface may get dirty more easily than the smooth one. It is therefore necessary to pay more particular attention to cleaning and maintaining this type of glass.

Silicone-free cleaning agents should be used. Strong alkaline solutions, acids and cleaning agents containing fluoride must not be used. Mild cleaning agents must be used to clean the glass and remove sticker and spacer residues. Dirt should be removed from the glass panes using large quantities of water, a sponge, a rubber roller, leather or spray cleaners available on the market. Stubborn dirt should be removed with special products, such as Pril or Ajax or similar, after which, washing the glass with water is recommended. Steam cleaners may be used for extremely grimy surfaces. Steel wool or sharp tools such as razor blades or scrapers may not be used; neither may solutions containing abrasive particles.

Suitable solvents, such as spirit, isopropanol or naphtha, should be used to remove stubborn stains like splashes of paint or tar, for example, or adhesive residues. The dirty surfaces should then be washed

with water. It is important to prevent any solvent from coming into contact with the edge seals and gaskets, as this may damage them.

Dirt which appears during plastering can damage the surface of glass unless it is removed immediately with a sponge and plenty of water.

Given the many ways in which glass can get dirty, it is not possible to provide recommendations for every case. For areas which are particularly grimy, we suggest testing on parts of the surface that will not be visible. The information contained in these instructions is based on many years of experience; however, it is not exhaustive. The instructions provided for each of the cleaning products should be followed.

2. SURFACE DAMAGE

There are various causes of damage to the surface of glass. It is essential to take measures to guard against this in line with local conditions.

3. WELDING AND GRINDING OPERATIONS

When welding or grinding is carried out in the vicinity of glazing, appropriate protection of the glass surface must be applied in order to avoid pitting caused by splashes from welding or sparks from grinding.

4. ETCHING AND LEACHING

Etching can occur when the surface of the glass comes into contact with chemicals normally used in building materials and cleaning products. Over a period of time, the action of chemicals such as alkaline and acid solutions leads to permanent etching on the surface. This applies to fresh concrete, plasters and similar coming into contact with the glass surface.

5. WATER DAMAGE

It is also possible for the surface of the glass to be damaged by prolonged exposure to water running over the elevation, for instance, or to condensation. It is essential to clean the glass regularly.

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THE PROPERTIES OF SINGLE AND MULTIPLE GLAZING DEEMED TO BE NATURAL AND NOT SUBJECT TO WARRANTY

Appendix No. 4 to the GLASSPROF Sp. z o.o.: Warranty for glazing

1. Correct colour: differences in the sense of the colour are possible on account of the iron oxide content of the glass, the coating process, the coating itself, variations in the thickness of the glass and the structure of the unit. These differences are unavoidable.

2. Differences in the colour of insulated glass units: insulated glass units containing coated glass may feature different shades of the same colour. The effect may intensify when viewed at an angle. The possible causes of colour differences include slight differences in the colour of the substrate to which the coating is applied and slight differences in the thickness of the coating itself.

3. The interference effect: in insulated glass units made with float glass, the interference phenomenon may cause spectral colours to appear. Optical interference is triggered by two or more light waves overlapping at a single point. This physical phenomenon is perceived as a variation in the intensity of the colour zones, which change when pressure is applied to the glass, and it is intensified by the parallelism of the glass surface. It occurs randomly and is unavoidable.

4. Particular effects on account of barometric conditions: an insulating glass unit contains a certain amount of air or other gas and is hermetically sealed at the edges. The status of the gas depends primarily on the altitude, barometric pressure and air temperature at the time and place of production. If the insulated glass unit is installed at a different height or if there is a change in temperature or a higher or lower barometric pressure changes, the glass units will buckle inwards or outwards, causing optical distortion.

5. Multiple reflections: multiple reflections of varying intensity may occur on the surface of glazed units. They are particularly noticeable if the background seen through the glazing is dark. This phenomenon is a physical property of all insulated glass units.

6. Anisotropy (opalescence): insulated glass units which contain heat-treated glass components may exhibit a visual phenomenon known as anisotropy; see EN 12150-1 and EN 1863-1.

7. Condensation on the exterior surface of an insulated glass unit: condensation can occur on the exterior surfaces of the glass when they are colder than the ambient air. The intensity of the condensation on the exterior surfaces of the glass units depends on the U-values, the humidity, the air movement and the internal and external temperatures. When the ambient relative humidity is high and the surface temperature of the glass unit falls below the ambient temperature, condensation occurs on the surface of the glass.

8. The wettability of the glass surfaces: the appearance of the surfaces may vary on account of the effect of rollers, fingerprints, labels, suction cups, sealant residues, silicone compounds, smoothing agents, lubricants, environmental influences and so forth. This might be visible when the surfaces are wet from condensation, rain or cleaning water.

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INSTRUCTIONS FOR TRANSPORTING CONSTRUCTION GLASS

Appendix No. 5 to the GLASSPROF Sp. z o.o.: Warranty for glazing

1. The body of the vehicle should ensure that the load is protected from the sun's rays, precipitation and the ingress of particles of hard materials between the glass panes, as they may damage the glass surface.
2. Temperatures for use, storage, and transport of fire-rated glass: $-10^{\circ}\text{C} / +45^{\circ}\text{C}$.
3. The temperature of the transported glass can be controlled by using disposable thermometers capable of registering the lowest temperature. At a temperature lower than that, the glass will change colour permanently. The thermometers are affixed to the outer glass pane on a rack (one / two racks per transport). The thermometer must be left on the glass until delivery is received.
4. On receipt of the delivery, check that the thermometer(s) have not exceeded the temperature limits (permanent change of colour on the scale). If an exceedance is observed, this must be noted on a delivery ticket. Subsequent claims will be rejected if there is no indication of temperature exceedance during transport. A photograph of the thermometer must always be attached as an appendix to the complaint form.
5. By signing the delivery documentation, the Buyer confirms that the delivered products have been accepted without reservation in terms of quantity and visible damage.
6. Information label on fire-rated glass.

→ Fire-rated glazing must be transported and stored in dry conditions; it must not be exposed to rain, get wet or be exposed to direct sunlight or other sources of heat. This also applies to the transport and storage of glass on racks and in wooden boxes.



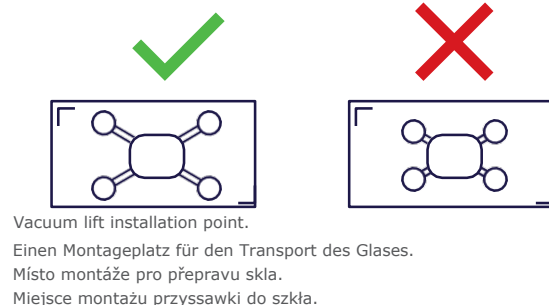
MIN -10°C / MAX $+45^{\circ}\text{C}$

Frost sensitive !
Frostempfindlich !
Citlivé na mráz !
Wrażliwe na mróz !

Protect against weather impact.
Witterungseinflüsse vermeiden.
Chraňte před změnami teploty.
Chronić przed zmianami temperatury.

CLEAN THE GLASS AS PER THE INSTRUCTIONS
SZYBY CZYŚCIĆ WG INSTRUKCJI

Fireproof glass by GLASSPROF



Vacuum lift installation point.

Einen Montageplatz für den Transport des Glases.

Místo montáže pro přepravu skla.

Miejsce montażu przysawki do szkła.



Instructions for storing the glass flat..

Das Prinzip der Speicherung von Flachglas.

Způsob, jak skladovat sklo naplocho.

Sposób przechowywania szkła na płasko.



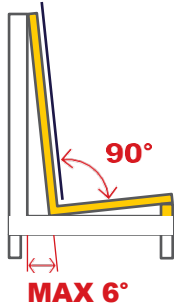
Ten róg szyby zawsze na dole - dotyczy montażu szyby w ramie oraz transportu i przechowywania.

Keep this corner at the bottom at all times during transport, storage and installation.

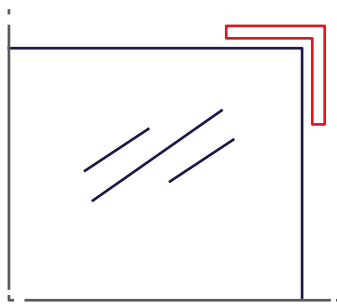
Diese Ecke des Glases ist immer unten - es betrifft den Einbau des Glases in den Rahmen sowie den Transport und die Lagerung.

Tento roh skla je vždy dole - jde jak o instalaci skla do rámu, tak o přepravu a skladování.

- Glass should be transported on transport racks in such a way as to protect the load from mechanical damage. For transporting insulating glass units and fire-rated glass, A-type or L-type steel or wooden racks are typically used. It is recommended that glass be transported on returnable steel racks.
- Glass should be transported and stored vertically, with a maximum deviation of 6° from the vertical. The base of the rack should form a right angle to the surface of the glass.



Transport and storage in a vertical position.



Protect from edge damage.
Do not remove the protectors.



- Racks with glass must be positioned parallel to the axle of the vehicle, providing clearance to prevent mechanical damage to the load. The racks must also be secured to the platform. They should be of adequate strength and should be secured against shifting and tipping over on the vehicle platform.



10. If glass is transported on wooden racks, in order to avoid damage to the rack structure or the risk of the load tipping over, it should not be moved or repositioned either during loading or unloading operation. Such actions may also result in vibration and damage such as cracking of the glass. In order to minimise the risk of these hazards, it is necessary to carry out loading and unloading from both sides of the vehicle or to use the long forks in the forklifts that are used for loading and unloading.

11. Securing a load on a trailer:

- The load placed on the trailer should be secured against shifting by means of securing devices, i.e. lashing straps. During transport, the pressure force of the load-restraining elements should be adequate for the type and condition of the packaging and limit the possibility of the load shifting;
- The tie-down straps should not be used directly over the glass as the pressure can damage it;
- it is necessary to check the lashing capacity of the lashing straps with which the load will be secured and their condition;
- If the straps show cuts, splits in their individual fibres, damage to the seams, breaks or poor operation of the ratchet, then such a strap is unfit for use;
- In order to fix the ratchet strap correctly, it is advisable to attach the strap to the dedicated support in the load compartment. These are either brackets fixed to the floor or holes (e.g. in the form of a load-securing strip) in the load compartment.





12. Avoid sudden shocks during transport. It is advisable to drive the vehicle smoothly, i.e. adjust the speed to the prevailing road conditions to avoid rapid changes of direction and sudden braking.
13. The unloading of the racks with glass from the vehicle shall be carried out by the recipient. The recipient is responsible for the unloading using the appropriate equipment for unloading the racks with glass panes, for the correct conduct of the unloading operation, and for reporting any damage found during delivery. If racks with or without glass need to be returned, loading them onto the means of transport is the responsibility of the Buyer.
14. When loading and unloading by means of an HDS crane on a vehicle and a forklift, the carrier and the forklift operator are responsible for the operation proceeding correctly.

GLASSPROF SP. Z O.O.

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Tel.: +48 33 81 95 024

District Court in Bielsko-Biała, 8th Commercial Division of the National Court Register, Entry No. KRS 0000408125,
Tax ID NIP 5472141897, Share capital: PLN 1 150 000, paid up, WEEE: 000571081, e-mail: biuro@glassprof.eu, www.glassprof.eu

COMPLAINT FORM

Appendix No. 6 to the GLASSPROF Sp z o.o. WARRANTY FOR GLAZING

Place _____, date ____ / ____ / ____

Person lodging the complaint / Client _____

(company name and address, contact details)

Client's order number: _____

Seller's order number: _____

Date that the delivery in question was received: _____

Item number: _____

Type of Glass: _____

Quantity: _____

A detailed description of the non-conformity/reason for the complaint: _____

Enclosures: _____

The GLASSPROF e-mail address for complaints: **claims@glassprof.eu**

Person lodging the complaint / Client: _____

(signature of an authorised representative, company stamp)