

Warranty conditions and installation instructions

Products: BENGglas Extra Clear, BENGglas MAX and BENGglas Solar Control.

Term and conditions

A warranty period of 15 years applies following delivery, whereby the invoice date serves as the start date. Warranty coverage is 100% for the first 5 years followed by reduced coverage for 10 years. The warranty covers the functionality and efficacy of the glass. The assembled windows must not leak during the warranty period, which significantly reduces the U-value and allows condensation and/or dust to enter the space between the glass panes. This warranty only applies to products supplied by BENGproducts BV. BENGglas Extra Clear, BENGglas MAX and BENGglas Solar Control shall be glazed in accordance with the glazing regulations issued by BENGglas® B.V. When only BENGglas® is referred to in this document, all product variations are understood to be included.

Claims

All claims are first assessed by BENGglas® B.V. Should the claim be rejected by us and there a dispute arise, an assessment should be made by a third independent expert. The parties consent advance acceptance of the decision reached by this independent third party. The costs of this assessment shall be borne by the losing party. Should the claim be ruled in favour of, BENGglas® B.V. will re-supply the glass free of charge for the first 5 years from the date of invoice and for the following 10 years in decreasing value based on the original invoice. The fee, compensation, of re-glazing the old windows are capped here as follows: €20 per m² for both the ground floor and the floors above. Further costs are expressly rejected.

Limitations

Following delivery, the customer is obliged to store the product properly so that damage to the glass is avoided at all times.

The purchasing party is responsible for thickness and strength calculations.

BENGglas Extra Clear, BENGglas MAX and BENGglas Solar Control are made of tempered glass. Spontaneous breakage due to nickel sulphide inclusions are expressly excluded from the warranty. EN12500 applies to tempered glass.

Installation of BENGglas Extra Clear, BENGglas MAX and BENGglas Solar Control must be carried out in accordance with the glazing instructions issued by BENGproducts B.V. These are described below. Further explanation of the NPR3577 has been added below as an appendix.

It is assumed that normal use and normal strain on the glass applies. It is also assumed that normal ventilation in the building applies.

Glazing instructions

For installation within a ventilation system, the applicable standard applies: NPR3577. Further explanation of the NPR3577 has been added below this document as an appendix.

When installing BENGglas® within a closed system (e.g. full sealant for steel T-profiles): a circumferential clearance of 5 mm must be applied. Use of one of the following sealant types (provided below) is mandatory. Inside - and outside completely in sealant. Cover the visible sealing edge with a sealant hem. Finish/paint to prevent moisture penetration by overlapping the paint and glass by 1.5 to 2 mm.

The glass thicknesses below should be applied based on the total area of a single pane of glass:

- 8.3 mm: < 3 m²
- 10.3 mm: 3 m² - 3,5 m²
- 12.3 mm: >3,5 m²

CAUTION: Long narrow windows should only be picked up with 2 suction cup grips or with 2 people.

Recommended sealant

The sealant should be free of plasticisers and linseed oil. Work should be carried out on a clean, dust- and grease-free painted surface. Follow the instructions of the relevant sealant manufacturer.

Recommended and approved sealants for BENGglas® are:

Dowsil 982

Kommerling GD920

Easyseal-XPS

Re seal

Seal-it 235 Elasto-stop

Or other low-acid sealants.



