

Warranty Terms and Installation Guidelines

I. Applicable products

- BENGglas Extra Clear
- BENGglas Single Coated
- BENGglas Double Coated
- BENGglas Triple Coated
- BENGglas Solar Control
- BENGglas Monu

The term BENGglas® as used in this document refers to all product variants listed above.

II. Warranty Scope and Duration

1. Standard Products

The above-mentioned products carry a warranty period of **20 years** from the invoice date (delivery date). This warranty covers:

- Preservation of thermal insulation performance (U-value);
- Prevention of seal failure (no condensation or dust accumulation in the cavity);
- Maintenance of functional performance under normal use.

2. Further Processed Product Variants

Modified warranty periods apply to the following variants:

- **BENGglas Hybrid:** 10 years
- **Laminated variants:** 10 years
- **Fire-resistant variants:** 5 years
- **BENGglas Monu Restover:** 5 years

Warranty applies only if installation is done in accordance with the official glazing guidelines of BENGglas B.V.

3. Manufacturer Warranty and Limitation of Liability

If the warranty coverage is wholly or partially dependent on a manufacturer, BENGglas B.V. will make every reasonable effort to ensure that the manufacturer upholds the applicable warranty terms. If the manufacturer does not provide (full) warranty, BENGglas B.V. is not obliged to do so either, in accordance with Article 17 of the General Terms and Conditions of the Dutch Glass Industry 2019.

III. Warranty Claims and Review Procedure

- Claims must be submitted in writing to BENGglas B.V.
- In case of a dispute, an independent expert will be appointed; their judgement is binding.
- The cost of the assessment shall be borne by the party found to be at fault.
- In case of a valid claim, BENGglas B.V. will supply replacement of the glass free of charge.

- In accordance with Article 17 of the General Terms and Conditions of the Dutch Glass Industry 2019, compensation for consequential damages is excluded. However, BENGglas B.V. may, in exceptional cases, offer a goodwill compensation for reinstallation costs, up to a maximum of €20 per m². This is not applied by default and all other costs are expressly excluded.
- Any further (consequential) damages, labour, or additional costs are explicitly excluded.

IV. Limitations and Exclusions

The following situations and causes are excluded from the warranty:

- Spontaneous breakage due to nickel sulphide inclusions;
- Breakage caused by localized heating, for example from foil application or painting;
- Thermal breakage resulting from shadowing effects;
- Mechanical breakage;
- Use of incompatible sealants with the edge seal;
- Use of aggressive or chemical cleaning agents;
- Condensation on the interior or exterior surfaces of the glass;
- Interference effects or discoloration caused by glass thickness or material properties;
- Any modification or treatment of the glass not explicitly approved in writing by BENGglas B.V.

In addition, the purchaser is responsible for:

- Proper storage and protection of the glass to prevent damage;
- Ensuring correct strength and thickness calculations.

V. Glazing Instructions

A. Ventilated System

When used in a ventilated system, the **NPR3577** standard applies. An explanation is included in the annex.

B. Closed System (sealant application)

When bonding into, for example, steel T-profiles, the following conditions apply:

- Perimeter clearance: **2.5 – 5 mm**
- Full sealant coverage on both the interior and exterior sides
- The visible edge seal must be covered with a sealant bead
- Paint or finishing must overlap the glass by **1.5 to 2 mm** to prevent moisture ingress

C. Glass Thickness per Surface Area

Pane Surface Area	Minimum Glass Thickness
< 3 m ²	8.3 mm
3 m ² - 4 m ²	10.3 mm
4 m ² - 4.8 m ²	12.3 mm
> 4.8 m ²	16.3 mm

Note: Long and narrow panes must always be lifted by two people or with suction cups.

D. Recommended Sealants

To be applied on a dry, **dust- and grease-free, painted surface**. Always follow the manufacturer's instructions.

Approved sealants:

- Dowsil 982
- Kommerling GD920
- Easyseal-XPS
- Renoseal
- Monustop
- Seal-it 235 Elasto-stop
- Other neutral (non-acidic) sealants

VI. Applicability of General Terms and Conditions

These warranty conditions are also subject to the **General Terms and Conditions of the Dutch Glass Industry 2019**, as established by the Glass Division of Bouwend Nederland and filed with the District Court of Amsterdam under number 21/2019.

VII. Applicable Law and Jurisdiction

All legal relationships and disputes are governed by Dutch law. Disputes shall be submitted to the competent court in accordance with Article 22 of the aforementioned industry terms.

Annex 1. Explanation of NPR3577 – See appendix at the end of this document.



