

GENERAL TERMS OF USE OF POLFLAM GLASS

1. Delivery of Polflam glass

Polflam Sp. z o.o., as the Seller, undertakes to deliver the glass to the Buyer, in accordance with the terms specified in the offer and the General Terms of Sale (GTS).

The Seller shall deliver the glass to the Buyer's premises or any other premises as agreed. Unloading and the pertaining risk shall be borne by the Buyer.

2. Storage of Polflam glass

Due to its special structure, it is recommended to store the Polflam fire-proof glass on inflexible racks which shall ensure linear stability of the whole sheet and the pane's edge. A rack's base must be made of wood, tough rubber or plastic. A soft base may push the thiorubber inside the pane which may cause delamination. The glass needs to be stored up to 5° from the vertical and lean on cork spacer (no glass edge may lean on glass pane!). When storing the panes, the glass has to be protected, in all circumstances, against direct sunlight due to the risk of overheating at the temperature over +50°C which may cause distortion of the pane structure.

3. Fitting of Polflam glass

At the initial phase of glazing, it is recommended that panes are linked with lengths of system pressure laths equipped with system seals. Both the laths and the seals must correspond to the system provider's catalogue numbers which the designer designed for each type of joinery and thickness of the glass package. Lath lengths of 300 mm must be screwed in two spots, at 400 mm interspaces. The fitting accessories and application of the torque [Nm], are specified in the system's fitting catalogues. Any deviation or use of substitute materials will certainly lead to cracking of the double glazing to be fitted. In order to avoid any delamination, the panel shall be tightened directly to the inner seal of the joinery and only afterwards, its bottom edge can be leaned on the system cleats. Glazing of POLFLAM glass must only be done using fire-resistant or neutral silicon. No acetic acid-based silicon is allowed which reacts with thiorubber and butyl rubber used to seal POLFLAM glass. The Polflam glass must be protected from temperatures from -40° to +50°C. The panels must not be fitted near heaters or spotlights, as temperature between the layers may reach a permanent temperature above +50°C.

4. Fitting of Polflam glass – window and door system

It is essential to use system cleats (e.g., made of hardwood and matching the size of the fire-resistant pane), in order to avoid any delamination or cracking of the multiple-glazed sheets. During displacement, it is of crucial importance that care is taken not to damage the filling sealing the pane, when inserting the cleats. The rule that the cleat is to be placed under the whole length of the fire-resistant pane must be strictly observed. A multiple-glazed panel must not be the dislocating element.

5. Cleaning of Polflam glass with use of satin

The Polflam single satin glass (matt) is made of two toughened panes, one of which is satin finished – the satin finish is at the outside of Polflam glass, therefore, it is exposed to dirt and damage. Thus, it is necessary to take good care of the maintenance of this kind of glass. Cleaning liquids must not contain silicone, strong alkaline solutions or acids. The glass should be cleaned and remains of labels or spacers removed with soft cleaning liquids. The dirt should be removed in soaking water with a clean sponge or cloth. Difficult dirt that cannot be removed with ordinary liquids should initially be removed with use of special liquids (e.g., Ajax, Cilit Bang, Mr Muscle). No sharp-edge objects (e.g., razor blade) or abrasive liquids are allowed.

6. Polflam racks

The glass is delivered on transport racks owned by Polflam Sp. z o.o. The Buyer shall be obliged to make the rack available for collection within 14 days of delivery. The racks may be used exclusively for the transport of Polflam glass. If a rack is lost or impaired, the Seller shall charge the Buyer with the cost of the rack at PLN 1000, each + VAT.

7. Guarantee of Polflam glass

Polflam Sp. z o.o. gives a five-year quality guarantee of the date of production on Polflam glass. The guarantee pertains to laminated panels, which shall mean that there shall occur no delamination, bubbles or tarnish, within the 5-year time span. The glass is made in compliance with the PN-EN 14449 "Glass in construction industry. Laminated glass and secure laminated glass. Assessment of glass compliance with the norm". The guarantee shall be subject to appropriate storage and fitting of the glass and its use (it does not pertain to mechanical damage or aggressive impact of environmental conditions).

8. Claims and Complaints

Complaints shall be reported in writing in the form "Complaints Report", attachment 2 to the GTS and shall be sent to the Seller by email at the Regional Representative's address, or by mail to Polflam Sp. z o.o., Runów, ul. Solidarności 1, 05-504 Złotokłós.

For more information see General Terms of Sale of 2 Jan. 2015