

SPECIAL NOTES

GLASS RAILING

Technology

- Colour deviations are often unavoidable for production reasons, particularly in the case of repeat orders or colour designs of glass and metal surfaces, and are therefore not grounds for complaint.
- In the case of laminated safety glass made of toughened safety glass or heat-strengthened safety glass as well as model panes, there may be an edge or drill hole offset of up to 3 mm (V-joint). This is due to the production process and is not a reason for complaint.
- Delamination in laminated safety glass is a sign of ageing. In our customer information sheet 'DELAMINATION - LSG' you will find detailed information on how this effect can be delayed.
- ESG can break spontaneously due to nickel sulphide inclusions. A hot storage test (in accordance with EN 14179) can significantly reduce this risk, but cannot completely rule it out. All claims are excluded.
- Please note that the fixing base must have sufficient load-bearing capacity.
- The planning and execution of sealing work is the sole responsibility of the customer.
- A handrail is generally recommended as it offers the following advantages:
 - » The handrail serves as edge protection.
 - » If a parapet element fails, the handrail supports the remaining stability of the failed glass and transfers the force to the intact spandrel elements.
 - » LSG delamination is delayed, particularly in outdoor areas.
- Any handrail connections required are not included in our scope of delivery. Prices for handrail accessories according to Uni price list. Small parts (e.g. fixing material) to compensate for unevenness, screw locking devices and required fixing distances must be selected independently.
- All detailed cuts sent by us are non-binding.

Provision of services incl. planning services

- We request the project plans required for planning preferably in dwg. or dxf format. We require approx. five working days from the return of the signed order confirmation and clarity of dimensions to prepare the approval plans.
- The release plan created by us, including a one-off revision, provides the basis for the execution. Production starts immediately after receipt of the signed approval plan.

Provision of services according to the planning manual (without planning services)

- The structural design, compliance with standards and local building regulations as well as all project-related requirements and prerequisites are carried out independently and on the customer's / purchaser's own responsibility in the case of orders in accordance with the planning manual.

Glas Marte neither checks nor verifies the plausibility of the information provided.

- The prices apply subject to compliance with the planning manual and use of the order sheets contained therein. Deviating special solutions, technical support services or technical order processing shall be invoiced on the basis of a processing fee according to expenditure.

Transport

- The material is delivered lashed to transport racks using our own lorries or by a forwarding agent of our choice, ready for unloading at the destination. For deliveries to construction sites, personal acceptance is required. In the event of absence, the service shall be deemed to have been duly delivered.
- In the case of merchandise, we are dependent on our suppliers. We reject claims arising from delays in delivery in their entirety.
- The transport and packaging of all your orders is based on technical and economic criteria. Customised packaging requests incur additional costs and must be requested at the latest when the order is placed.

Payment

- The offer is subject to a positive credit check. In the event of a negative credit check, advance payments must be made prior to execution. The payment terms (partial and final invoices) shall be determined by mutual agreement.

After handover

- The prerequisites for warranty and liability claims are adequate and careful use, value-preserving maintenance, regular inspection and compliance with cleaning and care recommendations.
- In the event of glass breakage or gross edge damage or other circumstances that do not correspond to the perfect initial condition, taking into account natural signs of ageing, the contractor must be informed and, if necessary, remedial action must be taken as quickly as possible. As a precautionary measure, we recommend preventing access to these areas in the event of structural damage or cordoning off the danger zones.

Please refer to the information sheets on our homepage at: <https://www.glasmarte.at/de/downloads> (DELAMINATION-Glazing, GLASS-WALL COATING, GLASS-SAFETY-GLASS, CLEANING AND CARE INSTRUCTIONS, etc.).