

STANDARD TERMS
WARRANTY FOR INSULATING GLASS UNITS *HeatComfort*
MANUFACTURED BY PILKINGTON IGP Sp. z o.o.

1. Pilkington IGP Sp. z o.o. (the Guarantor) – on the terms and conditions set out below – provides a warranty for the *HeatComfort* glazing units purchased by the Buyer, manufactured in the plants of Pilkington IGP Sp. z o.o., only in one of the following forms:
 - on the basis of the offer submitted by Pilkington IGP Sp. z o.o., to which the Buyer placed the order,
 - on the basis of an agreement concluded by the Buyer with Pilkington IGP Sp. z o.o.
2. The warranty covers only *HeatComfort* glazing units manufactured in one of the Branches of Pilkington IGP Sp. z o.o., intended for use in construction and construction works, marked on the spacer profile with the name Pilkington Insulight, the symbol of the relevant production plant of Pilkington IGP Sp. z o.o., and the date of production.
3. The scope of the warranty covers only the risk of loss of tightness by the glazed units, whereby tightness is understood as the absence of water vapour deformation (in normal weather conditions) inside the glazing unit (on the internal surfaces of the glass).
4. The warranty covers only those cases in which the loss of tightness occurred due to defective workmanship of the glass or material defects inherent in the supplied glazed units, if these defects occurred due to the fault of Pilkington IGP.
5. The warranty does not cover glass panes in which the loss of tightness occurs simultaneously with cracking or breaking or mechanical damage to at least one of the component panes.
6. The warranty period is counted from the date of production of the glass, marked on the glass spacer profile.
7. Defects of insulating glass units must be reported by the Buyer in writing under pain of nullity, no later than 30 days from the date of their occurrence.
8. The warranty against the risk of losing the tightness of the glass is granted for the period of:
 - 5 years for insulating glass units with rectangular shapes
 - 2 years for insulating glass units with a shape not rectangular.
9. The warranty for maintaining the heating functions of the *HeatComfort* glass is granted for the period of:
 - 5 years for the functionality of the elements constituting part of the glazing unit,
 - 2 years for the elements of accessories located outside the glazing unit, if they were covered by the offer of Pilkington IGP Sp. z o.o.
10. The basis for assessing the legitimacy of claims under the warranty granted for *HeatComfort* glazing units manufactured by Pilkington IGP Sp. z o.o. is the possibility of verifying their condition and quality.
11. The warranty is granted on condition that the Buyer complies with the general rules (in accordance with the art of glass) for the storage, transport, installation and operation of insulating glass units and additional specific recommendations for *HeatComfort* glass provided to the Buyer and/or made available to the public on the www.pilkington.pl website.

The guarantee of glass functionality covers only cases when the *HeatComfort* power supply and control system is made in accordance with the recommendations of Pilkington IGP Sp. z o.o., and the damage results from a defect inherent in the supplied control and power supply elements.

Pilkington IGP Sp. z o.o. is not responsible for defects in the delivered products, if they were caused by the Purchaser's failure to comply with the above-mentioned rules and recommendations.
12. The following products are not covered by this warranty:
 - glazed units, the construction of which was specified by the Buyer and turned out to be inappropriate from the point of view of the manner and conditions of transport, storage, assembly and/or use,
 - products made at the request and risk of the Buyer contrary to the standards and recommendations of Pilkington IGP Sp. z o.o.
 - non-standard products, not compliant with the "Pilkington IGP Glass Execution Standards",
 - bent glazing.
13. The Buyer, under pain of losing warranty rights, is obliged immediately after delivery to perform a control of the correct functionality of each delivered product, including electrical and functional functionality. The performance of the inspection should be documented in the form of a protocol, each time within 7 days submitted to Pilkington IGP Sp. z o.o..

14. Undertaking by the Buyer or other persons of works related to the installation of insulating glass and/or their wiring, and/or connection of power supply and control devices to them - is understood as confirmation of the correctness of workmanship and functionality of the delivered product.
15. The warranty is granted on the condition that Pilkington IGP Sp. z o.o., acting through an authorized person, will have the opportunity to check each product complained about in accordance with the rules resulting from this warranty, as well as the manner and conditions of its installation and use. The buyer is obliged to provide the representatives of Pilkington IGP Sp. z o.o. with the opportunity to carry out a proper inspection of the complained product.
16. In the event of a justified complaint, the liability of Pilkington IGP Sp. z o.o. under this warranty is limited to delivering, in exchange for the defective product, the product free from defects to the Buyer's registered office or to a place specified by the Buyer at the level of the surrounding ground, or the return of the value of the defective product - depending on the decision of Pilkington IGP Sp. z o.o. Any other liability is excluded.
17. The liability of Pilkington IGP Sp. z o.o. under this warranty is limited to products supplied by Pilkington IGP Sp. z o.o. in Polish and used in the construction industry in Polish.
18. In matters not covered by the above warranty, the "General Terms and Conditions of Pilkington IGP Sp. z o.o. Sp. z o.o. apply".

Approved:

President of the Management Board of Pilkington IGP Sp. z o.o.: Krzysztof Granicki

Sandomierz, June 23, 2025

PILKINGTON IGP Sp. z o.o. with its registered office in Sandomierz

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REGON 006911139 NIP 123-00-06-857 District Court in Kielce, X Commercial Division of the National
Court Register of the National Court Register 0000012897 Individual BDO number 000003517

Share capital: PLN 506,500

Management Board: President – Krzysztof Granicki

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