

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

1. Pilkington IGP Sp. z o.o. (Guarantor) - under the terms and conditions specified below - provides a warranty for insulating glass units **LuxComfort** purchased by the Purchaser, manufactured at the plants of Pilkington IGP Sp. z o.o., exclusively in one of the following manners:
  - pursuant to the offer of Pilkington IGP Sp. z o.o. constituting the basis for placing the order by the Purchaser,
  - pursuant to the contract concluded between the Purchaser and Pilkington IGP Sp. z o.o.
2. The warranty covers only insulating glass units **LuxComfort** with ScreenLine blinds manufactured in one of the Branches of Pilkington IGP Sp. z o.o., intended for use in building and civil engineering industry, designated 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 manufacture.
3. The warranty covers only the risk of loss of insulating glass units tightness, where tightness shall be understood as the lack of water vapour condensation (under normal weather conditions) inside the insulating glass unit (on the internal surfaces of the glass panes).
4. The warranty covers only the loss of tightness due to defective manufacture of the glass panes or defective materials of the supplied insulating glass units, if these defects are through the fault of Pilkington IGP Sp. z o.o.
5. The warranty shall not cover glass units in which the loss of tightness occurs along with fracture or breakage or mechanical damage to at least one of the unit's glass panes.
6. The warranty period shall start from the date of manufacture of the insulating glass units, marked on the glass unit spacer profile.
7. Defects in insulating glass units shall be reported by the Purchaser in writing, otherwise shall be null and void, no later than 30 days from the date they occurred.
8. The warranty for the risk of loss of insulating glass units tightness is provided for a period of:
  - 5 years for rectangular insulating glass units
  - 2 years for non-rectangular insulating glass units.
9. The warranty for ScreenLine blinds fitted in insulating glass units **LuxComfort** is provided for a period of:
  - 5 years for the functionality of the blind mechanism and all components inside the insulating glass units,
  - 2 years for the ScreenLine blind fittings outside the insulating glass units.
10. An assessment of the legitimacy of claims under the warranty provided for blinds in insulating glass units manufactured by Pilkington IGP Sp. z o.o. shall be based on the quality inspection in accordance with the "Quality Assessment Criteria for ScreenLine Integral Blinds". This document is available on [www.pilkington.pl](http://www.pilkington.pl). The following conditions shall also be complied with:
  - if the blinds are fitted to opening doors or windows, the blind may only be operated with the window or door closed. This is to prevent the damage to the glass.
  - for electrically operated blinds, the warranty shall only apply to blinds with Pellini electrical equipment and the damage is due to a defect in the supplied control components.
  - if electrically operated blinds are connected to a solar radiation sensor, the warranty shall only apply following written approval of the system parameters by Pilkington IGP Sp. z o.o.
11. The warranty is provided on condition of observing by the Purchaser the general rules (in accordance with the art of glazing) of storage, transport, fitting and operation of insulating glass units, and additional specific recommendations for insulating glass units with blinds provided to the Purchaser and/or generally available on [www.pilkington.pl](http://www.pilkington.pl). Pilkington IGP Sp. z o.o. shall not be held liable for defects in the products supplied by Pilkington IGP Sp. z o.o. if these were caused by not complying by the Purchaser with the rules and recommendations described above.
12. The following products are not covered by this warranty:
  - double glazed glass units, the design of which was specified by the Purchaser and proved to be incorrect in terms of the manner and conditions of transport, storage, installation and/or operation,

**PILKINGTON IGP Sp. z o.o. with its registered seat in Sandomierz**

27-600 Sandomierz, ul. Portowa 24, tel. +48 15 8323041-49 or +48 15 8326100 fax +48 15 832 62 89

REGON (National Business Registry Number) 006911139 NIP (Tax ID Number) 123-00-06-857 District Court in Kielce, 10th Commercial Division  
of the National Court Register, KRS No. 0000012897 Waste Database (BDO) Individual Number 000003517

Share capital: PLN 506,500.00

Management Board: President of the Board - Krzysztof Granicki

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- products made at the request and risk of the Purchaser not in line with the specification and recommendations of Pilkington IGP Sp. z o.o.
  - non-standard products, inconsistent with the “Pilkington IGP Glass Unit Production Specification”,
  - curved double glazed glass units.
13. The Purchaser, on pain of losing warranty rights, shall inspect each product immediately after delivery for correct functionality and electrical operation. The inspection shall be documented.
14. Commencing installation and/or wiring and/or connection of insulating glass units **LuxComfort** to power supply and control devices by the Purchaser or other persons shall be understood as the confirmation of the correct manufacture and functionality of the supplied product.
15. The warranty is provided subject to the condition that Pilkington IGP Sp. z o.o., acting through an authorised person, shall be able to check each and every product subject to any claim in accordance with the terms and conditions of this warranty and the conditions of its installation and operation. The Purchaser shall enable the representatives of Pilkington IGP Sp. z o.o. to carry out proper inspection of the product subject to warranty claim.
16. In case of a justified claim, the liability of Pilkington IGP Sp. z o.o. hereunder shall be limited to the delivery, as a replacement for the defective product, of a defect-free product to the Purchaser's registered seat or a place in its surrounding specified by the Purchaser, or to reimbursement of the value of the defective product – at the discretion of Pilkington IGP Sp. z o.o. Any other liability shall be excluded.
17. The liability of Pilkington IGP Sp. z o.o. hereunder shall be limited to products supplied by Pilkington IGP Sp. z o.o. on the territory of Poland and operated/used in construction industry on the territory of Poland.
18. In matters not settled herein, the “General Terms and Conditions of Contracts of Pilkington IGP Sp. z o.o.” shall apply.

Approved by:

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

Sandomierz, 9 April 2025

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