



Assessment of glass on delivery

You can use this document to review all products made of glass and delivered by Tuinmaximaal. It is a guideline to help you assess the visual quality of the glass. The requirements and methods are largely derived from European product standards. Only some visual aspects are covered, and it is purely for guidance. For an official assessment, the relevant product standard should always be used. This assessment guideline is mainly intended to assess in advance whether a complaint is justified. This avoids loss of time, aggravation and costs for inaccurate warranty claims on the delivery of verandas.

This assessment is largely based on the standard prescribed by Kenniscentrum Glas (Glass Knowledge Centre). The final inspection of the glass delivered by Tuinmaximaal will always be carried out by an authorised assessor from Tuinmaximaal.

Colour difference

Glass always has a certain colour. This colour depends on the thickness of the glass, the foils used and any coatings. The use of different glass types and/or composition may cause colour differences between them. These colour differences cannot be avoided.

Interference (Colour spots)

Sometimes oily spots are visible in the glass or in the reflection of the glass. If the glass is pressed and the spots move, there is interference. Interference is a physical phenomenon and therefore not a fault in the product.

Anisotropy (Tempered glass)

When the properties of a material are not the same in every direction, a material is called anisotropic. The term may refer to the physical or mechanical properties of the material. When the properties do not depend on direction, the material is called isotropic. Anisotropy is not a defect, but a visible effect.

Waviness

Waviness is a common optical distortion that runs perpendicular along the length of the glass. This is a deformation caused by the tempering process and is perfectly normal. Waviness is easiest to spot when the glass is viewed through reflection of rectilinear images. Objects that are straight in reality will wave or even shift when viewed through the glass. This distortion may be more visible near the edges of the glass.

Other

All applications are assessed at Tuinmaximaal in the most professional and fair manner possible. Both customer service and the assessor have the right to deny you a reinstatement if they conclude that the damage you report falls outside the tolerances shown in this document. If you notice any damage, it is very important to report it before the veranda is installed.

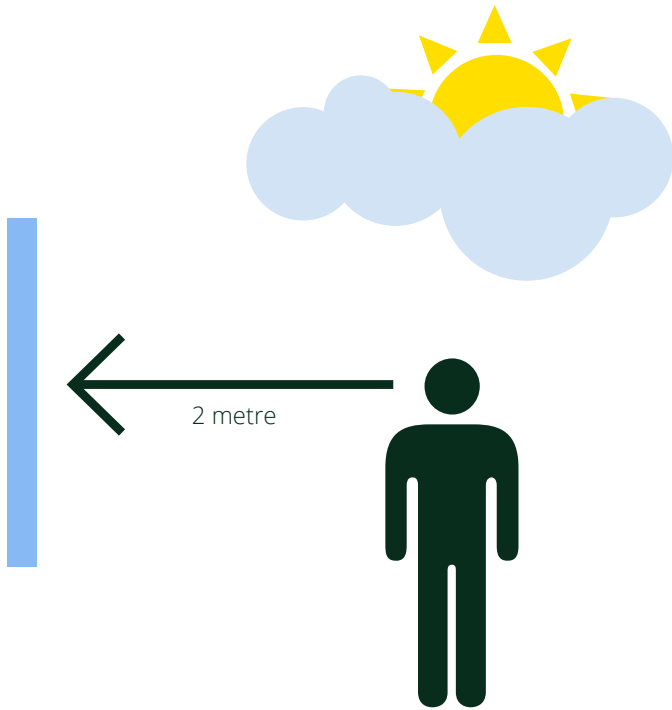
Returns

If, after following the instructions in this review, you have found that there has been an incorrect delivery regarding damage to the glass, please contact Tuinmaximaal's customer service at +44 (0)330 818 3230. They will ask you to send some photos to determine whether an assessment is needed. Should customer service or the assessor conclude that the damage claim is justified, the defective glass panels will be exchanged for you at no charge as soon as possible.

Assessment method

Glass is assessed first and foremost for its transparency. Any disturbing anomalies observed should then be noted.

Assessment should be made in diffuse daylight* at a distance of 2 metres, with the centre of the panel at eye level and directly in front of the observer.



* Diffuse daylight is light in uniformly cloudy skies without direct sunlight.

** Consult official standards for other dimensions, compositions and ratings.

Warning

Tuinmaximaal is not responsible for any damage you cause to a veranda after removing the glass to be replaced.

This review is based on information provided by Kenniscentrum Glas and their partner GBO (Glas Branche Organisatie) and supplemented and rewritten by Tuinmaximaal to assess only the products offered by Tuinmaximaal. Source for this review: www.kenniscentrumglas.nl



Permitted (manufacturing) errors

All the glass offered by Tuinmaximaal is float glass. The glass may be tempered and/or laminated through post-processing. Our glass sliding doors are made of tempered glass and the standard glass roof panels are made of tempered, laminated glass. When you order customised glass, it is laminated glass.

Float glass (panels up to 5m²)**

Error	Permitted
(Hairline) scratches and line-shaped errors, visible by assessment method.	0 errors
Point errors (= the core), air bubbles etc.	<ul style="list-style-type: none"> • All errors < 0,5mm • 1 error > 0,5mm and < 1,0mm • 0 errors > 1,0mm

Laminated glass (glass panel up to 5m²)**

The below assessment of laminated glass applies to visibility with the exception of a 15mm edge zone of the glass.

Error	Permitted
(Hairline) scratches and line-shaped errors, visible by assessment method.	<ul style="list-style-type: none"> • All errors < 30mm • 0 errors > 30mm
Point errors, air bubbles etc. visible by assessment method.	<p>Permitted as error > 1mm and < 3mm:</p> <ul style="list-style-type: none"> • 2 errors if panel > 1m² and < 2m² • 1 error per m² if panel > 2m² and < 8m² <p>Permitted as error > 3mm:</p> <ul style="list-style-type: none"> • 0 errors
Openings	Not permitted
Creases and striped	Not permitted
Spot defects in the field of vision in the glass and in the interlayer	1mm ≤ D ≤ 2mm per 1m ² All colours permitted
Linear defects	Larger than 30mm not permitted

Do you have any questions?

Rooijakkersstraat 8 • 5652 BB Eindhoven • The Netherlands
+44 (0)330 818 3230 • info@tuinmaximaal.co.uk
www.tuinmaximaal.co.uk