



## **WARRANTY INFORMATION**

### **RockGlass sheets and Security Panels**

This warranty applies to both transparent and colored varieties of **ROCKGLASS** sheets, and fabricated Security Panels installed either vertically or horizontally.

There is a 10 year warranty on weatherability (impact strength) and on coating performance.

1. For a period of 10 years, no breakage will occur due to direct impact of normal weather conditions against the UV protected surface of the sheet.
2. For a period of 10 years, no coating failure will occur. This refers solely to scratch resistance at normal weather impact and when recommended cleaning instructions have been followed.  
For a period of 10 years, light transmission measured in accordance with ASTM D 1003 shall not decrease by more than 10% in comparison with the original value.  
For a period of 10 years, the yellowness index, measured in accordance with ASTM E 313-96 shall change less than 10 units in comparison with the original value. For opal tints, the yellowness index shall change less than 19 units in comparison with the original value.
3. Warranty is not valid for unprotected edges. In case of unprotected edge, the warranty is only valid a minimum of 50mm from the edge.
4. The **ROCKGLASS** sheet or Security Panel must be handled, stored, installed and cleaned as recommended by ClearSecure.
5. **ROCKGLASS** Security Panels must be installed as per instructions provided by ClearSecure, or warranty may be void.
6. If the sheet has been machined, the warranty is only valid for transparency and yellowing according to the terms above. The warranty is not valid for thermoformed or cold-bent **ROCKGLASS** sheets.
7. The starting date of warranty will be the date of original purchase and remains valid to the original purchaser only.



All warranty claims must include proof of purchase indicating the purchase date.  
(copy of original invoice is preferred)

8. All claims must be made within 28 days of the alleged failure. All claims submitted must include clear pictures taken from multiple angles.
9. The **ROCKGLASS** must not have been removed from its original installed location before an inspection by ClearSecure has occurred.  
In addition, ClearSecure reserves the right to independently investigate the circumstances that lead to the failure.
10. Re-installation or fabrication expenses, and more generally, any other claims for damage or loss, either direct, indirect, or consequential, whatever the cause thereof, are expressly excluded from this warranty.  
Damage occurring from any blunt force, or any form of vandalism (including but not limited to attempted break ins, obvious impact marks from hammers, crow bars, pipes, bats, rocks, etc.) will not be covered by warranty.
11. If warranty claim is approved, a replacement sheet of **ROCKGLASS** or replacement Security Panel will be provided to customer at no charge.  
This warranty does not cover any shipping/freight, fabrication, or installation expenses.  
Any such expenses are the responsibility of the customer.
12. If warranty claim is approved, ClearSecure shall replace the material, or part of it, according to the following conditions:

**Time since purchase date = percentage of replacement warranty.**

Until the 5<sup>th</sup> year    **100%**

During the 6<sup>th</sup> year    **75%**

During the 7<sup>th</sup> year    **60%**

During the 8<sup>th</sup> year    **45%**

During the 9<sup>th</sup> year    **30%**

During the 10<sup>th</sup> year    **15%**