Advanced Sealed Units Ltd provides a standard warranty of **five years** on all sealed units we supply. This warranty sits alongside our Terms & Conditions, and is the standard warranty referred to in clause 7.2 of those conditions.

Warranty period

The warranty period begins on the date of manufacture, which is shown on the order invoice. An invoice is required as proof of purchase and to validate the warranty — without a valid invoice the warranty may be treated as void.

Units are only covered where they have been installed and glazed in accordance with the component and system requirements and the relevant British Standards.

What is covered

Failure of the hermetic seal of the sealed unit, resulting in condensation or moisture between the panes of glass under normal conditions of use.

Defects reported on collection or delivery which fall within Glass and Glazing Federation guidelines are also covered. Visual assessment follows BS EN 1279-1 as set out in clause 13.1 of our Terms & Conditions.

Exclusions

This warranty does not cover:

- breakage, cracking or damage caused after delivery;
- units that have been incorrectly installed, handled or stored;
- damage resulting from building movement, structural defects or external forces;
- units subjected to abnormal stress, including thermal stress arising from an inappropriate glazing specification;
- scratches, chips or other surface damage reported after installation;
- failure caused by inadequate frame drainage, ventilation or maintenance; and
- any unit altered, modified or repaired without our prior written consent.

Making a claim

- Claims must be submitted in writing with supporting evidence, including photographs and the original invoice.
- We reserve the right to inspect the unit, or to ask for it to be returned, before accepting any claim.
- Our liability under this warranty is limited to replacing the defective sealed unit. It does not extend to installation, removal or any consequential costs.
- A replacement unit does not extend the original warranty period.

To start a claim, email enquiry@asu.ltd or call 01707 251005.

General

This warranty is non-transferable and applies only to the original purchaser, unless otherwise agreed in writing. All products must be paid for in full, as per invoice, for the warranty to be valid.

Contact

Advanced Sealed Units Ltd, Capital Connect, Bay 3, Travellers Lane, Welham Green, Hatfield, AL9 7HF.
Telephone 01707 251005.
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