



Terms and conditions of the Glassiled® system warranties

Guarantee GLASSILED® – WAR 04/2025

1. Introduction

This warranty document (the "Warranty Document") sets forth the terms and conditions of the warranties applicable to the hardware components and software of the Glassiled System supplied by the provider (the "Provider") to its client (the "Client").

This Glassiled Warranty Document includes the terms of:

- the standard Glassiled warranty (the "Standard Glassiled Warranty"); and
- the terms of the extended Glassiled Warranty (the "Extended Glassiled Warranty" and together with the Standard Glassiled Warranty, the "Warranty").

The Extended Glassiled Warranty will apply only if the agreement entered into between the Provider and the Client specifies that the Extended Glassiled Warranty is applicable.

2. Scope of the warranties

2.1. System components to which the Warranties apply

This Warranty Document applies to:

- (i) the Glassiled System hardware components which are supplied by Provider (the "Components"); and
- (ii) the System software of the Glassiled System (the "Software").

The Components comprise the following:

- (i) the glass (IGU and/or LGU) to the extent provided by Provider;
- (ii) dynamic functionality (LED panels);
- (iii) electronic and electrical components (controllers and power supply);
- (iv) connectors, cabling and electrical wiring; and
- (v) spare parts of Components provided by Provider.

The Software includes :

- (vi) the firmware programmed in the PDS;
- (vii) the firmware programmed in the MCU;
- (viii) A basic scheduling program;

2.2. Components / services which do not fall within the scope of the Warranties

The Warranties shall not apply to components and/or services which are provided by the Client itself or by any third parties including, but not limited to:

- (i) the frame, framing activity and the installation of the cabling within the frame which shall be carried out under the responsibility of the window manufacturer;
- (ii) in structural glazing systems, the design of the structural glazing support including structural silicone joint dimension (glass to metal support) which is the responsibility of the structural glazing designer and, in particular Provider shall assume no responsibility for adhesive or cohesive failure of structural seals;
- (iii) profiles and façade;
- (iv) installation services performed by any other party than the Provider, its subcontractors, or the Provider's approved/authorized subcontractors;
- (v) the choice of the glass to be used with the System unless the Provider has specifically and expressly granted any Warranties in connection therewith; and
- (vi) glass to the extent provided by third-parties

3. Warranties

3.1. Component Warranties

The Provider grants for the Warranty Period the following warranties set forth in the table below in respect of the Components (together the "Warranties") to the Client only:

Component	Warranty
the glass (IGU and/or LGU)	Please refer to the warranties set forth in the Annexes "Warranty of Insulating Glass Unit" "Warranty of Laminated glass" "Warranty of Coated Glass" provided by the glass supplier.
Dynamic functionality	The warranty will apply in respect of a glass panel if more than 3% of LEDs fail on such glass panel. LED failing means the led emits no more light.
Electronic and electrical components: PDS & MCU	All glass panels are ON and can play dynamic content

3.2. Warranty provisions for software

The Provider warrants for the Warranty Period specified below that the Software written by the Provider and the Provider suppliers shall perform substantially in accordance with the Provider's standard sales specifications. Client accepts that software is inherently susceptible to bugs and errors.

Certain of the software provided as part of the Glassiled system are third party software and are supplied by the Provider on an "as-is" basis without any warranty of any kind either express or implied. However, the Provider shall assign the Client, insofar as it is able to do so, the benefit of any warranty, express or implied, contained in its agreement with the licensor.

The software provided by the Provider to the Client shall remain the property of the Provider or the licensor at all times. The Client shall at all times comply with terms and conditions of the license imposed by the Provider or the licensor.

3.3. No other Warranties

The Warranties are the sole warranties made by provider in respect of the Components and the provider expressly disclaims any other express or implied warranties including any warranties of merchantability or fitness for use.

4. Term of the Warranties

4.1. Beginning of the Warranty Period

The beginning of the Warranty period shall correspond to the earlier of :

- (i) the date of the signature of the Glassiled system acceptance certificate by the Parties;
- (ii) As soon as the building on which the System has been installed is occupied or at which the System is operated; or
- (iii) three (3) months after the delivery date of the Component (or the agreed delivery date if Client fails to take delivery of the Components).

4.2. Term of the Standard Glassiled Warranty

The Warranties shall apply for a period of two years, unless a different Warranty period is set.

4.3. Term of the Extended Glassiled Warranty

The Extended Glassiled Warranty shall apply for a period of five years beginning on the date determined by the definition of 4.1

4.4. Warranty after expiration

After expiration of a Warranty, the Provider and the Client may, at Client's request, negotiate in good faith the scope and mutually acceptable terms and conditions for after sales services to be provided by the Provider.

5. Limitation of liability

The Provider shall not be liable for indirect, incidental, special, punitive, or consequential damages or loss of profit such as, but not limited to, damage to, or losses to other tangible property or equipment, loss of profits or revenue, cost of capital, cost of purchase or replacement of goods, or claims by the Client or its end-user for service interruptions or reputational damage.

The liability of the Provider for direct damages whether arising out of contract, negligence, strict liability, warranty, or otherwise, shall not exceed the price of the Components purchased.

6. Warranty Conditions and Exclusions

The Warranties shall apply only to the extent the System in its entirety or any Components thereof have:

- (i) been designed by the Provider or its authorized subcontractor; and
- (ii) been transported and stored at all times in the original packaging in accordance with the instructions specified by the Provider (e.g. covered and secure location, minimum/maximum temperature, minimum/maximum humidity) and, in the absence of precise instructions, in conditions consistent with generally accepted practice for these types of products; and

- (iii) been installed and commissioned directly by the Provider or its authorized subcontractors, or strictly in accordance with the instructions given by the Provider; and
- (iv) been handled at all times in accordance with the Provider's instructions or, in the absence thereof, at least with due care and caution consistent with generally accepted practice for these types of products; or
- (v) not been subject of any unauthorized access, alteration, tampering, modification, repair or attempted repair; and
- (vi) been used in a normal manner at all times for the System's or the Component's intended purpose and operated in strict accordance with the operating instructions set forth in the technical specifications and shall not have been otherwise misused, abused or damaged. For the purpose of this agreement: Whereby used in a normal manner shall be deemed to mean regular, ordinary and routine usage of the System and/or the Components as intended and/or recommended by the Provider; and
- (vii) been maintained at all times in accordance with the Provider's instructions or, in absence thereof, at least with intervals and in a manner consistent with generally accepted practice for this type of products; and
- (viii) not been connected to or used in combination with other products or equipment (hardware and/or software), which have not been approved by the Provider.
- (ix) in respect to the glass subject to any other conditions described in the Annexes
 "Warranty of Insulating Glass Unit"
 "Warranty of Laminated glass"
 "Warranty of Coated Glass" provided by the glass supplier.

The Warranties shall not apply to:

- (i) normal wear and tear; it being understood that a failure in excess of 3% of LEDs per Glassiled panel shall not be deemed to constitute normal wear and tear; or
- (ii) the effects of building construction outside the responsibility field of the Provider; or
- (iii) scratches or abrasions other than due to the Provider; or
- (iv) in case damage caused by excessive application of electrical power or improper power connection, use of incorrect voltage lines, fuses, circuit breakers.; or
- (v) in case of removal or alteration of serial number, warning labels or protection devices; or
- (vi) installation of non-Provider-certified or system-compliant replacement parts, hardware or software procured from non-authorized sources; or
- (vii) use of high-pressure washes or exposure to concentrated detergents or other chemical agents or solvents, and damage caused by cleaners, solvents, acids, alkalis, or any other chemical used on or around the system components; or
- (viii) use of a spark-type analyzer to measure IGU gas content; or
- (ix) excessive heat or humidity exceeding limitations as specified in the system technical documentation; or
- (x) any force majeure event which shall mean any event or circumstance beyond the reasonable control of a party which prevents or delays the performance of any of its obligations under this Warranty. Such events include, but are not limited to: natural disasters (such as earthquakes, storms, floods, lightning), fire, explosion, war, terrorism, civil unrest, vandalism, epidemic or pandemic, government action, embargoes, power failures, cyberattacks, industrial disputes, or any other unforeseeable circumstances which make the performance of contractual obligations impossible or unreasonably burdensome.

The affected party shall notify the other party in writing without undue delay and shall use reasonable efforts to mitigate the effects of such event. The performance of the affected obligations shall be suspended for the duration of the force majeure event; or

- (xi) any action of negligence on the part of the Client and/or any third party (including without limitation Client's employees, customers, agents, carriers and contractors) whether intentional or not; or
- (x) in respect to the glass in any other circumstances described in the Annexes
 - "Warranty of Insulating Glass Unit"
 - "Warranty of Laminated Glass"
 - "Warranty of Coated Glass" provided by the glass supplier.

In such case the Warranty shall be void and the repair or replacement of the products or any part thereof shall be at Client's cost.

In the event the Client fails to pay any amount to the Provider when due, including system delivery & installation or yearly Service contract fees, the Provider may refuse to perform any intervention under the warranty period until full payment of all overdue amounts or until satisfactory security has been received from the Client.

7. Warranty Procedures and Remedies

7.1. Claims under the Warranties

Any claim under the Warranties must be notified to the Provider in writing (in accordance with agreed communication channels e.g., email to client support team) within eight (8) days from the moment the defect or failure has been discovered or noticed the first time.

To determine whether the conditions for the Warranties apply, the Provider reserves the right, among others, (i) to use all the data in its possession including data compiled in respect of the Glassiled System, (ii) to inspect in the field any warranty claim or (iii) to request that the defective Component be returned to it for analysis.

Both Provider and Supplier shall be entitled to send personnel to investigate the cause of any defect and the responsibility of the parties in connection therewith.

If the Parties cannot agree on the (cause of) the defect and whether the Provider is liable under the Warranties, they shall appoint an independent expert. Failing agreement on the identity of such expert, either Party may request the appointment of the expert by the President of the Commercial Court of Brussels, in each case having the appropriate authorizations, equipment and experience for the type of System or Component(s) involved.

The conclusions of the independent expert shall be final and binding upon the Parties. The Client shall bear the costs and fees of the independent expert's audit. The Provider shall however be required to reimburse to the Client said costs and fees if the independent expert's audit concludes to that the Warranties apply to the defective Component or Software.

7.2. Remedies under the Warranties

If during the Warranty Period a Component or Software, fails to meet any of the Warranties then the Provider shall, as its sole option and cost, either:

- (i) Repair or correct the faulty Component or Software; or
- (ii) Replace the Component or Software. A replacement part shall be at least functionally equivalent to the original part; or

(iii) Refund the price paid for the defective Component or Software.

The Provider shall provide the abovementioned remedies promptly and within the timing indicated below:

Product	Maximum timing (provided all necessary conditions are in place)
The glass (IGU and/or LGU)	Maximum 40 work days to deliver FCA the new glass (not including holiday periods)
Electronic and electrical components: PDS & MCU	20 work days to deliver FCA the new material configured for the project (not including holiday periods)

The repair or replacement under the Warranties covers the cost of materials and labor.

Any replacement or repair shall, to the extent applicable, occur on the same terms and conditions (including delivery and installation terms and conditions) as those set forth in the sales contract and in any service level agreements in respect of the relevant Component or Software. If other terms and conditions are requested by Client, a quotation can be provided. For the avoidance of doubt, unless the terms and conditions of the Extended Glassiled Warranty apply, the removal and re-installation of any defective Components shall be carried by the Client under its own responsibility and at its own cost.

Replacement or repaired glass panels will be identical to the defective glass panels but will not contain argon gas in the case they are locally repaired.

To the extent any reprogramming of the panels is required, such reprogramming is carried out by Provider at a distance and Provider shall provide Client with its requirements in order to do so.

The remedies set forth above shall constitute Client's sole and exclusive remedies in connection with the breach of any Warranties and the Provider's sole and exclusive obligations in respect of the Warranties.

Upon Provider's request, Provider shall be entitled to proceed with any repair or replacement work within Client's facilities.

7.3. Removal and Re-installation under the Extended Glassiled Warranty

If the Extended Glassiled Warranty applies, the removal and re-installation of any defective Components shall occur under the following terms and conditions:

- (a) the removal and re-installation of defective glass panels under the Extended Glassiled Warranty may only be triggered if six or more lines of LEDs are broken (ie., either emitting no light) (an "Urgent Repair"); if that is the case, panels which are subject to a non-urgent repair shall be removed at the same time of the glass panels affected by an Urgent Repair;
- (b) the Client shall be fully responsible for proceeding with the removal and re-installation of any defective Components including the cost of all labor and supplies (other than the costs for providing replacement or repaired Components which fall within Provider's responsibility);
- (c) the Provider shall reimburse the Client for all the costs incurred under (a) above on a flat rate basis in the following amounts:
 - EUR 4,200 (including taxes) for the removal and re-installation of a single glass panel
 - EUR 3,000 (including taxes) for each additional panel removed at the same time.

These amounts may be fixed in local currency in the agreement with the Client. In case of international agreements denominated in a different currency, the equivalent value shall apply based on the exchange rate published by the European Central Bank on the date of invoicing.

- (d) Notwithstanding paragraph (b) above, Provider shall in no case be responsible for, or indemnify the Client for any costs incurred, in connection with for the removal and re-installation of any defective PDS modules which shall remain the sole responsibility of Client.
- (e) Upon Client's request Provider shall provide a reasonable level of training to Client's personnel in order to proceed with the removal and re-installation of any defective glass panels and PDS modules.
- (f) Except as otherwise set forth in this sub-section 7.3, Provider shall have no further obligations of any nature in connection with the removal and re-installation of defective products.

7.4. Repair and/or return to the Provider of defective product or parts

In no event shall the Client return a defective Component or part thereof to the Provider without Provider's prior written approval.

In the event the Provider authorizes the return of the defective component, the returned component must be packed properly.

In the event the Provider decides to perform the repair or replacement on-site, the Client shall, at its expense, be responsible for providing access to the site and all system components in a safe manner. This might include access to equipment such as, but not limited to, scissor lifts, crane, scaffold, façade elevator, should they be required. At the Provider's request, the replaced system components shall be returned to the Provider.

7.5. Warranty period for repaired or replaced Components or parts thereof

The terms and conditions of the Warranties shall apply to a repaired or replaced Component or Software or a part thereof during the remainder of the Warranty Period applying to the original Component and/or Software.

7.6. Replacement Stock

A safety stock in the percentage agreed in the agreement between the Client and Provider shall be delivered to Client by Provider at the time agreed in the agreement (the "Replacement Stock").

The Replacement Stock shall be held by Client in its premises at its risk and under its own responsibility at no cost to the Provider.

Upon any defect in the products occurring falling within the scope of the Warranties, the Provider may instruct the Client to use the Replacement Stock for the purposes of replacing the defective products. The Replacement Stock may not be used for any other purposes and without Provider's consent during the term of the Warranties.

8. Governing law and jurisdiction

All issues, questions and disputes concerning the validity, interpretation, enforcement, performance or termination of the Warranties shall be governed by and construed in accordance with the law explicitly designated in the agreement entered into with the Client. If no such law is specified, the Warranty shall be governed by Belgian law.

Any dispute concerning the validity, interpretation, enforcement, performance or termination of the Agreement shall be submitted to the exclusive jurisdiction of the courts designated in the agreement entered into with the Client. In the absence of such designation, the courts of Brussels, Belgium shall have exclusive jurisdiction.

Annex 1

Warranty of Insulating Glass Unit

Guarantee GLASSILED® – WAR 04/2025

WARRANTY CONDITIONS DOUBLE GLAZING

1. Conditions and duration

Soltech guarantees that, for a period of 10 years as of the date of manufacture of the initial supply, there will be no deterioration of vision due to condensation forming or dust settling on the inner surfaces of the insulating glazing unit.

This warranty does not cover breakage of or cracks in the glazing unit, nor does it cover replacement glazing units that have become defective after the expiry of the warranty on the initial glazing unit.

2. Claims under this warranty

In the event of a claim, this warranty card must be presented to your supplier.

After our technical services have examined the claim and found it justified, Soltech undertakes to:

- deliver replacement glazing units free of charge to the location of initial supply as detailed in the invoice.

Installation costs are not covered by the warranty.

3. Limitations

This warranty is void if:

- the insulating glazing units were not transported, stored, installed and/or maintained in accordance with our requirements, the requirements set out in NBN S 23-002/A1/AC, NBN S 23-002 and NBN S 23-002-03 or the rules applicable in Belgium.
- The installed insulating glazing was not transported, stored,
- installed and maintained in accordance with the requirements of TV 221;
- the glazing units supplied were damaged or modified, either intentionally or unintentionally, by any subsequent interior or exterior processing (notching, cutting, edge treatment, film application);
- water (from condensation or infiltration) has been allowed to stagnate in the rebate;
- the glazing units were subjected to abnormal stresses caused by building movements, poor window frame operation, horizontal storage, etc.;

This warranty is provided to the exclusion of any other warranty, express or implied.

PROPERTIES OF INSULATING GLAZING

1. Interference fringes

Interference fringes are a naturally occurring phenomenon whereby iridescent stains, stripes and patterns are visible when the glass is viewed from certain angles.

The various surfaces of an insulating glazing unit split daylight into the colours of the rainbow.

This relatively rare phenomenon has nothing to do with a defect in the glass or oil/grease on the surface of the glass. Pressing on the glass will cause the pattern to move, which would not happen if the glass were actually stained.

Applying an enhanced thermal insulation coating or a solar control coating to the glass greatly reduces the risk of interference fringes.

2. Thermal breakage

Glass can break due to mechanical impact, but it can also break due to thermal shock. Thermal stress results when one area of the glass pane gets hotter than an adjacent area (this can be caused, for instance, by shadow cast on the glass or air conditioning). If the stress is too great, then the glass will crack. The risk of thermal breakage can be prevented by toughening the glass.

The manufacturer cannot be held liable for mechanical or thermal breakage.

3. Atmospheric conditions

During manufacture, insulating glazing units are hermetically sealed at the barometric pressure and ambient temperature conditions in the factory. Once installed, glazing units are subjected to atmospheric pressures and temperatures which vary from one day the next and which differ from the conditions present during the production process. As a result, the width of the space between the glass components is subject to negligible changes that can be observed as a slight distortion of reflected images.

The manufacturer cannot be held liable for these intermittent visual phenomena.

4. Condensation

Condensation should never appear between the two or three panes of glass in an insulating glazing unit. The 10-year warranty on insulating glazing units covers this risk.

However, while the risk of condensation appearing on the inside surface of the glass (i.e. the surface facing into the room) is slight, it cannot be ruled out completely. Condensation depends on the indoor temperature, outdoor temperature and humidity level in the room. It is not due to a defect in the insulating glazing unit. It is often the result of inadequate ventilation.

In insulating glazing units that deliver a very high level of thermal insulation, condensation may appear on the external surface of the glazing unit during certain times of year. Condensation appears under very specific humidity conditions, forming on all cold surfaces.

The presence of condensation is proof that your glazing is providing excellent insulation, since the external glass pane is not warming up due to heat emanating from indoors. This condensation will disappear on its own during the day.

5. Maintenance

The seal in the rebate must be maintained, since it contracts with age. This could allow water to seep into the rebate and seriously damage the frame and glazing. Such damage is not covered by the warranty.

The weepholes (condensation outlets) must also be kept clean and unobstructed to ensure optimal ventilation.

If in doubt, consult your glass professional.



Annex 2 Warranty of Laminated Glass

Guarantee GLASSILED® – WAR 04/2025

WARRANTY OF LAMINATED GLASS

1. Scope of Warranty

This warranty applies to laminated glass products provided by Soltech NV, using EVA (ethylene-vinyl acetate), PVB (polyvinyl butyral), or other interlayer technologies (such as LOCA – Liquid Optically Clear Adhesive) depending on the product specification and project requirements.

The warranty covers the optical, structural, and functional integrity of the laminated glass under normal and intended use.

2. Warranty Coverage

Soltech NV warrants that for a period of five (5) years from the date of delivery, the laminated glass shall not exhibit:

- Delamination between the glass layers;
- Significant visual defects (e.g., haze, bubbling, or yellowing) not inherent to laminated glass;
- Adhesion failure between glass and interlayer;
- Interlayer migration beyond acceptable optical norms.

3. Conditions for Validity

This warranty applies only when:

- The laminated glass was installed in accordance with Soltech NV's and the interlayer manufacturer's guidelines;
- The product was not cut, ground, drilled, or otherwise modified after lamination;
- The interlayer has been installed in such a way that prolonged edge exposure to standing water or unfiltered UV radiation is avoided, through the use of proper framing, edge protection, and UV-stabilized materials in line with good industry practice for exterior applications.
- The interlayer was protected from aggressive chemicals (e.g., acids, ammonia, silicones or other materials not compatible with the interlayer);
- The framing system provides proper drainage and ventilation to avoid water stagnation;
- The product was not subject to impact, excessive thermal stress, or mechanical loads beyond its rating.

4. Exclusions

The warranty shall not apply in the event of:

- Glass breakage due to impact, thermal shock, or installation-related stress;
- Use of unapproved sealants, adhesives, or films;
- Inadequate framing or poor water management;
- Visual imperfections allowed by industry standards (e.g., slight optical distortion, interlayer edge flow);
- Damage from force majeure events (see general warranty document).

5. Remedies

In case of validated warranty claim:

- Soltech NV shall, at its discretion, either replace the defective glass free of charge at the place of original supply, or refund the original purchase price.
- This warranty does not cover re-installation, labor, or transport costs unless explicitly agreed in writing.

6. Duration & Replacements

This warranty is valid for five (5) years from delivery. Any replacement product will carry only the remaining term of the original warranty.

7. Transferability

This warranty is non-transferable, unless agreed otherwise by Soltech NV in writing upon change of ownership or building transfer.

8. Notes on Interlayer Use

For most projects, laminated glass is supplied using EVA (ethylene-vinyl acetate) interlayers due to their excellent durability and moisture resistance. In specific cases, PVB (polyvinyl butyral) laminated glass may be supplied and is also covered under the same warranty terms, provided the above conditions are met.

On a project-by-project basis, alternative interlayer technologies may be proposed — such as LOCA (Liquid Optically Clear Adhesive) or other advanced materials — depending on design constraints, optical performance requirements, or integration with LED components. These alternatives are likewise covered under the same warranty conditions, provided their usage, encapsulation and edge protection comply with Soltech NV's technical guidelines and best industry practices.