

SPECIAL NOTES

GLASS RAILING

Technology

For production-related reasons, colour deviations are often unavoidable, especially in the case of subsequent orders or in the colouring of glass and metal surfaces, and are therefore no grounds for complaint.

In the case of LSG made of TSG or HSG as well as model panes, an edge or drill hole offset up to 3 mm may occur (V-joint). This is production-related and is not grounds for complaint. Delamination is a sign of ageing with laminated safety glass. On our website, you will find detailed information about how to delay this effect.

Please note that the fastening surface must have a sufficient load-bearing capacity.

The planning and execution of sealing work is to be rendered exclusively by the customer, who is also responsible for this work.

A handrail is generally recommended, as it offers the following advantages:

- » The handrail serves as an edge protector.
- » In the event of the failure of a spandrel panel, the handrail bears the residual stability of the failed glass and transmits the forces to the intact parapet elements.
- » In particular in the outdoor area, LSG delamination is delayed.

Any handrail connectors required are not included in our scope of supply. Prices for handrail accessories according to Uni price list. Small parts (e.g. shims) for compensating unevenness, screw locks and necessary fastening distances must be chosen by the customer.

All detailed drawings sent by us are non-binding.

Rendering of services incl. planning services

Our preferred format is dwg or dxf for the project drawings required for the planning. For the creation of the approval drawings, we require approx. five working days starting from the return of the order confirmation and dimensional clarity. The approval drawing created by us, including one revision, forms the basis of the execution. The production starts immediately after receipt of the signed approval drawing.

Rendering of services according to planning manual (excluding planning services)

The static design, compliance with standards and local building regulations as well as all project-related requirements

and prerequisites are handled independently by the customer on his own responsibility according to the planning manual when placing orders. The information is neither examined nor checked for plausibility by Glas Marte.

The prices apply taking based on the planning manual and use of the order forms included. Deviating custom solutions, technical support services or technical order processing are calculated based on a design fee in accordance with outlay.

Transport

The materials are delivered lashed to transport frames, by means of our own trucks or by a freight forwarder of our choice, ready to unload at the destination. Personal acceptance is required in case of delivery to a building site. In case of absence, the performance is deemed to have been properly delivered.

In the case of trade goods, we are dependent on our suppliers. We entirely reject claims arising from delivery delays.

The transport and the packaging of all your orders are based on technical and economic criteria. Individual packaging requests cause additional costs and must be made at the latest when ordering.

Payment

The quotation is subject to a positive creditworthiness check. In the case of a negative creditworthiness check, deposits must be paid before execution. The payment deadlines (partial and final invoices) shall be mutually defined.

After handover

The prerequisites for warranty and liability claims are appropriate and careful use, value-conserving maintenance, regular inspection and adherence to the recommendations for cleaning and care.

In the case of glass breakage or coarse edge damage or other circumstances that do not correspond to the perfect initial condition, allowing for natural signs of ageing, the installer must be informed and, if necessary, remedial action is to be carried out as soon as possible. As a precaution in the case of structural damage, we recommend that you prevent access to these areas or cordon off the danger areas.

Please note the information sheets on our website: <https://www.glasmarte.at/de/downloads> (Delamination bei VSG, Hinweise zur Wandverkleidung mit Glas, Sicherheitsglas: Normen & Bearbeitungsmöglichkeiten, Reinigungs- und Pflegehinweise, etc.)