Warranty

Laminated Glass

October 2025

EI GLASS TECHNOLOGY COMPANY .LTD
No. 7A, Street No. 11, Thu Duc Ward,
Ho Chi Minh City, Viet Nam
Tel: +84 971 848 880
eitechglass@gmail.com | fireglass.vn

Warranty

ETG Laminated Glass

EI Glass Technology Company .Ltd ("ETG") (and any of its subsidiaries, divisions, affiliates, relates and associated companies, trusts & other entities and/or any successors and/or assigns) (“The Supplier”) hereby supplies to the Buyer the following warranty in respect of its Product ETG Insulated Glass Units (“the Product”) which is to be read at all times together with, and subject to, the ETG “Standard Terms & Conditions of Trade”.

1. The Product is covered under the warranty contained in the following clauses for a period of 5 years from the date of manufacture, free of:

a) edge separation or delamination other than that which occurs within 20mm of the glass edges

b) Visible or visual defects, inclusions or faults that can be seen from a distance of at least 3 metres and which are not within the acceptable limits set out in TCVN 7364:2018: “Glass in building – Laminated safety glass”, effective at the time of manufacture.

2. ETG warrants that the Product conforms to TCVN 7364:2018: “Glass in building – Laminated safety glass” and also the relevant thickness, quality, and dimensional requirements of TCVN 7455:2013: “Glass in building – Heat treated glass”. When requested by the Buyer at the time of contract, the Product can bear permanent identification marking or equivalent Certificate.

3. ETG warrants that it will replace and deliver to the original point of delivery to the Buyer, all Products free of charge which in the opinion of EI Glass Technology Company .Ltd, but not otherwise, is of faulty manufacture.

4. This warranty provides free replacement of Product or refund of the original invoice value, accepts no liability for personal injury, loss, claims, property damage, or labour, material, or other costs, however caused or arising, whether direct or indirect.

5. Any component of the Product is covered under the warranty contained in the following clauses, free of:

a) visible or visual defects, inclusions or faults which are not within the acceptable limits set out in TCVN 7455:2013 Quality requirements for cut-to-size and processed glass, or, TCVN 7364:2018: “Glass in building – Laminated safety glass” effective at the time of manufacture.

b) edge separation or delamination of any laminated Products within the IGU, other than that which occurs within 20mm of the glass edges.

c) The glass used in the Product is manufactured by ETG, and if sourced externally confirmed in writing or warranted by the supplier to comply with ETG product specifications. Compatibility and adhesion tests have been carried out between the glass and the interlayer.

d) The buyer acknowledges that the product is protected from contact with any foreign objects, metals, or materials likely to cause damage to it.

e) The buyer acknowledges that the product is not exposed to chemical fumes or gases other than those present in normal clear atmospheric air, nor is exposed to prolonged exposure to water or moisture which may cause rainbow type staining, nor is exposed to radiation of any type, other than normal sunlight.

f) The buyer acknowledges that the Heat Soaking of glass has been requested from the Buyer if specified and/or recommended by ETG. Note that Spontaneous Breakage due to inclusions in the raw glass material (eg. Nickel Sulfide) are not covered under warranty and Heat Soaking does not guarantee the absence of inclusions.

g) The Product is installed in a manner that prevents prolonged contact with moisture at the glass edge.

h) The Product is not installed where temperatures greater than 70°C are likely to be experienced.

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i) Any sealant used in glazing is compatible with the laminated glass interlayer.

j) Any replacement product supplied pursuant to this warranty shall be warranted only until the expiration of the warranty period for the product originally supplied.

k) It is the buyer's responsibility to request a thermal assessment for products prone to risk of thermal breakage, such as coated and tinted solar absorbing products.

l) A thermal assessment will evaluate the probability of high energy thermal breaks occurring in the design. Low energy thermal breaks, which largely occur due to faults on edges cannot be covered in thermal assessments, and to this end it is the buyer's responsibility to ensure that products at risk (Ie coated and tinted solar absorbing products) are not glazed when damaged or shelled. This risk can be negated by specifying heat strengthened or toughened products or reduced by polishing.

m) It is the buyer's responsibility to accept recommendations made in the thermal assessment.

n) Slight colour variations in glass can occur in glass products due to minor variations in glass batching, iron content in sands, coating compositions and/or manufacturing conditions. This needs to be considered by the buyer particularly when ordering product over time in the same façade or design.

6. ETG reserves the right to inspect in the field any glass which is alleged to be defective, and which is subject to a claim under this warranty, any relevant TCVN Standard or Vietnam Consumer Law.

7. This warranty does not limit or affect any rights a purchaser has under Vietnam Consumer Law.

Effective October 2025

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