

Seaglaze Marine Windows Ltd is a bespoke manufacturing business and we pride ourselves both on the quality of our work and the finish of our products. However, the uniqueness of our components and the methods that we use can occasionally produce unavoidable minor flaws. Please be assured that we will endeavour to avoid sending you any defective products and all due care and attention is consistently applied to all of our work.

There are a number of common issues that have been brought to our attention by our customers which are beyond our control. However, we will always treat each issue individually and strive to correct it to the best of our ability. Outlined below are a number of these issues that may cause initial concern, but for which Seaglaze cannot be held responsible for, and will not accept as a reasonable cause for rejection.

1. Anodising (version 1.0)

- (a) This procedure is carried out externally and produces a commercially tough finish. The metal is subjected to a number of chemical processes making it very durable meaning when scratched, corrosion will not spread.
- (b) Blotches, hues and scratches can occur on the finished article due to the nature of the anodising process so the overall finish may not be free of imperfection. Due to the production process, different metals and batches can result in varied visual colouring. Linear oil marks can also appear during the external process.
- (c) Most frames and leafs cannot be re-anodised due to the extremely aggressive nature of the anodising process as this will strip drill holes etc.
- (d) Anodising will by default produce a silver satin finish. For large orders, other colours are available although there is a considerable premium.
- (e) Panels are particularly difficult to achieve an even finish on, therefore there is a significant probability of some slight defect although this is minimised throughout the manufacturing process.
- (f) Scratches that may occur and cannot be grounds for rejection are:
 - (i) Frames: surface scratches (no bare aluminium showing) max 30mm.
 - (ii) Frames: deep scratches (bare aluminium showing) max 15mm.
 - (iii) Panels: surface scratches (no bare aluminium showing) max 80mm.
 - (iv) Panels: deep scratches (bare aluminium showing) max 20mm.
 - (v) Grind marks and any other permanent markings from the machinery used during anodising.

2. Powder Paint (version 1.0)

- (a) Seaglaze has its own Power Paint facility. This process produces a better visual finish and is available in a range of colours and gloss.
- (b) This process will leave the metal less resistant to heavy scratching and marked corrosion can occur in the form of bubbling which may spread several cm from the original fracture.
- (c) In order to ensure the best corrosion prevention, all drilling takes place before painting. If the paint seal is broken after production, this is through no fault of our own.
- (c) Due to the nature of this process, minor pieces of fluff can stick to the paint whilst it is cooling. This is a common occurrence and needs to be expected.
- (d) Scratches that may occur and cannot be grounds for rejection are:
 - (i) Frames: surface scratches (no bare aluminium showing) max 10mm.
 - (ii) Frames: deep scratches (bare aluminium showing) max 5mm.
 - (iii) Panels: surface scratches (no bare aluminium showing) max 20mm.
 - (iv) Panels: deep scratches (bare aluminium showing) max 10mm.

3. Glass (version 1.0)

- (a) All of our glass is assessed according to the Glass Standards regulations. A visual inspection is carried out by looking through every piece at 2m in daylight. We consistently strive for better quality although this cannot always be guaranteed.
- (b) All scratches are treated to the best of our ability and every effort is made to polish them in order to minimise any visual imperfections. The edges have to be treated with care as these are too weak for intensive polishing, and the central areas can be prone to dishes, a very gentle bowing of the glass.

(c) All glass must have a logo. The logo will be placed in a sensible position, however all commercial glass manufacturers reserve the right to change the original request in order to achieve maximum efficiency. An inverted or inside out logo will not be accepted as a valid reason for rejection.

(d) Small pits and seers or dimples may occur in the glass. Although we will attempt to polish these out, this cannot be guaranteed.

(e) Roller plucking essentially waves in thicker pieces of glass and cannot be removed.

(f) Laminated or heated double glazed glass can be susceptible to trapped fluff in the interlays and cannot be removed.

4. Tolerance (version 1.0)

- (a) Due to the nature of bespoke manufacturing, a tolerance is required in the exact sizing of our work. Therefore please be advised that there is an expected +2mm / -2mm tolerance unless otherwise explicitly stated.
- (b) If any of our products are to be used in a steel hull, it is essential that we are informed in the early stages. Please be advised that a -4mm / +0mm tolerance is required.
- (c) If you are providing us with templates for patterning, the measurements will need to be precise. Do not assume that the old windows are an exact fit. It is essential that measurements provided to us are as accurate as possible in order to avoid compound errors. If in doubt, please inform us before the production process starts.

5. Ancillaries (version 1.0)

- (a) Spigot holes and drain slots will be placed at our discretion unless specifically stated. In some cases, the boat will trim backwards, therefore these may need to be located further back.
- (b) It is important that all the information provided is accurate and detailed. Please do not assume we have an intimate understanding of your boat's handling and specifications.

6. Hull Thickness (version 1.0)

- (a) The hull thickness is an important factor and it is necessary to know the exact dimensions in order to avoid any unnecessary problems during the fitting stage.
- (b) If the hull is too thin for the windows, damage may occur to the frames when the screws are used. This predominantly occurs on our clamp in range.
- (c) If the hull is too thick for the windows, the screws will be too short to adequately hold the window securely.

7. Shaping of Windows (version 1.0)

- (a) The curvature / roll of a window is a complicated part of the fabrication process due to the angles that need to be achieved. Therefore greater tolerance is required to allow for this.
- (b) Although the windows appear to be malleable, it is easy to damage them by pulling or pushing them out of shape at the fitting stage. It is important to check the aperture template when the window is originally quoted for in order to avoid any subsequent problems with size.
- (c) Mullions and catches are particularly prone to damage and can often separate when being pulled into place.

8. Silicon Bead (version 1.0)

- (a) The silicon bead used to seal in the windows is susceptible to damage from various chemicals including caustic washing powders. It is important to only clean windows with compatible cleaning products otherwise the silicon may need to be replaced.

9. Warranty Period (version 1.0)

- (a) The warranty period is effective for one year from the date of completion of manufacture.
- (b) We are not responsible for any costs incurred in the removal of the item if already fitted, or the transportation of the product in order for any warranty repair work to take place.
- (c) The warranty is instantly void if the product is incorrectly fitted, used in an application that we were not made aware of at the time of manufacture, or if it has been customised in any way.
- (d) We will endeavour to treat each case individually and will strive to find a solution to any problem encountered.
- (e) Please see full Terms and Conditions for further information.