



## **General Terms and Conditions of Sale & Warranty (GTCW) for T-Flame Fire-Rated Glass**

### **1. General Provisions**

1.1 These General Terms and Conditions of Sale & Warranty (GTCW) set forth the principles of cooperation and apply to all T-Flame fire-rated glass products, including insulated glass units.

1.2 The GTCW are part of any quote, price list, sale, delivery, or cooperation contract involving T-Flame fire-rated glass offered by Tecfire. The Customer must sign the GTCW before delivery.

1.3 By placing an order, requesting a quote, entering a delivery or cooperation contract, or engaging in similar activities, the Customer accepts the GTCW. Any changes or deviations from the GTCW require written consent from both parties to be valid.

1.4 If the Customer receives the GTCW with a single order, it's understood that they acknowledge and accept these terms for all future orders.

1.5 The GTCW supersede any general terms and conditions of sale from the Customer as reflected in the quotation.

### **2. Orders**

2.1 T-Flame glass is manufactured based on an order sent to Tecfire. Orders can be placed in writing, electronically, or by fax and must include detailed product specifications, dimensions, and quantities.

2.2 A sales or delivery contract is finalized once Tecfire and the Customer agree upon all key terms. This contract authorizes Tecfire to secure raw materials necessary to manufacture the ordered products.

2.3 Any modifications to the order terms by the Customer require Tecfire's written approval. Otherwise, such changes will be considered invalid and treated as a new order.

2.4 All Tecfire quotes, patterns, catalogs, and advertising materials are for reference only and are non-binding unless otherwise specified by Tecfire. Tecfire reserves the right to adjust specifications and technical parameters before a contract is finalized.

2.5 If the Customer fails to meet payment deadlines or exceeds their credit limit, Tecfire may (i) refuse to process the order or (ii) delay delivery until outstanding debts are cleared.

2.6 Prepayments or advance payments may be applied towards contractual penalties or outstanding liabilities if the Customer cancels or fails to meet the order terms.

2.7 Submitting a complaint does not affect the payment deadlines or product prices.

2.8 Orders are only released once all payments have been received, unless otherwise agreed upon.

### **3. Lead Times**

3.1 All delivery dates provided by Tecfire are estimated and should not be considered fixed deadlines.

3.2 Delays may occur for reasons beyond Tecfire's control, such as:

- Customer's failure to comply with the GTCW.
- Delays in Customer-provided information.
- Unforeseen issues or force majeure events.
- Non-conformities in quality control.

3.3 In cases of delay, the Customer may not cancel the contract or claim damages.

#### **4. Delivery Terms and Conditions**

4.1 Unless otherwise agreed, deliveries will follow Incoterms 2010. Risks and responsibilities transfer to the Customer as specified in these terms.

4.2 Tecfire's liability for loss or damage ends upon loading (for EXW) or once unloading begins (for DAP).

4.3 T-Flame glass is shipped in crates with a "TiltWatch XTR" indicator for tilt monitoring. If the indicator shows red, the Customer must claim any liability or damage with the transport provider.

4.4 Quality and quantity inspections should occur at the designated delivery location.

4.5 Each delivery includes documentation for acceptance and verification.

4.6 The Customer is responsible for reloading goods from Tecfire's delivery to the final destination.

#### **5. Warranty and Complaints**

5.1 **Limited 10-Year Warranty:** Tecfire warrants that T-Flame fire-rated glazing is free from significant vision obstruction due to dust or defects for 10 years. For insulated units, the warranty covers dust, film, or moisture buildup from seal failure.

5.2 Certain visual characteristics inherent to production do not impact performance or justify rejection.

5.3 This warranty excludes damage from mishandling, improper installation, or external causes and only covers product replacement (ex-works) without removal, shipping, or installation costs.

#### **6. Storage Conditions:**

6.1 Store and transport in vertical, dry conditions, avoiding extreme temperatures and direct sunlight. The materials should never be stored outdoors or in any place where temperature is controlled. Heat or UV conditions may cause the fire-rated glass to react. Improper storage is not covered by warranty.

6.2 Warranty is valid only if T-Flame glass is handled and installed per Tecfire guidelines. Unauthorized alterations void the warranty.



6.3 The warranty is nullified if T-Flame glass is not used within certified Tecfire systems.

6.4 T-Flame glass is for controlled environments; extreme heat from blinds or curtains should be avoided.

## **7. Inspections and Complaints**

7.1 The Customer should inspect products upon receipt. Delivery discrepancies, broken glass, or other defects must be noted within 14 calendar days upon receiving materials. All feedback should be sent to Tecfire in writing.

7.2 Complaints about latent defects must be submitted within 2 business days of discovery and before installation. Complaints require a written report and photographic documentation.

7.3 Tecfire reserves the right to evaluate complaints with visual inspections and will respond within 14 days of inspection.

7.4 If Tecfire is liable, it may repair or replace defective items or offer a price reduction, but will not cover incidental or consequential damages.

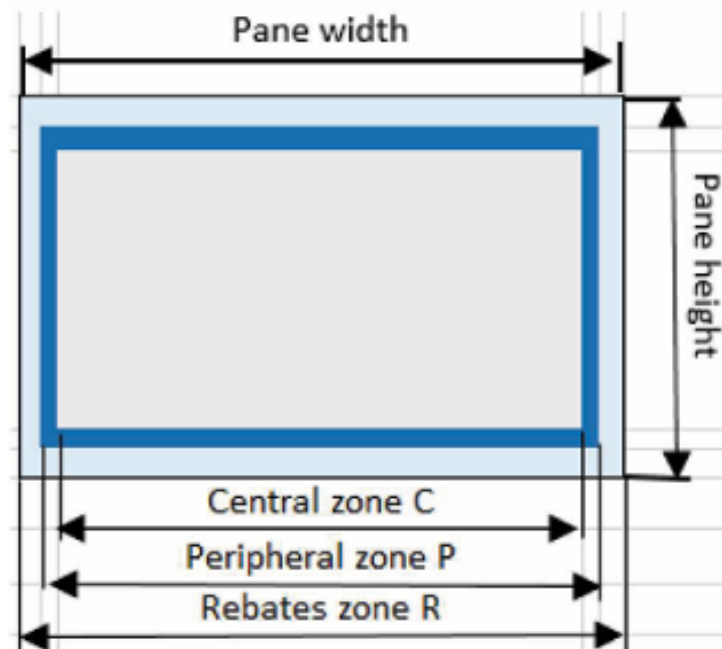
7.5 Complaints do not suspend payment deadlines, and failure to secure products after a complaint may result in dismissal of the claim.

## Appendix 1:

### 1. Quality Inspection of T-Flame Fire-Rated Glass Products

Glass observation must follow EN ISO 12543-6 in diffused daylight from 6 feet.

Permissible defects vary by zone; for example:



<b>Rebate Zone (Zone R)</b> This edge zone extends approximately 0.8 inches (20 mm) from the glass edges.	Minor peripheral defects in this area are acceptable as they do not impact the structural integrity of the glass. Optical quality and defect count in this zone are not evaluated, and edge damage here does not affect stability.
<b>Peripheral Zone (Zone P)</b> This zone	- Allowed defects include bubbles up to 0.12 inches (3 mm) in size, inclusions, and slight variations in layer uniformity.

covers 10% of the glass width and height.	<ul style="list-style-type: none"> <li>- Scratches: The total allowable length of individual scratches is 4.7 inches (120 mm), with a maximum individual scratch length of 1.8 inches (45 mm). Defects in larger clusters are unacceptable, with a maximum of one cluster allowed per 16 sq ft (1.5 m<sup>2</sup>) of glass.</li> </ul>
<ul style="list-style-type: none"> <li>- <b>Central Zone (Zone C)</b> This main viewing area is subject to stricter quality standards.</li> </ul>	<p><b>Inclusions, dots, spots, bubbles, etc.</b></p> <ul style="list-style-type: none"> <li>- For a pane area up to 10.8 sq ft (1 m<sup>2</sup>): Maximum of 2 defects with a diameter of up to 0.08 inches (2 mm).</li> <li>- For a pane area up to 21.5 sq ft (2 m<sup>2</sup>): Maximum of 3 defects with a diameter of up to 0.08 inches (2 mm).</li> <li>- For pane areas larger than 21.5 sq ft (2 m<sup>2</sup>): Maximum of 5 defects with a diameter of up to 0.08 inches (2 mm).</li> </ul> <p><b>Scratches:</b></p> <ul style="list-style-type: none"> <li>- The total allowable length of individual scratches is 7.9 inches (200 mm), with a maximum individual scratch length of 2.4 inches (60 mm). Accumulation of scratches is not permitted.</li> </ul>

<b>Central zone C +Peripheral zone P</b>	<p><b>Stain and Bubble Specifications</b></p> <p><b>Stains:</b> Maximum size permitted is approximately 0.6 inches (15 mm).</p> <p>For surfaces up to 10.8 sq ft (1 sq m): Maximum 1 stain.  For surfaces up to 21.5 sq ft (2 sq m): Maximum 2 stains.  For surfaces between 21.5 sq ft and 32.3 sq ft (2 sq m and 3 sq m): Maximum 3 stains.  For surfaces larger than 32.3 sq ft (3 sq m): Maximum of 2 stains per each additional 10.8 sq ft (1 sq m).</p> <p><b>Bubbles:</b>  For surfaces up to 10.8 sq ft (1 sq m): Maximum 2 bubbles.  For surfaces up to 21.5 sq ft (2 sq m): Maximum 3 bubbles.  For surfaces over 21.5 sq ft (2 sq m): Maximum 5 bubbles.  Note: Open bubbles are not acceptable.</p> <p>Inclusions, bubbles, dots, and spots ranging from 0.02 inches to less than 0.04 inches (0.5 mm to 1 mm) are permissible without area limitations, provided they do not cluster. However, accumulations of more than 4 defects within a circle with a diameter of 8 inches (20 cm) are restricted to one cluster per 16.1 sq ft (1.5 sq m) of glass.</p>
<b>General</b>	<p>T-Flame glass may display minor optical distortions and anisotropy patterns characteristic of thermally tempered glass, as specified in EN 12150-1: 2000. The seal for the filling opening may be visible if the edge cover is less than 0.6 inches.</p> <p>Due to the manufacturing process, some distortion may be present (refer to tolerance specifications).</p>

<p><b>General Continued</b></p>	<p>Optical imperfections do not impact the glass's fire-resistant properties. Defects of 0.02 inches (0.5 mm) or less are negligible. Any interference zones (halo) should not exceed 0.2 inches (5 mm). Permissible defect quantities in zones C and P increase by 50% for each laminated glass pane.</p> <p>Surface irregularities, such as minor texture variations, may arise due to the glass tempering process.</p> <p>Based on experience, bubbles up to 0.12 inches (3 mm) are absorbed by the gel layer and do not compromise the fire-protection rating.</p> <p>Laminated glass may show slight discoloration or opacity over time, especially in thicker panes and under less favorable lighting conditions.</p> <p>Any defects—such as stains, scratches, or streaks—that are not visible during inspection as per EN ISO 12543-6 standards are not considered.</p> <p>Quality inspections of glass products are conducted in accordance with EN ISO 12543-6 guidelines.</p> <p>For use, storage, and transportation, T-Flame fire-rated glass should be maintained between 113°F and 14°F.</p> <p>During installation, ensure the glass logo on the pane is positioned at the bottom edge, aligning it correctly with the inlet.</p>
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## 2. Tolerances

- **Dimensional Deviations**

The dimensional tolerance for all types of T-Flame glass is  $\pm 0.08$  inches (2 mm).

- **Rectangularity**

Dimensional accuracy and angularity conform to EN 572-2 standards.

- **Planarity**

A maximum bowing of 0.12 inches per 3.28 feet (3 mm/m) along the length or width and a maximum deformation of 0.012 inches per 12 inches (0.3 mm/300 mm) are permissible.

- **Thickness**

Thickness tolerances are specified in accordance with EN ISO 12543-5 and detailed in each product's technical data sheet.

## 3. Identification

- **Stamp**

Each T-Flame glass pane is permanently marked to comply with North American standards. The stamp includes:

- Manufacturer's name
- Type designation
- Fire rating
- Applicable standard

- **Labels**

A label with traceability information is affixed to each glass pane.