

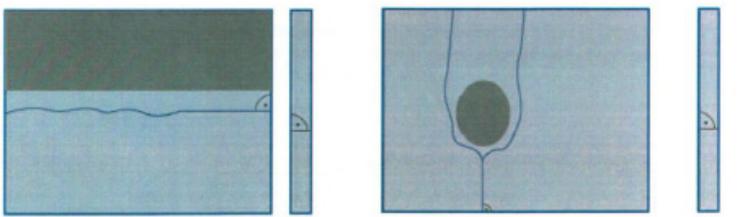
# Determine the cause of glazing damage

We hope you are pleased with your new Bereco timber windows and doors. This fact sheet has been designed to offer guidelines as to how to determine the cause of a cracked glazing unit and what to do when this occurs.

## Understanding Cracks in Glazing

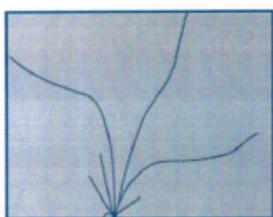
Cracks in glazing units can occur even when a window is not struck. The most common cause of which is stress. Stress tends to occur as a result of thermal external factors. A thermal gradient may cause the glass in your window to expand by different amounts and in different parts of the window. As a result, and depending on the range of temperatures, the glass may become compromised by the stress and a crack can form. Stress cracks are most common in windows that are partially exposed to shade, particularly on large panes of glazing. Often this can be caused by a fluctuation in temperatures such as cold overnight temperatures followed by quick warming in the mornings. Stress fractures in your windows are relatively easy to identify.

## Examples of Thermal Cracks

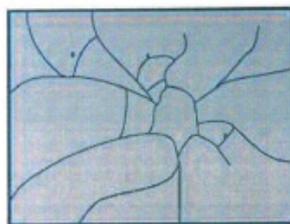


Thermal cracking caused by the application of vinyls/stickers etc, or by partial shading.

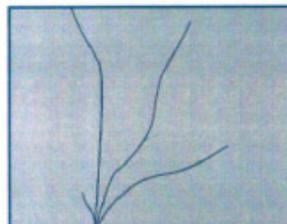
## Examples of Mechanical Cracks



A blow to the edge



A stone throw



Pressure on the edge



Torsion (Twist)

## What should I do?

Unfortunately you cannot eliminate the risk of stress cracks in your window glazing as they are a natural consequence of temperature change. Glazing breakage of this nature post-delivery is not covered by our product warranty. We therefore recommend that you contact your home insurer to register a claim.

### Condensation between the Panes

Condensation between the panes is caused by a premature failure of the seal around the glazing unit, allowing air to enter between the panes. The moisture in the air condenses against the internal surface causing condensation. Our glass warranty covers failure of the unit seal indicated by condensation between the panes providing it is:

- Reported 10 years from the date of delivery
- Not caused by any external factor such as blocked drainage holes
- Not caused by damage to the unit seal by a nail or a screw

### What we recommend

- Drainage holes should be cleared as part of our recommended maintenance cycle indicated in our Home Owner Manual
- Care should be taken when fitting internal blind or fitting where fixings come in contact with the window or door
- Care should be taken when fitting the window or door where fixing screws are used

### External Condensation

Condensation forming on the outside of the external pane is caused by the cold surface of the outer pane combined with high humidity. This is a phenomenon caused by the physical properties of the glass and existing atmospheric conditions (low temperature and high humidity) the effect of condensation in any case does not indicate a defect, but rather confirms the high quality of insulating glass units.

### Internal Condensation

Condensation which forms on the internal surface of the glass unit glazed to the building interior is usually caused by excessive humidity or inadequate ventilation. The presence of condensation on the internal surface of the glass unit is not a defect. See fact card No.3 for further information.