

Customer Delivery Information

Standard Delivery Times – 07:00 to 17:00 Monday to Friday. Deliveries outside this time may incur an additional delivery charge. Maximum delivery waiting time is 30 minutes. Crystal Units Limited reserve the right to charge £30.00 per hour for every hour over this time.

HIAB delivery – offload of goods by HIAB will only be done if agreed by Crystal Units Limited in writing prior to delivery.

Damage – If any damage occurs to the glass products supplied to you on delivery, Crystal Units Limited will refer to the notes taken at the time the product left the factory and the delivery note at the time of delivery. Any damage must be reported by the customer in writing, accompanied with photographs, to Crystal Units Limited immediately or at the latest within 2 working days of delivery. Any claim will be rejected if the glass products have been moved from their original packing or how they were delivered, or not stored in accordance with the guidance set out in this delivery note.

Storage of Goods on Site – Once delivered to site, the glass should be stored in a warm dry place without any exposure to direct sunlight. It should remain on the stillage or stood upright in such a way that it is prevented from sagging on cushioned material suitable for glass storage. Crystal Units Limited do not accept any liability for any damage due to improper storage.

Stillages should be made available for collection within 10 working days of delivery. It is the responsibility of the customer to notify Crystal Units Limited in writing to arrange collection. We reserve the right to charge for stillages kept on site at £50 per stillage for every working week after the 10-day notification period up to the cost of the stillage. Lost, damaged, or non-returned stillages by the customer will be invoiced accordingly.

Timber stillages - £300.00

Metal stillages (non-craneable) - £500.00

Certified metal stillages (craneable) - £800.00

Inspection and Acceptance Criteria – Insulating glass units (IGU's) will be inspected and assessed in accordance with EN 1279-1:2018 Glass in Building – Insulating glass units. *'The panes shall be examined in transmission and not in reflection. The discrepancies shall not be marked on the pane. The insulating glass units shall be observed at a distance of not less than 3m from inside to the outside and at a viewing angle as perpendicular to the glass as possible for up to one minute per m². The assessment is carried out under diffuse daylight conditions (e.g. overcast sky), without direct sunlight or artificial lighting.'* Any non-conformant IGU's reported by the customer that are deemed to be within the acceptance criteria of this document will be charged accordingly for the replacement(s).

Glazing materials and sealants – Only materials and sealants specifically designed for glazing of IGU's that have been tested to be compatible with IGU sealants should be used. It is the responsibility of the customer to confirm the compatibility from the relevant material or sealant supplier. Crystal Units Ltd do not accept any liability for quality issues caused by non-compatibility reactions.

Lead - After installation, lead surfaces should be cleaned with warm soapy water or proprietary glass cleaner ie. UV-Tek Foam Based Cleaner and a soft cloth. Care needs to be taken when cleaning all lead products. Don't use any abrasive cloths or cleaners as these could damage the lead surfaces. When oxidation occurs please ensure that any residue/run off/white deposits are cleaned, as they can become stubborn to remove if left on the glass surfaces. Certain liquid building products (e.g. mortar additives) are highly aggressive, and should not be allowed to come into contact with lead profiles.

Cleaning - Glass panes may be cleaned with warm water containing soap or domestic detergent. The solution should be applied using a soft sponge, wash-leather or rubber wiper blades. After cleaning, surfaces should be rinsed thoroughly with clean cold water and wiped dry. Ensure that no gritty or abrasive particles are trapped between the glass and cleaning materials. Metal parts of cleaning equipment should be prevented from contact with the glass. On no account must any abrasive implement be used in the operation.

Ceramic Painted Spandrel Panels - Spandrel panels must be positioned in the building where the inner surface cannot be viewed by transmitted light, commonly known as a 'back-up wall' situation. If installed in a location without a 'back-up wall', pinholes, or non-uniformity of the ceramic enamel coating may be seen. Crystal Units Ltd cannot assume any responsibility for non-uniformity of colour appearance or density, 'read-through' or pinholes which appear in spandrel panels which are used in inappropriate applications, with improper 'back-up' or without 'back-up'.

If you wish to discuss any aspect in more detail or require further information, please do not hesitate to contact Crystal Units Ltd on 0208 4574188 or email info@crystalunits.com