

UNIVERSAL GLAZING SYSTEMS LTD

Clearspan™ Glazing Systems

Product Warranty & Maintenance Programme

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This document sets out the warranty Universal Glazing Systems Ltd (UGS) provides on the goods it manufactures and supplies, the third-party warranties that pass through with those goods, and the maintenance programme that must be followed for any warranty to remain valid.

The warranty in this document applies only where the Maintenance Programme in Part 6 has been carried out and recorded. It is a product warranty. It does not cover design of the wider structure, site works, or installation.

Warranty registration

To be completed at the time of supply and retained by the asset owner with the purchase invoice.

Field	Detail
Asset owner	
Project name / site address	
Purchaser (trade partner or direct)	
Installer	
UGS order / invoice number	
Date of purchase — UGS invoice date (warranty start)	
System supplied	Clearspan Box ☐ Clearspan Bar ☐ Pergola ☐ Kitset ☐
Glazing supplied	Standard poly ☐ UV poly ☐ Glass ☐ Other ☐ Thickness: _____
Powder coat product & colour	
Date coating applied to metal	
Powder coater (Dulux accreditation no.)	
Corrosivity zone / distance to high water	C1 ☐ C2 ☐ C3 ☐ C4 ☐ C5 ☐ Distance: _____
Fixing specification (required for C4 / C5 — see 4.5)	
Required cleaning interval (Part 6)	6-monthly ☐ 3-monthly ☐

1. Who this warranty is given to

UGS manufactures and supplies aluminium glazing systems, structural components and kitset pergolas. UGS sells through trade partners, resellers and installers, and directly where a kitset or components are purchased from UGS. UGS does not install.

This warranty runs with the asset, not with the purchaser. It is given by Universal Glazing Systems Ltd in respect of the UGS goods installed at the site address recorded on the warranty registration above, and its benefit is held for the time being by whoever owns that asset (the asset owner). If the property is sold, the balance of each warranty period passes to the new owner automatically. No application, fee or notice to UGS is required.

The warranty applies only at the original site of installation. It does not follow the goods if they are removed and re-erected elsewhere.

Where the goods were purchased through a UGS trade partner, reseller or installer, the asset owner should make any claim through that party in the first instance. That party may claim on UGS under this warranty.

2. What is covered — summary

All warranty periods run from the date of purchase of the goods concerned, being the date of the UGS invoice recorded on the warranty registration, except the powder coat finish, which runs from the date the coating was applied to the metal (see 4.2). All periods are subject to Parts 5, 6 and 7.

Component	Period	Cover
UGS ClearSpan Bar, Box and aluminium pergola structural system	15 years	Defects in material and manufacture of the aluminium extrusions, brackets and structural components. Excludes the powder coat finish — see 4.2.
Powder coat finish	10 years durability 10 years colour	Pass-through of the Dulux Alumi Shield™ Standard Product Warranty. Available in C1–C3 environments only. See 4.2.
UGS ClearSpan Standard polycarbonate	15 years integrity 10 years appearance	15 years against defects affecting integrity; 10 years against loss of light transmission and yellowing. See 4.3.1.
UGS ClearSpan UV polycarbonate	15 years	15 years against both integrity and appearance. See 4.3.1.
UGS glass	15 years	See 4.3.
Glazing seals — TPE window rubber, gaskets, foam infill and glazing tapes	15 years	Defects in material and manufacture, including loss of seal, hardening, cracking, shrinkage or permanent set. See 4.3.
Fixings and fasteners supplied by UGS	15 years	Defects in material and manufacture. On C4 and C5 sites the fixing specification is the purchaser's — see 4.5.
Installation, workmanship, structural design of the supported building, site works	Not covered	The responsibility of the installer, builder and project engineer. See Part 3.

2.1 Why the periods differ

The ClearSpan aluminium system is a structural platform. Depending on the application, it is glazed with UGS ClearSpan Standard polycarbonate, ClearSpan UV polycarbonate, or glass, and the glazing is a selectable and replaceable component that can be renewed within the life of the structure.

Most of the system is warranted on a common fifteen-year term — the structural system, the glass, the glazing seals, the fixings, and both polycarbonate products against loss of integrity. Two elements carry a shorter period, for reasons particular to each: the powder coat finish, which is warranted by Dulux rather than by UGS and on Dulux's terms (4.2); and ClearSpan Standard polycarbonate against loss of appearance, which is warranted for ten years because the sheet may yellow slightly over a longer period without any effect on its integrity (4.3.1).

When quoting or specifying, state the period for the structural system and the period for the glazing actually being supplied. Both belong on the quote.

3. What UGS does not warrant

UGS is a manufacturer and supplier. UGS does not carry out installation and does not warrant it. Specifically, this warranty does not extend to:

- Installation of the UGS goods, including fixing methods, flashing, sealing, fall and drainage, and setting out.
- The design, adequacy or condition of the building, deck, foundations or other structure to which the UGS goods are fixed.
- Structural design of the completed canopy, pergola or roof for the site's wind, snow and seismic loads. Where UGS supplies span charts, engineering documents or PS1 support, those are supplied for the configuration stated in them and do not transfer design responsibility to UGS.
- Building consent, exemption assessment, or compliance with the New Zealand Building Code for the completed works.
- Any goods, sheet, fixings, sealant or components not supplied by UGS, and any UGS goods modified, cut, drilled or re-coated after supply other than in accordance with UGS installation guidance.

Installation must be carried out in accordance with the current UGS installation guide for the system supplied, the engineering documentation for the project, and accepted good trade practice under the New Zealand Building Code. Failure to do so voids this warranty in respect of the affected goods.

There is no installation warranty of any kind included in, or backed by, this document. That applies equally to installations carried out by UGS trade partners, Accredited Partners and Registered Installers. Accreditation or registration by UGS is not a warranty of that party's workmanship, and does not make UGS responsible for it. Any warranty on installation is a matter between the asset owner and the installer, and the asset owner should obtain it from the installer in writing.

4. Cover by component

4.1 ClearSpan Bar, Box and aluminium pergola structural system

UGS warrants that the aluminium extrusions, brackets and structural components of the ClearSpan Bar system, the ClearSpan Box system and the UGS aluminium pergola structural system will be free from defects in material and manufacture for fifteen (15) years from the date of purchase, when installed, used and maintained in accordance with this document.

This warranty covers the structural integrity of the aluminium. It does not cover the applied finish, which is covered separately and for a shorter period under 4.2.

If a valid claim is accepted, UGS will, at its option, repair or replace the affected component, or credit the price paid for it. Replacement components may not be available in the same colour, profile or size as the original. Where an identical replacement is not reasonably available, UGS may supply the closest equivalent from its then-current range.

The Clearspan glazing systems are non-trafficable. Under no circumstances should any part of the system be walked on, loaded, or used as scaffolding or a work platform. Damage from doing so is not covered.

4.2 Powder coat finish

Dulux Duralloy® is the standard powder coat specified by UGS. Coating is applied by a Dulux Accredited or Dulux Prime Accredited Powder Coater, and the finish is covered by the Dulux Alumi Shield™ Standard Product Warranty for the coating product used.

This warranty is passed through to the asset owner and is governed entirely by the Dulux Alumi Shield™ terms.

UGS does not issue it, cannot vary it, and does not extend or supplement it. The periods, environmental limits, project-type limits, care and maintenance obligations, claim process and exclusions are those set by Dulux. Unlike the glazing warranties at 4.3, the finish is not warranted by UGS in its own name.

For the Duralloy® range (Solid, Mannex Textured and Pearlescent), the Alumi Shield™ Standard Product Warranty provides:

- 10 years' durability cover — peeling, cracking or flaking of the film.
- 10 years' colour cover — fade (delta E not exceeding five units) and chalk (not exceeding 2 for whites and pastels, 3 for deep colours).

Both periods run from the date the coating was applied to the metal, not from the date of purchase or installation. Record that date on the warranty registration.

Environmental limits — read this before quoting a coastal site

The Duralloy Alumi Shield™ warranty is available only in the environments marked below. It is not available in C4 or C5 exterior environments, and is not available within 100 m of mean high water on any coastal, river or salt-water lake site.

Zone	Conditions	Example environments	Duralloy
C2 Low	Exterior — mild	Arid, dry, urban, inland, city	Covered
C3 Medium	Exterior — mild	Geothermal >500 m from source; inland coastal (mild sea spray)	Covered
C4 High	Exterior — severe	Sea shore (medium sea spray), offshore islands, geothermal <500 m from source	Not covered
C5 Very High	Exterior — severe, marine & industrial	Sea shore (high sea spray, e.g. surf), offshore islands, near heavy industrial	Not covered
C1 Very Low	Interior	Dry interiors	Covered
C2 Low	Interior	Minor condensation (bathrooms)	Covered
C3 Medium	Interior	High moisture (dairy and food processing, breweries, commercial laundries)	Covered
C4 High	Interior	Significant contamination (swimming pools)	Not covered

Offshore islands include Waiheke Island and Stewart Island. Alumi Shield™ warranties are not available where the coating is immersed in any liquid, or in environments outside pH 5–9.

Where a project sits in a C4 or C5 zone, or within 100 m of high water, an upgraded coating system must be specified at order stage if a finish warranty is required. UGS will confirm the available options and periods on request.

Project types. The Duralloy Alumi Shield™ Standard Product Warranty applies to residential projects under four levels and to non-habitable projects. Commercial, prestigious commercial and monumental projects require a project-specific Alumi Shield™ Project Warranty, which must be applied for through Dulux before coating is carried out. Where a project of that type is intended to carry a finish warranty, this must be raised with UGS at order stage.

A powder coat claim under the Alumi Shield™ warranty must be made through the Dulux Accredited Powder Coater who applied the coating, and Dulux must be notified in writing within 30 days of the defect becoming known. UGS will coordinate this on the asset owner's behalf where the coating was applied to UGS's order.

In-situ assessment of the finish is made against the Window & Glass Association New Zealand guidance on appearance of coatings in situ.

4.3 Glazing and seals

UGS warrants the glazing products and glazing seals it supplies for the periods below, from the date of purchase, when installed, used and maintained in accordance with this document.

Product	Period	What is covered
UGS ClearSpan Standard polycarbonate	15 yr integrity 10 yr appearance	Split by failure mode — see 4.3.1
UGS ClearSpan UV polycarbonate	15 years	Both failure modes — see 4.3.1
UGS glass	15 years	Defects in material and manufacture — see 4.3.2
Glazing seals — TPE window rubber, gaskets, foam infill and glazing tapes	15 years	Defects in material and manufacture, including loss of seal, hardening, cracking, shrinkage or permanent set under normal service

4.3.1 Polycarbonate — integrity and appearance

UGS warrants that the ClearSpan Standard and ClearSpan UV polycarbonate it supplies will remain free of defects in material and manufacture. In polycarbonate a defect of that kind shows itself in one of two ways, and each carries its own period:

Failure mode	Standard	ClearSpan UV
Loss of integrity — cracking, embrittlement, structural failure, or loss of weathertightness	15 years	15 years
Loss of appearance — loss of light transmission, yellowing or discolouration, surface crazing or micro-cracking	10 years	15 years

Loss of integrity means cracking, embrittlement, structural failure of the sheet, or loss of its ability to exclude water, in each case arising from a defect in material or manufacture and not from any cause excluded below or in Part 7.

Loss of appearance means a reduction in the light passing through the glazing beyond what is normal for the product over the warranty period, or degradation caused by ultraviolet exposure in normal service, being yellowing or discolouration, or surface crazing or micro-cracking. Change in the colour or clarity of the sheet without any accompanying loss of integrity is an appearance matter and is covered for the appearance period only.

How a claim is assessed. Assessment is made on a clean panel, against the sheet manufacturer's published performance data for the product. Where laboratory measurement is required, light transmission is measured in accordance with ASTM D1003 and yellowing in accordance with ASTM D1925 or ASTM E313.

Orientation. ClearSpan polycarbonate carries ultraviolet protection on one face only. That face must be installed to the exterior, in accordance with the UGS installation guide and the markings on the protective film. Sheet installed with the protected face inward is not covered by this warranty.

Where a valid claim is accepted, UGS will at its option supply replacement glazing or credit the price paid for the affected panels, in accordance with Part 9.

Not covered. Reduced light caused by dirt, salt, algae, moss, lichen or other surface deposits, which is a maintenance matter under Part 6; hail, impact and breakage from any cause; scratching, including scratching caused by cleaning; thermal fracture; damage during handling, installation or subsequent building work; sheet that has been thermoformed, heat-bent or otherwise reshaped after supply; and any of the matters listed in Part 7.

4.3.2 Glass — defects in material and manufacture

UGS warrants glass it supplies against defects in material and manufacture for fifteen years from the date of purchase. This covers defects present in the glass as supplied that become apparent in normal service, including delamination of laminated glass, and seal failure or internal fogging of insulated glass units.

Not covered. Breakage from impact, hail, applied load or thermal fracture; scratching, including scratching caused by cleaning; damage during handling, installation or subsequent building work; surface staining from run-off, sealants or building materials; and any of the matters listed in Part 7.

Glass does not carry the light transmission or sun damage cover in 4.3.1, which applies to polycarbonate only.

These are UGS warranties, given by UGS in its own name. Where a glazing product also carries a warranty from its manufacturer, that warranty is a matter between UGS and its supplier. It does not limit what UGS owes the asset owner under this document, and the asset owner does not need to pursue the manufacturer.

4.4 Warranty periods and NZBC B2

The periods in this document are warranty terms, not statements of Building Code durability. A warranty period is the period for which UGS accepts commercial responsibility for a defect. It is not a prediction of service life, and a warranty shorter than a Building Code durability period does not mean the product fails to satisfy that period.

NZBC B2 requires a building element to continue to satisfy the performance requirements of the Building Code for the stated period — ordinarily 15 years for roof cladding. For translucent roof glazing, the performance in question is structural and weathertightness performance. Gradual change in colour or light transmission is a change in appearance, and does not of itself mean the element has ceased to satisfy the Building Code.

UGS's durability position for each glazing product, and the evidence supporting it, is set out in the UGS technical documentation. That documentation, not this warranty, is what a designer, specifier or Building Consent Authority should rely on for compliance purposes.

Selecting between the polycarbonate products. Both polycarbonate products are warranted 15 years against loss of integrity. They differ in appearance cover: ClearSpan Standard may yellow slightly over a longer period in some applications and orientations, without effect on the integrity of the sheet, and carries 10 years on appearance; ClearSpan UV carries 15 years. Where long-term colour stability and light transmission matter to the project, specify ClearSpan UV polycarbonate or UGS glass.

4.5 Fixings in severe environments (C4 and C5)

UGS supplies its standard fixings and fasteners for use in mild environments (corrosivity zones C1 to C3). Those fixings are warranted for fifteen years against defects in material and manufacture.

Where the installation is located in a C4 or C5 zone, the fixing specification is the responsibility of the purchaser. The purchaser must specify the fixings required for the site at order stage, and record that specification on the warranty registration. UGS will supply to that specification where it is able to.

UGS warrants fixings it supplies to a purchaser-nominated specification against defects in material and manufacture only. UGS does not warrant the suitability of that specification for the site, and does not warrant fixings not supplied by UGS. Where no specification is provided for a C4 or C5 site, standard fixings will be supplied and no fixing warranty applies to that installation.

5. Conditions of validity

This warranty applies only where all of the following are and remain true. If any is not met, the warranty does not apply to the affected goods.

1. The UGS goods have been paid for in full.
2. The goods have been installed by a person competent to install them, in accordance with the current UGS installation guide, the project engineering documentation, and the New Zealand Building Code.
3. The goods have been installed in an environment for which they were specified, and have not been relocated from their original place of installation.
4. The Maintenance Programme in Part 6 has been carried out at or more frequently than the required interval for the site, using only the methods and products permitted in Part 6.
5. A maintenance record has been kept in the form of Annexure A, or an equivalent dated record, and is produced with any claim.
6. Proof of purchase has been retained and is produced with the claim, together with the completed warranty registration. No claim will be assessed without proof of purchase.
7. UGS has been notified of the defect in writing within seven (7) days of the defect being discovered, or within seven (7) days of when it ought reasonably to have been discovered, whichever is earlier.
8. The goods have not been altered, re-coated, cut, drilled or repaired by anyone other than UGS or a person authorised by UGS in writing, except as provided for in the UGS installation guide.

What counts as proof of purchase. Any of the following, provided it identifies the UGS goods, the supply date and the site: the UGS invoice or order confirmation; the invoice from the UGS trade partner, reseller or installer who supplied and installed the goods; or the relevant line items of the installer's contract or final account. Because UGS sells through trade, the asset owner will usually hold the installer's invoice rather than a UGS one — that is accepted. Quote the UGS order or invoice number from the warranty registration alongside it so UGS can match the claim to the original supply. Where the property has changed hands and the documents were not passed on, see Part 11.

Why seven days. UGS funds accepted claims itself, but it still recovers from its own suppliers where it can, and supplier warranties impose short notice periods on UGS — the Dulux Alumi Shield warranty requires written notice within thirty days, and glazing supply warranties in this market commonly require seven. Late notice from the customer costs UGS that recovery. Prompt notice also limits the damage: a seal or drainage fault reported early is a component replacement, and reported late is often a much larger claim.

6. The UGS Maintenance Programme

This warranty is conditional on the Maintenance Programme being followed. Cleaning removes salt, dirt, pollutants and organic growth before they can attack the coating, the glazing and the fixings. It is not cosmetic. Failure to clean at the required interval, or use of a prohibited method or product, voids this warranty in respect of the affected components.

6.1 Required cleaning intervals

Determine the site's corrosivity zone at order stage and record it on the warranty registration. If the zone is unknown, use Dulux SpecMap or the Dulux advice line, and record the result.

Site condition	Example environments	Minimum cleaning
Mild — C2, C3 exterior	Arid, dry, urban, inland, city; light industrial; geothermal >500 m from source; inland coastal (mild sea spray)	Every 6 months
Severe — C4 exterior	Sea shore (medium sea spray zone), offshore islands, geothermal <500 m from source	Every 3 months
Severe — C5 exterior	Sea shore (high sea spray, e.g. surf), offshore islands, near heavy industrial	Every 3 months
Interior — C1, C2, C3	Dry interiors; minor condensation; high moisture (dairy, food processing, breweries, laundries)	Every 12 months
Interior — C4	Significant contamination (swimming pools, spa enclosures)	Every 6 months

Clean more often than the minimum if the site is under trees, near a road or unsealed surface, exposed to airborne debris, or if visible deposits build up between cleans. Localised conditions — airports, manufacturing sites, sand-bearing wind — can make a site more aggressive than its mapped zone.

6.2 How to clean

Clean when surface temperatures are below 25 °C. Work from a safe, stable position — never from on top of the roof.

1. Remove loose surface deposits with a wet sponge, rubbing gently.
2. Wash with a soft, non-abrasive brush or sponge and a dilute solution of pH-neutral detergent (liquid hand or dishwashing detergent) in warm water, to remove dust, salt and other deposits. On glazing, use a sponge or a non-contact wash only — brushes and cleaning tools scratch polycarbonate and acrylic.
3. For stubborn stains on powder-coated surfaces only, use isopropyl alcohol (IPA) or methylated spirits on the affected area and rinse off immediately with clean water.
4. Rinse all surfaces thoroughly with clean fresh water to remove residue.

6.3 Also check at every clean

- Gutters, valleys and downpipes are clear of leaves and debris, and water is draining freely with no ponding.
- Glazing seals, gaskets and end caps are in place, intact and seated.
- Fixings are secure and no fastener has backed out or corroded.
- There is no accumulation of leaf litter, moss, lichen or algae in the glazing bar channels or against the frame.
- Nothing has been fixed, hung or loaded onto the structure that was not part of the engineered design.

6.4 Prohibited — these void the warranty

- Turpentine, white spirits, thinners, kerosene, petrol, citrus-based cleaners, or any other aggressive solvent.
- Bleach, ammonia-based cleaners, or strongly acidic or caustic products. All surfaces must be cleaned within pH 5-9.

- Abrasive pads, steel wool, scrapers, or excessive rubbing — particularly on metallic and pearlescent finishes and on all glazing.
- High-pressure water blasting.
- Cleaning when the surface temperature is above 25 °C.
- Allowing sunscreen to come into contact with powder-coated surfaces.
- Leaving paint splatter, plaster, render or sealant to dry on the goods during any subsequent building work. Protect the goods with approved tapes and films used in accordance with the tape manufacturer's instructions, and remove them promptly.
- Walking on, standing on, or loading the glazing or the glazing bars. The system is non-trafficable.

6.5 Records

Record each clean in Annexure A, or in an equivalent dated record, noting the date, who carried it out, and anything found and rectified. For commercial and specified projects, a maintenance record is a condition of any claim and must be produced with it. UGS recommends the same for residential projects.

7. What is not covered

This warranty does not cover, and UGS is not liable for, any of the following:

- Any act of God or natural event, including earthquake, fire, flood, cyclone, hail, storm, or other severe or unusual weather, and any other circumstance beyond UGS's reasonable control.
- Application design, structural design, or installation, in any respect — including incorrect flashings, fixings, sealants, falls or drainage. See Part 3.
- Failure to follow the Maintenance Programme in Part 6, or use of any prohibited method or product.
- Physical abuse, misuse, accident, impact, vandalism, incorrect handling, mechanical damage during construction or transport, and ordinary wear and tear.
- Failure of any adhesive, caulk, sealant or accessory not supplied by UGS, or failure of any caulked or filled joint or seam.
- Anything attributable to the underlying substrate or structure — building framing, substructure, anchoring, foundations, ground movement, building movement, overloading, or design flaws in the supporting structure.
- Use of the goods in an application or environment not expressly provided for in the UGS technical documentation for the system supplied, including any use in a corrosivity zone for which the specified coating is not warranted.
- Variation in colour between the supplied goods and samples, displays, printed or on-screen illustrations; and non-uniform fade, chalk or weathering where surfaces are not equally exposed to sun and elements.
- Bi-metallic corrosion, corrosion originating at cut, drilled, milled or punched edges that were not adequately sealed at installation, and corrosion of any surface not coated on all faces where the uncoated face is not in a sealed environment.
- Damage from bird droppings, insects, foliage, sap, moss, lichen or algae where these have been allowed to accumulate.
- Scratching of glazing, including scratching caused by cleaning.
- Items not supplied by UGS, and any item requiring periodic replacement in normal service that is not listed with a warranty period in Part 2.
- Alterations, repairs, additions or re-installation carried out by anyone other than UGS or a person authorised by UGS in writing.
- Costs of removing defective goods, installing replacement goods, access, scaffolding, traffic management, site establishment, restoration work, or making good.
- Any indirect or consequential loss, including loss of income, profit, business, use, goodwill or reputation.

8. Making a claim

1. Notify UGS in writing within seven days of discovering the defect — through the trade partner, reseller or installer who supplied the goods where applicable, or directly to UGS at info@ugs.co.nz.
2. Provide proof of purchase. This is the first requirement and a claim cannot proceed without it.
3. Provide: the completed warranty registration; the maintenance record; dated photographs showing the defect and its extent; and the site address and access details.
4. Allow UGS, and where relevant the powder coater, sheet manufacturer or their representatives, reasonable access to inspect the goods in place. Do not remove or repair the goods before inspection unless it is necessary to make the site safe.
5. UGS will advise in writing within thirty days of inspection whether the claim is accepted in whole, in part, or declined, and if accepted, the remedy. No verbal acceptance binds UGS.

Where the claim concerns the powder coat finish, it is assessed under the Dulux Alumi Shield™ warranty and not by UGS. UGS will lodge and manage the claim with the Dulux Accredited Powder Coater on the asset owner's behalf, but the outcome is

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