

# LUXCLEAR™ *Protect*

ANTI-CORROSION GLASS



## Limited Lifetime Warranty

### Frequently Asked Questions

#### **Q. What is covered by the Limited Lifetime Warranty?**

A. AGC warrants to the Original End User that its Luxclear Protect coated glass will be free of visible corrosion and staining on the coating surface for the life of the product when installed in a shower or bath application expressly conditioned upon the Original End User satisfying all of the following requirements:

- The product is registered at [www.luxclearprotect.com](http://www.luxclearprotect.com) within thirty (30) calendar days of completed installation
- The product is properly maintained for the life of the product according to AGC's instructions; and
- The warranty claim is submitted to AGC through electronic filing of a Luxclear Protect Warranty Claim Form

## **Q. What is not covered?**

A. This warranty does **not** cover scratches, chips, breakage, damage from improper installation or other causes outside AGC's control, or if the product is altered in any way. This warranty is **not transferable** or assignable, and does **not** apply to any applications other than shower or bath.

This warranty shall be null and void in the event of any of the following circumstances:

- Use of abrasive cleaners such as, but not limited to, Comet<sup>®</sup>, Ajax<sup>®</sup> or CRL Sparkle<sup>®</sup> on the product.
- Use of acids, alkalis or other strong chemicals on the coated surface.
- Use of abrasive pads or brushes on the coated surface.
- Use of scrapers, razor blades or other sharp tools on the coated surface.
- Failure to follow AGC's instructions regarding the product.

## **Q. Who is defined as the Original End User?**

A. Original End User means someone who purchases Luxclear Protect and installs the product in their residence or other property that they own, or someone who contracts through a licensed remodeler or contractor for the purchase and installation of Luxclear Protect for their residence or other property that they own, or the first owner of a residence or other property where Luxclear Protect has been installed as a new installation.

## **Q. How do I file a warranty claim?**

A. Go to [www.luxclearprotect.com](http://www.luxclearprotect.com) and select "Warranty Claim Form". Complete and submit this online form. Upon submission of all the required documentation specified above, and verification by AGC that the Luxclear™ Protect product was purchased directly by you, you will receive a confirmation of claim receipt and a Warranty Claims representative will be assigned to review your claim.

## **Q. What qualifies as Proof-of-Purchase?**

A. Proof-of Purchase must be in the form of a copy of the receipt indicating that Luxclear Protect was installed in your shower or bath enclosure.

The receipt must clearly state all of the following:

- Name of installation company
- Address of installation company
- Description of product installed
  - ✓ Name of Product: Luxclear Protect
  - ✓ Quantity
  - ✓ Size(s)
  - ✓ Thickness
  - ✓ Date of installation
  - ✓ Sold to (customer) name
  - ✓ Address where installation occurred

## **Q. How do I maintain the Luxclear Protect in my shower enclosure?**

A. Proper maintenance of the Luxclear Protect product requires hand cleaning. When used in shower and bath enclosures, use a soft rubber squeegee to remove water after each use to keep Luxclear Protect glass looking better between regular cleanings. This will also make regular cleaning easier. Regular cleaning shall be in accordance with the following recommendations:

- Thoroughly wet the surface of the glass with plain water to remove surface contaminants.
- Use a soft cloth or a sponge (Magic Eraser® is also permitted) and one of the commercially available glass cleaners listed below to clean the glass. After cleaning, rinse thoroughly with water and dry. A soft rubber squeegee or clean cloths may be used to dry the glass. Frequent cleaning of the glass is recommended.
- Commercial cleaners such as Clorox® Glass Cleaner, Fantastik® Cleaner, Lysol® Bathroom Cleaner, Mr. Clean® Bathroom Cleaner, Invisible Glass® Cleaner, Sprayway® Ammonia Free Glass Cleaner, Tilex® Shower Cleaner, Windex® Ammonia Free Glass Cleaner, Windex All Purpose Cleaner with Vinegar, Soft Scrub® All Purpose Cleanser and Scrubbing

Bubbles® Shower Cleaner are acceptable. Alternatively, a mixture of 50% plain water and 50% white vinegar may be used.

- Products not listed herein shall not be used on Luxclear Protect glass.

**Thank you for your purchase of Luxclear Protect.**