



GLASROC® X

Exterior Wall Cladding System

WARRANTY FAQs





WARRANTY FAQ

1. Why is the warranty only five years while Specsure is 10 years?

The warranty is five years because the Glasroc X Cladding Solution is an external wall solution. The five years are in line with the common defect's liability period. This period is generally a five-year period.

Even though warranty is only covered for five years, it was tested for aging, and as per Agreement, the system solution would last for over 25 years.

Specsure on the other hand covers systems that are used in the interior of a building, hence why Specsure covers 10 years.

Due to the above, the Glasroc X & Specsure cover different aspects of the building, therefore there are different warranties offered.

2. Is the Glasroc X Eaves solution covered under this warranty?

No, the Glasroc X Eaves solution is covered under the Specsure warranty, thus it is offered under the Specsure warranty of 10 years.





WARRANTY FAQ

3. What does an accredited installer mean?

An accredited installer is an individual that is on-site continuously throughout the duration of the project phase that the Glasroc X Cladding Solution would have been installed.

This individual would have been trained by SG staff either at an SG training centre or on an active construction site. After this training, the installer would have then been certified to install the Glasroc X Cladding Solution.

4. How do I find an accredited installer?

Once an installer has been trained by SG, the installer will be on a public database that is available on our website.

5. What happens if I do not have an accredited installer in my region?

If there is no accredited installer in your region, you can contact SG to facilitate setting up training with the contractor that has been nominated for the project.





6. How do I claim for the warranty?

If there is no accredited installer in your region, you can contact SG to facilitate setting up training with the contractor that has been nominated for the project.

Link Here: <https://www.gyproc.co.za/glasroc-x-exterior-wall-cladding-system>