

TIMELESS®

Processing Guidelines

(Including bi-coated glasses processing instructions)

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1. GENERAL

1.1. Product description

TIMELESS® is an anti-corrosion coated glass for shower enclosures manufactured by vacuum cathodic sputtering on clear PLANICLEAR® (other glass substrates are possible on demand). TIMELESS® coating has been designed in such a way that TIMELESS® aesthetic is very similar to normal bare glass. The coating is almost invisible, neutral and need a detector to check its presence. TIMELESS® is a to be tempered product, meaning that the coated glass needs to be heat treated to get optimum anti-corrosion function.

The TIMELESS® coating can be applied to one or both surfaces of the glass. The double-coated version is called TIMELESS® dual.

Product meet the requirements of Class A products as defined in the European standards EN1096-1 and EN1096-2. TIMELESS® coating passes the EN14428 European standard for shower enclosures too.

Contact your sales representatives for more information. For complete performance data, please refer to our commercial documentations and our website <https://www.saint-gobain-glass.com/products/timeless>.

To improve customer satisfaction, we constantly improve the quality of our coatings. This could lead to improvement in the processability of our coating, so please make sure you have an up-to-date version of these guidelines.

1.2. Thickness, dimensions and tolerances

1.2.1. Thickness and dimensions

TIMELESS® is usually available in standard thicknesses and sizes. For more details, please refer to the relevant product documentation from Saint-Gobain Glass or contact your local sales service.

1.2.2. Thickness recommendations

- Relevant national and local regulations should be complied with.

1.3. CE-Marking

TIMELESS® complies with EN 1096-4 harmonised European standard for coated glass. The Declaration of Performances (DoP) of the products are available on the CE-marking section of Saint-Gobain Glass web sites and at <https://www.saint-gobain-glass.fr/fr/services/marquage-ce>.

1.4. Quality criteria

1.4.1. Defect types: definitions

Coated glass defect types are listed and defined in EN 1096-1 standard. The following definitions are extracted from this norm:

- **Uniformity defect:** slight visible variation in colour, in reflection or in transmission within a coated glass pane or from pane to pane;
- **Stain:** defect in the coating larger than punctual defect, often irregularly shaped, partially of mottled structure;
- **Punctual defects:** punctual disturbance of the visual transparency looking through the glass and of the visual reflectance looking at the glass. Spots, pinholes and scratches are types of punctual defects;
 - **Spot:** defect that commonly looks dark against the surrounding coating, when viewed in transmission;
 - **Pinhole:** punctual void in the coating with partial or total absence of the coating. Normally contrasts clear relative to the coating, when viewed in transmission.
 - **Scratches:** variety of linear score marks, whose visibility depend on their length, depth, width, position and arrangements;
- **Cluster:** accumulation of very small defects giving the impression of stain.

1.4.2. General observation conditions and acceptance criteria

Without prior agreement between both parties, applicable defect acceptance criteria under standard observation conditions (Figures 1.a) and 1.b)) are those described in EN 1096-1:

“Coated glass may be examined in stock size plates or in cut sizes ready for installation. The examination may be undertaken in the factory or on site when glazed.

The pane of coated glass being examined is viewed from a minimum distance of 3 m. The actual distance will be dependent on the defect being considered and on which illumination source is being used. The examination of the coated glass in reflection is performed by the observer looking at the side which will be the outside of the glazing. The examination of the coated glass in transmission is performed by the observer looking at the side which will be the inside of the glazing. During the examination the angle between the normal to the surface of the coated glass and the light beam proceeding to the eyes of the observer after reflection or transmission by the coated glass shall not exceed 30°.”

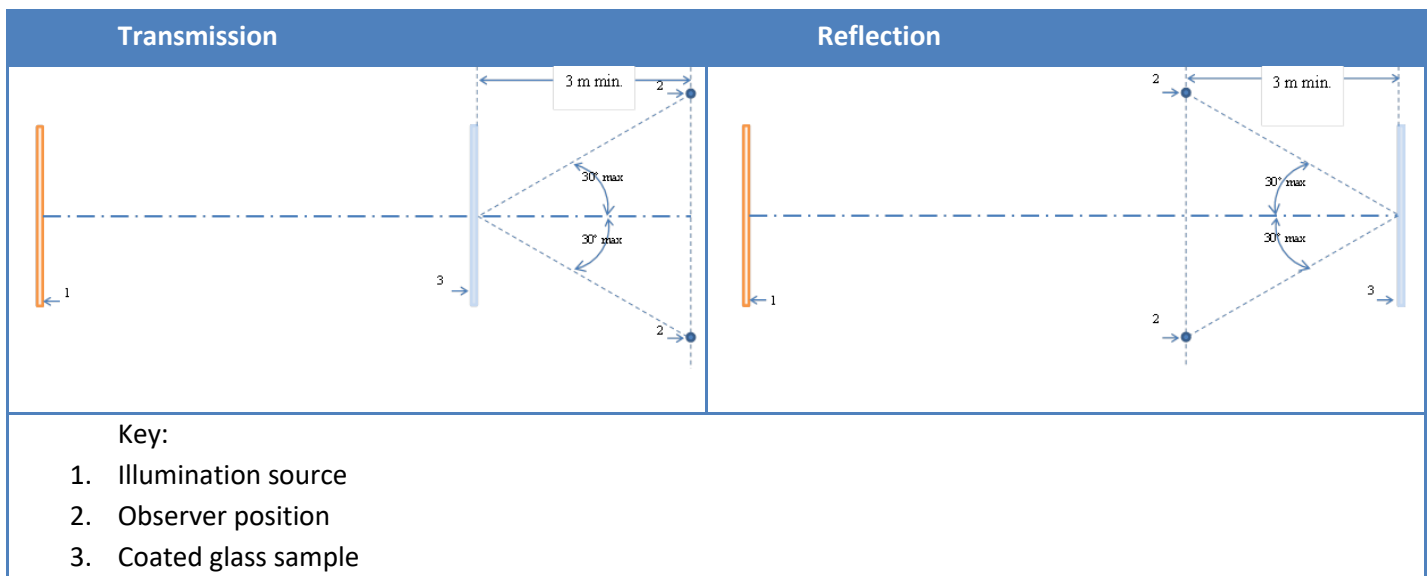


Figure 1: Schematics of examination procedures for coated glass (as per EN 1096-1)

1.5. Position of the coating and identification of the coated face

1.5.1. Position of the coating

TIMELESS® anti-corrosion coating must be placed facing inside the shower cabinet enclosures.

1.5.2. Identification of the coated face

It is not easy to detect TIMELESS® coating by eye due to its high transparency. A tin counter or a UV lamp can be used to identify the tin side: TIMELESS® is on the opposite side (coating always deposited on the atmospheric side of float glass).

Alternatively, to avoid mistakes during installation, processors of TIMELESS® are invited to apply a semi adhesive sticker to indicate the coating positioning. Depending on the sales region, sticker is applied directly on the coating face or at the opposite. **Clear indication should be visible on the label.**



Example of label used for TIMELESS®

Stickers or labels are to be removed once their purpose has been served. It is recommended that remaining residues be cleaned gently without damaging the coating.

A dedicated coating detector is available on EDTM website (<https://www.edtm.com/>) reference n°RD1680.



NB: Using dual coated glass can avoid the risk of installing the wrong side. Please contact your sales representative for more information.

2. TRANSPORT, ACCEPTANCE, STORAGE AND HANDLING

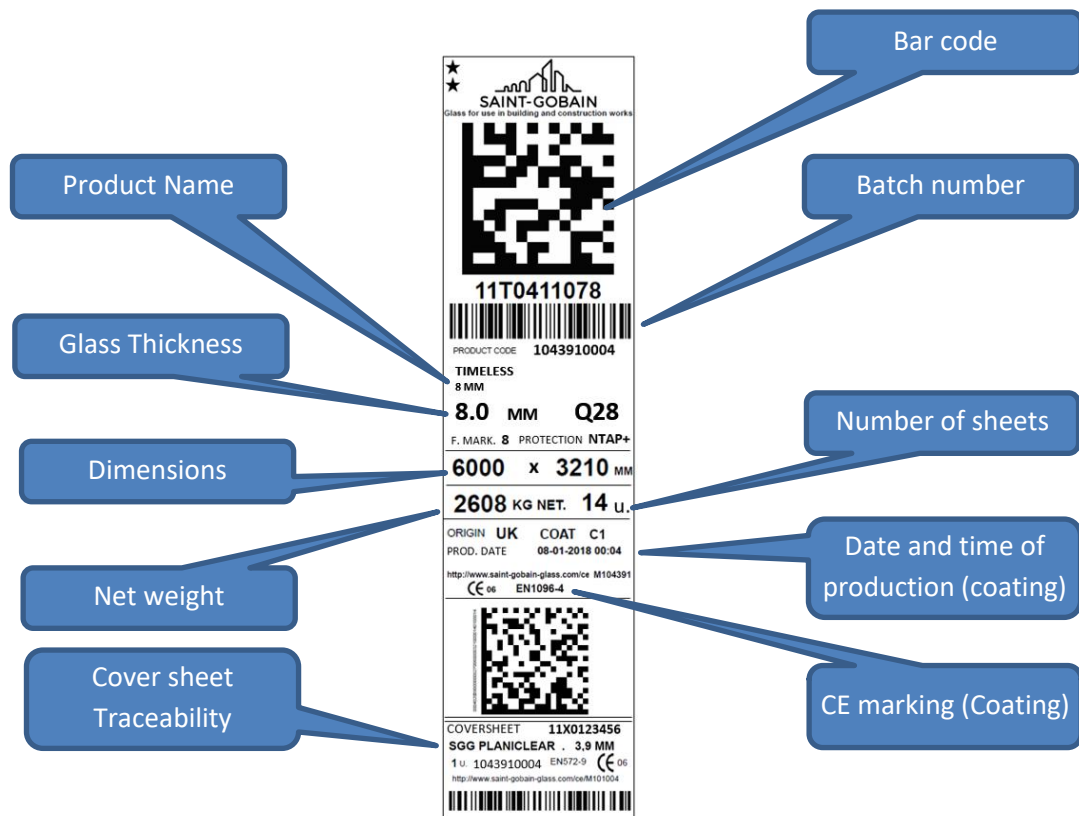
2.1. Transport

- Coated glass sheets are usually transported in 2.8 tonnes packs (jumbo or split sizes).
- Glass sheets must be transported vertically;
- The individual sheets are packed with the coated side towards the inside of the frame unless otherwise requested by the customer;
- The glass panes never come into direct contact with each other: the glass sheets are always separated by neutral polymeric powder;
- In each pack, a clear 4 mm float glass pane is placed as the first sheet during loading to protect the coating of the first coated glass sheet;
- The pack and its contents must be protected from water.
- If the glass is wrapped and sealed, the seal should remain closed until the product is used in the factory;
- During transport, violent and repeated shocks should be avoided;
- When handling with a hoisting apparatus, measures must be taken not to damage the pack.

2.2. Receipt of the delivery

Care must be taken concerning the orientation of the coating that has been ordered. Please check it before starting processing.

- Every pack must be opened with care in order not to damage the glass sheets or the coating(s) (contacts, scratches, etc.). Handling instructions on the packing must be respected, particularly the instructions for opening.
- Before processing, glass sheets should be checked in accordance with the specifications defined above. Any possible defect in the coating must immediately be reported to the supplier, accompanied by:
 - The date of delivery;
 - The data mentioned on the identification label;
- All deliveries are identified with a label providing the following data:



In case of delivery with obvious disagreements detected at reception (water, breakages...), glass should not be unloaded and waybill (CRM) fully completed by customer and transport entities. A possible expert visit could be organized to define responsibilities.

No claim can be accepted for damages caused during and/or after processing due to a lack of adherence to these guidelines. Therefore, glass processor should ensure that the process is adapted for coated glass and that the quality control is relevant to detect any quality problem as soon as possible. In case of claim, samples will be required and a visit from a SGG representative may be requested.

2.3. Storage

2.3.1. General

All glass products may degrade (become stained or corroded) when stored in humid conditions. The iridescence may take the appearance of a "rainbow" or milky white haze on the surface of the glass, or corrosion pitting on the coated side.

TIMELESS® glass sheets must be stored, as float glass, vertically (at 3 to 7 degrees) under the following conditions:

- In a dry, well ventilated warehouse, to prevent any condensation on the surface;
- Away from glass dust;
- Protected from rain and running water (e.g. any roof leakage must be rectified);
- Never outside or in the open air (even when packed);

- Protected from wide changes in temperature and humidity levels (coated glass products should be stored far from opening doors).
- In case the coated glass is delivered packed (aluminium, PE):
Before breaking the seal, to avoid condensation, one should ensure that the temperature of the pack has reached the temperature of the environment of the warehouse.

2.3.2. Shelf life

When the above (§ 2.3.1) storage conditions are respected, TIMELESS® is guaranteed for 2 years from the date of reception at the customer's premises.

It is thus important to record the date of reception of the glass. In case the date of reception is lost by the customer, the date of the delivery note will serve as evidence.

2.4. Handling

- TIMELESS® coated glass sheets must be handled with dry, clean appropriate safety gloves.
- In case handling operations with vacuum cups on the coated side cannot be avoided, make sure that the vacuum cups are perfectly clean. Not all solutions are suitable for cleaning vacuum cups, see manufacturer documentation for details. A sheet of interlayer paper (acid-free, thin, soft and air-permeable) or suitable suction-cups caps can also be placed on the coated side, between the vacuum cups and the surface, but care must be exercised as this may reduce the vacuum level (especially in the case of thick and heavy panes).
- Each coated glass pane must be released from the next pane before being lifted from the pack. Any relative movement of the coating with the next glass pane must be avoided.
- Automatic unstacking of glass sheets or removal using a glass clamp is possible, but the gripping area should be kept to a minimum and condemned from the cutting pattern;
- In case of doubt, the position of the coating must be checked (see § 1.5.2). Do not place the coating in contact with a rough surface or hard objects.
- Try to avoid wiping the coating. If necessary, the coating may be gently wiped with a soft, dry cloth and a suitable solution (e.g. isopropyl alcohol (IPA)).

3. PROCESSING OF TIMELESS®

3.1. Handling on the production lines

All the recommendations outlined in § 2.4 remain valid.

- Conveying side: if possible, place the TIMELESS® coating upwards to limit risks of scratching or polluting the coating by the contacts with rollers, bands,...
- Hoisting and handling instruments, tools and vacuum cups must be kept perfectly clean (or covered with adapted caps) so as not to leave traces on the coating;
- Wear dry and clean safety gloves when lifting the glass sheet manually. Limit area of contact as much as possible;
- The coating must be protected from any contact with silicone or greasy substances;

3.2. Glass cutting

TIMELESS® is cut in the same way as any other ordinary coated glass. However, the following recommendations have to be respected:

- Any irregularity or damage of the edges must be avoided since it is likely to increase the risk of breakage during the toughening process;
- In case of bi-coated glass, TIMELESS® coating must be placed directly on the felt of the cutting table. In such a case, one has to make sure that:
 - The table is perfectly free of glass splinters or shards;
 - The conveying bands and rollers are perfectly clean and free of silicone or other greasy substances.
 - During the automatic breaking, make sure that the conveyors are clean and in good working order;
 - During manual breaking and evacuation, limit the sliding of the glass on the table so as not to scratch the coating.
- Otherwise (i.e. mono coating) always position the glass on the cutting table with the coating facing upwards to limit risks of scratching or polluting the coating;
- Use only light **vaporising cutting oil** (for instance Acecut 5503 or 5250) adapted to coated glass;
- Do not dilute or mix the cutting oil;
- Avoid all excess of cutting oil: Max width : 1 cm;

- For cutting operation, avoid using natural latex coated gloves as latex tends to dissolve in cutting oil. This leaves a greasy residue on the coating which may be difficult to wash in the industrial washing machines. Grade 5 leather or PU palmed gloves as well as NBR nitrile dipped gloves should be preferred;
- Cutting templates can be used but great care must be taken not to scratch the coating. Soft protection (soft tissue, felt or cork pad) should be placed underneath the template;
- Fine glass splinters on the coated surface should not be wiped off by hand, but blown off by **dry and oil-free air**;
- When stacking cut sizes prior to further processing, separate the panes by either:
 - New cork pads (recommended);
 - Paper interlayer (chlorine free);
 - Foam pads;
 - Corrugated cardboard strips.

This is especially important with glass of different dimensions. Do not put additional separating powder.

- The use of so-called “harp carts” to store the cut sizes is not recommended as the contact of the wires on the coating may damage the latter when the cut sizes are pulled from or pushed in between the wires
 - In case such carts are however used: it must be ensured that the metallic wires are well protected with plastic sleeves on their whole length. Those protections must be totally free of glass shards;
 - The cut sizes must be inserted in such a way that the coating is never rubbed onto the wires;
 - Such carts must not be used in case the coating is to be tempered.

3.3. Edge deletion

- TIMELESS® does not need to be edge deleted whatever the configuration of use.

3.4. Edge working

It is good practice to edge work the glass directly after cutting. Provided the glass is stored under above defined conditions, the glass must be edge worked within 5 days from cutting. In case of bi-coated glass, refer to the corresponding guidelines.

- Wet edge-working: it is essential to keep the glass fully wet during the whole grinding process and to wash the glass directly afterwards so that the grinding water is not able to dry on the coated surface.
- Dry edge-working: such processing is generally not recommended as small glass dust particles may be sprayed on the dry coated surface. In case of use, make sure the suction is powerful enough to avoid a too important dispersion of dust.

3.4.1. Manual Edge Working

Generally carried out using manual cross belts to achieve arrised edges (100 - 120 grit belts are recommended);

- The top belt should run downwards to minimise grit deposited on the coated surface;
- Horizontal roller backstops can be fitted to ensure consistent pressure and arrised width;
- The glass should be handled (with glass dust free gloves) at the edges to avoid damaging the coating.

3.4.2. Automatic Edge Working

It is possible to grind the coated glass on vertical, CNC and double edger machines provided that the handling instructions are observed and adaptations of the machines are made (if necessary, contact your local Technical Support Manager). For double-edger and vertical machines, cleanliness and perfect synchronization of the pressure belts must be checked.

3.5. Drilling

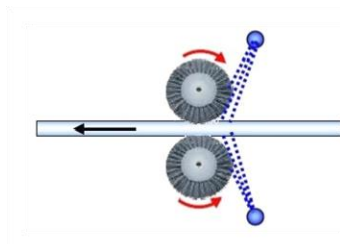
The drilling of coated glass can be performed provided that the handling instructions are observed and adaptations of the machines are made (if necessary, contact your local Technical Support Manager - TSM).

3.6. Washing

It is recommended to wash the glass immediately after edge working. Dried traces of water on the glass from edge processing remind not washable anymore. In case TIMELESS® is submitted to several processing steps (edge working + drilling +...) each of them followed by washing, it is recommended to pass the cut sizes in the same direction for each washing phase (to avoid possible generation of multiple crossed scratches).

We recommend the use of the following installation. If the washing installation differs from the one described here, we recommend that tests be carried out to check the washing quality (traces, rings, dust, etc.) and to ensure that the installation does not damage the coating. Please contact your local TSM:

- Pre-washing area:
 - Prewash ramp followed by one pair of cylindrical brushes
 - Tap water between 30 and 40°C, preferably close to 40°C, without any detergent
 - The prewash ramp is particularly important for the removal of the glass dust and splinters created during the edge-working process
- Washing area:
 - 2 pairs of cylindrical brushes
 - demineralised water
 - pH value comprised between 6 and 8;
- Rinsing area:
 - Demineralised water at room temperature
 - Maximum conductivity 20 µS/cm
 - pH value comprised between 6 and 8;
- Brushes:
 - Flexible (soft) clean polyamide bristles
 - Maximum diameter of 0.2 mm, 20 - 40 mm long.
 - Take care that all the brushes are perfectly clean and regularly maintained. Any hard brushes must be lifted;
- Drying:
 - Use an air-blowing installation equipped with filters
 - Clean and regularly maintained filters;
- Water should be sprayed directly onto the glass, not onto the brushes (as per below drawing);



- The glass sheet does not stop inside the washing machine. The washed panes should not remain in the washing unit for any length of time, especially not while the brushes are rotating;

- No water must remain on the coated surface after the drying process;
- It is strongly recommended that the washing machine is regularly cleaned, especially for the brushes and in areas where demineralised water is used. Clean the filters every day, and the tanks every week. For the brushes, steam cleaning gives good results, but do not spray the bristles with high temperature and high pressure water.
- In case dirt / stains are still present on the coating after the washer, cleaning may be performed using a soft cloth and isopropanol (IPA) or ethanol followed by rapid drying, provided this is done carefully and immediately after contamination has occurred.
- For interim stacking of washed panes, use cork pads near the edge of the sheets.

TIMELESS® will be tempered, it is of the highest importance that no residues or marks are left on the coating surface after the exit of the pre-processing washing machine. Pollutions left on the coating may induce marks of the coating in the tempering furnace. Such marks may not be washable.

3.7. Tempering / Heat-Strengthening of TIMELESS®

3.7.1. General

TIMELESS® must be tempered.

3.7.2. Prerequisites for tempering / heat-strengthening

The cleanliness of TIMELESS® coating before entering the tempering furnace is important. From the exit of the washer to the entrance of the tempering furnace, only the use of perfectly clean gloves should be permitted. The coating may be gently cleaned with isopropanol (IPA) on the furnace entry bed to remove dirt or marks (from gloves, separators, fingerprints...).

Special care and attention must be taken at every stage of processing, in particular before and during the toughening process. Please consult your local TSM if necessary. Washed panes should be toughened maximum 2 days after washing.

3.7.3. Toughening instructions

Generally speaking, TIMELESS® can be toughened using oven settings that are suitable for standard clear glass. The exact settings being of course furnace dependant cannot be given in these guidelines. However, it is recommended that the sheets should be handled as “cold” as possible to achieve a flawless coating after toughening and obtain the desired level of stress (breaking pattern). This means that the temperatures and heating times are set so as just to avoid breakage in the blower box and to meet the requirements for single-sheet safety glass.

If possible, the glass should be introduced into the tempering furnace with the coating facing upwards. When this is not possible, for instance for enamelled glass, screen printed glass or for TIMELESS® dual, the rollers of the tempering furnace should be sufficiently clean to prevent coating damage.

Do not use SO₂ in the furnace when tempering TIMELESS® II. Do stop SO₂ right in time. SO₂ may remain in the furnace for up to 48h.

3.8. Heat-Soak testing

Heat-soaking toughened TIMELESS® cut sizes must be carried out in accordance with EN 14179 European standard. Every piece must be individually separated. The separating blocks may be made out of PTFE (e.g. Teflon) and contact with the coating should be limited to a minimum and located at the edge deleted area so that there will be no contact of the PTFE with the coating. Gas fired heat-Soak-Test furnaces with direct combustion in the oven must not be used as hot fumes may damage the coating.

For projects, it is advised to carry out heat soak testing of tempered glass. Its purpose is to reduce the risk of spontaneous breakage due to the possible presence of nickel sulphide inclusions in the glass. Local regulation may make this test mandatory according to the final intended use of the glass.

3.9. Bending

TIMELESS® can be curved annealed (sagging process) or tempered (in tempering furnaces fitted with a bending cell). Not all curvature radii may be attainable with convex or concave shape according to the type of process used. The processor is then asked to check and validate that its bending process is capable to obtain a good quality on a particular shape before giving a final offer for a project requesting this shape.

3.10. Enamelling

Enamelling of TIMELESS® whenever needed can be performed on coating or glass side.

The spectrophotometric properties of the TIMELESS® coating change the colours of the enamel seen on PLANICLEAR® glass. It is therefore advisable for the customer to validate the colour beforehand.

The installations (enamelling and screen-printing line and toughening furnace) must be cleaned before any production with TIMELESS®.

3.11. Handling of heat-treated glass

All instructions listed in § 2.4 and § 3.1 remain valid for the handling of tempered cut sizes.

3.12. Processing quality checks

It is the responsibility of the processing plant to define and adjust the quality process control to match the quality standards acceptable for its own market and in respect of relevant national requirements.

- **Reception:** Control of delivery document of the coated glass supplier. Visual inspection of the packs (breakages, condensation...);
- **After cutting:**
 - Visual aspect control (scratches, oxidation/corrosion, splinters etc.);
 - Normal control of the cutting quality;
- **After grinding / drilling / washing:**
 - Visual aspect control (scratches, oxidation/corrosion, splinters etc.);
 - Visual control (as to whether the pane is completely dry);
 - Check for suction cups or cork pad marks etc...;
 - Normal control of the grinding / drilling quality;
- **Prior to toughening (or heat-strengthening):**
 - Check for glass splinters (if present, remove them by rewashing);
 - Check for marks, dirt... If any remove them by gently wiping the coating with a soft cloth and IPA;
- **After toughening (or heat-strengthening):**
 - Visual aspect control (burns, cracks, scratches, oxidation/corrosion, haze...);
 - Optical quality (distortion, bow etc.);
 - Visual detection of roller wave;
 - Normal control of the toughening quality (break pattern etc.);
- **After heat-soak testing:**
 - Visual aspect control (scratches, oxidation/corrosion, splinters etc.);
 - Check that no damage has been caused by separating blocks;

For plants just starting to use coated glass products, a system of “first off” inspection after each process can be useful until experience is gained. Operator training and experience in identifying faults (which are often difficult to see, especially before toughening) is important. In any case, a visit from your local TSM should be organised.

4. ENVIRONMENT / WASTE GLASS / HEALTH ISSUES

TIMELESS® coated glass product can be disposed of as per clear float glass.

Edge working residues have to be continuously and completely collected during the grinding process. These residues must be further treated in compliance with national legislation about industrial wastes. In some legislation, residues from grinding process have to be treated as toxic wastes.

As for any dust coming from the grinding process, any inhalation or skin contact of these residues must be avoided.

On request, a **Safety Use Instruction Sheet (SUIS)** relating to the EC Directive 91/155/EEC can be supplied.

5. GLAZING INSTRUCTIONS

The selection of a suitable and practical glazing method depends on a variety of factors such as the size of the glass, the exposure and the type of framing material and system.

Glazing and fixing techniques must comply with the recommendations of the relevant national standards.

6. PROTECTION, INSTALLATION, CLEANING AND MAINTENANCE OF THE END PRODUCTS

6.1. Protection of the glazing during building works

As for other glass products, it is important with TIMELESS® product to respect the following:

- In order to avoid damaging the glass with aggressive contaminants from site-works (e.g. paint, plaster, mortar...), it is recommended that glazings are installed after all other work on site has been completed. In case this cannot be respected, efficient protection of the glazing, by means of polyethylene film for instance, must be put in place;
- Minimise, as much as possible, the amount of time that the glass is stored on site prior to installation;
- Follow the usual recommendations: store in a dry, well ventilated location, protected from adverse weather conditions and variations in temperature and humidity;
- Avoid as much as possible splashes of concrete, plaster, mortar residues. To prevent a chemical attack on the glass, such substances must be removed from the glass immediately. It is recommended that the glass is cleaned as soon as it is installed.
- Glazing and fixing techniques must comply with the recommendations of the relevant national standards. Glazing blocks, frame size and maximum frame deflection for double-glazed units are not specific to TIMELESS® glass products.

6.2. Installation in shower cabin

- Generally speaking, glues adapted to shower glass can be used. In case of doubt, compatibility of the glue with the coating should be tested.
- Glue should be used only where necessary. Unnecessary traces should be removed immediately before they harden. They can be cleaned off using a neutral product for windows and soft paper or a soft cloth, or with a clean rubber scraper.
- Care must be taken to avoid scratches with metallic parts and other accessories mounted onto the shower cabin.

6.3. Removal of labels and markings

On cut-sizes, the label is to be found on the face opposite to the coating.

The identification labels on the glass sheets must be removed before or immediately after installation. Do not use sharp tools for this purpose. Acetone and alcohol are the approved solvents.

To indicate the presence of the glass sheet, do not use materials such as lime, chalk or soap on the coating. If warning signs must be placed, we suggest fixing a notice or streamer to the frame, making sure they do not touch the glass.

6.4. Cleaning and maintenance

Alkaline products may be emitted from concrete, plaster, mortar... Such materials or materials containing fluorine and acids will lead to a staining or matting of the surface. To prevent such an occurrence, all such substances must be removed from the glass immediately. It is recommended that the glazing is cleaned as soon as it is installed.

Cleaning means: washing, rinsing and drying the glass. A mild soap or neutral detergent can be used, and subsequently and immediately rinsing with clear water. Excess water must be removed quickly. Washing tools and towels must be free of abrasive particles. Never use abrasive cleaning products or compounds likely to generate fluorine salts or hydrofluoric acid.

Grease, oil and materials used for facilitating the installation must be removed. The materials recommended for cleaning the coating are isopropanol (IPA) or ethanol. Cleaning with the help of solvents must be immediately followed by normal washing with water and rinsing.

6.5. Usage instructions for end user

TIMELESS® needs regular cleaning to maintain its good aspect. The frequency of cleaning depends on the utilization of the shower. It is recommended that a thorough cleaning be performed around twice a month for regular usage.

For end user, it is recommended after each shower that the glass is rinsed with regular water and that afterwards a soft rubber squeegee be used to remove the little remaining water from the surface. This is the best procedure to maintain a perfect product throughout its life.

Neutral cleaning products usually used for cleaning shower glass are authorised.

Diluted white vinegar is the ideal solution to remove limestone formation from the surface of the glass. In case of water with high level of limestone, a commercial product which works against limestone in showers such as Antikal, Cilit-Bang, or their equivalents can be used. A soft sponge or cloth can be employed for applying the solution over the surface of the glass. Rinse with water afterwards and then remove excess water with squeegee.

In general, do not use cleaning products containing abrasive particles. Chemical scouring liquids are also not recommended. Hard cleaning instruments are prohibited such as: scouring sponges, steel wool and razor blades. Pure alcohol, acetone, acids, soda, strong bases and bleach are not to be used.

7. DISCLAIMER

SAINT-GOBAIN GLASS has taken every reasonable measure to ensure that the information contained in the present leaflet was exact at the time of its publication.

However, SAINT-GOBAIN GLASS keeps the right to modify or add any information without previous notice. SAINT-GOBAIN GLASS is not liable for the possible lack of information on TIMELESS® products that would not be contained in the present document.



No claim can be accepted for damages caused during and after processing due to a lack of adherence to these guidelines. Therefore, glass processor should ensure that the process is adapted for coated glass and that the quality control is relevant to detect any quality problem as soon as possible. In case of claim, samples will be required and a visit from a SGG representative may be requested.



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