



Serving Our Customers Since 1851

The Glenn Glass Co. Standard Ten Year Limited Glass Warranty

The Glenn Glass Company 10-year limited warranty (the “GGC Limited Warranty”) applies to the following products listed below for a period of 10 years from the date of shipment of the product.

1. Heat Treated Glass Limited Warranty

Tempered and heat strengthened shall meet the requirements of ASTM C1048 and ANSI Z97.1 under normal conditions.

2. Insulated Glass Limited Warranty (Dual Seal)

The Insulated Glass (Dual seal unit) shall be free of defective materials or workmanship, which results in visible fogging or moisture residue formation on internal glass surfaces due to the failure of the seal under normal conditions and subject to the Additional Terms and Conditions stated below. Any defective materials or workmanship supplied by the glass manufacturer are not covered by the GGC Limited Warranty but would be covered by any Manufacturer’s Warranty.

(Exception: Internal blind, Internal Muntin, and Pattern units have a limited warranty for a period of 5 years from the date of shipment, not 10 years.)

3. High Performance Coating Limited Warranty

The Glenn Glass Company will assist our customer to facilitate a resolution of valid claims for defective materials or workmanship against the glass manufacturer who applied the high-performance coating, which results in the peeling and cracking of the high performance when glazed as a component of a dual seal insulating glass unit with the coating oriented to the interior airspace under normal conditions.

4. OPACI-COAT-300 Water Based Silicone Glass Coating Limited Warranty

That OPACI-COAT-300 will meet ICD’s sales and technical specifications which are in effect on the date the goods are manufactured, reserving the right, without prior notice, to change any such sales or technical specifications and other descriptive material, as the goods are altered or improved.

That OPACI-COAT will not flake, peel, chip, blister or develop any noticeable color change for a period of 10 years from the date of manufacture providing that the finished product has not been damaged from mishandling, misuse, abuse or purposeful neglect either before, during or after application or installation of the OPACI-COAT Product.

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Additional Terms and Conditions

The Glennly Glass Company is IGCC and SGCC Certified.

This warranty is effective only if installation is made in accordance with ASTM Glazing Specifications below and does not apply to failure of the product because of faulty installation, building construction or design or improper glazing procedures. Any one of the following will also void the warranty: (i) the use of film, incompatible sealants, or any other coatings on glass; (ii) the use of 3/16" spacer or units over 70 square feet; (iii) if the insulated glass units are damaged by improper handling; (iv) if the insulating glass units are subjected to stresses resulting from localized application of heat which may cause excessive temperature differential over the glass surface or edges of the unit; (v) if strain is applied to the insulated glass units by movement of the building; (vi) provisions have not been made in accordance with sound practice for adequate expansion or contraction of framing members; or (vii) if units are uninstalled and stored in non-controlled environment conditions or left outside in the rain, snow, wind, and severe temperatures or humidity. Additionally, the GGC Limited Warranty does not apply to and is void as to any units installed in ships, boats, vehicles, or commercial refrigeration equipment.

ASTM GLAZING SPECS

All insulated glass units must be glazed and installed in accordance with the following standards to maintain the validity of this warranty:

- ASTM E2112 – Standard Practice for Installation of Exterior Windows, Doors, and Skylights
- ASTM C1193 – Guide for Use of Joint Sealants
- ASTM C920 – Specification for Elastomeric Joint Sealants
- ASTM C1184 – Specification for Structural Silicone Sealants (if applicable)
- ASTM E1300 – Determining Load Resistance of Glass in Buildings

Buyer hereby expressly covenants and agrees that Glennly Glass Company shall have the sole and exclusive right to determine whether the failure of any insulated glass product is subject to coverage under the terms and conditions of this limited warranty agreement. The Glennly Glass Company's maximum liability under the terms of this warranty shall be the delivery of replacement units F.O.B. to the shipping point nearest the place of installation. Glennly Glass Company shall bear no other expense of any type or nature including labor cost. The Buyer hereby expressly covenants and agrees that Buyer's rights are limited to a refund of the purchase price or the furnishing of replacement product. The decision as to whether to refund monies paid or replace product shall remain solely and exclusively with The Glennly Glass Company. To make a claim under The GGC Limited Warranty, the Buyer must send written notice of such claim as provided below to The Glennly Glass Company. The GGC Limited Warranty does not apply and is void if the Glennly Glass Company does not receive timely written notice of a warranty claim from the

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Buyer as required below. If a warranty claim is exercised, your replacement unit(s) limited warranty will be covered by the original unit's warranty from the original unit's limited warranty start date of shipment. There will be no new issuance of a GGC Limited Warranty on the replacement unit.

No representative or agent of The Glenn Glass Company has any authority to change or modify this limited warranty agreement in any respect nor to assume any other obligation or liability on the part of Glenn Glass Company. Both Buyer and Glenn Glass Company hereby expressly covenant and agree that the foregoing limited warranty represents the entirety of any agreement between the parties hereto. Except for the foregoing limited warranty, the Glenn Glass Company makes no other express or implied warranties of any kind or description, including, but limited to, any implied warranty of merchantability or fitness for a particular purpose, and all such other warranties are hereby disclaimed.

All claims for breach of the GGC Limited Warranty shall be void unless the claim is submitted in writing or electronically to the Glenn Glass Company within 30 business days of the date the defect was discovered. The claim must include a description of the issues and pictures. You must include all applicable sales orders and invoices.

All units are dual sealed with a butyl or super spacer primary seal, and a reactive hot melt or silicone secondary seal except as indicated on purchase order and all subsequent purchase orders. Butt joint glazed or structural applications must be specified and require a silicone secondary seal. ICD OPACI-COAT-300 is not recommended for vision areas. If fall out protection is required on spandrel glass, it must be specified at the time of quoting and on each subsequent purchase order. The GGC Limited Warranty does not cover fall out protection. Unless otherwise specified, roll wave distortion will run parallel to the width of the glass. Sizes on purchase orders are assumed to be width by height, as per the industry standard, excepting any glass requiring heat treatment that is over 84" wide or less than 14" high. This glass will be rotated and will no longer have the roller wave pattern parallel to the width. If distortion is of concern, The Glenn Glass Company recommends the viewing of a full-size mock-up before the order is processed. Technical bulletins are available discussing distortion and other common issues upon request. Please refer to inspection process sheets for detailed information regarding acceptable tolerances and allowances.

Insulating Glass Sealant

Unless otherwise specified by the customer and acknowledged by The Glenn Glass Company in writing, The Glenn Glass Company insulating glass will be manufactured with: A Super Spacer primary seal and a Reactive Hot Melt secondary seal on all residential makeups; A Thermoplastic Spacer primary seal with a Silicone secondary seal or An aluminum spacer with a Polyisobutylene primary seal and a Silicone secondary seal on all commercial makeups.

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“Residential makeups” consist of insulating glass fabricated with a 3/32”, 1/8”, and 5/32” glass lite. “Commercial makeups” consist of insulating glass fabricated with a 3/16” and 1/4” glass lite. Reactive Hot Melt secondary seal is appropriate for conventional glazing applications, but not suitable for structural silicone glazing. A silicone secondary seal must be specified at time of quotation and/or order for structural silicone glazing applications.

Structural Silicone Glazing

Structural silicone glazing applications must be identified as two or four sided and accompanied by a wind load review to determine required secondary seal depth at time of quotation and/or order.

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