



Smith Window Manufacturers Supply Co. Standard Ten Year Limited Glass Warranty

Smith Window Manufacturers Supply Co. 10-year limited warranty applies to the following products listed below for a period of 10 years from the date of manufacture.

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 circumstances.

(Note: Internal blinds, and Muntin units have a limited warranty for a period of 5 years.)

3. High Performance Coating Limited Warranty

Smith Window Manufacturers Supply warrants 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 these 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 goods.

Additional Terms and Conditions

209 CASTLEBERRY COURT • MILFORD, OH 45150
PHONE (513) 489-2233 • (800) 535-2133 • FAX (513) 489-8428
OR VISIT OUR WEBSITE @ www.smithwindowmanufacturerssupply.com



Smith Window Manufacturers Supply Co. is IGCC and SGCC Certified.

Smith Window Manufacturers Supply makes no warranty, either expressed or implied, excepting for a period of ten (10) years on dual seal, aluminum spacer units as well as dual seal, super spacer units and five (5) years on muntin IG, patterns, and internal blind, from the date of manufacture, under normal conditions of service, material obstruction of vision resulting from film formation or dust or moisture collection between the interior surface of the insulating glass windows will not occur.

This warranty is effective only if installation is made in accordance with our specific instructions and does not apply to failure of the product because of faulty installation, building construction or design or improper glazing procedures. The use of film, incompatible sealants, or any other coatings on glass will void the warranty. The use of 3/16" spacer or units over 70 square feet will void the warranty. Product not shielded from or kept out of natural elements, such as rain or snow, for over 14 days from receipt of product will void the warranty. This warranty shall additionally become null and void for all purposes if the insulated glass units are damaged by improper handling or 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, or if strain is applied to the insulated glass units by movement of the building or provisions have not been made in accordance with sound practice for adequate expansion or contraction of framing members.

Purchaser hereby expressly covenants and agrees that Smith Window Manufacturers Supply 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. Smith Window Manufacturers supply'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. Smith Window Manufacturers Supply shall bear no other expense of any type or nature including labor cost. The purchaser hereby expressly covenants and agrees that purchaser'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 Smith Window Manufacturers Supply. Warranty does not apply to such replacement beyond the original ten (10) years on dual seal, aluminum spacer units as well as dual seal, super spacer units and five (5) years on muntin IG, patterns, and internal blind units, nor does it apply to insulated units installed in ships, boats, vehicles or commercial refrigeration. If warranty is exercised, your replacement unit(s) warranty will be covered by the original units date of manufacture. There will be no new issuance of a warranty upon replacement.

No representative or agent of Smith Window Manufacturers Supply 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 Smith Window Manufacturers Supply. Both purchaser and Smith Window Manufacturers Supply hereby expressly covenant and agree that the foregoing limited warranty represents the entirety of any agreement between the parties hereto.

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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 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. 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, Smith Window Manufacturers Supply 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.

Smith Window Manufacturers Supply adheres to all applicable ASTM specifications. 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 Smith Window Manufacturers Supply in writing, Smith Window Manufacturers Supply's insulating glass will be manufactured with: A Super Spacer primary seal and a Reactive Hot Melt secondary seal on all residential makeups. An aluminum spacer with a Polyisobutylene primary seal and a Silicone secondary seal on all commercial makeups.

"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.

All claims for breach of this limited warranty shall be void unless the claim is submitted in writing or electronically within 30 business days of the date the defect was discovered. You must include all applicable sales orders and invoices.