



Glass Guide: Replacement Glass

Information For Dealers

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Our team continually strives to deliver exceptional products to our customers. Although our thorough glass inspections minimize potential defects, if a covered condition is reported within 48 hours of delivery there may be situations where your glass warrants replacement.

This document will help you identify whether your glass is considered acceptable or eligible for replacement in two steps. Please refer to the glass policies for Blemishes and Glass Breakage to learn more about determining eligibility for these distortion types.

STEP 1 INSPECT GLASS PROPERLY

In order to determine if your glass is eligible for replacement, please inspect it with the industry-wide standards from the American Society for Testing and Materials International (ASTM) featured below. This ensures that every glass pane is measured consistently.

- Inspect glass with the naked eye in the vertical position from 10 feet away
- View it at a 90-degree angle to the glass
- Make all inspections during the daytime (without direct sunlight)

STEP 2 IDENTIFY THE POTENTIAL BLEMISH OR CHIP

Blemish Type	Measurable Feature	Replacement Eligibility
Short Interlayer	1/8" maximum depth	Any occurrence that exceeds 1/8" is eligible for replacement if reported upon delivery. If there are multiple occurrences, they must be separated by 12" in order to be eligible. Occurrences reported after delivery are not eligible for replacement.
Excess Interlayer	1/16" or less	Any occurrence larger than 1/16" is eligible for replacement if reported upon delivery. Occurrences reported after delivery are not eligible for replacement.
Glass Size	+/- 1/16"	Any occurrence that exceeds this tolerance is eligible for replacement if reported upon delivery. Occurrences reported after delivery are not eligible for replacement.
Glass Squareness*	1/8" or less	Any occurrence larger than 1/8" is eligible for replacement if reported upon delivery. Occurrences reported after delivery are not eligible for replacement.
Glass Offset (misalignment of 2 or more lites of glass)	1/8" or less	Any occurrence larger than 1/8" is eligible for replacement if reported upon delivery. Occurrences reported after delivery are not eligible for replacement.
Edge Deletion	3/8" to 7/16"	Any occurrence that exceeds this tolerance is eligible for replacement if reported upon delivery. Occurrences reported after delivery are not eligible for replacement.

* Measure each lite diagonal, corner to corner.

Chip Type	Chip width 1/8" or less and less than half the thickness	Chip width 5/32" – 1/4" and less than half the thickness	Chip width over 1/4" and less than half the thickness
Shell Chip /Flake Chip	Any occurrence is not eligible for replacement	If more than one chip per edge is visible upon delivery, your glass is eligible for replacement. Chips that occur after delivery are not eligible for replacement.	Any occurrence is eligible for replacement if visible upon delivery. Chips that occur after delivery are not eligible for replacement.