

GLASS & INSULATED GLASS UNIT (IGU)

DISCLOSURE FORM

FLOYD GLASS & WINDOW
4540 S. St Peters Parkway
St. Charles MO, 63304
636-922-FLOYD (3569)

A PERFECT MATCH IS NOT GUARANTEED: Our custom fabrication is able to reproduce a wide variety of styles and IGU types. However, we are not able to perfectly match everything that the original window manufacture may have done. Examples include but are not limited to:

- LowE coatings change over time and by manufacturer. We will select the coating that most closely matches your existing LowE but do not guarantee that it will be exactly the same.
- Muntin bars are available in 5/8" and 3/4" width. Some manufactures (Andersen for example) have used 1/2" width. 5/8" is as close as we can get to this.
- Muntin bars with radial curves are only available in 5/8". The unit will either need to have 5/8" muntins or non-curved bars.

GLASS WEIGHT: Older or construction-grade windows are often fabricated using single-strength (SS) glass. Modern fabricators require a minimum of double-strength (DS) glass for most sizes of custom IGUs. This makes the new IGU stronger, but also adds weight to the unit. Window sashes that slide vertically are held in an open position by use of counterbalances. A properly functioning counterbalance will be able to handle the increase in weight from SS to DS glass. If, after the installation of the new IGU, a window will not stay in an open position, this is an indication that the counterbalance system was failing prior to the glass repair, NOT an indication that an error was made by the glass technician NOR that the unit was broken during the repair.

MEASUREMENTS: If there are specific measurements that the customer feels are required for this project that may differ from the tech's measurement, they must be disclosed on this form.

PAINT: Floyd tries to preserve any paint around the window being replaced. However, touch-up painting is often required after the replacement of a window pane, especially in the case of older, wooden window frames. Such painting is the responsibility of the property owner.

WOOD ROT: Floyd cannot be held responsible for wood rot or other existing damage to the house, especially that which is obscured or hidden by the window pane.

PUTTY & GLAZING BEAD: Older wood windows are often secured with putty or other glazing material that hardens and makes removal of existing units very difficult. Floyd will do its best to estimate the time required to remove the old units, but all quotes on wood windows are expressly defined as subject to change based on the actual time required to safely remove existing windows.

WET SEAL: Depending on the condition of the wood and the amount of existing glazing material removed, it is sometimes necessary to caulk the outside of the new window unit to create a water tight seal. This is called wet sealing. Floyd will inform customer after install if the unit requires wet seal. If customer requests Floyd to wet seal the installed units, white paintable caulk will be used and customer will be billed \$20.00 per window in addition to quoted price. If customer opts NOT to have Floyd wet seal, they acknowledge that it is their responsibility to have the outside caulked to prevent water intrusion.

Older windows are often secured using glazing bead, a product no longer in production and which took up more space than the current silicone used in the glazing industry. In such cases, Floyd will follow industry standards and secure the window with stops/shims and fill any remaining void with caulk.

BRITTLE PIECES: Wooden and vinyl window stops, plastic jamb compression liner (the strip of plastic running vertically within the sash track that holds the sash inside the window unit), and other window pieces are prone to breakage during glass replacement, especially in older windows. Floyd will do everything in their power to preserve these pieces but cannot be held responsible for breakage. If needed, the typical stop retails for \$20 per 12ft stick. Amount needed will not be known until install and some stops are more expensive. Floyd will do our best to keep you informed.

ALARM SYSTEMS: If there is an alarm system on the windows on which Floyd will be working, it is highly advised that you contact your alarm company to see if they need to remove hardware prior to our repair. While we do our best to not disturb such systems, we are not alarm specialists and cannot guarantee proper functioning of the system after project completion. It is up to you and your alarm company to ensure that the alarm is in working order.

AFTERMARKET TINT: Floyd Glass does not apply aftermarket tinting products. We will do our best to alert customer to the presence of aftermarket tint on their windows, however, quotes for and installation of such products will need to be procured from another vendor. Please be advised that the application of aftermarket tint voids warranties on the IGUs. There are some tint manufactures who will “pick up” the warranty. If this is a concern to you, be sure to discuss it with your tint company.

THIS IS A CUSTOM ORDER: Due to the custom fabricated nature of glass products, customers who cancel an order after their material has been crafted will be responsible for material costs as bid on the proposal and any labor cost already completed.