



Effective date: November 1st, 2026

GENERAL GLAZING & REPLACEMENT INSULATING GLASS LIMITED WARRANTY AND ADVISORY

Dick's Rancho Glass, Inc., the dealer, warrants that replacement insulating glass installed in an existing window or door will be installed in a professional and workmanlike manner. Installation-related defects reported within one year of the original installation date will be inspected and, when covered by this warranty, corrected by Dick's Rancho Glass at no charge.

This warranty applies to replacement of the glass or insulating glass unit only. Replacement of the glass does not constitute replacement, restoration or warranty of the existing window or door frame, sash, operating hardware, weatherstripping, drainage system or surrounding construction.

INSULATING GLASS MANUFACTURER WARRANTY

Insulating glass units consist of two or more panes of glass separated by a sealed airspace. The insulating glass unit may be covered against premature seal failure by a separate warranty provided by the glass manufacturer.

A covered seal failure generally means failure of the unit's perimeter seal resulting in permanent fogging, moisture or condensation between the panes of glass.

Any manufacturer warranty is subject to the manufacturer's terms, coverage period, limitations and exclusions. Dick's Rancho Glass does not extend or modify the manufacturer's warranty and cannot guarantee that a manufacturer will approve a warranty claim.

Unless otherwise stated in writing, a manufacturer's warranty covers only the replacement insulating glass unit. Service, measuring, delivery, installation and other labor charges are not included after the expiration of Dick's Rancho Glass's one-year installation warranty.

CONDENSATION

Condensation on the room-side or exterior surface of the glass is not an insulating glass seal failure and is not covered by this warranty. Surface condensation can be caused by indoor humidity, outdoor temperature, window coverings, limited air circulation and other environmental conditions.

Condensation or fogging must be located between the panes of glass to indicate a possible insulating glass seal failure.

EXISTING WINDOWS AND DOORS

Replacement glass is installed into an existing frame or sash. Dick's Rancho Glass is not responsible for defects or conditions involving the existing window or door, including, but not limited to:

- Water intrusion through the frame, sash, joints, weep system, flashing, siding, stucco or surrounding construction.
- Air leakage, drafts or reduced energy performance caused by the existing frame, weatherstripping or operating components.
- Rot, corrosion, deterioration, warping, cracking or movement of the existing frame or sash.
- Windows or doors that are out of square, improperly installed, damaged or structurally inadequate.
- Failed balances, rollers, locks, hinges, operators or other hardware.
- Damage that was concealed or could not reasonably be identified before the existing glass was removed.
- Glazing bead around perimeter of glass. This material is often brittle and deteriorates from the environment. Removing and re-installing it might damage it. It's replacement or repair is not included unless specifically identified as such on the quotation.

If concealed deterioration or damage is discovered during the work, additional repairs may be required and will be quoted separately.

GLASS APPEARANCE AND MATCHING

Replacement glass may not exactly match adjacent or original glass. Differences may occur in color, tint, reflectivity, Low-E coating, surface appearance, spacer material, spacer color, grid pattern or overall clarity.

These differences can be more noticeable under certain lighting conditions or when replacement glass is installed next to older glass. An exact match cannot be guaranteed unless specifically stated in writing.

Glass may also contain minor distortion, waves, spots, seeds, bubbles, coating variation or other visual characteristics inherent in the manufacturing and tempering processes. Minor characteristics that fall within accepted glass-industry standards are not considered defects.

Existing decorative grids, muntins or internal patterns may not be available in an exact matching profile, dimension, color or alignment. Also, grid joint configuration may differ among suppliers and are not guaranteed to match.

GLASS BREAKAGE

Glass breakage occurring after installation and customer acceptance is not covered unless Dick's Rancho Glass determines that the breakage resulted directly from a covered installation defect.

This warranty does not cover breakage including, but not limited to:

- Impact, accident, misuse, abuse or vandalism.
- Thermal stress or sudden temperature changes.
 - Including adverse shading conditions
- Building movement, settling or frame movement.
- Excessive heat buildup caused by window films, tinting, paint, stickers, signs, coverings or objects placed close to the glass.
- Pressure, twisting or binding caused by the existing window or door.
- Spontaneous breakage of tempered glass, including breakage associated with inclusions or other conditions originating in the manufactured glass.
- Work, alterations or repairs performed by anyone other than Dick's Rancho Glass.

CARE AND CLEANING

Any comments made by Dick's Rancho Glass or its employees concerning cleaning methods or cleaning products are provided only as general suggestions. They are not endorsements, guarantees or warranties that a particular product is appropriate for the glass, coatings, frames or surrounding finishes.

Customers are responsible for following the applicable manufacturer's care instructions. Damage caused by abrasive materials, scrapers, razor blades, chemicals, improper cleaning products, window films or other applied materials is not covered by this warranty.

GENERAL EXCLUSIONS

The items this warranty does not cover includes, but is not limited to the following areas:

- Normal wear and deterioration of glazing compounds, sealants, gaskets, vinyl, weatherstripping or other components of the existing window or door.
- Scratches, chips or other readily visible conditions not reported promptly following completion of the installation.
- Damage resulting from misuse, neglect, improper maintenance, alteration or failure to correct a known problem with the existing window or building.
- Loss of insulating gas that does not result in a covered failure under the manufacturer's warranty.
- Damage to alarms, sensors, window coverings, tinting, films or other items attached to or located near the glass unless their removal and replacement are specifically included in the written contract.
- Incidental or consequential damage to walls, flooring, furnishings, finishes or personal property, to the extent permitted by law.

WARRANTY SERVICE

Warranty concerns must be reported to Dick's Rancho Glass within the applicable warranty period; not to exceed one year. The customer must provide the original job information including a paid receipt and reasonable access to the installation for inspection.

Dick's Rancho Glass will determine whether the reported condition involves its installation workmanship, a possible manufacturer defect, the existing window or door, or another condition outside the scope of this warranty.

This limited warranty applies only to the original customer and original installation location. It is subject to the customer's written contract and does not limit any rights or remedies that cannot legally be waived under applicable law. Purchases by the original contractor are treated the same as the original owners of the property.