



650 West Market Street
Gratz, PA 17030
717-365-2500
www.miwindows.com

INSTRUCTIONS ON HOW TO FILL OUT REPLACEMENT FORM
PLEASE MEASURE ACCORDING TO THE INSTRUCTIONS ON THE FORM

*Before you submit any sash replacement forms back to MIWD, please make sure all the information is listed. Make copies if you are able to do so. If you are needing additional forms, please contact Customer-Care at 717-365-2500 or customercare@miwd.com.

*****Submission of a warranty request requires pictures showing the failure, interior photo of window and exterior photo of home showing the placement of the window.**
******Any panel oversized and over 10 ft will require scaffolding or a lift. Scaffolding and/or lift would be the responsibility of the consumer. Where safe and practical access is not available, MI shall be required to provide only the parts, and not the labor**

*******If owner fails to appear for a scheduled appointment, MI may leave the parts and/or charge a separate fee to return and complete the service**

MIWD has a 60 day discrepancy policy. Any discrepancies would need to be reported within that 60 day time period.

**Any error on behalf of the consumer or additional panels needed may require a return trip charge or additional charges at the prevailing rates.

HOW TO MEASURE: MIWD does have videos listed on our website (www.miwindows.com) to assist.

GRIDS: These are known as decorative bars between the glass. Please draw how many bars are going up/down and how many bars are going side/side. Circle the size of grid from your product. This is the width of one of the bars. (5/8 inch, 7/8 inch, 11/16 inch, etc)

GLASS OPTIONS: It is the responsibility of the consumer to know what options were chosen for there product.

Loe vs Clear glass – Loe is the energy efficient glass. Loe is not standard in a window. There is slight greenish/bluish haze to the glass while viewed from the exterior of the home.

Tempered glass – There will be an etching on the glass indicating tempered glass

Obscured glass – This is the frosted appearance glass mostly used in bathrooms for privacy

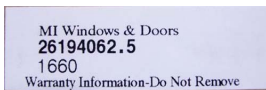
MONTH, DATE, YEAR OF PRODUCT MANUFACTURED (PROOF OF PURCHASE) – Please provide the month/day/year of product manufactured. For MIWD to provide you with the correct replacement this information is a key factor. If you are the original property owner to the MIWD product, a copy of your closing paperwork of a copy of your receipt for the product is required.

Out of Warranty Vinyl Single Hung Order Form

(Must supply photograph of window)

Room Location: _____ Claim No. _____

MI Serial No. _____ (found on white label on top frame sash track) See example:



Window Series: _____ (Series determines glass thickness)

Quantity of tops: _____ Top Glass Vision Width: _____ Top Glass Vision height: _____

Quantity of bottoms: _____

Bottom Sash Width: _____ Bottom Glass Vision Width: _____

Bottom Sash Height: _____ Bottom Glass Vision Height: _____

Interior Color of Window: White Almond Driftwood Clay Adobe

Exterior Color of Window: White Almond Driftwood Clay Black

Cream Adobe Bronze Silver Forest Green Cocoa

Exterior Bronze Laminate (3500 series only)

Grids:

No Yes—Please draw grid pattern in area provided

Grid Style: 5/8" Flat 3/4" Flat 7/8" Flat 1 1/16" Sculptured

1 5/16" Sculptured SDL=Simulated Divided Lite

Grid Location: Between the glass Inside Outside Inside & Outside

Number of locks: _____

**** Sashes will ship without locks on select series due to manufacturing changes****

Glass Options — Clear Glass Loe Glass

Check (✓) all that apply if applicable

Tempered Glass Obscured (frosted) Glass Laminated Glass Impact Glass

Tinted Glass: Clear Bronze Tint Grey Tint

Options vary based off of products

Name _____

Street Address _____

City _____ ST _____ Zip _____

Phone Number _____

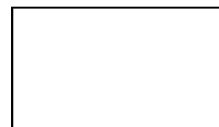
Email _____

Reason for Claim _____

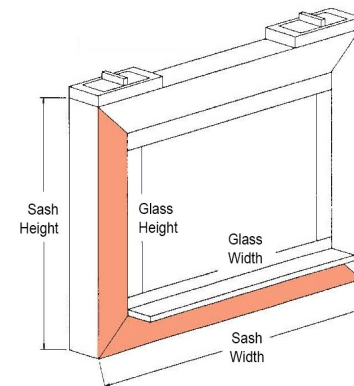
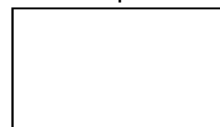
Month, Date, Year of Product Manufactured: ____ (MM) ____ (DD) ____ (YY)

DRAW GRID PATTERN BELOW

Top panel



Bottom panel



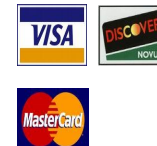
* Different panel must be on separate forms. Please make copies *

Discrepancies must be reported within 60 days after product is received

* Warranty only covers the original purchaser of the product. Please include a copy of closing papers or receipt of purchase. *

We accept check, money order, and all major credit cards

* Make check payable to MI Windows and Doors *



Check box for Credit Card Payment
MIWD will contact you directly to obtain

Check all that apply:

- Replacement top or bottom glass for a cost of \$60.00 per panel
- Replacement bottom sash (if available) —\$90.00 per panel

- Impact Glass— Replacement top or bottom glass at \$200.00
- Impact Glass— Replacement bottom sash at \$250.00

- Low E/Argon or Obscured Glass—Add \$40.00 per panel
- Adding Grids Between the Glass—Add \$20.00 per panel
- Tempered Glass—Add \$50.00 per panel
- Laminated Interior or Exterior—Add \$50.00 per panel
- Painted Exterior Only—Add \$50.00 per panel
- Painted Interior and Exterior—Add \$100.00 per panel
- Laminated Glass Option—Add \$100.00 per panel

Shipping Charges:

- \$40.00 per panel

VINYL SINGLE HUNG SASH & GLASS REPLACEMENT INSTRUCTIONS



WARNING:

Improper re-glazing product (s) can affect the performance under stress and may contribute to property damage or injury in high wind conditions. The installer should not proceed with re-glazing if these instructions are not understood.



WARNING:

Unless specifically ordered, MIWD products are not equipped with safety glass, and if broken, glass fragments could cause injury. Many laws and building codes require safety glass in locations adjacent to or near doors or in bathrooms. MIWD products are available with safety glass that may reduce the risk of injury when broken.



WARNING:

Do not apply any type of film to glass as this will void the warranty. Thermal stress conditions resulting in glass damage could occur. Use of moveable insulation materials such as window coverings, shutters and other shading devices may damage glass and/or frame materials. In addition, excessive condensation may result causing deterioration of windows.



WARNING:

Use extreme care when working around a window opening. Never leave a window opening unattended, especially when children are present. Falling from a window opening may result in severe personal injury or death.

VINYL SINGLE HUNG SASH & GLASS REPLACEMENT INSTRUCTIONS



WARNING:

Coil spring balances are under constant tension. If brake is accidentally released, damaged may occur to the balance or frame.



WARNING:

Use a reasonable number of people with sufficient strength to lift, carry, remove and install glass. Handle broken glass with extreme caution, it may cause severe personal injury.

REMOVING SASH:

- * To remove either the top or the bottom sash. Unlock the window. You will need to lower the top sash or raise the bottom sash.
- * Push and hold the tilt latches toward the center of the window, while tilting the sash open 90 degrees (See figure 1).
- * Gradually raise one side of the sash higher than the other side until sash comes out of place (See figure 2).
- * Pivot bar on sash fits into pivot shoe in main frame jamb (See figure 3).
- * To replace sash put pivot bar into highest shoe and push down and align bar with other shoe.

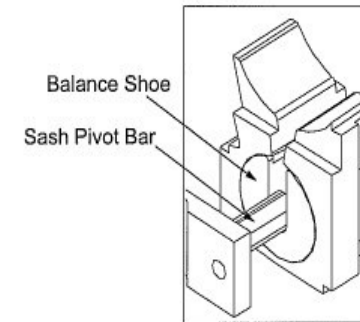


Figure 3

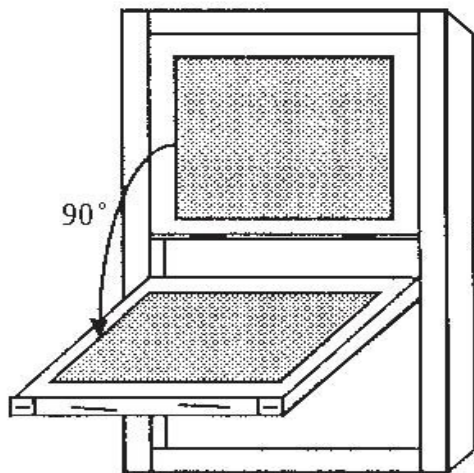


Figure 1

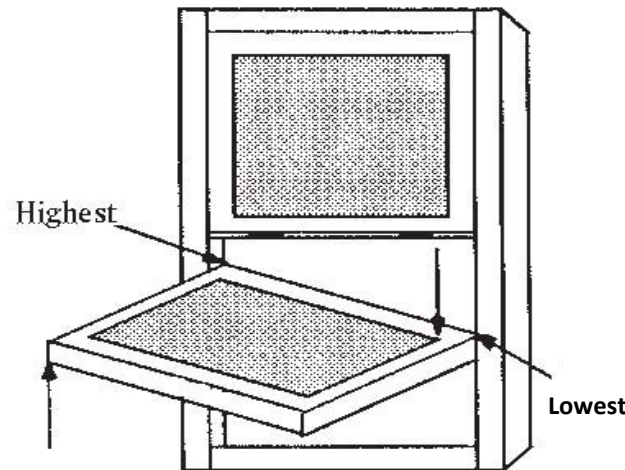
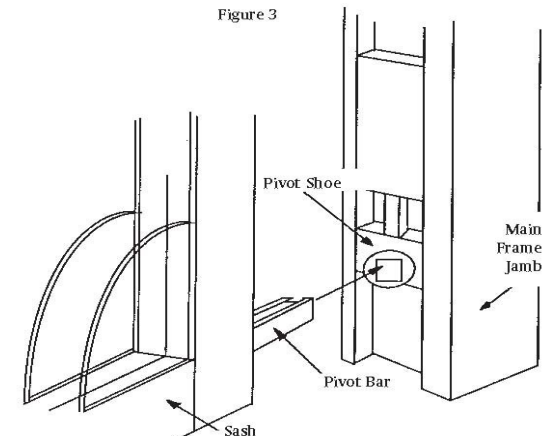


Figure 2



MI Windows and Doors, Inc.

VINYL SINGLE HUNG SASH & GLASS REPLACEMENT INSTRUCTIONS

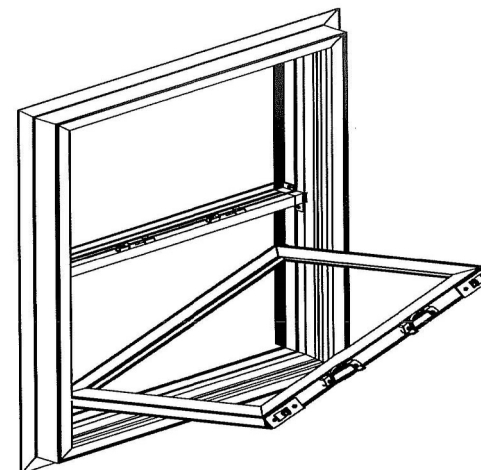
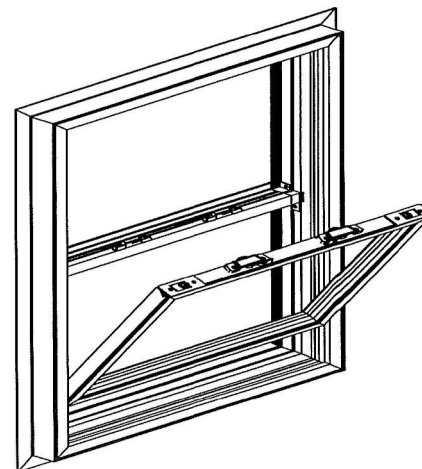
REMOVING GLASS FROM SASH

Tools and Supplies Needed:

- *Safety Glasses
- *Utility Knife
- *Wood Chisel
- *Glazing Hammer
- *Surface Cleaner (Dow Corning Solvent, OS-2)
- *Caulk Gun
- *Glazing Cutting Tool
- *Commercial Glass Clamp
- *Glazier Glove and Arm Guards
- *Isopropyl Alcohol
- *Nylon Putty Knife
- *Thin Blade Putty Knife
- *Quality Silicone

Parts Included:

- *Instruction Sheet
- *Replacement Glass



VINYL SINGLE HUNG SASH & GLASS REPLACEMENT INSTRUCTIONS

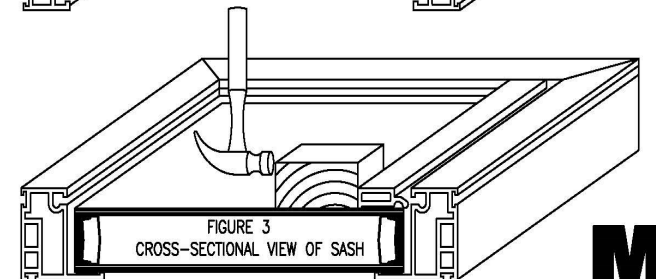
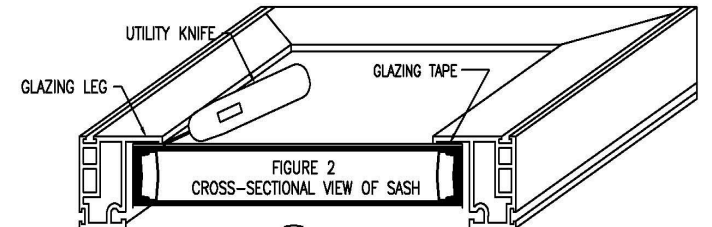
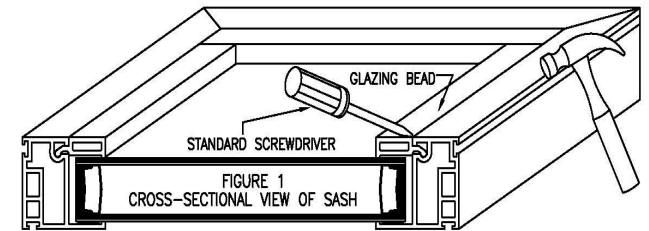
1. Tape Damaged Glass and Confirm Replacement Panel Size



WARNING:

Wear glazier gloves, arm guards, safety glasses, goggles, or eye shields when handling glass. Tape broken glass with duct tape before removal to reduce glass fragmentation. Failure to do so may result in severe personal injury, product and/or property damage.

- * Tape damaged glass, using duct tape, on both sides.
- * Using a thin blade putty knife or wood chisel, from the interior surface of the window, remove the glazing bead pieces beginning with the vertical pieces. Be sure to mark each piece as to where it is removed from. This will insure that each piece can be replaced to the proper location.
- * Once the vertical pieces are removed, remove the lower horizontal piece. Repeat procedure for the upper horizontal piece. After the upper horizontal glazing bead is removed, safely support the glass panel or the glass panel may fall from the frame.
- * Measure the damaged glass and confirm the size of the replacement glass panel. If the size of the replacement glass panel is incorrect, using a glazing hammer, re-install the upper horizontal glazing bead and then the lower glazing bead. Repeat the procedure when installing the vertical glazing bead. After the glazing beads are replaced, contact your distributor or the sales representative.
If the size of the replacement glass panel is correct, re-install the glazing beads as instructed above. After the glazing beads are replaced, proceed to section 2.



WARNING:

Replacing the glazing beads will hold the glass panel in place while the glazing is cut. This will help to keep the glass panel in place until ready to be removed from the frame.

VINYL SINGLE HUNG SASH & GLASS REPLACEMENT INSTRUCTIONS

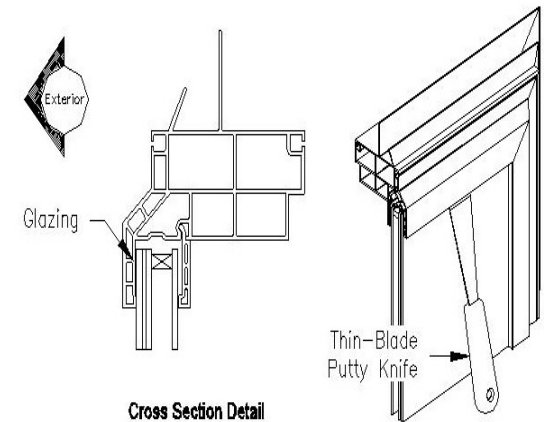
2. Cut Glazing and Remove Glazing Bead Pieces



WARNING:

Support the glass panel at all times. Glass panel may fall inwards. Handle broken glass with extreme caution, it may cause severe personal injury.

- * Using a cutting tool (utility knife, thin blade putty knife, glazing cutting tool) cut the glazing around the full perimeter of the window, between the glazing leg and the glass panel. The cutting tool should penetrate approximately 5/8”.
- * Note: Glazing may vary depending upon the series or the manufacture date of the product. Glazing may be double or single sided adhesive foam tape or silicone. Silicone glazed products will require more force to de-glaze.
- * After the glazing is cut, while supporting the glass panel, remove the glazing beads as done in step 1. Removing the vertical beads first, lower horizontal bead next and then the upper horizontal bead.



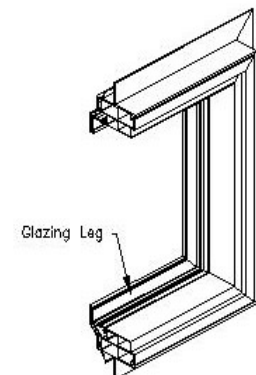
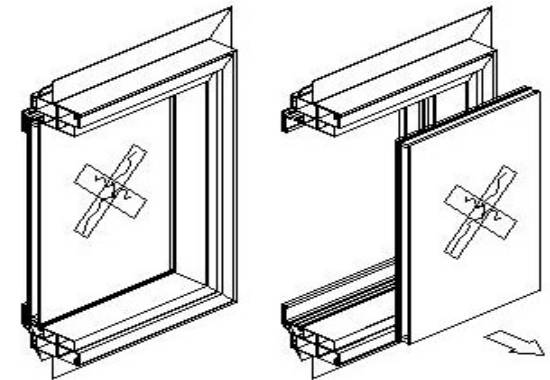
3. Remove Damaged Glass



WARNING:

Use a reasonable number of people with sufficient strength to lift, carry, remove and install glass. Handle broken glass with extreme caution, it may cause severe personal injury.

- * Once the glazing bead pieces, both the vertical and horizontal, have been removed, carefully remove and dispose of the damaged glass. This will require several people. It is suggested to have one person on the exterior to gently push the top of the glass panel inward. The person on the exterior may need to cut any sealant that may have been missed. Additional people on the interior will need to support the panel as pushed inward.
- * Remove the glass spacers/setting blocks.
- * Carefully remove all of the silicone from the glazing leg/frame. The surface must be dry/clean with no contaminants prior to the installation of the new glass.
- * Remove all obstructions from glazing area that could chip the replacement glass and lead to breakage.



VINYL SINGLE HUNG SASH & GLASS REPLACEMENT INSTRUCTIONS

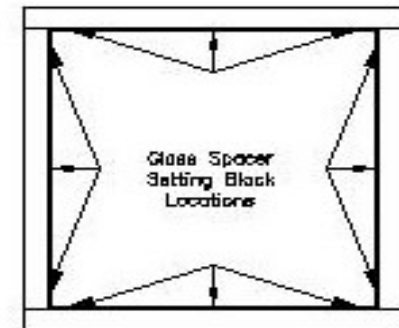
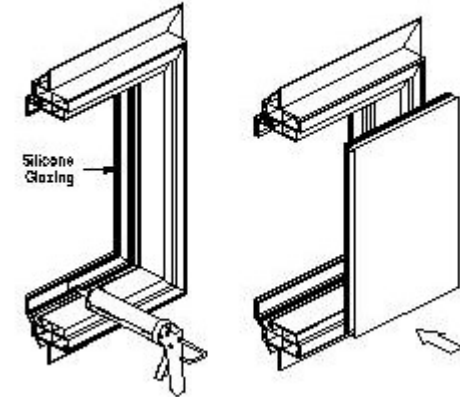
4. Install New Glass



WARNING:

Protect glass edges. Do not roll glass on edges or corners, breakage or damage could occur.

- * Remove new glass panel from packaging and clean appropriately, leaving no residue (s) on the surface.
- * Measure the replacement glass panel to determine the proper orientation.
- * Using a quality silicone recommended for glazing, apply a 1/4" bead of silicone to entire perimeter glazing leg and place the glass spacers/setting blocks at the sill end of the unit. Silicone must be recommended for vinyl and glass applications.
- * Position the replacement glass, with the corner seal upward. Corner seal should be the upper right hand corner.
- * Set bottom edge of the glass panel on the setting blocks using the glass clamps. Push the top of glass panel into the silicone applied to the glazing leg and center horizontally in opening.
- * While supporting the glass panel, center glass using a NYLON putty knife to pry between the glass and jamb, if needed.
- * While supporting the glass panel, position remaining glass spacers/setting blocks to head and side locations using silicone to hold them in place.
- * Ensure adequate amount of silicone between the glazing leg and the glass panel.



WARNING:

Silicone alone will not hold the glass panel in the frame. Continue supporting the glass panel until the glazing beads are installed.

VINYL SINGLE HUNG SASH & GLASS REPLACEMENT INSTRUCTIONS

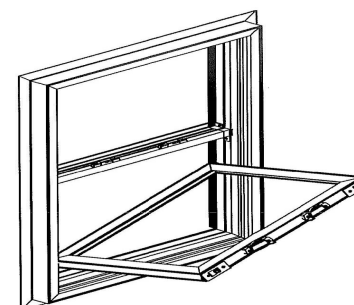
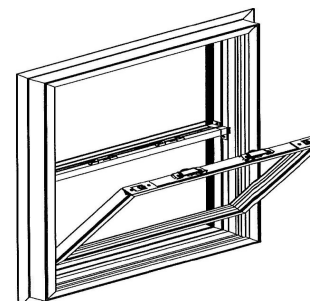
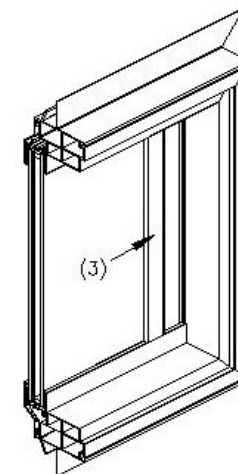
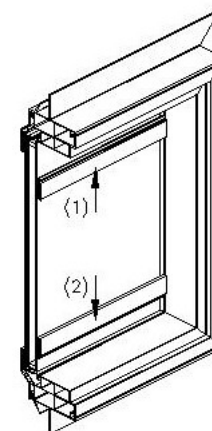
5. Install Glazing Bead Pieces



NOTICE:

INSTALL GLAZING BEAD PIECE ONE AT A TIME, BEGINNING WITH THE UPPER HORIZONTAL PIECE.

- * Using a glazing hammer, install the upper horizontal glazing bead. (1)
- * Repeat the above procedure when installing the lower horizontal glazing bead. (2)
- * Once the horizontal glazing bead pieces are installed, begin to install both of the vertical glazing beads. (3)
- * After the glazing beads are installed, clean up any excessive silicone that may be visible.



6. REPLACING SASH IN WINDOW FRAME

- * To place the sash back into the frame there will be a pivot bar on the left and right side of the sash.
- * The pivot bar on the sash fits into the pivot shoe in the main frame jamb.
- * Place the pivot bar into the highest shoe and push down and align bar with the other shoe. Tilt window back up into place making sure the tilt latches secure.