



# GLASS GUIDE: BREAKAGE

INFORMATION FOR DEALERS



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There are many different types and causes of glass breakage, including damage during delivery, blemishes caused by windblown elements, or improper care and maintenance. Breakage that is reported within 48 hours of delivery may be eligible for replacement. This document illustrates the three types of breakage and how to determine eligibility for replacement in two steps.

### STEP 1: IDENTIFY THE GLASS BREAKAGE TYPE



#### THERMAL BREAK

Occurs when the temperature varies in different parts of the glass and the strength of the temperature strain is greater than the strength of the glass.



#### BENDING/CORNER BREAK

Occurs when torsional (twisting under torque) forces are applied during transport, handling, or installation. Force has been applied at or near the break or along a parallel edge. Breaks may occur at any location along the edge of the glass.



#### IMPACT BREAK

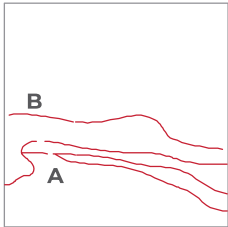
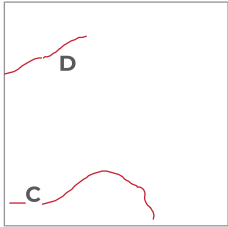
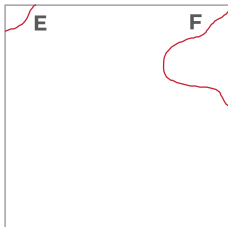
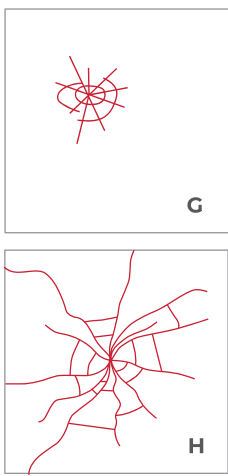
Occurs when the pane is impacted with enough force to cause a shatter. A typical example pattern is a "spider web" effect.



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### STEP 2 DETERMINE IF YOUR GLASS IS ELIGIBLE FOR REPLACEMENT

| Glass Breakage Type |                                                                                     | Specific Breakage Type<br>(Refer to the Drawing Above<br>for Examples)  | Replacement Eligibility                                                                                                                                         |
|---------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Thermal Breaks      |    | <b>A</b><br>High-Stress<br>Thermal Break                                | Thermal Breaks are not eligible for replacement.                                                                                                                |
|                     |                                                                                     | <b>B</b><br>Low-Stress<br>Thermal Break                                 | Thermal Breaks are not eligible for replacement.                                                                                                                |
| Bending Breaks      |   | <b>C</b><br>Low-Stress<br>Bending Break                                 | Bending Breaks are eligible for replacement if noted upon delivery to the authorized dealer. Breaks that occur after delivery are not eligible for replacement. |
|                     |                                                                                     | <b>D</b><br>Low-Stress<br>Bending Break                                 | Bending Breaks are eligible for replacement if noted upon delivery to the authorized dealer. Breaks that occur after delivery are not eligible for replacement. |
| Corner Breaks       |  | <b>E</b><br>Low-Stress Corner Break –<br>could be due to burr or spacer | Corner Breaks are eligible for replacement if noted upon delivery to the authorized dealer. Breaks that occur after delivery are not eligible for replacement.  |
|                     |                                                                                     | <b>F</b><br>Low-Stress Corner<br>Break – low-stress bending             | Corner Breaks are eligible for replacement if noted upon delivery to the authorized dealer. Breaks that occur after delivery are not eligible for replacement.  |
| Impact Breaks       |  | <b>G</b><br>Small Object<br>Impact Break                                | Impact Breaks are eligible for replacement if noted upon delivery to the authorized dealer. Breaks that occur after delivery are not eligible for replacement.  |
|                     |                                                                                     | <b>H</b><br>Large Object<br>Impact Break                                | Impact Breaks are eligible for replacement if noted upon delivery to the authorized dealer. Breaks that occur after delivery are not eligible for replacement.  |