



Wise RV Glass LLC

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## Wise RV Glass Warranty Information

Effective 5/1/2024

### Standard Labor Warranty

Wise RV Glass honors a 1 year warranty on all labor performed as noted below

~ Which includes the seal of the glass to a frame or body of and RV against leaks and penetrating air noise.

~ Seal of a window frame/subframe to the body of the coach against leaks and penetrating air noise

~ All components of a window working in the order which we found them in:

Applicable Handles attached to glass

Applicable Vent tracks clean and in place

Applicable Lock throws lined up with catches

Applicable Moldings and Gaskets in place of their required positions

Applicable Latches and Turn Knobs properly tightened and aligned

Applicable Trackbars and Hinges in proper operational place

Applicable Trim Ring(s) aligned and secured with no missing screws

Applicable Seal of Sealant applied to flange of frames

Applicable Secondary Seal applied around Glass and/or Frame in water flow and drive direction of the RV/Motorhome/Motorcoach

Applicable Valances, Blinds, Shades, Drapes, Window Trim reinstalled and functional. (Unless other arrangements are made)

*All window components will be inspected upon measurement appointment, components appear to us (Wise RV Glass) as broken, damaged, needing replacement we will mention it an move forward with it noted or by including available replacements with the installation of the glass.*

*\* If glass is installed without a prior measurement appointment, window components will be inspected upon service and noted.*

### Hidden/Burried Window Components

*Wise RV Glass cannot be held responsible for damaged or broken components as they arise to our knowledge during service.*

*Wise RV Glass will point out/communicate any issues with components as they arise and their impact on the window system as they are.*

~ Seal of Windshield Glass to the Pinchweld (fiberglass and/or metal)

~ Seal of Windshield Glass to a Windshield Gasket

~ Seal of a Windshield Gasket to the Pinchweld (fiberglass and/or metal)  
\*Seal of applicable Windshield Installation Methods against leaks and penetrating air noise.

*1.)Wise RV Glass cannot warranty against 'flex' or 'twisted' caps. This is a condition which is maybe observed before installation begins, however at times this condition cannot be observed until glass is removed. If so, Wise RV Glass will immediately communicate.*

*2.)Wise RV Glass cannot warranty against penetrating rust or corrosion to a point where metal is lacking on the pinchweld area of the windshield opening. This cannot be observed until glass has already been removed. If these conditions are observed, Wise RV Glass will immediately communicate.*

*3.)Wise RV Glass cannot warranty against cracked fiberglass on a pinchweld or windshield glass opening.*

\*The three (3) conditions noted above effect how the glass sits and seals to a windshield opening properly. We can hedge against issues arising from these issues. However, Wise RV Glass cannot warranty the continued seal of a windshield if any of these conditions are present.

~Wise RV Glass does not warranty against 'stress cracks' glass is installed in a manner to prevent stress cracking on glass.

~ All components surrounding the work area of a Windshield  
Applicable Exterior A-Pillar Trim, Hood, Hood Trim, Windshield Wipers, Indicator (amber) Cap Lights, Side View Mirrors, Bra, (Magna-Shade reinstallation onto new glass incurs additional labor charges).

Applicable Interior A-Pillar Trim, Dash Board, Defroster Vents, Drapes, Shades, Removeable Cabinet Walls, Header Trim, Centerbar Trim, Rear View Mirror.

*Applicable Components will be inspected prior to windshield installation and condition noted and communicated by Wise RV Glass.*

Windshield Moldings, Gasket, or Flushmount Bead to be applied.

\*\*\*Windshields, Frame-Less Windows, and Flushmount glass applications- your RV, Motorhome, Motorcoach must sit still (no movement of jacks/leveling or driving) until 24 hours after the installation is completed.

Labor warranty is to note listed components on, in, and around Windshield and Windows will remain and/or operate properly for the duration of 1 year.

Labor warranty is to cover seal and components of Windshields and Windows under '**normal driving/operating' conditions** as listed by your RV manufacturer. Maintaining travel speed, operating terrain, parking/storage terrain, and leveling procedures.

**I.G. (Insulated Glass) Warranty**

~I.G. units vary in size (square footage), and overall thickness.  
 Factory I.G. units used in various RV/Motorhome/Motorcoach windows may not comply with warranty specifications based on their dimentions.

I.G. Units are fabricated as such:

- \*Glass + Air Space + Glass = O.A. (Over All) Thickness
- \*Tinted I.G. Units are assembled 'Tint over Clear' designating the tint pane is assembled on the exterior side of the glass unit.
- \*I.G. units as *always* assembled either Clear over Clear *or* Tint over Clear
- \*Tint over Tint I.G. units cannot be warrantied at all, with the one (1) exception of Green (solex) over Green (solex)

Glass Thicknesses used to fabricate I.G. units	
1/8" Tempered	5/16" Laminated
3/16" Tempered	
1/4" Tempered	

**Conventional I.G. Units**

Square Footage			0-5	6-10	11-15	16-18	18-25
<b>O.A. Thickness</b>	<b>Air Space</b>	<b>Glass Thickness</b>					
7/16"	3/16"	1/8"	10y	7y	5y	5y	2yr
1/2"	1/4"	1/8"	10y	10y	10y	7y	5y
1/2"	3/16"	3/16" + 1/8"	10y	10y	10y	7y	5y
9/16"	5/16"	1/8"	10y	10y	10y	10y	7y
9/16"	1/4"	3/16" + 1/8"	10y	10y	10y	10y	10y
9/16"	3/16"	1/4" + 1/8"	10y	10y	10y	7y	5y
5/8"	3/8"	1/8"	10y	10y	10y	10y	10y
5/8"	5/16"	3/16" + 1/8"	10y	10y	10y	10y	10y
5/8"	1/4"	3/16 + 3/16"	10y	10y	10y	10y	10y
5/8"	3/16"	1/4 + 3/16"	10y	10y	10y	7y	5y
5/8"	1/4"	1/4" + 1/8"	10y	10y	10y	10y	10y

~Frame-less I.G. units are warrantied for 5 years- across the board unless otherwise

specified by Wise RV Glass.

~I.G. units must be cleaned with a non-abrasive, non-corrosive, non-acidic cleaner as those may compromise the seal of the glass unit.

~Weeps holes on 'conventional' windows must be kept clean 'as needed' to prevent water build up around the seal of I.G. units.

~If Wise RV Glass observes a condition on a window frame/sash which may compromise the enhanced function of any particular I.G. unit, conditions of care maybe amended to honor the warranty on the seal of the I.G. unit.

~I.G. unit(s) shipped for customer installation must be installed with adhesives, primers, materials-shipped with the glass unit(s). Unless otherwise advised by Wise RV Glass personnel

~Glass units themselves are warrantied against seal failure, after the 1 year labor warranty period labor would still be charged on any work pertaining to the replacement of failed I.G. unit(s).

~I.G. units build with 3/16" air space may experience slight condensation between the panes for short periods of time (mainly in morning and evening times) when there is a greater difference of temperature and relative humidity between the interior and exterior temperature. Just contact us with any concerns.



