Crestline
Windows & Doors

Identification Methods for Service

This document explains how to identify your window or door product for servicing.

Manufacturer identification is the most essential step when ordering service parts or beginning service work on windows and patio doors. It is also important because the manufacturer, product and date will determine the warranty coverage terms.

The following are used to identify your product:

- Paperwork (Invoices, receipts, etc.)
- Purchase information (store name and location, date of purchase, etc.)
- Glass ID (Spacer) Codes
- Product photographs
- When finding information for service, be sure to write down all of the codes found on the product(s). (see next page)

The more information you have available, the easier and quicker we can assist you. Please read and complete the following pages in order to receive prompt service.

Glass ID Code Identification

(Note: The ID number is not: WSIGCC CBA 03 or similar)

A glass production code consisting of 12 digits is located on the window spacer (Figure 1). Some custom-made shapes and some insulated glass may not have a glass code. In this case, please provide the original order, or a complete description of the unit (see previous page).

FIGURE 1

Insulating Glass

Glass Identification Code

Spacer

X30095X27C3M
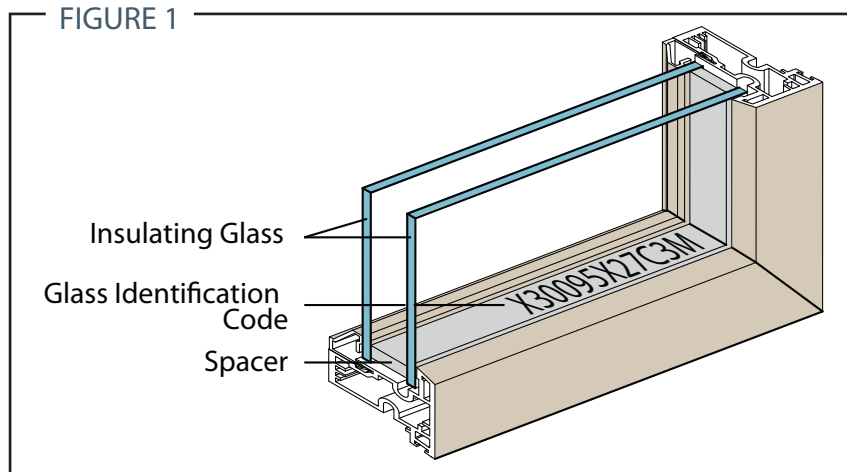
Digit 1 is the Product.

Digits 2-4 are the numerical day of the year.

Digits 5-6 are the year

Digits 7-12 are specific window attributes that help identify the window.

If there is a question on a number, for example, you can't tell if it is an 8 or a 0, please note this when submitting the information and we will attempt these different entries to identify the window. You can also call Crestline Consumer Service and ask them to pull up the ID number to make sure it is valid.