

A glass production code is 15 digits in length and will be located on the spacer (**Figures 1 & 2**) or etched directly on the glass (**Figure 3* & 4**). These codes identify the unit's order, item and sequence. It will **not** tell us all details regarding hinge codes or which sash or door panel – please provide that additional information to us. **PLEASE NOTE: The ID number is not WISIGCC CBA 03.** Units produced prior to 1996, custom made shapes, and insulated glass that we purchased will not have a glass code. In this case it will be necessary to provide the original order and item number.

We recommend taking a photo of the code(s) to submit with your request. If you are not able to provide a photo and you are not able to tell if it is an 8 or 0 in the code, please note this when submitting your information. In this case, please include the Daylight Opening of the glass and all other size/product details on the unit.

If you have any questions or concerns with the ID number, please call your inside sales team and they can look up the numbers while you are in the field to ensure you capture the data we need.

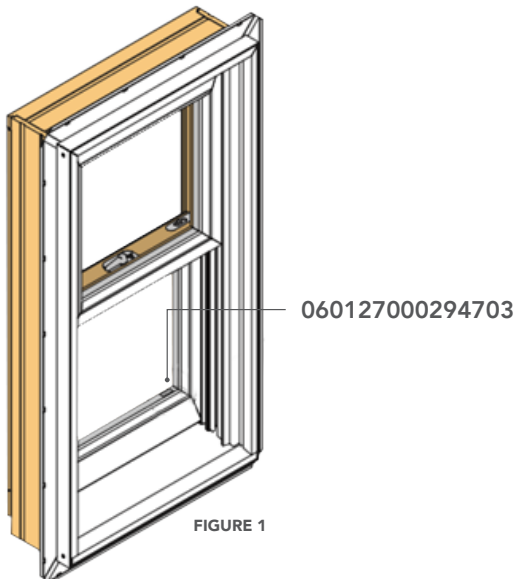


FIGURE 1

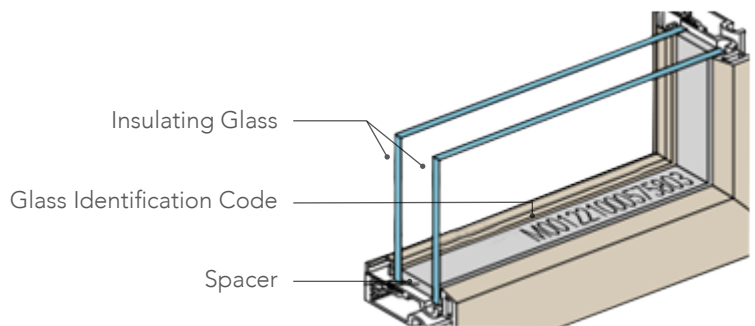


FIGURE 2

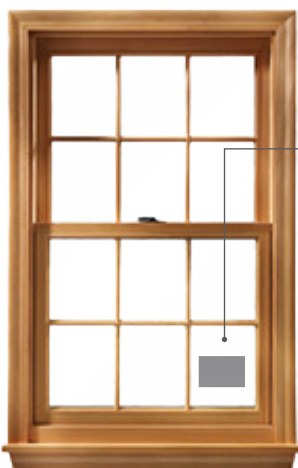
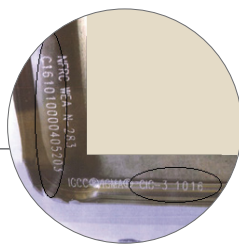


FIGURE 3



Etched Code

The information needed if the glass code is etched on the glass will be:

C161010000405203

CIG-3 1016

Both codes will be required to process a no charge claim.

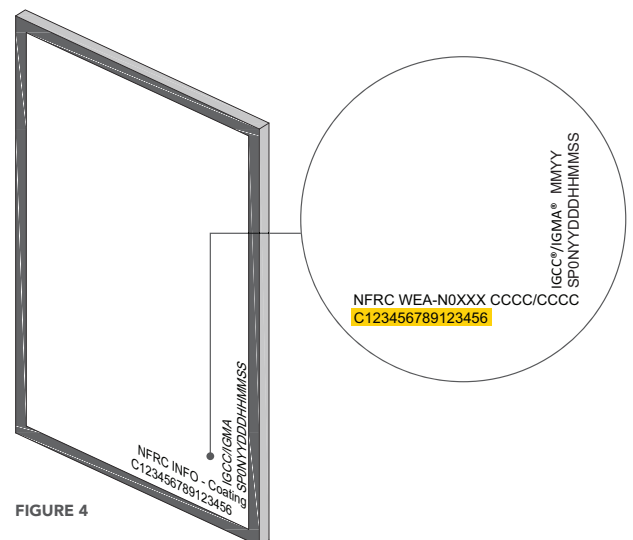


FIGURE 4

*Warranty on glass with an etched code cannot be processed without **both** codes noted (Figure 3)