



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

### IMPORTANT IDENTIFICATION METHODS

This document explains how to use the following ways to help identify your product:

- Purchase paperwork (invoice, receipts, etc.)
- Logo on the product
- Product labeling
- Purchase knowledge
- Spacer codes (a code stamped on the spacer—a component, usually metal, that separates the panes of glass to create the airspace in an insulating glass unit)
- Product photographs

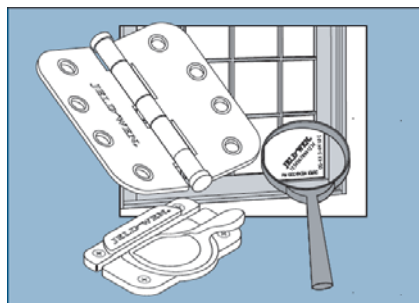
When gathering information for service personnel, be sure to write down all numbers or codes on product labeling, glass, or spacer. The more information you have available, the more quickly and accurately your service representative can assist you.

### PURCHASE PAPERWORK

An accurate and efficient way to identify a product is with a customer receipt, invoice or purchase order. These documents should have all the necessary information.

### LOGO ON THE PRODUCT

Some products have a logo or a logo and serial number etched on the glass (usually in a corner) or a logo on hardware such as locks and hinges.



### PRODUCT LABELING

Look for product certification labeling such as the AAMA (American Architectural Manufacturers Association) label or the NFRC (National Fenestration Rating Council) permanent label. These labels provide important information about the product and may contain the product's brand name or manufacturer's code. They are commonly affixed somewhere along the frame of a product and are usually gold, silver, or white.

Provide the circled information to your service representative:

#### AAMA Certification Label

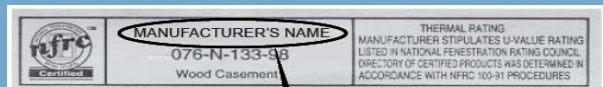


CODE: xxx-1

HS-R20 120 x 59

Manufacturer's Code    Product Information

#### NFRC Certification Label



MANUFACTURER'S NAME

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**OTHER IDENTIFICATION METHODS**

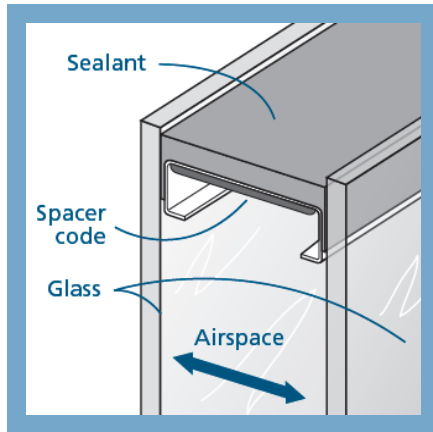
**PURCHASE KNOWLEDGE**

Another way to find out who manufactured a product is to know the answers to the following questions:

1. Who built or remodeled the home?
  - The builder may have some helpful information.
2. Where was the product purchased (supplier name and location)?
  - They may have records of the sale.
3. When was the home built or remodeled?

**SPACER CODE**

Generally the insulating glass (IG) unit of a window or patio door will have a series of numbers or letters (similar to XX-11) and a date on the spacer between the panes of glass. It is usually located near a corner at the top of the glass unit



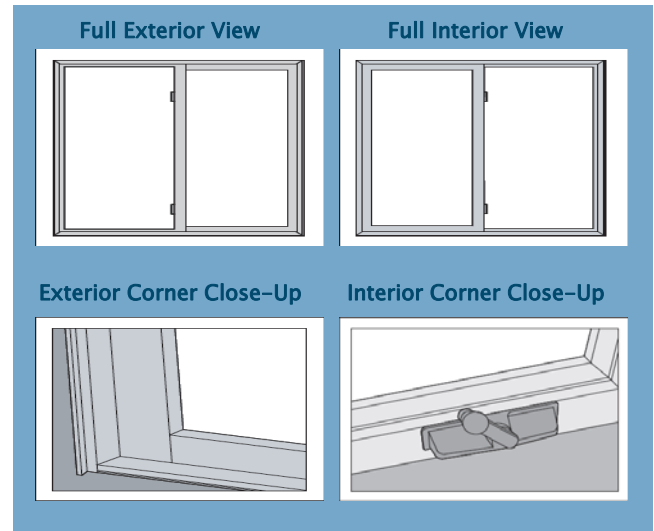
and is not always easy to read, especially on tall windows or patio doors. Some products may not have codes, or they may be faded. If there are any other windows or patio doors in the structure installed on the same date, there may be a readable spacer code on one of them.

Each manufacturing location or product collection has their own spacer code system. Your service representative should be able to identify the product by the code.

**PRODUCT PHOTOGRAPHS**

If your investigation so far has failed to produce results, take photographs of the product and send them to your service representative. Illustrated here are examples of the four primary types of photographs that will help determine the manufacturing location or product collection, model and series of your product. Also include pictures of any hardware located on the product. The purpose of these photographs is to show hardware types, mounting position assembly details and part profiles.

**Note!** For illustration purposes, these examples are of various window types.



**CONTACT US**

For questions, feel free to contact us by phone or email:

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