Insulated Glass Units Warranty Information

Manufacturer defects should be reported at the time of installation to a Valleywide Glass LLC installer. Replacement IGUs come with a 15 day warranty for stress fracture breakage. All installed glass that has been broken or damaged that was caused by nature or an object collision or other impact is not covered.

Insulated Glass Warranty for seal failure (foggy glass): 1 year Parts and Labor.

Insulated glass Units (IGUs, Dual Pane) come with a 5 year manufacturer warranty on seal failure (foggy glass). Glass and seals only, does not include broken glass.

Reasons warranties would not be covered:

Valleywide Glass LLC did not install the unit
Extra additions such as shades, blinds, tint film or other window treatments
Not original purchaser

This warranty is not transferable to any other party than the original purchaser of the product/service.

Procedure for claims:
All warranty claims must have original invoice or receipt ready as well as photos or other information about the defect. There is a small fee of $50 to inspect and verify that the warranty is valid and to order any replacement glass or parts needed for the service.