

Please read this document fully before beginning. Examine your product purchase paperwork (invoice, receipt, etc.) for measurements and details. If you do not have paperwork, refer to this guide for measurement instructions and product details. Fill out the "Product Characteristics Form" on the next page and provide to your supplier when ordering. Include any supporting pictures, if necessary. For measuring assistance or details not covered here, call Corporate Customer Service at 800-JELD-WEN (800-535-3936). You can also contact us through our website at www.jeld-wen.com. **New glass produced to user specified dimensions cannot be returned.** Be sure the provided measurements are correct.

IMPORTANT INFORMATION

SAFETY & RECOMMENDATIONS

- Use extreme caution when measuring glass (especially broken glass). Glass edges are sharp.
- If glass is cracked, cover cracks with duct tape to minimize further breakage and serious injury.
- Use the worksheet on the back to record measurements for the glass, sash or panel to be replaced. Use additional copies as needed for more windows.
- Measure accurately, to the nearest 1/8".

NEEDED MATERIALS & TOOLS

- Tape measure
- Duct tape (for cracked glass)
- Pencil
- Appropriate safety equipment and clothing

INFORMATION GATHERING

To ensure you get a proper replacement component for your product, complete the Product Characteristics Form with information about your product and its purchase. Then provide the necessary measurements to make a proper fit:

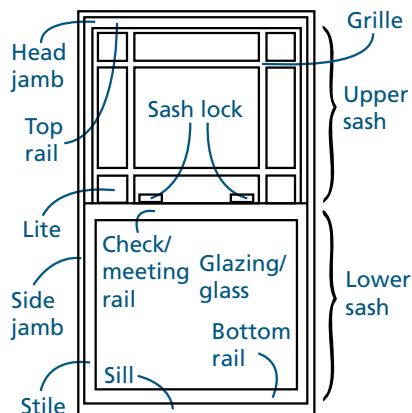
- **For glass only** – complete the daylight opening measurement below.
- **For sash replacement** – complete both the daylight opening and sash measurement below.
- **For patio door panel replacement** – complete both the daylight opening and panel measurement below.

Often photographs are the best way to communicate many details about the product for which you are ordering replacement components. To take the best photo of your product:

- Ensure there is adequate light to see necessary details.
- Take at least one photo that includes the entire product, making the view of the product as large as possible.
- Take additional photos to show necessary details such as grid patterns, handle sets, etc.

WINDOW & PATIO DOOR PARTS

Windows and patio doors have similar parts. Not all windows and patio doors will have the specific parts shown, but usually only differ in their orientation.



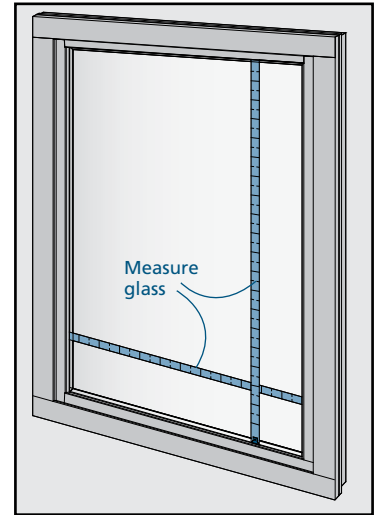
1 DAYLIGHT OPENING MEASUREMENT

A daylight opening measurement is the width and height of the visible glass in a window or patio door.

Note! For accuracy, if necessary, remove insect screen and/or window treatments (curtains, blinds, etc.).

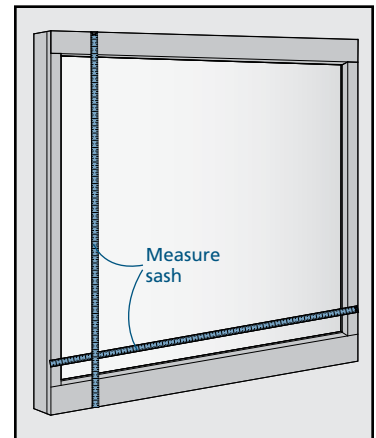
Measure daylight opening on standard rectangular windows as follows:

- Measure glass (over grilles if applicable) from wood edge to wood edge, clad to clad, or frame to frame. Specify if measuring the interior or exterior.
- For non-rectangular or geometric shapes, please consult with your supplier or call Corporate Customer Service.



2 SASH/PANEL MEASUREMENT

- Always measure the sash exterior.
- Measure daylight opening as explained in Daylight Opening Measurement.
- For a non-removable sash, measure sash width and height on the exterior side.
- For a removable sash, remove and measure the width and height on the exterior side.
- Record your measurements.



3 PATIO DOOR PANEL MEASUREMENT

Note! These measurements can be done from the interior or the exterior.

- Measure daylight opening as explained in Daylight Opening Measurement.

- Measure panel height and width as explained in Sash/Panel Measurement.
- Record your measurements.

JELD-WEN PRODUCT CHARACTERISTICS FORM

Customer Information			
Customer Name			
Street Address	City	State/Province	Zip/Postal Code
Day Phone	Evening Phone	E-Mail Address	

Purchase Information		
Purchase Location	Purchase Date	Original Order Number

Product Information			
WIN Number	Spacer Code	Brand	Color
Product Material	Style (casement, awning, etc.)	Sash Type	Handing
<input type="checkbox"/> Aluminum <input type="checkbox"/> Vinyl <input type="checkbox"/> Wood <input type="checkbox"/> Clad Wood		<input type="checkbox"/> Operating <input type="checkbox"/> Fixed <input type="checkbox"/> Direct Set	<input type="checkbox"/> Left <input type="checkbox"/> Right
Glass Type (color, pattern, coatings, etc)		Grilles	
		<input type="checkbox"/> No grilles <input type="checkbox"/> Equal lite pattern <input type="checkbox"/> Other (provide photo)	

Replacement Part Information				
Part Needed	Daylight Opening Width	Daylight Opening Height	Sash/Panel Width	Sash/Panel Height
<input type="checkbox"/> Glass only			N/A	N/A
<input type="checkbox"/> Sash <input type="checkbox"/> Panel				

GLOSSARY

Clad

Aluminum or vinyl material attached to the outside of a window or patio door that creates a durable, low-maintenance window.

Daylight Opening

The visible or touchable area of glass in a window or patio door.

Grille

A decorative grid on the interior or exterior of the glass, between the glass panes, or any combination of these locations that divides a window opening into smaller openings to create simulated divided lite or true divided lite. Grilles may or may not be removable.

Handing

The operating direction of a window or patio door; refers to the way the window or patio door will swing to open as viewed from the exterior (right-handed or left-handed).

Sash/Panel

An assembly comprised of stile (vertical pieces), rails (horizontal pieces), and a window's glass that is fixed to the frame.

Spacer Code

A series of numbers or letters stamped on the spacer (usually in a corner) that separates the panes of glass.

WIN Number

A serial number and two letter code found in the glass etching on one lower corner of the glass (shown in blue) under the JELD-WEN logo that identifies specific manufacturing details.

