



HWD Acquisition, Inc.
575 South Whelen Avenue
Medford WI 54451
Field Service Department
1-800-433-4873

ORDERING REPLACEMENT GLASS, SASH OR WINDOW & DOOR PARTS

Enclosed is a Customer Service Report form. This is designed to help you gather the information needed to place a warranty parts order or to obtain prices for non-warranty replacement parts.

You may also find a distributor list enclosed. When you have the complete information on the glass or parts needed, provide this information to one of these distributors to place the order for you. A distributor list is available online at: www.hurd.com

Your warranty does not cover labor; therefore, any additional services requested of the distributor may incur charges. Also, service and handling fees vary from area to area, so please inquire about this when contacting the distributor.

Photographs identifying the product or original purchase order numbers are very helpful for identifying correct parts. For details not covered in this form or additional measuring instructions please do not hesitate to contact the Field Service Department at HWD.

SAFETY

- Always wear appropriate safety equipment
- Use extreme caution when measuring or temporarily taping cracked glass. Cover cracks with duct tape to minimize additional breakage and serious injury.

MATERIALS

- Pencil
- Tape Measure
- Duct Tape for cracked glass
- Safety Equipment/Apparel

The instructions enclosed can be done by a homeowner with some mechanical ability. If you are uncertain, it is recommended you hire, at your expense, a trained service provider such as a construction contractor or professional builder. HWD disclaims any and all liability associated with the use of these instructions. Reliance upon this information is at the risk of the party so relying.

HWD Acquisition, Inc.

575 S. Whelen Ave
 P.O. Box 319
 Medford, WI 54451
 Attn: Field Service
 (800)433-4873, fax (715)748-9827, www.hurd.com

CUSTOMER SERVICE REPORT

Date: _____

1A. Distributor
 Name: _____

1B. Homeowner
 Name: _____

Address: _____

Address: _____

Phone: _____

Home Phone: _____

Original Hurd order number _____

Work Phone: _____

Product Purchase Date: _____ Signature: _____

For Glass or Sash Replacement:

Please indicate if you would like current available sash replacement _____ or glass only replacement _____

(2) Quantity	(3) Ext. Aluminum Clad Color Only	(4) Product Style	(5) Glass Width	(6) Glass Height	(7) Glass Type	Grille Lites	(8) Glass ID#	(9) Hinging
Example- 2	White	Casement	22	42	LE	W H	L302CC	Right
						W H		
						W H		
						W H		
						W H		
						W H		
						W H		
						W H		
						W H		

Is the glass tempered? (Yes/No) _____ Obscure glass? (Yes/No) _____

Do you have Grilles in the Air Space? _____ If yes: interior color _____ exterior color _____ flat/contoured _____

Hurd Divided Light? _____ If yes: color _____ 5/8", 7/8" 1", 1 1/4", or 2" _____

Removable Grilles? _____ If yes: Surround? _____ 5/8", 1" or 1 1/4" _____

Examples

2W	
3H	

	Queen	
	Ann	

Please describe in detail the reason for filing a warranty claim:

For Casement or Door Hardware:

Quantity	(10) Hardware Color	(9) Hinging-for casements and door hinges	Swing Door-Single Point or Multi Point	Sliding Door- Standard, Up-Grade or C-handle	Year of Purchase

For Double Hung or Single Hung Balance Systems:

Quantity	Color of Balance (Circle one)	(5) Glass Width	(6) Glass Height	Year of Purchase
	WHITE BEIGE			
	WHITE BEIGE			
	WHITE BEIGE			
	WHITE BEIGE			
	WHITE BEIGE			

3. Exterior Color:

Cladded Product:
(Clad exterior/ wood interior)

White _____ Sand _____ Bronze _____ Green _____
 Eggshell _____ Brick Red _____ Black _____
 Clear anodize _____ Champagne anodize _____
 DBA _____ MBA _____ LBA _____ Other: _____

Wood Products:
(wood exterior/ wood interior)

Primed/Painted _____ Natural _____

4. Product Style:

Casement (Only available in Energy Saver)	Sliding Patio Door (Only available in Energy Saver)
Awning (Only available in Energy Saver)	In-Swinging Patio Door (Only available in Energy Saver)
Double Hung- spring balance	Dual In-Swinging Patio Door (Only available in Energy Saver)
Double Hung- Premium-block and tackle balance	Out-Swing Patio Door (Only available in Energy Saver)
Single Hung -Kings View or Premium Clad	Dual Out-Swing Patio Door (Only available in Energy Saver)
Sliding Window	Direct Set
Shaped Unit- Must provide sketch viewed from the exterior	

***Energy Saver casement first available April, 2003 and In-Swing doors available Sept, 2005

*** As of 9-15-06 the Classic Casement and Awning Sash are no longer available.

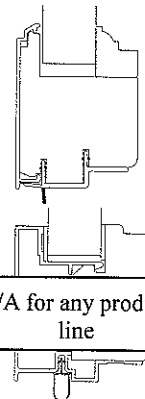
Replacement will be with Energy Saver sash or with glass only!!!

***As of 12/2008 Classic door panels are no longer available. Replacement will be Energy Saver or glass only.

5. Glass Width: If you do not know the size, please measure the width of the exposed glass area only.

6. Glass Height: If you do not know the size, please measure the height of the exposed glass area only.

Energy Saver



Classic

7. Glass Types: Will be identified in the glass code etched on the lower corner of the glass.
 Example: HWD
 IGCC CBA
 CC05DD "CC" indicates clear glass. This will be different for different glass options.

8. Glass ID: Glass ID# is on the metal spacer channel in-between the panes of glass or etched directly on the glass. The ID# on the spacer channel will consist of one or two letters and three numbers

Examples of Glass	HURD (MAY READ HMCI OR HWDI)	HURD	IGMAC
etching would read:	IGCC CBA	OIG-27-02-04	IGCC@CBA
	CC 5 Y	IGCC CBA	LoE
			CARDINAL@IG
			CIG-2
			4-92

*** GLASS ID# IS REQUIRED FOR ALL REPLACEMENTS***

9. Hinging: AS VIEWED FROM THE OUTSIDE OF THE HOME

Casement:	Hinged Left, Hinged Right, Fixed, or Picture
Awning:	Operator or Fixed
Double Hung:	Top, Bottom, Fixed, or Picture
Sliding Window:	Operator-L, Operator-R, Fixed, or Picture
Sliding Patio Door:	Operator, Fixed, or Sidelite
Swing Patio Door:	Hinged Left, Hinged Right, or Fixed
Dual Swing Patio Door:	Main Active, Semi Active, or Fixed

10. Hardware Color:
Casement, Double Hung, Upgrade Sliding and Swinging Multi-point Patio Door Options include: Standard gold tone, White, Bright Brass, Antique Brass, Brushed Chrome, Polished Chrome, Oil- Rubbed.
Clad and Wood Swinging Patio single point (double bore) handle set-(Contemporary or French lever)-Antique brass, bright brass, or white.
Wood/Clad Sliding Patio Door Standard Handle- White or Black