



650 West Market Street  
Gratz, PA 17030  
717-365-2500  
www.miwindows.com

## **INSTRUCTIONS ON HOW TO FILL OUT REPLACEMENT FORM**

**\*PLEASE MEASURE ACCORDING TO THE INSTRUCTIONS ON THE FORM\***

Please be sure to read the form in its entirety as some products have limited product availability. Measure as indicated on the forms. Be sure to mark the width and the height in the appropriate locations.  
Services are performed Monday—Friday 8:00am—5:00pm

### **HOW TO MEASURE:**

MIWD does have a video of how to measure your windows online to provide you proper measuring guidelines. Please view the attached link.

Www.miwindows.com

**Video is valid for any MIWD brand products manufactured after 1998.**

**Video is for general purpose only—Please follow instructions on forms that were provided.**

### **COLOR OF UNIT**

Circle the color of your windows.

### **GRIDS: (DECORATIVE BARS BETWEEN GLASS)**

If you have grids (decorative bars between glass panels), please draw them on sash replacement form. Circle the grid style you have, 5/8", 7/8", etc..... Please note on the sash form if you have custom grids.

### **GLASS OPTIONS**

Circle any glass options you currently have on your windows: Low E/Argon, Obscured, Tempered, etc. If you are not sure whether you have Low E/Argon or Standard Clear Double Pane, tape a white piece of paper to the inside glass panel, then look at the glass panel from the outside of your home to see if the white paper turns a slight gray color. If the paper turns a slight gray color, then your windows have Low E/Argon.

**Please note:** Replacement Loe panels may not be an aesthetic match. Any difference will not negatively affect the performance or function of the insulated glass unit. **If your panel has tempered glass there will be etching in one of the four corners of your glass panel.** If you want to add additional options to your windows, please see Glass Option Upgrade Costs area on our glass/sash replacement form.

### **MONTH, DATE, YEAR OF PRODUCT MANUFACTURED (PROOF OF PURCHASE)**

Please provide the month, date and year the MIWD product was manufactured. In order for MIWD to provide you with the correct replacement this is a key factor. In reference to the proof of purchase, if you are the original property owner to your MIWD product, a copy of your closing paperwork or a copy of your receipt for the product is required.

### **ADDITIONAL INFORMATION**

Before you submit any sash replacement forms back to MIWD, please make sure all the information is on the forms. Make copies if you have the resources to. If you have a window that needs replaced and you do not have the correct form, please call Customer Care at 717-365-2500 or e-mail us at [customercare@miwd.com](mailto:customercare@miwd.com). Customer Care would be more than glad to send you the appropriate forms you need or additional help required. To avoid delay in your order, please make sure you submit payment for either shipping or out of warranty products. MIWD will return incomplete forms and MIWD will not be responsible for any missing information. **MIWD also has a 60 day discrepancies policy.** It is the consumer's responsibility to make sure all the forms are filled out correctly. Any error on behalf of the consumer or additional panels needed may require a return trip charge or additional charges at the prevailing rate.

# Out of Warranty Vinyl Single Hung Order Form

(Must supply photograph of window)

Room Location: \_\_\_\_\_ Claim No. \_\_\_\_\_

MI Serial No. \_\_\_\_\_ (found on white label on top frame sash track) See example:



Window Series: \_\_\_\_\_ (Series determines glass thickness)

Quantity of tops: \_\_\_\_\_ Top Glass Vision Width: \_\_\_\_\_ Top Glass Vision height: \_\_\_\_\_

Quantity of bottoms: \_\_\_\_\_

Bottom Sash Width: \_\_\_\_\_ Bottom Glass Vision Width: \_\_\_\_\_

Bottom Sash Height: \_\_\_\_\_ Bottom Glass Vision Height: \_\_\_\_\_

Interior Color of Window:  White  Almond  Driftwood  Clay  Adobe

Exterior Color of Window:  White  Almond  Driftwood  Clay  Black

Cream  Adobe  Bronze  Silver  Forest Green  Cocoa

Exterior Bronze Laminate (3500 series only)

Grids:

No  Yes—Please draw grid pattern in area provided

Grid Style:  5/8" Flat  3/4" Flat  7/8" Flat  11/16" Sculptured

15/16" Sculptured  SDL=Simulated Divided Lite

Grid Location:  Between the glass  Inside  Outside  Inside & Outside

Number of locks: \_\_\_\_\_

**\*\* Sashes will ship without locks on select series due to manufacturing changes\*\***

Glass Options — Circle One

Clear Glass OR Low E

Check (✓) all that apply if applicable

Tempered Glass  Obscured (frosted) Glass

Tinted Glass:  Clear  Bronze Tint  Grey Tint

Name \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ ST \_\_\_\_\_ Zip \_\_\_\_\_

Phone Number \_\_\_\_\_

Email \_\_\_\_\_

Reason for Claim \_\_\_\_\_

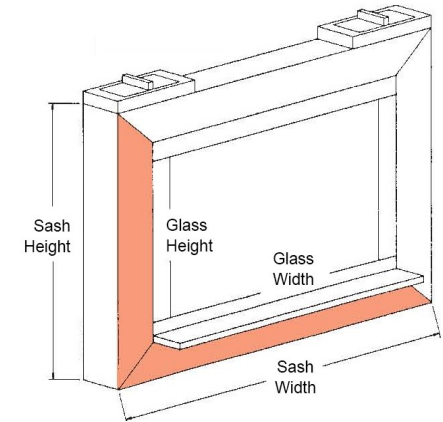
Month, Date, Year of Product Manufactured: \_\_\_\_ (MM) \_\_\_\_ (DD) \_\_\_\_ (YY)

DRAW GRID PATTERN BELOW

Top panel



Bottom panel



**\* Different panel must be on separate forms. Please make copies \***

**Discrepancies must be reported within 60 days after product is received**

**\* Warranty only covers the original purchaser of the product. Please include a copy of closing papers or receipt of purchase. \***

**We accept check, money order, and all major credit cards**

**\* Make check payable to MI Windows and Doors \***



**Check box for Credit Card Payment**

**MIWD will contact you directly to obtain**



**Check all that apply:**

Replacement top or bottom glass for a cost of \$48.00 per panel

Replacement bottom sash (if available) —\$80.00 per panel

Low E/Argon or Obscured Glass—\$35.00 per panel

Adding Grids Between the Glass—\$10.00 per panel

Tempered Glass—\$40.00 per panel

**Shipping Charges:**

\$28.00 per panel