

Sales Bulletin



Sales Bulletin # 2008-09/02

Subject: Service Replacement SoIR Shield Sealed Units

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Special Notice to all Gienow Service Customers

Over the course of the past year, Gienow has transitioned to a new glass and sealed unit supplier, Cardinal Glass Industries. Our partnership with Cardinal has enabled Gienow to offer our customers an increasingly diverse glazing product offering at industry-leading levels of quality. Options such as Preserve® protective film, Neat® low-maintenance coating, and new Shield 366 series high performance LowE glazing are now exclusively available in virtually all Gienow products.

Visually, the tint and reflectivity of the new Cardinal LowE coatings differ when compared to the equivalent product offered by Gienow's previous glass supplier. During the last several months, Gienow Service has supported our historical glass offering by supplying replacement sealed units cut from stock that closely matched the tint and reflectivity of what was used at the time the window was originally manufactured. However, recent plant closures at our previous supplier and a general industry downsizing have severely restricted the availability of some coated glass types previously used by Gienow. As a result, Gienow can no longer guarantee that Service replacement Shield LowE sealed units will be an exact match to the existing glass for windows produced prior to Oct 1st, 2007. Going forward, replacement Shield sealed units will have a very similar visual appearance to our historical Shield LowE glass when viewed from the interior. However, under certain light conditions, differences in reflectivity will be noticeable when viewed from the exterior. The glass now used to produce replacement sealed units is the best visual match that the industry currently offers. Any visual variation between original and replacement sealed units is not considered a defect and still fully complies with the terms of Gienow's product warranty.

Service excellence and strong customer focus continues to be a priority for Gienow. In instances where substantial dissatisfaction exists with mismatched glass within multi-lite window configurations, Gienow will endeavor to resolve the issue by offering to replace all the old glass within a specific window at a reduced cost to the customer.