



SERVICE AND REPAIR INFORMATION

Phone: 574-537-8900 | Email: customerservice@lci1.com | Fax: 574-534-7161

Please Print Neatly

Home Manufacturer:

Control # (For Office Use Only):

Home Serial #:

Today's Date:

Dealer Name:

Date Home was Manufactured:

Phone #:

Manufacturers Address:

Date of Retail Sale:

Name of Homeowner:

Address:

Home Phone #:

Work Phone #:

Cell Phone #:

Problems: Please answer the following questions to help identify the problem.

1. If known, please check series below:

1500 Vinyl VS Single Hung

1500 Transom

1500 Vinyl XOX

1500 Muller

1500 Vinyl HS

2400 Metal Window VS

1600 Vinyl Patio Door

2500 Metal HS

7500 Metal Patio Door

Variant for the Window or Slider Door (Kinro part number):

2. Does the lock carry KINRO Logo? Yes No

3. If vinyl window, does the moving panel have tilt-in feature? Yes No

4. If vinyl window, do both panels operate up and down? Yes No

5. If window or storm, is problem with top glass, bottom glass, or frame? Top Bottom Frame

6. If patio door, is problem with fixed glass, sliding glass, or frame? Fixed Sliding Frame

7. Please check glass problem: Scratched Cracked Fogged/Seal Failure

8. Does window have grids? (See Page 2 for Style and Grid Patterns) Yes No

9. Complete window size: Measure from Exterior of Home: Width: Height:

10. Color of Vinyl frame: White Tan

11. Type of glass: Clear LowE Comfort2 LowE TI Tempered Bronze Glass FOM Metal CA Fire Code

12. Describe the problem or list other products and conditions:

NOTE: Condensation on the interior (room side) of the glass is NOT a defect in the glass or window. Condensation on exposed glass surfaces is a result of high levels of humidity in the home. Literature is available upon request.

NOTE: All window shipments must be inspected within 5 days of delivery.

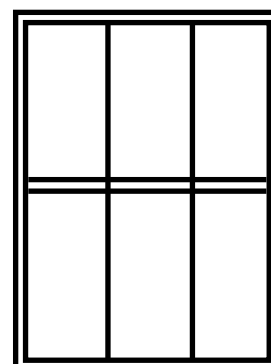
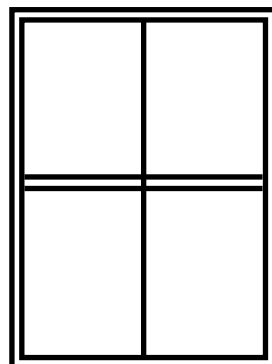
OEM Signature: _____ Date: _____

NOTE: By signing above, the Customer/OEM agrees to purchase the window/door if it was built to the specifications on this form.



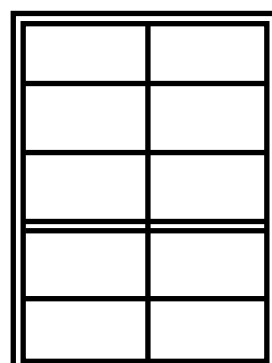
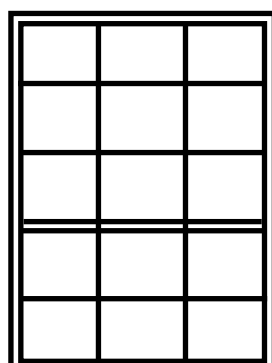
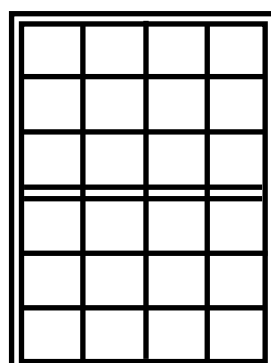
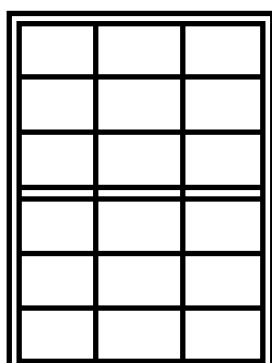
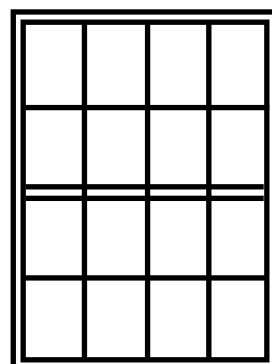
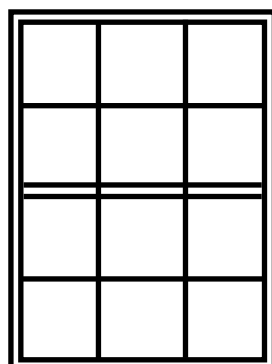
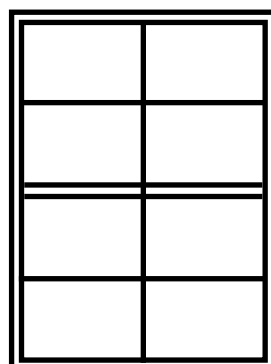
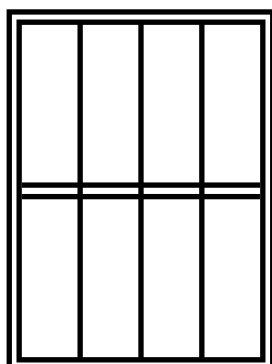
Grid Patterns

Check the box next to the appropriate grid pattern for your window or door. If the grid pattern in your window or door is not depicted below, please include a photo of your window or door with the order form and check the box below next to "Photo Included".

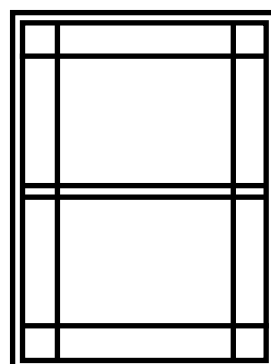


Please indicate the location of the window:

Kitchen Doorway Bathroom Living Area



Modified Perimeter



Perimeter

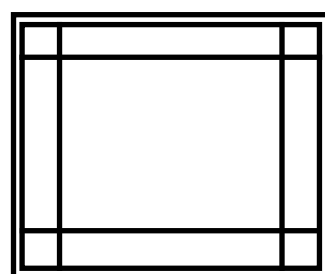


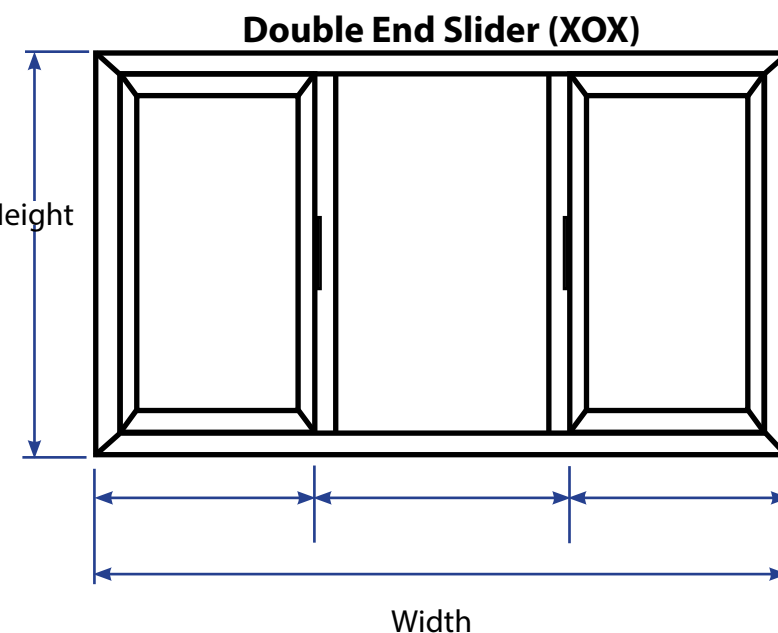
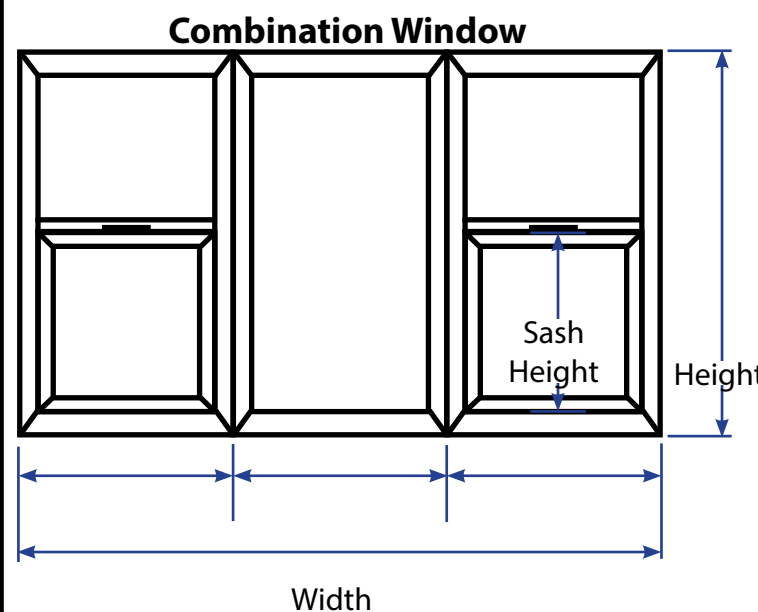
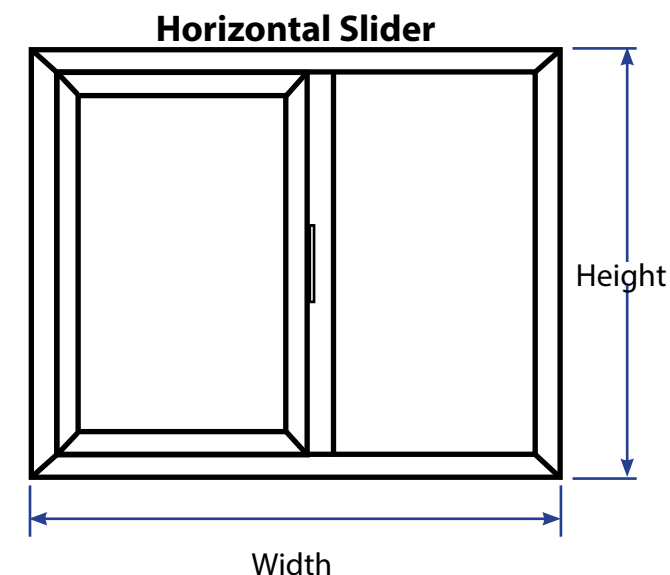
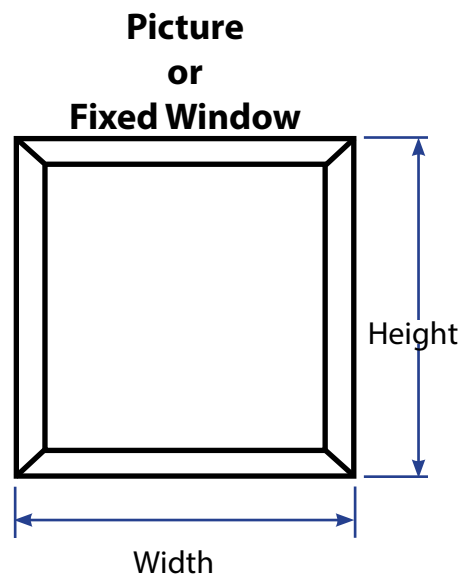
Photo Included



Window Measurements

1. Fill in the measurements in the boxes on the appropriate window style.
2. If the problem is glass seal failure, mark the failed section(s) on the appropriate window style.

NOTE: For Combination Window and Double End Slider: Measure each section as well as overall size.





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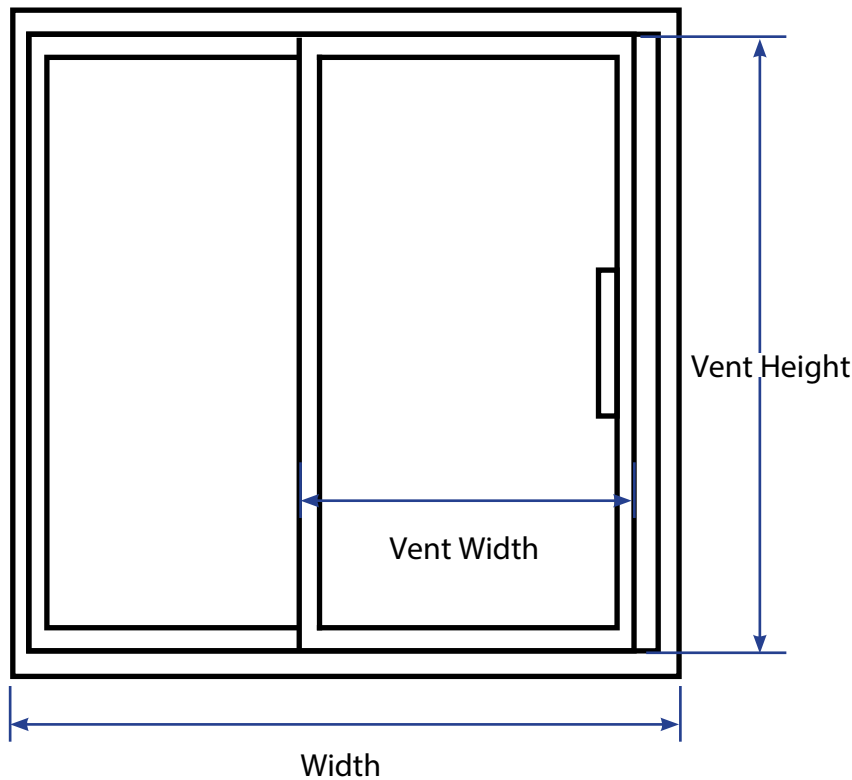
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Measure from inside the home from wood to wood. Fill in the measurements in the appropriate boxes.

Please measure your windows left to right and top to bottom as shown below.

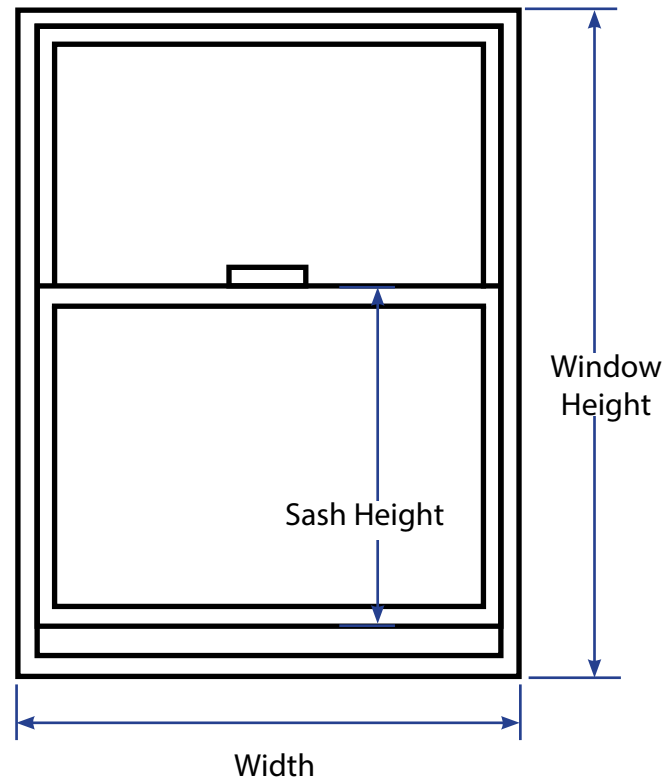
Patio Door

Open vent to measure overall vent width.



Window

Open sash to measure overall sash height.



How many windows are affected by the problem?

Are the windows fogging up at the top portion or bottom portion? Indicate location on the drawing above.

If it's a center portion in a picture window, do the side windows slide in towards the center (horizontal slider) or do they slide up and down (vertical slider)?

Horizontal Vertical

For picture windows, measure left to right and top to bottom in the center portion only.

If there is more than one window involved, and the problem is on both sections, please indicate sizes and if the portion needed is the top (fixed glass) or the bottom (moving glass).



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