

VERY IMPORTANT-PLEASE READ!

Dear Valued Customer,

Upon replacement of the glass in your auto we found that the pinchweld (this is the metal flange that the glass is bonded to) on your vehicle is rusted to some degree. When rust is **not** present we will warranty our installation against leakage for the lifetime of the vehicle and stress breaks for 90 days. However, if rust is present we limit our warranty or void it all together depending on the level of rust damage. There is a host of problems that may occur with this condition. These include:

- **Water or wind leakage** - Adhesive will not form a proper bond to metal that is corroded.
- **Stress breakage to the glass** - As the metal continues to corrode it expands, causing the glass to break under stress.
- **Lack of structural integrity of the body of the vehicle** - Many auto glass parts are integral components of the structure of today's unibody automobile. For example, a windshield helps to support the roof of the vehicle in a rollover and provides a "safety net" to keep passengers from being ejected in a collision. In many cases, a windshield also serves as a back-board for passenger side airbag deployment. If the adhesive bond is compromised these safety features may fail.

As you can see, a proper bond of the glass to the vehicle is critical to not only your satisfaction, but to your safety as well!

We have removed as much of the rust that is possible and primed the affected areas with a rust inhibiting epoxy coating. However, this is not a long term solution where rust decay is in an advanced state. You must decide what further action is necessary based upon your particular circumstances. Automotive OEM's (Original Equipment Manufacturers) have issued guidelines for addressing this issue and we categorize rust damage to help you with this decision and to define our warranty limitations.

Level 1 - Light damage - Light metal discoloration; typically orange. Factory Epoxy Coat Base Coating (E-Coat) is compromised. Damage is outside the adhesive bond line. We will warranty against leakage for a period of 2 years from date of installation, and 90 days against stress breaks. Thereafter we will provide 1 complimentary reseal.

Level 2 - Moderate damage - Moderate corrosion typically has some red spots. Corrosion is beginning to spread beneath the base coats with minimal pitting of metal. Damage is only minimally in the adhesive bond line, if at all. We will warranty against leakage for a period of 1 year from date of installation. Thereafter we will provide 1 complimentary reseal.

Level 3 - Severe damage - This can be identified by deep "pitting" with dark red spots and raised edges. Corrosion has spread and compromised a significant amount of the adhesive bond line. Moderate pitting of metal may also be present. We will warranty against leakage for a period of 6 months from date of installation. Thereafter we will provide 1 complimentary reseal.

Level 4 - Perforation - This level can vary from microscopic holes to loss of metal. corrosion has significantly penetrated the metal, thickness of the metal is reduced, major pitting or rust-through are present. **Level 4 corrosion requires the affected sheet metal to be replaced prior to glass replacement.**

An "X" is placed on the diagram at the affected areas.



Please feel free to call if you have any questions.