

Information about replacing your upper glass or lower sash on your windows.

- This information applies to the upper glass with the grids and the lower sash only.
 - *It does not refer to an entire window with frame which is covered by the Architecture standard for window replacement.*
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If your house was built in 2004-2006, the upper window glass with grids & lower sash may be under a 20 year warranty.

You can call Simonton (800-746-6704 press 1):

Give them the serial number on your window and ask them to check if it is under warranty. If there is a warranty they will direct you to Simonton's online warranty claim process.

Most homes have had a ten year warranty that has long expired.

If your windows do not have a label with a serial number, they are not made by Simonton and you can call one of the companies listed below to make and install them.*

If your windows are no longer under warranty and have a label with serial number...

You can contact ABC Supply in Elyria:

They will send Simonton an order for upper window glass with grids or lower sash based on a photo of the exact window to be replaced and a photo of the serial number label on that window.

The label appears on the side or at the top of the window.

- The photos are to be emailed with your request to Brian at ABC Supply, at brian.vanalmen@abcsupply.com. (as of May 2024)
 - ABC will email these two items to Simonton.
 - Simonton will create a quote for your window glass order and ABC will let you know.
 - If you want the window, you will go out to ABC Supply to order and pay for the window and pick it up there when it is delivered. (You may be able to pay for delivery.)
It normally takes about two weeks but it might take longer.
 - You can put in a request to Neighbor Helping Neighbor to install the glass/sash. (as of May 2024)
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*** If you need someone to order and install a window for you:**

- You can call Alex at Lakeland Glass in Lorain at 440-277-4527 or Mike Hastings at ABC Seamless (not ABC Supply) 440-213-5635. Both have replaced window glass here and are familiar with Avenbury.
- The Glass Doctor has also replaced some window glass here.