



Technical Bulletin
Rev. 1/2/07

Customer Supplied Insulating Unit Components

Vitro America cannot warrant customer-supplied materials that are incorporated into Vitro insulating glass units. The most frequent problem we experience with customer-supplied painted finishes is out-gassing of the solvents in the paint. This can cause a chemical fog to form inside the insulating unit that will obscure vision through the glass. Solvent fumes from paint or other chemical compounds may also attack the insulating unit seal and cause seal failure. Vacuum deposition (MSVD) Low E coatings may also be damaged by solvents in the air space.

Many painted finishes that are stable on store front metal, will flake when they are applied to a thin-wall spacer or grid material and then cut with a chop saw. Vitro America has also experienced problems with excessive expansion or contraction of customer-supplied materials causing glass breakage or seal failure

Failure of insulating glass units built with customer-supplied components will not be covered by the Vitro America product warranty. Our customer must be prepared to bear the full cost of replacing failed IG units that were made with these components.

I have read the foregoing warning; however, I want to order insulating units built with customer-supplied components. I understand that I have to accept total liability for failure of these insulating units. I will indemnify and hold harmless Vitro America, Inc. for any and all consequences of using customer-supplied components.

Signed _____

Print Name _____

Date _____

Company _____

Address _____

City / State _____



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