

**BOTH PAGES MUST BE COMPLETED AND FAXED  
TO CUSTOMER SERVICE  
850-473-8040**

**Homeowner Information**

Name: \_\_\_\_\_  
Street: \_\_\_\_\_  
City, ST Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_

**Person Completing This Form**

Company/Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City, ST Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_

**\*REQUIRED BEFORE WARRANTY PROCEDURES CAN BEGIN**

Date of Claim \_\_\_\_\_  
Invoice # \_\_\_\_\_  
Dealer P.O. # \_\_\_\_\_  
Closing Date on Home: \_\_\_\_\_  
Original Homeowner?      Yes      No  
What has been used to clean the window?  
\_\_\_\_\_

**ALL WARRANTY CLAIMS:**

1. MUST HAVE A PHOTO OF THE DEFECT (both inside & outside)

2. CLAIMS ON DECORATIVE GLASS MUST ALSO INCLUDE:  
Photo of etched safety glazing stamp on glass (you may have to remove the glazing bead to reveal stamp)

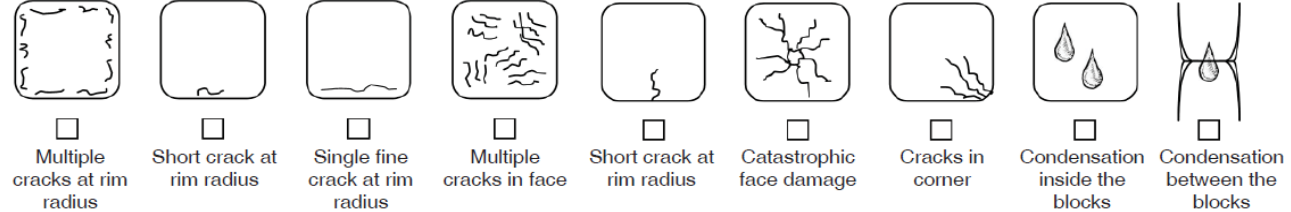
\*\*Call 888-256-2599 with any questions on these photo requirements

**Window Information**

Defect: \_\_\_\_\_  
Original Installer: \_\_\_\_\_      Installed in:    Siding    Brick    Stucco    Other  
How long has the issue been occurring? \_\_\_\_\_  
If there are cracks in the blocks, are they on the    Inside    Outside  
Is there water between the blocks? YES / NO      Is the window mullied to another window? Y/N  
If yes, is the other window a Hy-Lite window? YES / NO      Is there water inside the blocks? YES / NO  
Has the home been pressure washed? YES / NO  
Name of dealer to which replacement will be shipped: \_\_\_\_\_

**\*\*Note: Labor reimbursement is not included in any warranty claim.**

**PLEASE USE THE FOLLOWING DIAGRAMS TO ILLUSTRATE ANY BLOCK FAILURE**





A U. S. BLOCK WINDOWS COMPANY

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**Window Information - REQUIRED**

Quantity of Windows	Type of Window	Frame			Blocks		
		Material	Nail Fin?	Color	Size of Blocks	Depth	Block Pattern
	Picture Window	Vinyl	Yes	White	6" x 6"	3/4"	Clear Wave
	Casement	Aluminum	No	Tan	7 1/2" x 7 1/2"	1 1/2"	Glacier Wave
	Awning	Cellular PVC	Retrofit	Driftwood	8" x 8"	2"	Cross Rib Alternate
	Hopper		Retrofit with Flange	Bronze	9" x 9"	3"	Cross Rib Uniform
	Single Hung						Green Wave
	Slider			Glazing	Block Configuration		SunBlock™
	True Glass Block			Vinyl Strip	_____ W		E Wave
	Custom Cut			Silicone	_____ H		E3 Glacier
	Decorative Glass						E3 SunBlock™
	Coronado Block Shutters						
	Door Insert						
	Shower Wall						

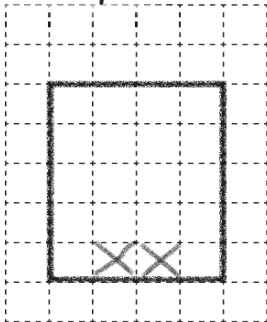
Casement Hinge
(outside looking in) Left Right N/A

Slider Operation (outside looking in)
XO (→) OX (←) N/A

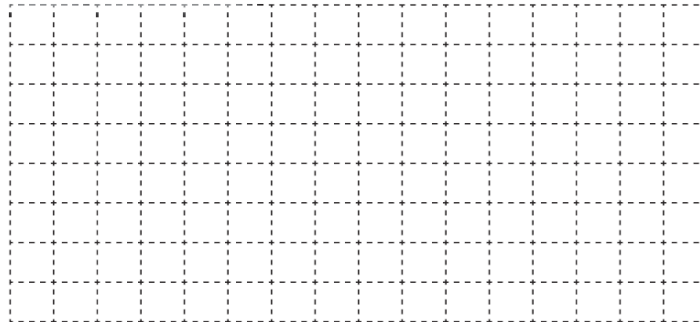
Decorative Glass	
Glass Pattern	Caming
Amherst	Black Patina
Canterbury	Satin Nickel
Manchester	Brass
Renaissance	No Caming
Craftsman	
Spring Flower	
Victorian	
Aurora	
Texas Star	
Olympia	
Charming Bloom	

USE THIS GRID TO ILLUSTRATE THE WINDOW AND INDICATE WHICH BLOCKS ARE AFFECTED - REQUIRED

Example:



Your Window:



(Outside looking in)

FOR HY-LITE OFFICE USE ONLY

Recommended Action:

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