

Seal Craft

Insulated Glass Stress Crack Warranty Obligations

Stress cracks can occur in insulated units due to several occurrences. Thermal stress, pressure point stress and stress caused by product mishandling or storage.

Thermal stress is caused by temperature differential between the center and the edge of glass. This can be caused by uneven shading across the glass unit or quick ambient temperature change such as night time to early morning direct sunlight. Tinted glass can increase the likelihood of thermal stress cracks and tempering or heat strengthening will reduce the likelihood of stress cracks.

Pressure point stress cracks are caused when there is an imperfection within the glazing rabbet to which the glass is glazed. A slight dent in the frame or any trash that may exist between the glass and frame will create a pressure point once glazing beads have been applied. Sometimes it can take time for this to create the stress crack. Occurrences even after delivery and installation have been reported.

Stress cracks from mishandling can result from frame torquing during rough handling, transporting or storing the window horizontally instead of vertically and a variety of other causes. Frequently breakage reported as stress cracks is due to mishandling or abuse.

Whatever the cause, stress cracks have a very distinctive break pattern and can be diagnosed quickly. A photo of the cracked IG must accompany each warranty claim. Only IG units supplied and glazed by Seal Craft are warranted against stress cracks. This warranty is for one year regardless of the IG seal failure warranty period. Seal Craft will review relevant data regarding the warranty claim and if we determine the breakage is covered, Seal Craft will replace the glass. Removal and replacement is to be handled by others and this labor is not covered under warranty.