



Straight Talk About Warranties

It seems that every glass and window company today is offering unbelievable warranties on their insulated glass replacements.

- Most of these companies do not have a written warranty document
- No manufacturer of conventional Insulated Glass systems include payment for labor or service calls under their warranties

How, then, can these companies offer warranties of such incredible length? We suspect that warranties have become a game of one-upmanship, since at least one merchandiser is offering to warranty replacing insulated glass units for as long as you own your home. Consumers who make buying decisions based on length of warranty without regard for reason of warranty length are likely to become disappointed when seal failure comes again, as it surely will.

We urge you, the consumer, to exercise caution when considering warranty length without reason. The product must be strong enough to outlive the warranty period nearly 100% of the time for the company to survive. Your own experience is likely to suggest that conventional single seal systems will not last anywhere close to ten years.

Lanham Window Company is proud to say that our failure rate is a mere .001% of all insulated glass units we have installed. We provide the best available product and service in this field and our results prove it. We have been in business long enough to back up our claims. We have been in business longer than any glass manufacturer in the Metroplex today, and we still honor the warranties.