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## Low-E LS Glass Discontinuation

Effective Monday August 30, 2021 Silver Line will be discontinuing the Low-E LS glass option. Due to past changes in the ENERGY STAR® criteria and energy codes, use of Low-E LS glass has diminished significantly and our supplier can no longer produce it efficiently. Silver Line is providing advanced notice to allow our dealers and customers adequate time to plan a transition to an alternate Low-E glass option.

The discontinuation date is based on current usage and inventory levels of Low-E LS glass. It is subject to change based on the rate at which Low-E LS glass inventories are depleted. Silver Line will be monitoring usage and inventory levels closely and will communicate any changes to the discontinuation date in advance.

**Popular, alternate Low-E glass options that often meet ENERGY STAR or energy conservation codes in various climates.**

### **NORTHERN & NORTH-CENTRAL:**

- **Popular Low-E Glass Options:** *Low-E, Low-E PS, Low-E2 + PS*
- **Popular Gas Infill Options:** *Argon*

### **SOUTH-CENTRAL & SOUTHERN:**

- **Popular Low-E Glass Options:** *Low-E SC*
- **Popular Gas Infill Options:** *Argon*

For more detailed information on the thermal performance of a specific Silver Line window or patio door with any of the alternate Low-E options listed above, please click on this link

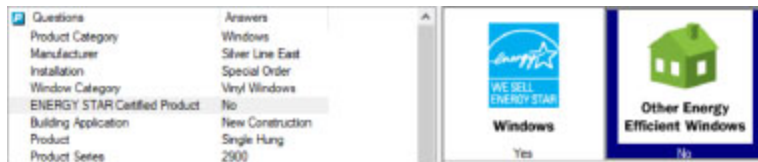
[www.silverlinewindows.com/support/technical-info/product-performance-information/](http://www.silverlinewindows.com/support/technical-info/product-performance-information/)

Each of the Low-E glass options listed above is designed to meet the performance needs of different climates. As a result, the visual characteristics of the various Low-E options may be different. Please take this into consideration when planning your transition from Low-E LS glass to one of the other available Low-E glass options.

In addition, on June 28th, 2021 the ENERGY STAR guided selection function in the RapidQuote ordering software will be updated to remove the Low-E LS option. Rapid Quote will provide other qualifying Low-E glass options for each of the ENERGY STAR climate zones. The Low-E LS glass option will still be available for order in RapidQuote until August 30th, it simply will not be available through the ENERGY STAR guided selection function. To order the Low-E LS glass option in RapidQuote on or after June 28th, the user will need to select "Other ENERGY Efficient Windows/No" as the answer to the ENERGY STAR Certified Product question (Fig. 1), then select "Low-E LS" as the answer to the Low-E question (*see images below for details*).

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**Fig. 1**



**Fig. 2**



After the discontinuation of Low-E LS glass, warranty claims for products originally sold with Low-E LS glass will be honored by fulfilling them with Low-E glass.

If you have questions regarding the Low-E LS glass discontinuation, please contact your sales representative or customer service.

Sincerely,

**Andy Karr**

*Sr. Product Manager, R&R Windows & Patio Doors*

***Thank you for your partnership!***

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