

DCM Company

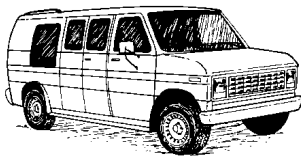
Identification Guide

1-800-VAN-GLAS



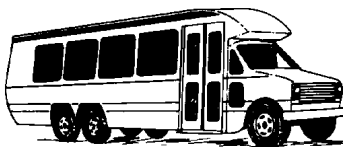
Motor Home

Domestically Manufactured Windshields;
Replacement Glass & Windows



Van Conversion

Original Windows & Glass;
SOLUTIONS® Replacements for
Obsolete Windows



Shuttle Bus

Replacement Glass & Windows

DCM Company - A Division of RV Marketing, Inc.

2016 Borneman Avenue, Elkhart, Indiana 46517

CustomerService@dcmco.com

www.dcmco.com



*"Experience
Our Experience"*

Toll-free: 1-800-VAN-GLAS (1-800-826-4527)

Toll-free fax: 1-888-485-3377

Phone: 574-294-6989

Fax: 574-294-7599

***Your
One-
Stop
Source***

Van, RV, and Bus Replacement Glass



"Experience
Our Experience"

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Guarantee Business is Run Your Way. . . with a company designed to serve you, the auto glass installer.

As a trade-based company, DCM Company's policy is to provide list price only to those outside of the industry. We believe every store has the right to set their own margins.

Rely on our dedication to the glass industry to provide you with:

- Van conversion replacement glass and replacement windows.
- Motor home windshields, replacement glass, and replacement windows.
- Shuttle bus replacement glass and replacement windows.
- Bus windshields and replacement windows.

Use the key identification points in the following pages to help us identify the replacement glass, window, or windshield you need. Quick reference rolodex cards are available, too. This identification guide is available on-line at www.dcmco.com.

Over 75 years combined staff experience allows us to quickly identify windows for exact replacements. Many windows are available to ship the same day from our inventory of over 4,000 windows. All windows are packed in special 2-way shipping boxes for convenience.

Use our toll-free 800 number, good throughout the U.S. and Canada, to begin your search for replacement glass. We welcome the opportunity to become Your One-Stop Source.



Van Conversion Replacement Glass and Replacement Windows



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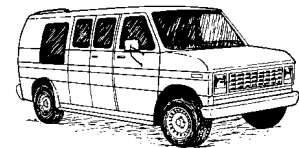
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Understanding Van Conversion Windows

Van conversion windows have undergone manufacturing changes over the years. These changes affect how replacement work is handled.

Originally, the glass in a van conversion window was 3/16" thick and bent before installation in a frame. Around 1981, window manufacturers began using 1/8" thick flat glass that is secured in a flat window frame. The flat window is then contoured in the last stages of manufacturing to match the contoured side of the van's body.

When replacing glass only in a van conversion window, the glass demonstrates its memory and returns to a flat state. Flat glass must be pressed into the contoured frame and secured with a glass clip during replacement work.



Windows with a clip are called reglazable and allow for glass replacement. Windows without a clip, called u-channel, do not allow for glass replacement. When u-channel windows are damaged, the entire window must be replaced.

Window Manufacturers

Replacements for obsolete windows from current manufacturers and out-of-production manufacturers are available from our 4,000+ window inventory. In-stock windows include items manufactured by:

<i>Able</i>	<i>Ameriglass</i>	<i>ASP</i>	<i>B.W.I.</i>	<i>Creation</i>
<i>Excel</i>	<i>GGT</i>	<i>Glasscon</i>	<i>Hehr</i>	<i>Mark III</i>
<i>Phase V</i>	<i>RJ Sampers</i>	<i>Spicer</i>	<i>Statewide</i>	
<i>Transportation Products (T.P.I.)</i>		<i>Vantage</i>	<i>Westover</i>	<i>Zimmer</i>

Van Conversion Window Style Examples

Many shapes and styles of van conversion windows have been used over the years. Below are the most common styles.



Angled t-slider



T-slider



Vertical lift



Solid



Half-slider



2-Piece bonded

Key Identification Points

- Height & width, outside of frame to outside of frame
- Temper stamp on glass
- Name of van converter
- Tint of the glass



Shrouds

Vacuum formed ABS shrouds and injection molded shrouds are available, too.

Take careful notes on any unusual window style. Use the following inquiry page to record the information needed for the replacement.

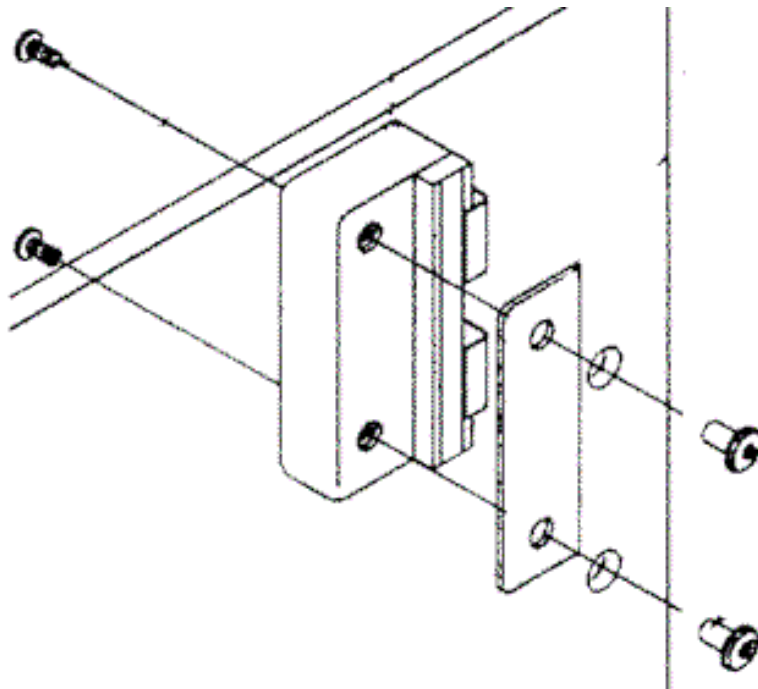
Van Conversion Bolt-On Slider Glass Handle



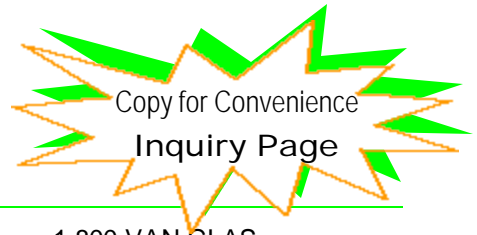
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Illustration of Bolt-On Slider Glass Handle



Van Conversion Replacement Glass and Replacement Windows



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Complete the following information and fax this page or call us to begin your search for van conversion replacement glass and replacement windows.

Your Name: _____ Your Phone: _____
Your Company: _____ Your Fax: _____

Vehicle Information

Year, Make & Model of Vehicle: _____ Van Converter: _____

Outside Frame Dimensions*

Width at Top(↻): _____ Width at Bottom(↻): _____
Height at Front(↻): _____ Height at Rear(↻): _____ Diagonals(↗ ↘): _____

*If window has an **ANGLE**, measure the width at the **WIDEST POINT**.

Location of Window (Choose one)

Driver Front Driver Rear Passenger
Side Cargo Doors Rear Cargo Doors Other: _____

Glass Information

DOT#: _____ Black Band on Glass?: _____
Tint of the Glass: 31% 55% GL 20 Other: _____
Number of Pieces of Glass in Window: _____ How Does Window Open?: _____

Color of Frame (Choose one)

Black Black with Chrome Strip
Brown White Other: _____

Slider Glass

Slider Glass Handle: Bolted or Pressed On (Glued On): _____
Slider Glass Screen: Sliding or Stationary: _____

Type of Window (Choose one)

Reglazable U-Channel
Manufacturer's Name on the Window or Handle or Drain Slot Covers?: _____

Other

Motor Home Windshields, Replacement Glass and Replacement Windows



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Motor Home Windshields

Windshields for over 600 motor home (Class A) models are ready to ship the same day from our inventory. Below is a list of current and out-of-production motor homes. We can provide windshields for these models and others not listed.



Aero Cruiser	Aero Sport	Aerobus	Affinity	Airex	Airstream	Allegro
Alumalite	Ambassador	American Eagle	American Coach	American Cobra	Americana	
Americoach	Americoach II	Angola	Apollo	Argosy	Aristocrat	Avco
Barth	Beachcraft	Beaver	Beaver Craft	Blue Bird Wander Lodge		Bornfree
Bounder	Brave	Cabana	Cabaret	Caribou	Catalina	Cavalier
Challenger	Champion	Chieftain	Chinook	Citation	Coachmen	Cobra
Columbus	Concept	Condor II	Contessa	Coronado	Corsair	
Continental	Country Coach	Cross Country	Crown Royal Sig. Series		Cruise Air	
Cruise Master	Custom Coach	Damon	Diplomat	Forest River	Discover	Discovery
Dodge Motor Home	Dolphin	Dutchman	Dynasty	Eagle by Marathon	Elandon	Elante
Elcapatan	Eldorado	Elite	Empress	Encore	Encounter	Escaper
Establishment	Euro Coach	Euro Premier	Executive	Explorer	Flagship	Flair
Fleetwood	Flexible	Firan Motor Coach	Four Winds	Foretravel	Freedom	Galbreath
Georgie Boy	GMC Motor Home	Grand Villa	Grandville	Guardian Pacific	Gulf Stream	Hawkins
Heritage	Holiday Rambler	Honey	Horizon	Indian	Innsbruck	Islander
Itasca	Jamboree	Jubilee	Kayot	Komfort	Kountry Air	
Kountry Star	Krager	Land Yacht	Landau	Lark	Lasharo	Legacy
Leisure Craft	Leocraft	Lexington	Limited	London Aire	Magna	Malibu
Mallard	Marathon	MCI	Midas	Mitchell Motor Coach		
Mobile Traveler	Monaco	Monitor	Monteray Coach	MTL	Navigator	Neoplan
Newell	Newmar	Newport	Overland	Pace Arrow	Palm Beach	
Path Finder	Patriot	Phaser	Pinnacle	Prevost	Pursuit	Ramblet
Regency	Revcon	Road Master	Rockwood	Royale Coach	Safari	
Sea Breeze	Shasta	Signature	Silver Eagle	Southwind	Sports Coach	Sprint
Sprinter	Starcraft	Starfire	Streamline	Sun Crest	Sun Flyer	
Sun Raider	Sun Sport	Superior	Swinger	Taravoy	Telstar	Tidwell
Tioga	Titan	Tourmaster	Travco	Travel Car Lodge	Travel Craft	
Travel Equipment	Travel Master	Travel Queen	Travel World	Trek	Trend Setter	Triple E
Tropical	Ultra Star	Van American	Venture	Viscount	Vixen	Vogue
Voyager	Wanderer	Windjammer	Winnebago	Winnie Minnie	Xplorer	XMC
Yellowstone						

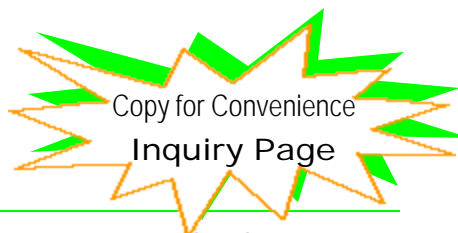
Windshield Key Identification Points

- Year, Make & Model
- Model # & Serial #
- Block Size
- Tint - Shaded - Black Band
- Bug Information

Replacement Glass and Replacement Windows

Replacement glass and replacement windows are available for both Class A and Class C motor homes. Use the following inquiry page to record the information needed for the replacement.

Motor Home Windshields, Replacement Glass and Replacement Windows



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Complete the following information and fax this page or call us to begin your search for motor home windshields, replacement glass and replacement windows.

Your Name: _____ Your Phone: _____

Your Company: _____ Your Fax: _____

Vehicle information is needed for both windshields and windows.

Vehicle Information

Year and Make of Motor Home: _____ Model Name: _____

Mfg. Serial Number: _____ Model Number: _____

VIN Number: _____

Windshields

Logo and numbers on Windshield: _____ Passenger or Driver Side: _____

Tinted Only _____ With Shade Band _____ Black Banding on Edge _____

Actual Measure of Windshield

Center Post Height (ϕ): _____

Width (Measure from center post at bottom around the curve of shield) (ϕ): _____

Does gasket/lockstrip need replacing? _____

Side and Rear Windows

Outside Frame Dimensions -- If window has an **ANGLE**, provide top and bottom width.

Width (ϕ): _____ Height (ϕ): _____

Glass Information

DOT #: _____ Tint: 31% 55% GL 20 Clear

Number of Pieces of Glass in Window: _____

Describe this Window or Draw a Picture: _____

Window Information

Color of Frame: _____ Radius or Mitred Corners: _____

Location (Room Area) of Window: _____ Part Number: _____

Escape Window (Egress): _____ Regular: _____
(Escape window will have red handles.)

Outside Mount: _____ Inside Mount With Clamp Ring: _____

Shuttle Bus Replacement Glass and Replacement Windows



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Replacement Glass and Replacement Windows

The same manufacturing techniques produce shuttle bus windows as well as van conversion windows. While van conversion windows are always contoured, shuttle bus windows can be either flat or contoured. Also, windows used in shuttle buses must be safety tested and certified. Each window manufacturer has certification documents on file for each size of their shuttle bus windows.

Another special feature of the shuttle bus window is the placement of an egress or emergency exit window on the bus. Egress windows will usually be labeled as well as have red emergency handles on the inside. Before searching for a replacement on a shuttle bus window, take notice if the window is flat or contoured and whether or not the window is for emergency exit.

The following is a partial list of bus manufacturers whose replacement windows and replacement glass we can provide. Please call for replacements on other models.

<i>Blue Bird</i>	<i>Carpenter</i>	<i>Champion</i>
<i>Collins</i>	<i>Diamond</i>	<i>Eldorado</i>
<i>Goshen Coach</i>	<i>LAG</i>	<i>MCI</i>
<i>Metrotrans</i>	<i>National Coach</i>	<i>Neoplan</i>
<i>Prevost</i>	<i>Startrans</i>	<i>Supreme</i>
<i>Thomas</i>	<i>Turtle Top</i>	<i>Van Hool</i>

Shuttle Bus Window Style Examples

Many shapes and styles of shuttle bus windows have been used over the years. Below are the most common styles.



Bottom t-slider



Top t-slider



Vertical lift



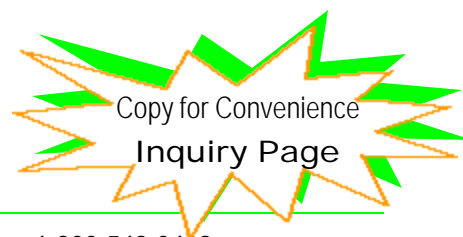
Double Top-T

Key Identification Points

- Height & width, outside of frame to outside of frame
- Temper stamp on glass
- Name of bus company
- Flat or contoured body
- Tint of the glass
- Regular or emergency window

Take careful notes on any unusual windows styles. Use the following inquiry page to record the information needed for the replacement.

Shuttle Bus Replacement Glass and Replacement Windows



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Complete the following information and fax this page or call us to begin your search for shuttle bus replacement glass and replacement windows.

Your Name: _____ Your Phone: _____

Your Company: _____ Your Fax: _____

Vehicle Information

Year, Make & Model of Vehicle: _____ Bus Company: _____

Serial Number: _____ Body Number: _____

Side of Bus Body: Flat or Contoured

Outside Frame Dimensions*

Width at Top(☞): _____ Width at Bottom(☞): _____

Height at Front(♯): _____ Height at Rear(♯): _____ Diagonals(↖↗): _____

*If window has an **ANGLE**, measure the width at the **WIDEST POINT**.

Location of Window: _____

Glass Information

DOT#: _____ Black Band on Glass?: _____

Tint of the Glass: 31% 55% GL 20 Other: _____

Number of Pieces of Glass in Window: _____ How Does Window Open?: _____

Color of Frame: _____ Part Number: _____

Slider Glass

Slider Glass Handle: Bolted or Pressed On (Glued On): _____

Slider Glass Screen: Sliding or Stationary: _____

Type of Window (Choose one)

Reglazable U-Channel

Escape Window (Egress) Regular
(Escape window will have red handles.)

Manufacturer's Name on the Window?: _____

DCM Company Returned Goods Policies & Procedures



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Effective January 1, 1993

It is always the intent of DCM that an order we ship gets to you in good order, fits, and is installed by you, all without difficulty. However, we are human and occasionally make a mistake, you are human and occasionally order the wrong item, and freight carriers are human and occasionally damage something. In these instances, the following policies apply:

Returned Goods Authorization – In all cases, an RGA number is required and is available from a DCM Customer Service Representative.

Inspection – It is your responsibility to check each shipment at time of arrival for accuracy and damage. Any discrepancy should be reported to a DCM Customer Service Representative right away.

1. If we have shipped you the wrong item, we will, at our expense, ship you the proper item and arrange to have the wrong one picked up. We do ask that you repackage the item in a manner that will allow it to be received back in a saleable condition.

2. If you have ordered the wrong item we will determine if the item is a standard item or special order.

Standard items can be returned for convenience of the customer but are subject to a 20% restocking charge on the item cost with no allowance for freight and must have been purchased within the last 30 days.

Special order items may not be returned. We recommend that you receive a significant deposit when ordering these.

3. **Damaged Goods** – Since damage claim procedures vary from one carrier to another, it is imperative that you contact a DCM Customer Service Representative right away so we can take the proper steps to replace the damaged item and have the damaged one picked up.

Billing – All replacement shipments will be invoiced as an original shipment. Credit for returned merchandise, for any reason, is subject to our standing credit and refund policy.

Credit and Refund Policy – All credit for returned merchandise is subject to our inspection upon its arrival at the DCM warehouse. All merchandise must be received in a saleable condition for credit to be issued.

Upon inspection approval a credit memo will be issued to be applied to a future purchase.

For C.O.D. customers our refund policy is as follows:

1. For DCM error or damage shipment, 30 days after the issue date of an unused credit memo a refund check will be issued and the credit memo cancelled.
2. For customer convenience returns, 60 days after the issue date of an unused credit memo a refund check will be issued and the credit memo cancelled.

Minimum Invoice – Due to invoicing costs, we require a \$15 minimum invoice.

Returned Checks – Any returned check is subject to a \$25 charge for each time it is returned and that customer's terms with DCM are subject to immediate review.

Account Information & Agreement



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Legal Name _____ Date _____
 Trade Name(s) _____ Phone _____
 Mailing Address _____ Fax _____
 City/State/Zip _____ ___Corporation ___Proprietorship ___Partnership
 Shipping Address _____ Parent Company _____
 City/State/Zip _____ City/State/Zip _____

Complete the following information for all corporate officers, partners, or individual proprietors.

Name and Title _____ Name and Title _____
 Home Address _____ Home Address _____
 City/State/Zip _____ City/State/Zip _____
 Home Phone _____ Home Phone _____
 Social Security Number _____ Social Security Number _____

Name and Title _____ Name and Title _____
 Home Address _____ Home Address _____
 City/State/Zip _____ City/State/Zip _____
 Home Phone _____ Home Phone _____
 Social Security Number _____ Social Security Number _____

In Business Since _____ Date of Incorporation _____
 Amount of Credit Desired _____ Monthly Requirements _____
 Line of Business _____ Products Which Will Be Purchased _____
 State Tax Exemption Number* _____
 (*Please attach form)

Bank References

Name of Bank _____ Officer _____
 Mailing Address _____ Account Number(s) _____
 City/State/Zip _____
 Phone _____

****Please complete Trade References on reverse side.****

Trade References



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Complete Addresses Must Be Furnished (MUST INCLUDE FAX NUMBERS)

Name _____	Name _____
Mailing Address _____	Mailing Address _____
City/State/Zip _____	City/State/Zip _____
Phone _____	Phone _____
Fax _____	Fax _____

Name _____	Name _____
Mailing Address _____	Mailing Address _____
City/State/Zip _____	City/State/Zip _____
Phone _____	Phone _____
Fax _____	Fax _____

The undersigned represents that the information supplied above is true and correct. Should credit be extended to the undersigned, the undersigned agrees to the following terms:

1. All invoices will be promptly paid when due.
2. Any invoice not paid when due will be subject to a finance charge of up to 1 1/2% per month, not to exceed the maximum rate permitted by law.
3. In the event of any default, the undersigned shall be responsible for all costs of collection, damages, and expenses including actual attorney's fees and costs, whether or not litigation is commenced.
4. Buyer(s) agree that venue of any action to enforce any provisions of this agreement, shall be in Elkhart County, State of Indiana.
5. The undersigned hereby authorizes any bank or other grantor of credit to provide information regarding the character, reputation, financial responsibility, and indebtedness of the undersigned.

Date _____

Signature _____
(Corporate Officer or Owner)

Title _____

Our terms are subject to prevailing terms of sale and credit approval.