



**ALL WEATHER
WINDOWS**

Clear Beauty & Innovation™

Congratulations!

Thank you for choosing All Weather Windows as your supplier of quality window and door products. Our commitment to quality and service has allowed us to become Canada's premier window and door manufacturer. Our team takes great pride in our products and service.

The All Weather Windows Maintenance & Warranty Guide is your recipe for maintaining the peak performance and beautiful appearance of your new window and door products. **Take the time to familiarize yourself with this guide**, its operating instructions and maintenance schedule. Your All Weather Windows products are built to last. With a little care and attention, they will provide you years of worry-free comfort.

Included in this guide is a copy of your **All Weather Windows Original Consumer Warranty**. Read and familiarize yourself with the warranty prior to contacting your All Weather Windows Dealer or Service Representative with any issues or product concerns, and follow the service procedure outlined in this guide to ensure prompt and accurate service.

For future product and maintenance updates, visit our web site at www.allweatherwindows.com

Have the following Vital Information area filled in by your All Weather Windows authorized dealer / builder upon receipt of your products.

*** This will give you a lifetime "serial number" to your product.**

Original Customer Name

*** Order #**

Original Customer Address

Delivery Date

Authorized Dealer / Builder

(Affix Card or Stamp Here)

Servicing Dates



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For more information, visit the All Weather Windows Web Site: www.allweatherwindows.com



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Maintenance & Warranty Guide How to Use this Guide

Guide Instruction, Tips, Cautions and Warnings

The All Weather Windows Maintenance & Warranty Guide was created to help you properly care for and maintain your investment. When performing maintenance on any product, make sure to read the appropriate section of this guide completely before starting.

- Keep this guide in a easy to find location on your property, preferably in your general maintenance area.
- All building maintenance personnel should have knowledge and access to this guide in order to be able to properly care and maintain these products.
- Additional copies can be ordered at our web site, www.allweatherwindows.com

This guide includes several TIPS, CAUTIONS and WARNINGS that indicate time saving measures and potential situations that you can avoid.

TIP

TIPS provide insightful information and techniques that can help increase the life-span of a product and/or improve efficiency.

CAUTION

CAUTION notices help you avoid common mistakes and identify situations that could potentially cause undesirable effects.

WARNING

WARNING NOTICES INDICATE SITUATIONS OR CONDITIONS THAT CAN POTENTIALLY CAUSE SERIOUS / HARMFUL RESULTS.

FAILURE TO FOLLOW WARNING INSTRUCTIONS WILL VOID ALL WARRANTIES.



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Maintenance & Warranty Guide Basic Terminology

Industry Terms for Window & Door Products

Awning

An operating style of window with a sash hinged on the sides, and swings open at the bottom towards the outside.

Casement

An operating style of window with a sash that opens from the side towards the outside.

Double Hung

An operating style of window with an upper sash that slides down, and a lower sash that slides up.

Frame

The enclosing box material of a window that surrounds the sash or glass, consisting of a head (top), sill (bottom) and two jambs (sides).

Glazing (Sealed Unit)

The glass component of a window. Also called a Sealed Unit, which is made up of 2 or 3 panes of glass that are sealed together at the factory using a spacer bar.

Glider

An operating style of window that has a sash which slides horizontally to open.

Head

The top portion of a window or door frame.

Jamb

The side component(s) of a window or door frame.

Patio Door

A sliding door comprised of two or more panels fitted with sealed units, with one operating panel sliding across horizontally to provide passage.

Picture Window

A stationary window, which has glazing set directly into the frame, (without a sash).

Sash

A sub frame component that holds the glass. A sash can be either fixed (non-operating) or operating (for casements or awnings).

Sash Track

The track along which a gliding sash moves.

Sill

The bottom component of a door or window frame.

Single Hung (Vertical)

An operating style of window, with a fixed top panel and a lower sash that slides up vertically.

Weatherstripping

A material used to create an air or water seal between operating components (like the sash & frame) of a window or door.



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Maintenance & Warranty Guide General Maintenance

Product Maintenance

All Weather Windows' products are designed to provide you with years of superior performance and comfort with a minimum level of maintenance and care. Periodic inspection, cleaning and maintenance of your All Weather Windows products will help prevent costly repairs and will ensure the full effectiveness of your warranty.

WINDOW & DOOR GENERAL MAINTENANCE & CLEANING SCHEDULE			
Description	Semi-Annually	Annually	Every 2-5 Years
Clean Glass Surfaces	✓		
Clean Sash Tracks	✓		
Clean Exterior Frame & Screens		✓	
Hardware Lubrication		✓	
Inspect Weatherstripping & Gaskets		✓	
Paint/Stain Wood Frames or Extensions			✓
Paint/Stain Steel Door Slabs			✓
Wash & Wax PVC Kolorbond Surfaces		✓	

Cleaning Glass Surfaces

Apply a mild soap or vinegar-based cleaner to the glass, either by spraying or using a clean, grit-free cloth or sponge saturated with cleaning solution. Avoid using ammonia or alcohol-based cleaners, which can cause streaking. Be careful not to damage glazing, frame finish, wood components or insulating unit seals by overgenerous application of cleaners. In addition, comply with the cleaner manufacturer's directions on label for toxicity, handling and flammability warnings.

Wipe the cleaning solutions on the glass in a circular motion, applying light to moderate pressure. If streaks appear, rinse surface with clean water. Using a clean, lint-free cloth, wipe dry the interior glazing surfaces, including any interior frame or hardware components to prevent spotting or water damage.

To clean grease, oil, tape adhesive, crayons or paint, apply a small amount of mild abrasive such as Soft Scrub® cleaner (The Clorox Company), or acetone (mineral spirits) to a clean, wet cloth or towel and rub only the affected area. Repeat cleaning steps listed above once complete.

TIP

Glass should be cleaned by starting at the top of the building and systematically working down to glass installed on lower levels. This technique reduces the possibility of residue and cleaning solution rundown on glass previously cleaned.

Cleaning Acrylic Block

Wash with a mild soap and water, or use a quality plastic cleaner. Use a clean sponge or soft cloth to avoid scratching. Rinse well with water. Do not use glass cleaners, tile cleaners, or abrasive cleaners. Using these products over time will cause cracks in the acrylic blocks.

Cleaning Exterior Surfaces

The exterior surfaces of All Weather Windows frames may collect a layer of surface dirt over time, depending on your local environmental conditions. Under most conditions, occasional rainfall should be sufficient to remove accumulative dirt on exterior surfaces. However in conditions with smog, excess smoke or dirt, the exterior surfaces should be cleaned more regularly to prevent damage to exterior finishes or discoloration. Use a mild soap or diluted detergent solution with clean, warm water, and wipe surfaces gently using a clean cloth, soft bristle brush, or low pressure spray cleaner. Rinse surfaces thoroughly with clean water before soap or detergent dries.



Maintenance & Warranty Guide General Maintenance

Product Maintenance

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Cleaning Sash Tracks

Use a mild soap or diluted detergent to clean all tracks and sash cavities. Clean tracks allow the sash to operate smoothly and prevent excess wear on hinges, locks, rollers and weatherstripping components.

Cleaning Insect Screens

Follow exterior surface cleaning instructions for all exterior screens. Interior mounted screens can be vacuumed with a soft brush attachment or wiped with a soap & water solution. Use caution when removing and handling insect screens. Torn insect screens or bent screen bars are not covered by warranty.

TIP

An easy way to clean an insect screen is to remove it and lay it down on a flat surface. Apply a cleaning solution to the screen and let it soak for a minute. Then, rinse the screen using a low pressure spray, such as a garden hose. An alternative method is slowly vacuuming with a soft brush.

Hardware Cleaning & Lubrication

Clean and lubricate hardware components regularly to prevent excess wear on hardware gears. Use a diluted household cleaner and wipe clean all hardware components, including locks, hinges, operator arms, and handles. Always rinse hardware with clean water to remove any detergent or cleaner prior to lubricating.

To lubricate rotary drive hardware, use lithium grease, automotive grease, or Petroleum jelly.

To lubricate hinges, rollers, and metal tilt latches use silicone based lubricants. Avoid using petroleum based lubricants.

⚠ CAUTION

Do not use vinegar or citrus based cleaners (lemon, etc), industrial strength or abrasive cleaners, ammonia based glass cleaners, or siding washes on hardware.

⚠ CAUTION

Do not clean glass or frames while they are exposed to direct sunlight. Detergents and soap based cleaners may dry prematurely and leave a hard to remove residue on frame or glass surface.

⚠ WARNING

NEVER USE HARSH ABRASIVES, HIGH PRESSURE SPRAYS, ACID CLEANERS OR STRONG SOLVENTS ON ANY FRAME COMPONENT.

NEVER USE RAZOR BLADES, METAL KNIVES, STEEL WOOL, OR HARSH ABRASIVE CLEANERS ON ANY GLASS OR FRAME SURFACE.



Maintenance & Warranty Guide Finishing & Painting

Product Finishing and Painting

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All Weather Windows' window and door products are designed to last with proper maintenance and care. Any unfinished or exposed wood surface, including the perimeter of the face and ends of the sash, frame and panel, must be painted or stained within 7 days of installation. Prior to painting or staining, clean surfaces of any debris, dirt or residue and ensure surfaces are completely dry.

Paint Grade Wood Extensions

All Weather Windows paint grade wood extensions are factory primed, and require a minimum of 2 coats of high quality paint. (Note: Half-round and curved jamb extensions are not factory primed, and should be primed prior to painting.)

Stain Grade Wood Extensions

All Weather Windows stain grade wood extensions are made using pacific hemlock and should have a sanding sealer (or pre-stain) applied prior to staining to prevent blotching. Apply 1 or 2 coats of stain, with a top coat of laquer or varnish.

Stain Grade Metal Clad Wood Windows and Versailles French Terrace Doors

Metal Clad Wood windows and our Versailles French Terrace Door use pacific hemlock which should have a sanding sealer (or pre-stain) applied prior to staining to prevent blotching. Mask off glazing and hardware and apply 1 or 2 coats of high quality stain, with a top coat of laquer or varnish. Stain all exposed wood surfaces, including the interior frame, interior surface and bottom of sash, interior glazing stops, jamb extensions, and hardware cavity. Do not close door or lock sash on operating windows until completely dry. Stain grade windows and the Versailles French Terrace Door may be painted.

Paint Grade Wood Door Frames

All Weather Windows paint grade door frames are factory primed, and require a minimum of 2 coats of high quality exterior grade paint. Paint all exposed wood surfaces, including the exterior brickmould, interior frame, rabbet, and jamb extensions. Do not close or lock door until completely dry.

Stain Grade Wood Door Frames

Stain grade wood doors use pacific hemlock frames which should have a sanding sealer (or pre-stain) applied prior to staining to prevent blotching. Mask off hardware and apply 1 or 2 coats of high quality stain, with a top coat of laquer or varnish. Stain all exposed wood surfaces, including the interior frame, rabbet, and jamb extensions. Do not close or lock door until completely dry.

⚠ CAUTION

Do not paint or stain weatherstripping, hardware or tracking.



Maintenance & Warranty Guide Finishing & Painting

Product Finishing and Painting

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Steel Insulated Door Slabs

All Weather Windows steel insulated door skins are factory primed, and require a minimum of 2 coats of high quality exterior paint. Mask off hardware, remove bottom door sweep and paint all six (6) surfaces of the door slab, including the interior and exterior surface, top, bottom, and both sides of the door stiles. Do not close or lock door slab until completely dry.

Surface Preparation for Steel Insulated Door Slabs

To ensure good adhesion, the pre-primed surface should be lightly roughened to break the surface using 200 Grit sand paper in the flat areas and steel wool along the embossments. The surface should be cleaned to remove dirt, foreign debris, oils, etc. with phosphate cleaner (TSP), then wiped dry with a clean towel.

Painting Steel Insulated Door Slabs

Post paint systems such as Acrylic Latex, Alkyd (solvent base) and two-part Urethanes have been successfully used to re-coat the above pre-painted finishes. It is very important to follow the paint manufacturer's recommended application procedures to ensure the best results. Factors such as surface temperature, relative humidity, dew point and paint thickness play important roles when applying any post paint system. It is the responsibility of the applicator to ensure that the application procedure and conditions comply with the manufacturers recommendations.

Painting steel insulated door slabs black or other dark colors is NOT recommended due to the possibility of warping due to excessive heat. The same applies to non-ventilated storm doors due to excessive heat build-up.

Door Lite Insert Frames

Centurion Frame (White frame used on Steel and "Smoothie" Fiberglass Doors)

This frame does not require painting and will provide many years of virtually maintenance free service, however, if you decide to paint, closely follow these and the paint manufacturer's recommendations for the best results: 1) Lightly sand the surface of the frame 2) Wipe the surface clean with a lint free cloth using a small amount of denatured alcohol or acetone to remove sanding dust and residual contaminants 3) Apply a bonding primer for use over glossy surfaces and plastic, such as Valspar "one and only #47315" or SWT Specialty Products "CPO Primer"

Almond Frame (Use on Textured Fiberglass Doors)

This door lite frame was produced from thermoplastic resins and is designed for painting or staining. For the best results: 1) Wipe the surface clean with a lint free cloth using a small amount of denatured alcohol or acetone 2) Use an exterior acrylic latex or oil based paint 3) Use a gel based stain for staining

The Almond frame must be painted or stained within 45 days of exposure to weather. Using this product behind a storm door or painting it a dark colour can cause damage from heat absorption, which may damage the frame and void the warranty.

More detailed finishing instructions for entry doors are available online at www.allweatherwindows.com.

WARNING

PAINTING OR STAINING A DOOR LITE INSERT IN A DARK COLOR, OR INSTALLING IT BEHIND A STORM DOOR, MAY CAUSE THERMAL BOWING OR DEFORMITY WHICH IS NOT COVERED BY YOUR ORIGINAL CONSUMER WARRANTY.



Maintenance & Warranty Guide Operating Instructions

PVC Window Operating Instructions

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PVC Casement & Awning Windows

To open, disengage the multi-point locking system by lifting the lock handle upwards (both sides for awnings), then turn the rotary handle to open the sash.

To close, turn the rotary handle until sash is snug against the frame, and engage the multi-point locking system by pulling the lock handle downwards (both handles for awnings). Once the locks are engaged, loosen the rotary hardware slightly by turning the handle 1/8 turn in the opposite direction.

To remove insect screens, pull the screen plungers located on the side of the screen bar. Gently pull the screen bar away from the side of the frame, until it is clear of the screen channel. Once clear, angle the screen bar inwards and if necessary, slightly on angle, until screen comes loose of the opposite screen channel. Do not force the screen to bend around the hardware mechanism, as this could bend the screen bar and void the warranty. To install insect screens, reverse the directions above.

Basement PVC Inswing Awning Windows (Hoppers)

To open, disengage the sash lock(s) located at the bottom corners of the sash, then gently pull sash inwards and upwards until you reach the resting positions on the hinges.

To close, gently lift the sash off the resting position on the hinges and slowly lower the sash until it is snug against the bottom. Engage the sash locks located on the bottom corners of the sash.

To remove insect screens, open the sash to a fully open position. Using the pull-tabs located on the screen bar, gently pull the screen bar away from the side of the frame, until it is clear of the screen channel. Once clear, angle the screen bar outwards and if necessary, slightly on angle, until screen comes loose of the channels. To install insect screens, reverse the instructions above.

To remove sash, hold the sides of the sash firmly, open window and gently lift one of the top corners of the sash until it releases from the hinge. Repeat the process for the other corner. To install sash, reverse instructions listed above.

CAUTION

Use extreme caution when removing a window sash. A window sash can be very heavy and requires good upper body strength. Sashes damaged due to dropping are not covered by warranty.

CAUTION

Do not over tighten hardware or try to operate window with locks engaged.



Maintenance & Warranty Guide Operating Instructions

PVC Window Operating Instructions

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Basement PVC Double Glider Windows

To open, disengage the sash lock(s) located on the center meeting rail, then gently push either sash across to desired opening.

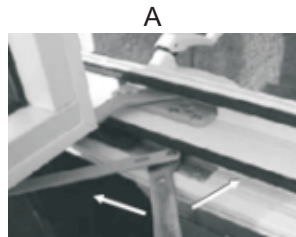
To close, gently push both sashes closed until they are snug against the side, then engage the sash lock(s) located on the center meeting rail.

To remove insect screens, open the sash to a fully open position. Using the pull-tabs located on the screen bar, gently pull the screen bar away from the side of the frame, until it is clear of the screen channel. Once clear, angle the screen bar outwards and if necessary, slightly on angle, until screen comes loose of the channels. To install insect screens, reverse the instructions above.

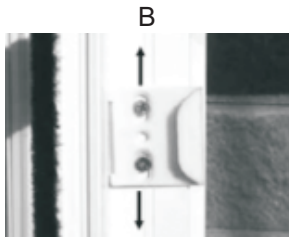
To remove inside sash, open sash approximately 3/4 of the way. Slide the sash over, and holding the sides of the sash firmly, gently lift upwards until bottom sash clears the bottom sash track. Tilt bottom of sash inwards until clear of the sash track, then gently lower sash at an angle until clear of the top sash track and frame. To install sash, reverse instructions listed above.

Adjustable ABC Hardware

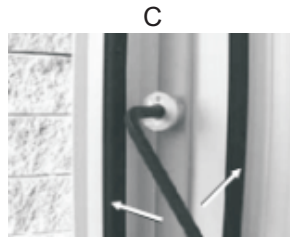
Our 2000 and 2500 Series PVC windows feature an adjustable hinge track (optional), adjustable multi-lock keeper, and an adjustable multi-lock roller. Instructions are below.



Adjustable hinge track (optional) allows user to compensate for sash sag. Top and bottom hinges are adjustable with use of available stud wrench.



Adjustable multi-lock keeper allows user to ensure proper contact between roller and keeper. All keepers are adjustable with #2 Robertson or Phillips screw driver.



Adjustable multi-lock roller allows user to tighten or relax the compression as required to optimize air tightness. All rollers are adjustable with use of available 4mm hex Allen key.

⚠ WARNING

INSECT SCREENS ARE NOT INTENDED TO PREVENT OR RESTRAIN CHILDREN OR PETS FROM EXITING. NEVER LEAVE A CHILD OR PET UNATTENDED NEAR AN OPEN WINDOW.



Maintenance & Warranty Guide Operating Instructions

PVC Window Operating Instructions

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PVC Single Hung Windows

To open, disengage sash lock(s) located at center meeting rail and gently lift bottom sash upwards using pull rail to desired height. Do not open beyond limitation. Damage to the window will occur.

To close, pull sash gently downwards until sash is snug against the bottom frame, then engage the sash lock(s) located at the center meeting rail.

To remove insect screens, raise the sash to a fully open position. Using the pull-tabs located on the screen bar, gently pull the screen bar away from the side of the frame until it is clear of the screen channel. Once clear, angle the screen bar outwards and if necessary, slightly on angle, until screen comes loose of the opposite channel.

To install insect screens, reverse the instructions above.

To remove sash, pull chrome retaining clips located on both sides of the sash track to an upward position. These retaining clips will stop and hold the concealed sash balances. Open the sash to approximately 3/4 open, until you feel the sash disengage from the ballast. Once disengaged, remove the sash by gently sliding one side of the sash out, then the other.

To install sash, reverse instructions above.



PVC Glider Windows

To open, disengage the sash lock(s) located on the center meeting rail, then gently push sash across to desired opening.

To close, gently push sash closed until it is snug against the side, then engage the sash lock located on the center meeting rail.

To remove insect screens, open the sash to a fully open position. Using the pull-tabs located on the screen bar, gently pull the screen bar away from the side of the frame until it is clear of the screen channel. Once clear, angle the screen bar outwards and if necessary, slightly on angle, until screen comes loose of the channels.

To install insect screens, reverse the instructions above.

To remove sash, open sash approximately 3/4 of the way. Holding the sides of the sash firmly, gently lift upwards until bottom sash clears the bottom sash track. Tilt bottom of sash inwards until clear of the sash track, then gently lower sash at an angle until clear of the top sash track and frame.

To install sash, reverse instructions listed above.



Maintenance & Warranty Guide Operating Instructions

PVC Window Operating Instructions

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PVC Single Hung Tilt-in Windows

To open, disengage sash lock(s) located at center meeting rail and gently lift bottom sash upwards using pull rail to desired height.

To close, pull sash gently downwards until sash is snug against the bottom frame, then engage the sash lock(s) located at the center meeting rail.

To remove insect screens, raise the sash to a fully open position. Using the pull-tabs located on the screen bar, gently pull the screen bar away from the side of the frame until it is clear of the screen channel. Once clear, angle the screen bar inwards and if necessary, slightly on angle, until screen comes loose of the opposite channel.

To install insect screens, reverse the instructions above.

To tilt in sash, open the sash approximately half-way then pull sash latches inwards, located at the sash meeting rail, and gently angle the sash inwards. Do not tilt in past 45 degrees unless you intend to remove the sash.

To remove sash, follow tilting instructions above and angle the sash inwards until sash is approximately 95 degrees from the vertical position. At this angle, the coil ballasts will be locked in place, and you can lift the bottom of the sash upwards, one corner at a time, until the sash is completely clear from the frame.

To install sash, reverse the instructions above.

CAUTION

Use extreme caution when removing a window sash. A window sash can be very heavy and requires good upper body strength. Sashes damaged due to dropping are not covered by warranty.

WARNING

INSECT SCREENS ARE NOT INTENDED TO PREVENT OR RESTRAIN CHILDREN OR PETS FROM EXITING. NEVER LEAVE A CHILD OR PET UNATTENDED NEAR AN OPEN WINDOW.



Maintenance & Warranty Guide Operating Instructions

Metal Clad Wood Window Operating Instructions

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Metal Clad Wood Casement & Awning Windows

To open, disengage the cam-locks by lifting the lock handle(s) upwards (both sides for awnings), then turn the rotary handle to open the sash.

To close, turn the rotary handle until sash is snug against the frame, and engage the cam lock(s) by pulling the lock handle downwards (both handles for awnings). Once the locks are engaged, loosen the rotary hardware slightly by turning the handle 1/8 turn in the opposite direction.

To remove insect screens, use the pull-tabs located on the screen bar, gently pull the screen bar away from the side of the frame, until it is clear of the screen channel. Once clear, angle the screen bar inwards and if necessary, slightly on angle, until screen comes loose of the opposite screen channel. To install insect screens, reverse the process above.

To adjust the position of the lock and keeper, use adjustable thumb screws located above the top sash in the frame pocket. Turn thumb screws in either direction to achieve desired results.

Metal Clad Wood Double Hung Tilt-in Windows

To open, disengage sash lock(s) located at center meeting rail and gently lift bottom sash upwards using pull handles to desired height, and/or lower top sash using top pull handles.

To close, pull lower sash gently downwards until sash is snug against the bottom frame, then pull top sash until snug against top frame. Engage the sash lock(s) located at the center meeting rail.

To remove insect screen, raise the bottom sash and lower the top sash to a half-open position. Using the pull-tabs located on the sides of the screen bar, gently pull the screen bar away from the side of the frame until it is clear of the screen channel. Once clear, angle the screen bar outwards and if necessary, slightly on angle, until screen comes loose of the channels. To install insect screens, reverse the instructions above.

To tilt in sash, open the sash approximately half-way then pull both sash latches inwards, located at the sash meeting rail, and gently angle the sash inwards. Do not tilt in past 45 degrees unless you intend to remove the sash.

To remove sash, follow the tilting instruction above and angle the sash inwards until sash is approximately 95 degrees from the vertical position. At this angle, the coil ballasts will be locked in place, and you can lift the bottom of the sash upwards, one corner at a time, until the sash is completely clear from the frame. Repeat for top sash. To install sash, reverse the instructions listed above, starting with top sash.

WARNING

INSECT SCREENS ARE NOT INTENDED TO PREVENT OR RESTRAIN CHILDREN OR PETS FROM EXITING. NEVER LEAVE A CHILD OR PET UNATTENDED NEAR AN OPEN WINDOW.



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Maintenance & Warranty Guide

Operating Instructions

Metal Clad Wood Window Operating Instructions

Metal Clad Wood Double Glider Windows

To open, disengage the sash lock(s) located on the center meeting rail, then gently push either sash across to desired opening.

To close, gently push both sashes closed until they are snug against the sides, then engage the sash lock located on the center meeting rail.

To remove insect screens, open the inside sash to a fully open position. Using the pull-tabs located on the screen bar, gently pull the screen bar away from the side of the frame until it is clear of the screen channel. Once clear, angle the screen bar outwards and if necessary, slightly on angle, until the screen comes loose of the channels. To install insect screens, reverse the instructions above.

To remove inside sash, open inside sash approximately half-way. Holding the sides of the sash firmly, gently lift upwards until bottom sash clears the bottom sash track. Tilt the bottom of the sash inwards until clear of the lower sash track, then gently lower sash at an angle until clear of the top sash track and frame. To install sash, reverse instructions listed above.

To adjust the position of the lock and keeper, use adjustable thumb screws located above the top sash in the frame pocket. Turn thumb screws in either direction to achieve desired results.

Versailles French Terrace Door

To open, disengage multipoint lock, turn handle down, and push open.

To remove an insect screen from a unit that includes one, use the pull tabs located on the screen bar and gently pull the screen bar away from the side of the frame until it is clear of the screen channel. Once clear, angle the screen bar inwards and if necessary, slightly on angle, until screen comes loose of the opposite screen channel.

To install insect screens, reverse the process above.

⚠ CAUTION

Do not over tighten hardware or try to operate window with locks engaged.

⚠ CAUTION

Use extreme caution when removing a window sash. A window sash can be very heavy and requires good upper body strength. Sashes damaged due to dropping are not covered by warranty.



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Maintenance & Warranty Guide

Operating Instructions

Sliding Patio Door Operating Instructions

Viscount PVC Patio Doors

To open, disengage the locks by turning the latch on the inside handle. Holding the handle firmly, push the sash across. Repeat for outside insect screen.

To close, slide the outside insect screen until snug against the side jamb. Slide inside sash across until snug against the side jamb, and engage latch on the inside handle to lock.



To lubricate, apply a light coating of silicone spray to rollers, and open and close door several times.

To adjust rollers, use a flat screwdriver and slowly turn the adjustment screws found on the ends of the patio door operating panel until level.

Everest PVC Patio Doors

To open, disengage the locks by turning the latch on the inside handle. Holding the handle firmly, push the sash across. Repeat for outside insect screen.

To close, slide the outside insect screen until snug against the side jamb and engage latch to lock in place. Slide inside sash across until snug against the side jamb, and engage latch on the inside handle to lock.



To lubricate, apply a light coating of silicone spray to rollers, and open and close door several times.

To adjust rollers, remove the plastic cap on the bottom end of the operating panel. Using a #3 Robertson screw driver, slowly turn the adjustment screws found on the ends of the operating panel until level.

Legacy II Metal Clad Wood Patio Doors

To open, disengage the locks by turning the latch on the inside handle. Holding the handle firmly, push the sash across. Repeat for outside insect screen.

To close, slide the outside insect screen until snug against the side jamb and engage latch to lock in place. Slide inside sash across until snug against the side jamb, and engage latch on the inside handle to lock.



To lubricate, apply a light coating of silicone spray to rollers, and open and close door several times.

To adjust rollers, remove the plastic caps on the bottom rail of the inside operating panel. Using a flat or phillips screw driver, slowly turn the adjustment screws found on the inside lower rail of the operating panel until level.

TIP

When adjusting patio door rollers, level the operating panel by raising the roller on one side half-way, then lowering the opposite roller the other half.



Maintenance & Warranty Guide Operating Instructions

Front Entry, Garden & Terrace Door Instructions

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Front Entry Doors

To lubricate, apply a light coating of silicone spray to hinges then open and close door several times.

To adjust bottom door sweep, loosen inside screws and slide sweep up or down until it is even and in contact across the top of the door threshold (Inswing doors only).



To adjust striker plate, loosen the screws holding the adjustable striker plate and move plate in or out by each notch to loosen or tighten door hardware.

Optional:

Self-Closing Hinges — can be adjusted by turning screw in top of hinge

Dust Blocks — install at bottom corner of weatherstripping if light is showing behind weatherstripping

TIP

A door's compression weatherstripping works best when the door slab is tighter and requires some force to close. Doors that close without any force do not provide sufficient compression against the weatherstripping, and could cause air or water leakage under wind pressure.

Garden & Terrace Doors

To open operating panel, disengage the cam-locks by lifting the locking handle upwards, then turn the rotary handle to open the slab.

To close operating panel, turn the rotary handle until slab is snug against the weatherstripping and engage both cam locks by pulling the lock handle downwards. Once the locks are engaged, loosen the rotary hardware slightly by turning the handle 1/8 turn in the opposite direction.

To remove insect screens, use the pull tabs located on the screen bar and gently pull the screen bar away from the side of the frame until it is clear of the screen channel. Once clear, angle the screen bar inwards and if necessary, slightly on angle, until screen comes loose of the opposite screen channel.

To install insect screens, reverse the process above.

! WARNING

INSECT SCREENS ARE NOT INTENDED TO PREVENT OR RESTRAIN CHILDREN OR PETS FROM EXITING. NEVER LEAVE A CHILD OR PET UNATTENDED NEAR AN OPEN WINDOW OR DOOR.



Maintenance & Warranty Guide Original Warranty

Original Consumer Warranty

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1. GENERAL

This document sets out the various warranties which All Weather Windows Ltd. ("All Weather Windows") gives to the Original Consumers of products manufactured by All Weather Windows except for the Metro product line which is subject to a separate warranty. "Original Consumers" are the original purchaser of the product and the original owner of the building in which the product is installed. **ALL WARRANTIES ARE SUBJECT TO THE CONDITIONS, EXCLUSIONS, DISCLAIMERS AND LIMITATIONS THAT ARE SET OUT IN THIS DOCUMENT.**

2. WARRANTIES

All Weather Windows warrants that products manufactured by All Weather Windows will be free from defects in materials and workmanship for a period of 2 years from the date the product was manufactured. For the following products, All Weather Windows provides the following additional warranties:

- (a) On the **paint and coatings on metal cladding**, All Weather Windows provides for a limited warranty for 10 years from the date of manufacture against loss of adhesion, bubbling, cracking, flaking, or chipping. This warranty does not cover fading or minor colour variations due to exposure to elements, weather or installation environment.
- (b) On the **paint and coatings on vinyl (pvc)**, All Weather Windows provides for a limited warranty for 5 years from the date of manufacture against loss of adhesion, bubbling, cracking, flaking, or chipping. This warranty does not cover fading or minor colour variations due to exposure to elements, weather or installation environment.
- (c) On **vinyl (pvc) components**, All Weather Windows provides a limited warranty for 20 years from the date of manufacture against defects in materials and workmanship;
- (d) On **steel insulated doors**, All Weather Windows provides a limited warranty for 5 years from the date of manufacture against warpage in excess of 5/16 of an inch (8 mm) in the plane of the door and bow or misalignment of the frame or jamb in which the door has been hung, provided that the door has been properly sealed on all surfaces immediately on or before installation and has been hung with standard lock and hinge preparation;
- (e) On **insulated glass units**, subject to the exclusions described below, All Weather Windows provides a limited warranty pro-rated over 20 years from the date of manufacture. All Weather Windows warrants, on a pro rated basis as described in 3(e) below, that the air seal of such insulated glass units will not fail due to defects in material and workmanship.

On insulated glass units provided **with capillary tubes**, subject to the exclusions described below, All Weather Windows provides a limited warranty pro-rated over 10 years from the date of manufacture. All Weather Windows warrants, on a pro rated basis as described in 3(f) below, that the air seal of such insulated glass units will not fail due to defects in material and workmanship.

All Weather Windows provides no warranty on:

- insulated glass units over 240 X 150 cm (8' X 5')
- insulated glass units installed in window and door products not manufactured by All Weather Windows,
- insulated glass units that have had secondary film applied
- cracked or shattered glass by any cause



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- non maintained window units
 - failure of insulated glass units due to obstruction of engineered drain holes by build up of foreign debris or misapplied finishes
 - insulated glass units which are installed higher than 5000 feet above sea level, unless the insulated glass units were ordered and supplied with capillary tubes
 - insulated glass units not manufactured by All Weather Windows
- (f) On **hardware, parts, components and insulated glass units not manufactured by All Weather Windows**, the original parts manufacturer warranty, if any, applies.

3. REMEDIES

Where a product or component of a product manufactured by All Weather Windows is covered by a warranty provided for in this document, remedies of the Original Consumer are limited to the following, any of which may be chosen by All Weather Windows at its option:

- (a) repair of the defective product or component and, for the first two (2) years of the warranty only, All Weather Windows will provide transportation and labour for the repair to the product or component only. This warranty does NOT cover removal, shipping, painting, refinishing, installation, restoration and other similar costs. All Weather Windows reserves the right to limit transportation and labour costs incurred where the defective product or component is located more than fifty (50) kilometres from the original point of purchase from All Weather Windows notwithstanding the above, on products installed outside of Canada the warranty is restricted to the supply only of the defective product or component to the original Canadian point of purchase and there is no coverage for labour for the installation, removal, shipping, painting, refinishing, restoration and other similar costs at any time; or
- (b) replacement of the defective product or component and, for the first two (2) years of the warranty only, All Weather Windows will provide transportation and labour for the installation of the product or component being replaced. This warranty does NOT cover removal, shipping, painting, refinishing, restoration and other similar costs, and after the first two (2) years, any installation costs. All Weather Windows reserves the right to substitute products and components of current design; All Weather Windows reserves the right to limit transportation and labour costs incurred where the defective product or component is located more than fifty (50) kilometres from the original point of purchase from All Weather Windows notwithstanding the above, on products installed outside of Canada the warranty is restricted to the supply only of the defective product or component to the original Canadian point of purchase and there is no coverage for labour for the installation, removal, shipping, painting, refinishing, restoration and other similar costs at any time; or
- (c) refund the original purchase price of the product or component; or
- (d) in the case of the pro-rated limited warranty on insulated glass units, other than insulated glass units provided with capillary tubes, All Weather Windows may provide the Original Consumer with credit towards the purchase of a replacement insulated glass unit, such credit to be pro-rated in accordance with the following:
- (i) where the claim is made within 10 years from the date of manufacture, a credit of 100% of the current All Weather Windows selling price of the replacement unit will be provided;
 - (ii) where the claim is made between 11 and 15 years from the date of manufacture, a credit of 50% of the current All Weather Windows selling price of the replacement unit will be provided;



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- (iii) where the claim is made between 16 and 20 years from the date of manufacture, a credit of 25% of the current All Weather Windows selling price of the replacement unit will be provided; or
- (e) in the case of the pro-rated limited warranty on insulated glass units provided with capillary tubes, All Weather Windows may provide the Original Consumer with credit towards the purchase of a replacement insulated glass units, such credit to be pro-rated in accordance with the following:
- (i) where the claim is made within 5 years from the date of manufacture, a credit of 100% of the current All Weather Windows selling price of the replacement unit will be provided;
 - (ii) where the claim is made between 6 and 7 years from the date of manufacture, a credit of 50% of the current All Weather Windows selling price of the replacement unit will be provided;
 - (iii) where the claim is made between 8 and 10 years from the date of manufacture, a credit of 25% of the current All Weather Windows selling price of the replacement unit will be provided.

Except as expressly provided for above, this warranty does NOT cover removal, shipping, painting, refinishing, installation, restoration and other similar costs and the Original Consumer is responsible for arranging and paying for all of those items. The foregoing are the only remedies All Weather Windows will provide, whether the claim is made for a breach of warranty or any other type of claim. Where a replacement or repair is provided by All Weather Windows under a warranty claim, All Weather Windows warrants the product or the component or the repair of it, as the case may be, will be free from defects in materials and workmanship, subject to the exclusions, disclaimers and limitations contained in this document, for the balance of the warranty period that was originally applicable to the product or component that was repaired or replaced, or 90 days from the date of the repair or replacement, whichever period is longer.

4. GENERAL EXCLUSIONS, DISCLAIMERS AND LIMITATIONS ON LIABILITY

- (a) All of these warranties will be valid only if the products are properly handled, installed, finished and maintained. In addition, there will be no remedy against All Weather Windows and All Weather Windows will have no liability for damage or defects due to:
- (i) accident or negligence in handling, installation, use or operation;
 - (ii) use for the purposes other than which the product is designed;
 - (iii) WeatherGard, Legacy II or Versailles products not adequately sealed within 7 days;
 - (iv) modifications or attachments not authorized by All Weather Windows;
 - (v) perils such as fire, earthquakes, storms, acts of nature, acts of war, acts of terrorism or any other cause beyond All Weather Windows' control;
 - (vi) any component, hardware parts or products not manufactured by All Weather Windows;
 - (vii) improper handling, improper installation, improper finishing or failure to provide proper finishing, improper maintenance, improper operation or failure to maintain;
 - (viii) damage occurring in transit after leaving All Weather Windows plant or truck;
 - (ix) installation in conditions that do not conform to the design specification for the product;



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- (x) glass imperfections that are acceptable relative to published Canadian General Standards Board (CGSB) specifications;
 - (xi) variance in the colouration and grain pattern of natural wood parts, products or components;
 - (xii) wood window products or components in high humidity areas such as swimming pools, greenhouses or similar enclosures;
 - (xiii) condensation or frost on windows and doors, or any related water damage which occurs as the natural result of humidity within the structure;
 - (xiv) settlement of the building structure or structural defect in the building in which the products or components are installed;
 - (xv) exposure to localized heat or to harmful chemicals or pollutants;
 - (xvi) window shades or curtains installed in a manner that will trap heat against the window surface.
- (b) All Weather Windows publishes instructions for care and maintenance in their Homeowner's Warranty and Maintenance Guide, which are provided to the original purchaser of the product. These instructions may also include other exclusions, disclaimers and limitations which will apply. If you did not get a copy of this booklet, you should contact All Weather Windows immediately and they will send a copy to you.
- (c) The provisions contained in this warranty establish the maximum liability that All Weather Windows has for its products. The price of the products reflects and allocates the risks of product failure between All Weather Windows, Original Consumers and ultimate owners and users of the products.
- (d) ALL WEATHER WINDOWS WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR INDIRECT LOSSES. THE ONLY REMEDY WITH RESPECT TO LOSSES OR DAMAGES HOWEVER THEY MAY BE CAUSED AND WHETHER DUE TO NEGLIGENCE OR OTHER CAUSES WILL BE AS SPECIFIED IN ITEM 3 OF THIS DOCUMENT ("REMEDIES"), WHICH ARE THE SOLE AND EXCLUSIVE REMEDIES. ALL WEATHER WINDOWS MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE OR MERCHANTABILITY TO ANYONE INCLUDING THE ORIGINAL CONSUMER OR ANY SUBSEQUENT PURCHASER, OWNER OR USER OF THE PRODUCTS.
- (e) All Weather Windows will not provide a warranty for products that have not been paid for in full.
- (f) All Weather Windows will have no liability for damage or defects on factory seconds or factory surplus items, identified as such at the time of sale.
- (g) No warranty as to suitability of design is provided.
- (h) Dealers, sales representatives and distributors do NOT have the authority to change or extend any of the provisions of these warranties. Any attempt to change or extend these warranties by such persons, even if made in writing, will not bind All Weather Windows and will not be legally effective against All Weather Windows.
- (i) All exclusions, disclaimers and limitations referred to apply in all circumstances and under all conditions.



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Original Consumer Warranty

5. WHAT TO DO IF YOU HAVE A WARRANTY CLAIM

If you want to make a warranty claim, this is how you should proceed:

- (a) Contact the dealer or distributor that sold you the All Weather Windows product. If they do not take action you should contact All Weather Windows in writing at the following address:
- All Weather Windows Ltd.
18550 118A Avenue
Edmonton, Alberta T5S 2K7
Attention: Manager of Warranty Claims
- (b) To facilitate consideration and processing of your claim, you should provide as much detail as possible, including where and when you bought the product, a detailed description of the defect including, if possible, pictures or diagrams. You should also state who you have contacted previously about the problem and what has been done to fix it. Also give your name, a phone number and address where you can be reached and the address of the location of the defective product so that it can be inspected.
- (c) All Weather Windows will review your claim and will contact you to advise you what action it will take. Please note that All Weather Windows Ltd. reserves the right to charge a fee to cover its expenses if an on-site inspection is required or requested by you. That charge will be refunded if the claim is covered by All Weather Windows' warranty.

6. NO ASSIGNMENT

The warranties provided are made only to the Original Consumer as defined under item 1 - General. The warranties in this document cannot be assigned or transferred except as provided with respect to the warranty contained in clause 3(e)(i). If you are the original owner of the building in which the product is installed but were not the original purchaser of the product, you should note that it is the responsibility of the dealer representative or contractor or other person who supplied the product to you or that building to provide you with a copy of this warranty and the instructions for care and maintenance. Failure to do so, will not subject All Weather Windows to any express or implied warranties, liabilities or remedies other than those that are expressly provided for in this document.

For single family stand alone residences, the warranty contained in clause 3(d)(i) (for insulated glass units, other than those which are provided with capillary tubes) is transferable to the owner of such single family residence provided that the owner is living in the single family residence.

7. EFFECTIVE DATE AND JURISDICTION

Provisions of this warranty apply to products manufactured by All Weather Windows from and including February 1, 2006. Any warranties given previously do not apply and are null and void with respect to products manufactured from and after February 1, 2006. If any of the exclusions, disclaimers or limitations are prohibited by law in a jurisdiction, they may be severed from this warranty without affecting the validity of the balance of the provisions. Some jurisdictions do not allow excluding or limiting incidental or consequential damages or how long an implied warranty applies. While this warranty gives you specific legal rights, you may also have other rights which vary from jurisdiction to jurisdiction.



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Maintenance & Warranty Guide Service Procedure

Consumer Service Procedure

All Weather Windows offers you industry leading service on our manufactured window and door products. Should you experience any difficulty with our products, please follow the following service procedure to ensure you receive fast and reliable service.

1. Consult Warranty and Limitations prior to making a claim.

See Page 18 of the Maintenance & Warranty Guide.

2. Contact the dealer or distributor that sold you the All Weather Windows product.

Your authorized dealer is your best source for service assistance. All Weather Windows Authorized dealers have the training and experience to deal with most service issues.

In cases where your authorized dealer fails to take action, you should then contact All Weather Windows Head office, using the Service Request Form.

3. Fill out the Service Request Form as accurately as possible.

To facilitate consideration and processing of your claim, you should provide as much detail as possible, including:

- The Dealer / Distributor where you originally purchased the product
- The Order Number found on the first page of your Maintenance and Warranty Guide
- A detailed description of the defect including, if possible, pictures or diagrams
- Your name, a phone number and address where you can be reached
- Address of the location of the defective product so that it can be inspected
- You should also state who you have contacted previously about the problem and what has been done to fix it

4. Mail or Fax the Service Request Form along with any photos or illustrations to:

All Weather Windows Ltd.
18550 - 118A Avenue
Edmonton, Alberta T5S 2K7
Attention: Manager of Warranty Claims
Fax: (780) 455-8450

All Weather Windows will review your claim and contact you to advise what action it will take. Please note that All Weather Windows Ltd. reserves the right to charge a fee to cover its expenses if an on-site inspection is required.



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Maintenance & Warranty Guide Condensation Concerns

How to reduce and prevent Condensation

SURFACE CONDENSATION

Each person has his or her own preference regarding the humidity level in his or her home. If the occupants insist on a high level of humidity within the house, surface condensation must be expected when outside temperatures are low. Some indications of surface condensation are:

- Frost on door handles and hinges, or door frozen shut
- Water or ice on windows
- Damp spots or mildew on walls and ceiling
- Damp spots or mildew on closet walls
- Moisture on light fixtures
- Moisture on water closets
- Moisture on cold water pipes, walls and floors.

Some humidity is necessary for comfort and health. In many homes, it is a struggle to keep enough moisture inside the home to maintain an acceptable humidity level for the occupants. Frequently, humidifiers are installed to add moisture to the air, but their use must be controlled or surface condensation problems may result. Unfortunately, a dry house may indicate a high leakage rate (depending on the amount of moisture added by the homeowner), which can contribute to concealed condensation.

In some newer homes, however, air leakage is controlled so well that removing moisture from the house becomes a problem. This problem is made worse by the use of humidifiers, resulting in condensation on windows, mold growth, or damp spots on ceilings and room-side surfaces of exterior walls.

Because windows do not provide much resistance to heat loss, they are often the coldest component of a building enclosure, and can be an indicator of humidity problems. Because condensation occurs on inside window surfaces whenever the surface temperature falls below the dew point temperature of the room air, window condensation may signal a need to reduce the humidity level in your home.

WHAT CAN EFFECT THE PERFORMANCE OF WINDOWS

(The following may cause condensation to form on a window at lower levels than given in TABLE 1)

Air Circulation - a window may be in an area in which there is poor circulation of warm air. This means that the temperature of the inside glass surface is colder than in other parts of the home and this may cause condensation to form at humidity levels which are practical for the rest of the home.

Drapes - the figures in TABLE 1 are based on natural circulation of warm air on the inside surface of the window. By drawing heavy drapes or venetian blinds over a window or patio door the possibility of condensation can be increased because the flow of warm air is restricted.

Varying Humidity Levels - remember that the humidity in some rooms, kitchens and bathrooms in particular, can be higher than in other areas of the home, thus encouraging condensation to form on the windows in these rooms.

Orientation - if windows are exposed to prevailing winds, then they will be slightly colder than the other windows in the home and may cause condensation to form at humidity levels which are practical for the rest of the home.

Exposure - some windows in the home may be protected by other buildings, trees, etc., which form a windbreak while others are totally exposed to the wind and, therefore, colder.

Maintenance & Warranty Guide

Condensation Concerns

How to reduce and prevent Condensation

Wind Chill Temperature - this is the method used to relate wind and temperature. Usually traditional temperature readings do not include a wind chill factor. For example, with an indoor temperature of 20°C and an outside air temperature of -12°C, **Table 1** recommends a relative humidity of 30 percent. However, with an outside air temperature of -12°C and a 20 kilometer per hour wind, the outdoor wind chill temperature is -26°C and so the level of relative humidity should be reduced to 20 percent.

TABLE I
(Inside Relative humidity of 21° C with Double Glazing)

Outside Air Temperature*	Indoor Relative Humidity
-28°C (-18°F) or below	not over 15%
-28°C (-18°F) to -23°C (-9°F)	not over 20%
-22°C (-8°F) to -17°C (-2°F)	not over 25%
-16°C (-1°F) to -12°C (10°F)	not over 30%
-11°C (11°F) to -6°C (21°F)	not over 35%
-5°C (22°F) to 4°C (40°F)	not over 40%

*Including Wind Chill

CONTROLLING HUMIDITY

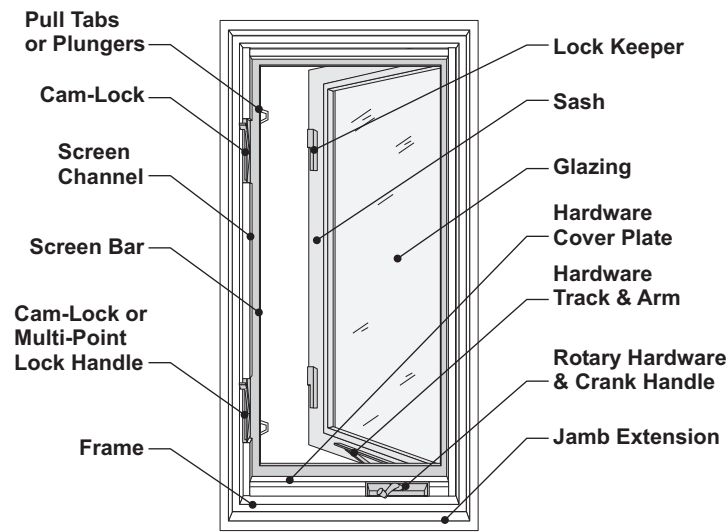
Ventilation is the most effective means to remove moisture from your home. By exchanging some of the drier outdoor winter air for warm humid interior air, the moisture level inside the house will be reduced.

- Open a door or window for short periods to allow moisture to escape.
- Gas appliances produce moisture from combustion. Cooking adds even more moisture — be sure to run your kitchen fan while cooking. Vent the kitchen fan directly to the outside to achieve the desired effect.
- Showers are a high source of moisture. Keep bathroom doors shut and run the exhaust fan to eliminate moisture.
- Clothes dryers should be vented to the outside. Hanging up wet clothes to dry inside your home can add significant moisture to your home.
- Shut off the furnace humidifier and any other humidifying device in the home.
- If you have a fireplace, open the damper occasionally to allow moisture to escape.
- Free air circulation is important. Do not cover hot or cold air registers with furniture or appliances. Leave bedroom and bathroom doors open.
- Keep the temperature of all rooms at a minimum of 10°C (50°F), even if unoccupied. Condensation will occur in an unheated room.
- Wipe up any tracked-in snow before it melts and evaporates.
- Floors wet from mopping can add large amounts of moisture. Run exhaust fans (bathroom and kitchens) while floors are wet. Avoid washing floors on extremely cold days.
- Most builders install a fresh air intake into the cold air return duct of the heating system. Make sure that the intake damper is open and that there are no obstructions to prevent airflow. If you do not have a fresh air intake, have one installed.
- Drapes and blinds should be left open during the daytime. At night, raise blinds at least 100mm (4") up off the frame to allow air to flow against the glass.
- Certain fabric blinds that are designed to fit from jamb to jamb must be left partially open to ventilate the window cavity. Failure to do this can cause extreme temperatures between the blinds and the glass. Glass breakage or warping of PVC can occur, which can void warranties.

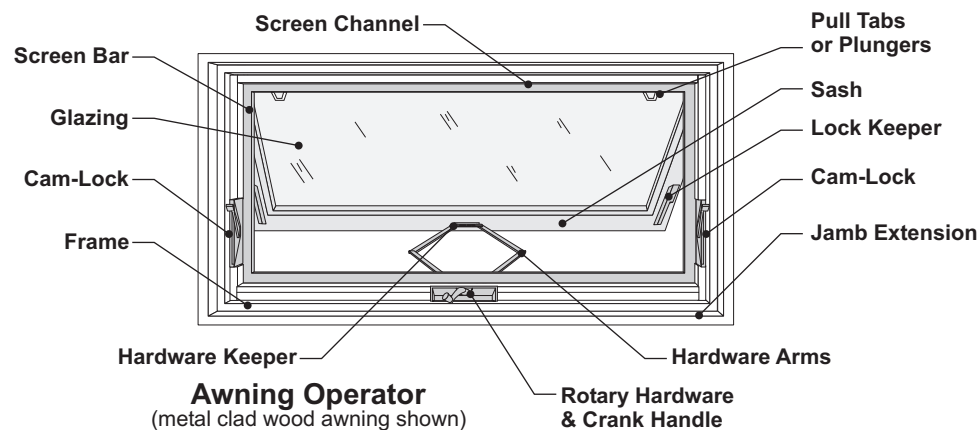
Maintenance & Warranty Guide

Product Illustrations

Product Illustrations



Casement Operator
(metal clad wood casement shown)



Awning Operator
(metal clad wood awning shown)



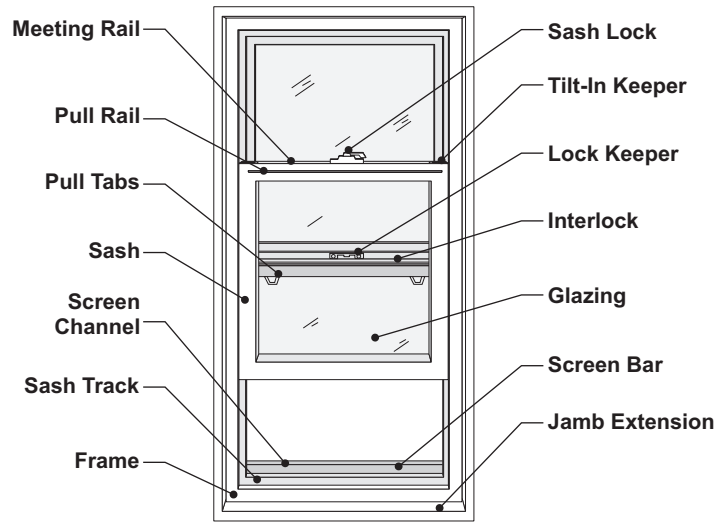
ALL WEATHER WINDOWS

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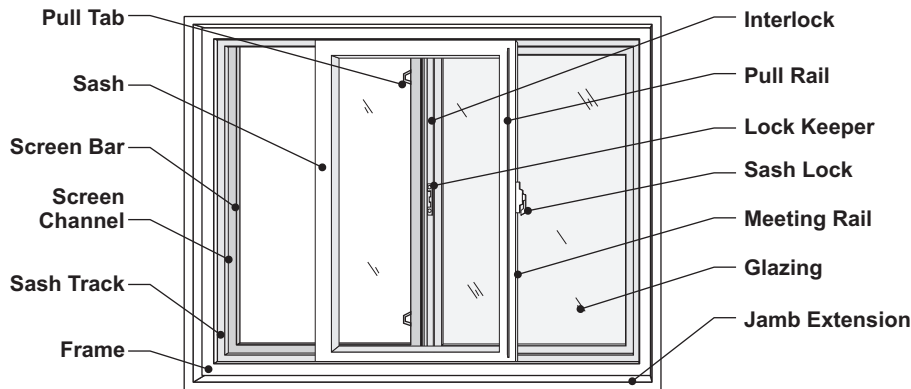
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Product Illustrations

Product Illustrations



Single Hung (Vertical)
(PVC single hung shown)



Glider Operator
(PVC glider shown)



ALL WEATHER WINDOWS

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Maintenance & Warranty Guide

Service Request Form

Service Request Form

Order #

Customer Name

Product Delivery Date

Customer Address

Room / Location

City **Province / State** **Country**

Phone #1 hm wk **Phone #2** hm wk **Fax** hm wk

Product Type

PVC Windows	Metal Clad Wood Windows	Front Entry Doors, Patio & Garden Doors
<input type="checkbox"/> Picture Window	<input type="checkbox"/> Picture Window	<input type="checkbox"/> Front Entry Door
<input type="checkbox"/> Casement Window	<input type="checkbox"/> Casement Window	<input type="checkbox"/> PVC Patio Door
<input type="checkbox"/> Awning Window	<input type="checkbox"/> Awning Window	<input type="checkbox"/> Metal Clad Wood Patio Door
<input type="checkbox"/> Glider Window	<input type="checkbox"/> Glider Window	<input type="checkbox"/> Garden Door
<input type="checkbox"/> Single Hung Window	<input type="checkbox"/> Single Hung Window	<input type="checkbox"/> Metal Clad Wood French Door
<input type="checkbox"/> Bay or Bow Window	<input type="checkbox"/> Bay or Bow Window	
	<input type="checkbox"/> Double Hung Window	

Service Type

<input type="checkbox"/> Frame or Sash Material	<input type="checkbox"/> Glazing or Grills	<input type="checkbox"/> Color or Finish
<input type="checkbox"/> Hardware or Locks	<input type="checkbox"/> Weatherstripping	<input type="checkbox"/> Other

Describe Service Problem

OFFICE USE ONLY

RECEIVED: _____ by: _____

REPLY DATE: _____ by: _____

INSPECTED: _____ by: _____

COMPLETE: _____

BILLING DETAILS: WARRANTY SERVICE CALL
 WARRANTY PARTS ONLY
 CHARGEABLE SERVICE CALL
 CHARGEABLE PARTS ONLY

