

REPLACEMENT WINDOWS

BUYER'S GUIDE

FIVE Important Feature Considerations,
the **THREE** Most Common Industry Problems,
and **FOUR** Questions to Ask Your Contractor

Prepared For You By:

RIGHT  **NOW**
WINDOWS AND SIDING



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Don't Be Confused About Replacement Windows

If you're looking into replacing the windows in your home, then it's important to know what you're looking for as a consumer so you don't end up spending too much money by buying the wrong product or by not getting the product you actually needed.

This Buyer's Guide will help you sort through all of the information out there so that you can make an informed decision for yourself.

5 Important Considerations When Buying Windows

When purchasing new replacement windows for your home, you should be sure to consider the following features:

1. Style and Appearance
2. Energy Savings Performance
3. Durability
4. Ease of Cleaning
5. Warranty



1. Style and Appearance – There are few things that can add as much “curb appeal” to an existing home as replacement windows. Americans are proud of their homes and replacement windows allow homeowners to perfect the look-and-feel of their homes exterior. It is therefore important to consider the options available in terms of style and appearance for your new windows. Note that a reputable manufacturer should have the colors and styles you need along with the ability to customize the size of your window so that you don't have to permanently change the structure of your home by cutting new openings in your walls.

2. Energy Savings Performance – The typical house in America loses about 20% of its energy costs through the windows. This means that most homeowners today are basically “throwing money out the window.” This energy loss usually comes as a result of two problems with the windows: 1) heat is lost or gained through the glass and frame and 2) additional heat is lost or gained through the window's seals that usually leak.

In terms of energy savings, what this means is that 20% of the money you spend every year to heat and cool your home is being wasted because of inefficient windows. That usually adds up to a lot of money during

the time you live in your home.

Modern window manufacturers have several tools at their disposal to maximize the energy efficiencies of your windows. However, the two most important factors for any window manufacturer are: the window itself and the construction of the frame.

U-Factor and Window Quality - Obviously, a window is not like a wall that uses insulation to prevent heat from transferring through it. Many people are familiar with the "R-Value" of insulation that measures the resistance of heat loss. Similarly, the window industry uses "U-Factor" to measure the energy efficiency of windows. U-factor measures the rate of heat transfer through a window. So, the lower the U-factor, the lower the amount of heat that is being lost, and the better it is for energy savings.



Additionally, many new window manufacturers today utilize multi-pane windows to help insulate the window. Since air is a poor conductor of heat, separating two panes of windows with a strip of air has proved to be an excellent means of reducing heat loss. Additionally, some manufacturers fill the space between the windowpanes with special gases that further reduce the amount of heat transfer and maximize your energy savings potential.

3. Durability – Think about it, your windows are going to be on your home for a long time. The construction of your window is therefore incredibly important for the long-term durability of the window. In terms of durability, there are typically two construction methods used in the industry: mechanical fastening and fusion welding. Mechanical fastening basically means that the four sides of the frame are mechanically fastened together with screws. This method is more cost effective and simple, but it does not make for a strong, durable window frame. Fusion welding, on the other hand, means that the windows' sides are fused to each other using a welding process that makes the welds the strongest part of the frame. In short, fusion welding guarantees you the most durable frame available.



4. Ease of Cleaning – Cleaning windows can be such a hassle that there is actually an entire industry devoted to doing it for you. Therefore, it is important to take into consideration the ease of cleaning your windows, especially for windows installed on the second story of a home. Ask your dealer to give you a demonstration of the way to clean your window—and then try it yourself. If they don't have a specific feature

to show you in terms of ease of cleaning—then try another model. Difficulty in cleaning your windows typically causes frustration in the long run.

5. Warranty – Warranties vary greatly in the window industry. However, the best warranty is one that covers the entire window and not just the parts—meaning that service calls are included in the warranty. Additionally, it's best to avoid warranties that have so much fine print that it would take a legal expert to decipher it.

The 3 Most Common Problems in the Industry:

It's unfortunate, but replacement window installers have developed a relatively poor reputation because of bad experiences that many homeowners have endured. The following list describes the most common problems:

1. Service after the sale. This is the number one complaint in the industry. What happens after the installation is complete and then you need additional help? Who do you call? What happens if you're not satisfied? Many companies don't offer any type of real support and the only person available to contact is the salesperson. Usually, the salesperson cannot help because the "deal" is now out of his hands.

The most common types of service calls are from homeowners whose new windows won't shut, won't open, have poorly installed trim, have "milking" (when the windows get cloudy or foggy on the inside), or have fading vinyl. Nobody wants to have trouble like this after they've invested in something as valuable as replacement windows. This is why it's so important to know in advance what a company's service procedure's are after the sale. Make sure you ask the following questions before you settle on a company to do business with:

- What are your quality control measures during the installation process?
- What happens if I'm not satisfied with the installation?
- Can I call somebody locally?
- What happens if I have a problem with my windows and need more help?

2. Improper sealing during installation. Believe it or not, many windows are not properly sealed from the first day they are installed! Poor construction standards in the industry mean that there are often "cold spots" around the window seal from day one! Additionally, most weather stripping (where the panes move against each other) is made out of wool or cotton that wears out quickly causing you to lose your seal quickly after installation. Some installers don't actually seal the window opening with anything more than caulking!

The result of all these problems is that many homeowners have leaks in their windows from the day they are installed. You can avoid this problem by asking the contractor for their installation standards. How do they seal the window openings? What type of weather stripping do they use? How long is the seal guaranteed?

3. Takes too long to install. Another common complaint in the industry is the length of time for the installation to take place. Make sure you get a guaranteed timeframe from your contractor so you're not left waiting and wondering when your windows will finally be installed.

4 Questions to Ask Your Contractor:

Before you do business with any replacement windows contractor, be sure to ask them the following 4 questions:



1. Is the entire window guaranteed? Many window companies only warranty the frame and not the actual window. This means that if the window breaks, you'll have to purchase another one. Be sure to require your contractor to guarantee the entire window—both the frame and the window.

2. Do you use a standardized completion form? Don't pay a dime for your new windows until you are completely satisfied with the installation, and you've gone over a standardized completion form. This means that you've gone to every window to ensure that it opens, closes, and locks. Additionally, you should check for "cold spots" and inspect the trim to ensure that it is installed to your liking. It's a pretty big "red flag" if a company doesn't have a standardized completion form like this as part of their installation procedure.

3. What does "lifetime warranty" mean to you? Many manufacturers take the term "lifetime warranty" to mean different things. In some states, the term "lifetime" legally means only 7 years. Make sure you get the warranty in writing and that it is easily understood without a lawyer. Additionally, be sure to ask about the transferability of the warranty since most homeowners don't stay in their home for as long as their windows stay in the home. If the warranty transfers to the new homeowner, then that adds a tremendous amount of value to the home at the time of sale.

4. Are you Lead Certified? It is now a federal requirement for window installers to be "Lead Certified" which means that they test the home for lead and lead dust before they begin the installation process. This is for your safety—do not use a contractor that is not Lead Certified.

Right Now Windows and Siding

Right Now Windows is proud to be the exclusive contractor for Universal Windows Direct, the manufacturer of some of the most advanced and efficient windows in the world. Universal Windows Direct only chose one dealer in the State of Idaho to represent their windows, and for good reason. Right Now Windows has done everything possible to ensure the very best buying experience for their customers. Below is a short list of industry innovations that ensures that Right Now's customers never have to second guess their decision to purchase replacement windows from Right Now Windows:

Service after the sale – Right Now is the only dealer with 24/7 live phone support. If you have an issue with your purchase after the sale, you'll have live phone support to ensure you are taken care of. Most companies only have sales staff, but Right Now Windows has sales staff and service staff!

The Industry's Most Thorough Completion Process – Right Now Windows ensures your satisfaction by implementing the most thorough completion process at the time of installation. We walk with you through your entire home inspecting every window together to ensure that you are satisfied. Furthermore, you will not pay one cent until the installation is completed to your total satisfaction and you've personally signed off on the installation completion form.

Guaranteed Installation Timeframe – We won't leave you waiting and wondering. We'll give you a guaranteed timeframe so that you'll know exactly when your windows will be installed.

Double Lifetime Guarantee – Only Right Now Windows offers a double lifetime guarantee. It's really simple—the entire window is guaranteed for as long as you live in the home. If you ever sell your home, then the warranty transfers to the new owner for 30 years (longer than they will probably live in the home).

Complete Warranty – Not only are the parts on your window guaranteed, but our warranty covers the service on your windows also. If you need us, you can call us, and you won't be charged for a service call like other companies charge.

To experience the Right Now Windows difference, simply call (208) 319-3434 and schedule a FREE home energy audit and demonstration. Or visit www.RightNowWindows.com.



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