



WINDOWS INC.

Customer Service Packet

This packet includes important information about your windows and patio doors and other products provided by J&L Windows Inc.

Visit our website at: www.jandlwindows.com

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Introduction

We at J&L Windows Inc. would like to take this opportunity to welcome you to your new home and thank you for purchasing your windows or products from J&L Windows Inc. We want you to know that we are here to help with any questions or problems that you might have with your new windows, doors or other products supplied by us.

In this customer service packet, you will find information that will help you understand your new windows or other products, what to expect, who to call if you have a problem and general care of these products. Additionally, you will find manufacturer specific information based on the products used in your home.

J&L Windows Inc. has been in business for 25 years and is locally owned and operated. We are located at 350 Greg Street in Sparks, NV. We have a full service glass shop with a great service team and would like nothing more than for you to be completely satisfied with your products from J&L Windows Inc.

If there is anything we can do, please don't hesitate to contact us at 775-356-1523.

J&L Windows Inc. is committed to customer satisfaction. We pride ourselves in doing what is right for our clients and we appreciate your referrals!

Windows & Patio Doors



J&L Windows Inc. offers several complete lines of vinyl windows and patio doors as well as wood windows and patio doors.



www.amscowindows.com



www.marqueewindows.com



WINDSOR
WINDOWS & DOORS
A Woodgrain Millwork Company

Excellent Choice
www.windsorwindows.com



www.andersenwindows.com



www.weathershield.com



We also sell skylights, deck rail, block windows, mirrors, shower/tub enclosures and specialty glass fabrication.



www.crystaliteinc.com



ROOF WINDOWS
AND SKYLIGHTS

www.velux.com



www.hy-lite.com

Whether your project is new construction or replacement for your existing home, we have a product to meet any budget and any imagination.

Commercial Store Front

Aside from these residential offerings, J&L Windows Inc. also provides commercial store fronts.



What To Expect From Your Windows & Patio Doors

With the proper care, your windows can last for a very long time. There will be occasions however, where you may need service. The most common problems that occur with windows are stress cracks and failed units. You also might experience some condensation build up and dirt/dust blowing through your windows. Do not let this scare you. In this section we will explain your windows to you so that you will be ready for what could happen instead of being caught by surprise.

Stress Cracks

A stress crack is a break or fracture in the glass. This usually occurs when the edge of the glass is pinched within the frame. Frayed edges or bad cuts from the factory can also cause a stress crack. This type of break is covered under warranty for 1 year (see warranty section for more specific info).

Heat Cracks

Heat cracks look similar to a stress crack but they run in an irregular pattern. Heat cracks can start in the middle of the glass and go in a complete circle never hitting the edge of the glass. Heat cracks occur when the glass gets too hot. Heavy drapes or blinds usually cause this type of break. The blinds act as a trap and the air gets too hot for the glass. This type of break is not covered by warranty. To help prevent this, if you have heavy blinds, just crack the window a little to get some air flow there. Never completely cover your windows with tape or film. This is the most common reason for heat breaks.

Failed Unit

A failed unit can happen any time. You could go over 25 years with never having a failed unit or you could be in your new home for two weeks and have several failed units. The insulated piece of glass in your window consists of two pieces of glass separated by a spacer. These two pieces of glass are sealed together with an organic sealant. A unit fails when the seal between the two panes of glass breaks. Just a little pinhole can cause moisture to get in between the panes of glass. When you get moisture between the two pieces of glass, the glass must be replaced. It cannot be fixed. This is covered under a limited warranty (see warranty section for more specific info).

Condensation

Windows do not cause condensation, they are merely indicators. When windows and window frames in a house show signs of sweating, fogging or frosting, there is only one reason, too much moisture in the air inside the home. Condensation is a safety gauge. Sweating windows indicate that there is excessive moisture inside the home trying to get out.

The principal sources of moisture in a typical home are the household activities which vary with the living habits of the family. For instance, cooking, showering, laundry, dishwashing, gas appliances, large fish tanks, watering of plants, humidifiers, etc. are all common sources of moisture.

The only way to stop condensation is to reduce the moisture in the air in (or under) your house. This might include laying a plastic barrier on the dirt under your home, bringing in a reasonable amount of dry outside air through ventilation, airing out rooms daily, using exhaust fans and ventilators when cooking, bathing or washing and turn off furnace humidifiers or other humidifying devices and maybe even use a de-humidifier. See more about condensation in the "Carding for your Windows" section of this document.

Air Infiltration

All operable windows have what we call an operating space. For a window to slide open, it has to have some kind of passage way. These passage ways have weather stripping to help prevent air from blowing through, but as you know living in Nevada (the desert) we can have extremely high winds. When these high winds occur, you will notice on the windy side of your home, dirt on your window sills.

Window manufacturers have to test their products before they can be put into production. One test they do is called an air test. An air test sees exactly how much air is let through a certain window at certain wind speeds. This is called air infiltration. Your windows meet or exceed these standards.

Different types of windows do better than others. For example, a sliding window or single hung window will allow more air to pass through than a casement window because of how it operates. The casement window closes against the frame – and when the wind blows, it pushes the window closed tighter, whereas the sliding window slides. Where the window slides in the frame is where the dirt gets through.

Until your neighborhood gets fully landscaped and construction stops, you will continue to get this fine Nevada dirt/dust blowing through your windows.

Screens

Screens are put on the windows before you move into your home. J&L Windows Inc. performs what we call a screen, lube and adjust (SLA) on your windows right before your home closes escrow. If after you move you have problems with your screens, you can either report the problems to your builder and they will contact us for repair or you can contact us directly.

Other Problems

Other problems can occur during the construction process. During the construction process there is a lot of work that happens around your windows. This is usually the cause of broken frames, broken locks, broken rollers and broken balance springs (on single hung windows). Contact your builder or J&L Windows Inc. should you encounter any of these problems.

Mirrors & Shower Enclosures



Wardrobe & Bath Specialties (W.B.S.)

We install all of our shower enclosures and handle all warranty through our service department. Our mirrors are cut and polished in our shop. J&L Windows installs W.B.S. shower enclosures more than any other manufactured shower enclosure. We have been selling W.B.S. for over 8 years. J&L Windows warranties all shower enclosures from leakage. Broken parts are under limited warranty. The glass in your shower door is not covered under warranty from breakage or water stains.

Custom Shower Enclosures

Custom showers are 3/8" or 1/2" glass with very little metal (like those pictured above). These enclosures are fabricated through J&L Windows. We warranty and service these enclosures through our service department. The glass is not

covered under warranty from breakage or water stains. The hinges are covered under warranty for one year from breakage.

What To Expect From Your Shower Enclosures

With the proper care, your shower enclosures will last for a very long time. There will be occasions however, where you may need service. The most common problem that occurs with shower enclosures is leakage. If your shower leaks, there could be a few areas to check. Just give our service department a call and schedule an appointment. If it is the shower that is leaking, J&L Windows Inc. will re-seal the enclosure. If we find the leak somewhere else, we will let you know where the leak is coming from so that you can get in contact with that person/company. Other problems with shower enclosures are simple adjustments. If your shower enclosure is not opening or closing properly, we will repair it immediately. We want you to be completely satisfied with the work we have done. Parts for your shower enclosures are covered under warranty 100 percent for the first year.

Scheduling an Appointment

J&L Windows Inc. is open Monday through Friday from 8:00am till 5:00pm. You can call your our service representatives any time during those hours to schedule an appointment. We schedule appointments Monday through Friday between 8:00am and 3:30pm. Weekend appointments are not scheduled.

When we come out for the first time, we will assess the situation, measure if necessary for replacements parts. Warranty work such as stress cracks and failed units usually take approximately 2 to 4 weeks from the time of measure to the time of completion. Other work may be able to be done on our first visit (e.g., patio door adjustments, balance spring adjustment, lock adjustments/replacements, roller adjustments, etc.).

When scheduling an appointment, we prefer that you be there for the appointment. However, if that isn't possible, you may leave a key for access. If we are meeting someone at the appointment, we request that the person be at least 18 years old. We will not enter the house unless the person meeting us is at least 18 years old.

Lori Campobasso is J&L Windows Inc. service department manager. If you are overwhelming impressed with our work or if there is something you are not happy with, please don't hesitate to give Lori a call. She can be reached at 356-1523 extension 1206.

Warranty

J&L Windows Inc. has a warranty on products we sell and install for a period of one year (see Addendum A at the end of this package).

There is additional warranty information from the manufacturer above and beyond the warranty offered by J&L Windows Inc. related to the specific product installed your home. That warranty information should be provided in conjunction with this packet. If it is not, please contact J&L Windows Inc., and we will get that information to you.

Depending on the product and when the product was installed, the labor may or may not be covered under warranty. When a labor charge is required, our rate is \$90.00 per hour.

Key Do's and Don'ts for Windows & Patio Doors

- DO:** Clean the frame surfaces.
- DON'T:** Use a razor blade, putty knife or abrasive pad.

- DO:** Use a glass cleaner or mild detergent.
- DON'T:** Use any petroleum-based cleaners or solvents.

- DO:** Clean tracks and weep holes.
- DON'T:** Use oil-based lubricants or damage weep hole covers/baffles.

- DO:** Check weather-stripping and hardware.
- DON'T:** Live with poor performing components.

- DO:** Clean your insulating glass with proper cleaning agents.
- DON'T:** Add attachments to window or glass without approval from the window manufacturer.

- DO:** Choose certified windows and exterior glass doors.
- DON'T:** Settle for products that do not meet important air, water, structural, forced entry and thermal performance standards.

- DO:** For vinyl windows use a wax based lubricant such as Pledge.
- DON'T:** Use a petroleum based lubricant such as silicone.

- DO:** Read and understand your manufacturer's warranty and install per the manufacturers instructions.

Addendum A

J&L Warranty

J&L Windows Inc., guarantees all products to be free from defects in material and workmanship, for a period of one (1) year from original purchase date. J&L Windows Inc., will repair at it's option, any defects in the material or workmanship. All manufacturer warranty parts will be shipped FOB the manufacturer, J&L Windows Inc., is not responsible for lead time of replacement parts or products. All warranty work will be provided as by the terms set forth in the manufacturer's warranty. THIS WARRANTY IS NOT IN LIEU OF THE MANUFACTURERS WARRANTY.

J&L Windows Inc., has made it policy of handling quality merchandise from responsible manufacturers. These manufacturers supply their own guarantees and warranties; copies of such warranties are supplied with the product or are available from the manufacturer. J&L Windows Inc., assumes no responsibility for the content of such warranties.

