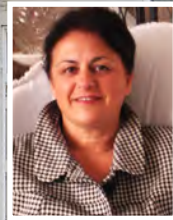


# a guide TO SELECTING A WINDOW COMPANY



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**F**inding the most practical and aesthetically pleasing windows for your home is a task that requires time and research. By putting in the effort needed, you'll reap the reward of having the best windows that will last for years and upgrade your home in the process. There are a few things to consider when making the decision of purchasing replacement windows:

**Dealing Locally.** Purchasing from locally-owned businesses not only helps your community, but is also beneficial to you as well. Buying windows from your local home improvement company allows you the ease

of being able to have them help you with any problems that may occur, in an efficient and timely manner. They are also just a short distance away should you need to go over a product a few more times or browse other models in a relaxed manner. Larger national companies do not always provide services such as these and the waiting time is longer should a product not be in accordance to what you ordered. Supporting your local business is also helpful for the community as a whole because it provides jobs and wages to employees and keeps profits in the local economy, enriching the neighborhood.

**Visit the Showroom.** A store's showroom not only showcases their products such as windows, doors and siding, but it also lets the consumer know what type of company they are dealing with. The consumer is able to browse through a selection of windows, analyze the different materials available and be able to meet with the people who they will likely be working with on the project. You're

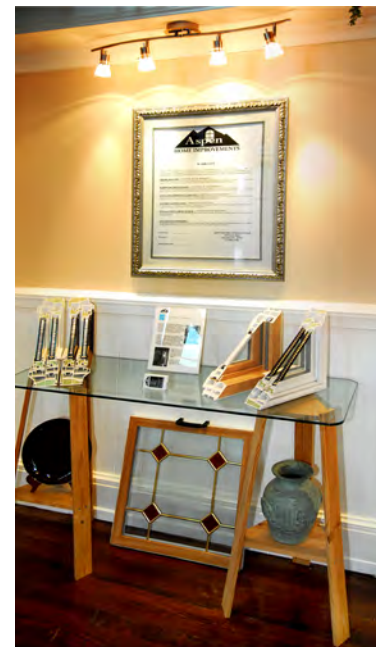
able to see how they run their business, and what projects they have done and what products they work with.

**Check the Product.** The windows that you select for your home should be both durable and suit the style of your home. Find what material they are composed of, vinyl, composite or wood. How energy efficient they are in what type of heat reflective coatings they use on their glass and if they use argon gas and low-e or not tells you if the windows will help to reduce your monthly utility bill. Our OKNA windows have one of the lowest UV ratings on the market because of their advanced technology. You'll also want to consider what type of windows to choose from. From bay windows to casement windows, there are many different types of replacement windows and each performs differently from one another.

Style options and accessories for your windows should also be considered when making a purchase. Whether

you would like a hardwood finish for your interior or a light beige color for your exterior all depends upon your preferences and what the company offers. Also take into account the maintenance of the window and how easy it is to clean. Having a replacement window that requires little maintenance is desirable, especially during spring cleaning.

**Check the warranty.** At Aspen Home Improvements we offer a lifetime warranty if you have us install one of our windows for your home. This is especially beneficial to homeowners if the window is damaged during a storm or the glass is broken by accident.



*Aspen's warranty, always on display—with no small print.*

Because our windows are made to last for years, our warranty reflects our belief in our product being the best on the market. Many other window companies do not offer a lifetime warranty, and that's what makes us distinctive from other brands.

**Check the Company.** Finding out how long a company has been in business and what their reputation is, is extremely important when making the decision of purchasing windows. As a consumer, you'll be able to make a confident assessment on what type of

## FEATURE



**Aspen Home Improvements, Inc.**  
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"The very best"—a few short words with a huge meaning. That's our goal at Aspen Home Improvements. We never tried to be anything else. Aspen Home Improvements was awarded the exclusive dealership of the world's most advanced energy-efficient window, the Okna series of windows.

Aspen prides itself on protecting the environment so much so that we have put in years of research, now being able to provide you with the "greenest window on the planet." Aspen Home Improvement is home of the #1 nationally-rated energy-efficient window. A bold statement, but it's true. To keep our company environmentally friendly we recycle our old windows by giving them to our local community and to the fire stations to use in fire drills.

We are well established on Angie's List and feel free to see what our customers are saying about us. Aspen sponsors various events and local charity's within the community.

Established 23 years ago, Aspen has built a solid foundation and an extensive customer base. We specialize in 3 main external products for your home—windows, doors and siding, including soffit, fascia and gutters. Our installers are not "Jack of all trades" but *Certified Master Installers*.

We are a family-owned company you can trust—our non pro-rata warranty applies not only while you own the home but for subsequent owners as well. Should you experience accidental damage to your Aspen windows? No problem. Aspen products and labor are covered for life.

home improvement company they are by their commitment to their business partners, employees, community and environmental stewardship. Because this company is one that you may likely be dealing with in the future for other home improvement projects, you want to be precise in researching the company and finding out if you want them to represent your home or not.

Make sure that the company is also registered with the Pennsylvania Dept. of State. This license states that the business is regulated by the Bureau of Professional and Occupational Affairs and is legally allowed to operate in Pennsylvania. You'll also want to check that their installers are certified and that they have other licensing such as a General Contractor's License.





**Check the NFRC Label.** The National Fenestration Rating Council's window label is used to measure and grade each window in the United States by their energy efficiency, ventilation and visible light transmittance. This is a non-profit organization that administers the only uniform, independent rating and labeling system for the energy performance of windows, doors and skylights products. The goal is to provide fair, accurate, and reliable energy performance ratings so that:

Architects, builders, code officials, contractors, homeowners, and others can compare different products and make informed product choices.

Building officials, state government employees, and others involved in code development and enforcement can determine if products meet local codes.

Government- and utility-run energy efficiency programs can establish performance requirements and standards.

Manufacturers have a fair and level playing field to compare products and an accurate method of showing the energy benefits of new designs or technology.



To do your homework thoroughly, it's important to check out the window company names and numbers on the NFRC web site. If the window *brand name* is not listed it means that either it's an inferior window that the NFRC did not even rate as an energy saving product, or it is actually made by one of the building company manufacturers and privately labeled for that specific company. At which point you need to find the manufacturer's name to be able to look for the energy efficiency evaluation on the NFRC site. If the company will not provide you with this information, well then...buyer beware.

**Questions to ask a prospective window company/contractor.**

*How long have you been in business?* Look for a well-established company. Ask if the company or the contractor is doing business under other names.

*May I have a list of references?* The contractor should be able to give you the names, addresses, and phone numbers of at least three clients who have projects similar to yours. Ask each how long ago the project was completed and if you can see it. Also, tell the contractor that you'd like to visit jobs in progress.

*Will you be using subcontractors on this project?* If yes, ask to meet them, and make sure they have current insurance coverage and licenses, if required. Also ask them if they were paid on time by this contractor. A "mechanic's lien" could be placed on your home if your contractor fails to pay the subcontractors and suppliers on your project. That means the subcontractors and suppliers could go to court to force you to sell your home to satisfy their unpaid bills from your project. Protect yourself by only using Salaried Master Installers or asking the contractor, and every subcontractor and supplier, for a lien release or lien waiver.

*What types of insurance do you carry?* Contractors should have

personal liability, worker's compensation, and property damage coverage. If they are salaried they will have company coverage. Ask for copies of insurance certificates, and make sure they're current. Avoid doing business with contractors who don't carry the appropriate insurance. Otherwise, you'll be held liable for any injuries and damages that occur during the project.

*Is there a contact person I can deal with?* Always try and have a contact person in the office. It will help you to work with one person rather than several people should you have questions on your project.

**Checking References.** Talk with some of the remodeler's former customers. They can help you decide if a particular contractor is right for you. Here are some questions you may want to ask:

- Can I visit your home to see the completed job?
- Were you satisfied with the project? Was it completed on time?
- Did the contractor keep you informed about the status of the project, and any problems along the way?
- Were there unexpected costs? If so, what were they?
- Did the workers show up on



time? Did they clean up after finishing the job?

- Would you recommend the contractor?
- Would you use the contractor again?

By using this guide, you'll be able to make an educated decision that will benefit your home for years to come.

Having the best windows that you can find on the market, assures you that they will last for years, save you money and help the environment in the long run. There are many companies that will try to acquire your business, but make sure to choose the one specifically qualified to do the best work for you!

R&A



◆ WINDOWS  
◆ DOORS  
◆ SIDING



**Aspen**  
HOME IMPROVEMENTS

Our patio doors are made-to-measure & fitted to the highest standards.






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