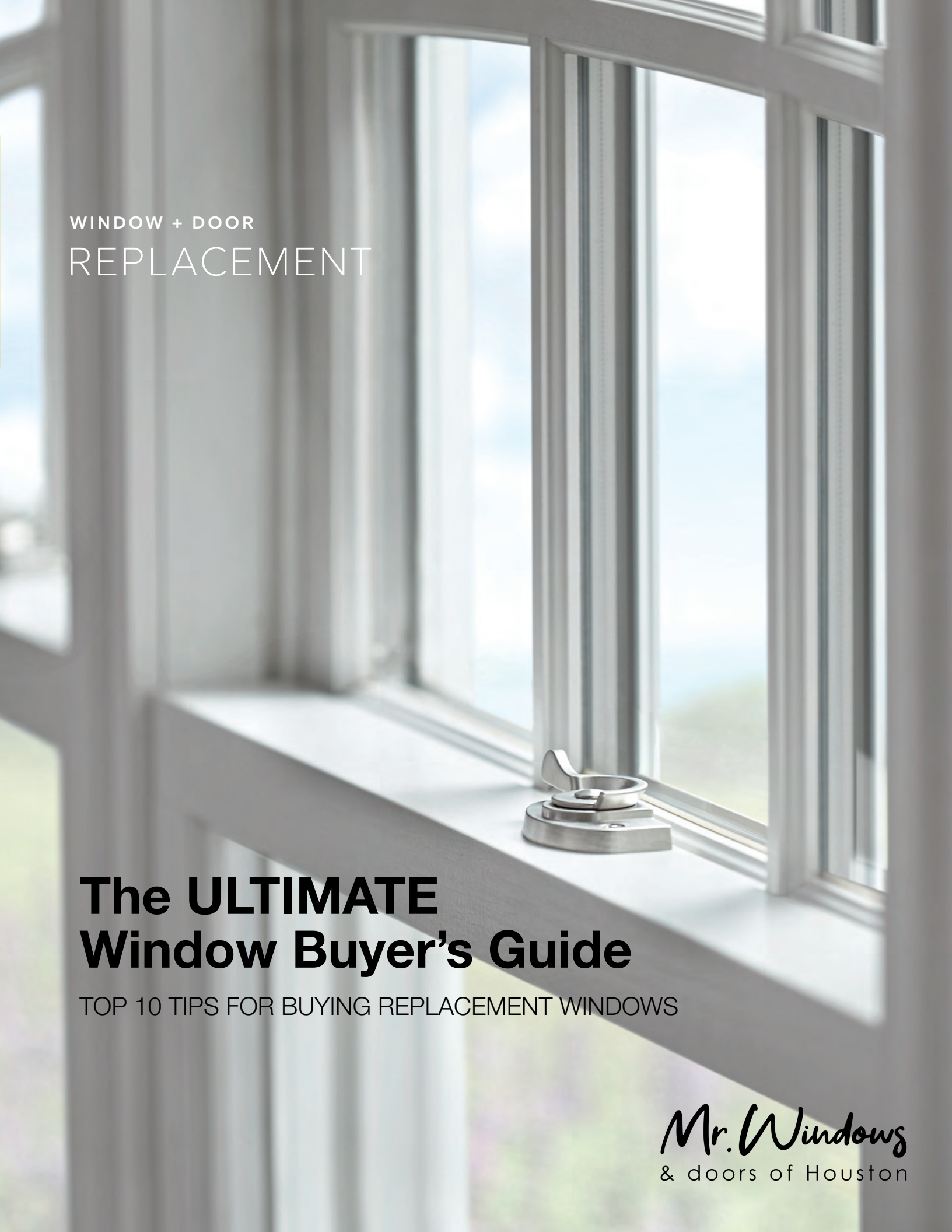


WINDOW + DOOR
REPLACEMENT

The ULTIMATE Window Buyer's Guide

TOP 10 TIPS FOR BUYING REPLACEMENT WINDOWS

Mr. Windows
& doors of Houston

1 RESEARCH COMPANY AND BRAND

Review Background, History and Online Reviews

Make sure you are dealing with a well-established and reputable window company. Ask the following questions:

- *How long have they been in business?*
- *Who manufactures the windows that will be installed in your home?*
- *Who installs the windows?*
- *Does the company have any industry accreditations or affiliations?*

Internet resources allow you to conveniently research companies on your computer, tablet, or phone.

The answer to these simple questions may surprise you as many companies don't make or install the windows they sell. Ask for references, check out their online reviews and ultimately find a company and a brand you can trust.

TIPS

- Do your research
- Ask questions about manufacturing and installation

2 COMPARE COSTS

Don't be Fooled by Those $189 Window Prices

In today's market there are several window companies touting a sweet price of $189 or less per window. Be careful when choosing these companies.

The $189 price is misleading because it often represents a smaller-than-average window size or a lesser quality product. Many times the price only covers a partial window installation, not the complete job.

By the time you are charged for everything needed to get a complete window installation for your actual size window and options to meet your needs, the real cost is several times the price advertised!

When it comes to buying quality windows, you get what you pay for. Windows are an investment in your home and if you want a product that is going to look great, perform and last, expect to pay a little more.

TIPS

- Window prices of $189 can be misleading
- You get what you pay for

3 CHOOSE THE RIGHT STYLE
Consider Room Function and Location

Most window companies offer a variety of window styles to meet your individual needs and express the uniqueness of your home. These styles may include double-hung, bay, bow, sliding, casement, awning and custom-shaped windows.

Considerations should be given to obstacles in your room and the outdoor space they open up into. For example, a double-hung window over a kitchen sink may be more difficult to operate than a casement window, which simply cranks open.

Whether you need windows for new construction or as a replacement, keep in mind that there are only a few companies that offer custom designs and shapes to fit your unique needs. Ask about color options and hardware finishes, as this is another important consideration for your window style. Some companies offer a very finite number of options while others offer limitless combinations to create the window perfect for your home.

Double-hung window

Casement window

Awning window

Sliding window

Bay window

Custom-shaped window

TIPS

- Consider function when choosing a window style
- Ask about customizable options

4 CHOOSE THE RIGHT MATERIAL
Wood, Aluminum or Vinyl

If you're replacing old windows, now may be a good time to look at different material options. Wood, although beautiful, is prone to swelling and rotting, and requires regular maintenance to maintain its appeal. Clad windows may just mask problems.

Mr. Windows *interior woodgrain finish combines the look of wood with vinyl's durability.*

Aluminum will oxidize, and is either hot or cold to the touch depending on the season and oftentimes leads to condensation problems.

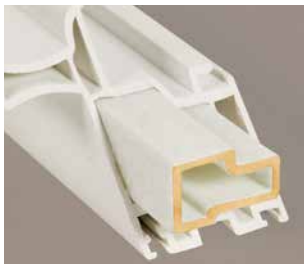
Premium vinyl windows are a great choice, if they are fusion welded and made with reinforced uPVC. Unplasticized PVC, or uPVC, is eight times more impact resistant than plasticized PVC and has one-eighth of the expansion and contraction potential. When you compare the look and feel of quality uPVC vinyl to plasticized vinyl, you can see and feel the difference.

Vinyl also comes in a variety of colors to complement your home. If you like the look of wood but not its upkeep, consider a woodgrain vinyl option. Woodgrain offers the look of real thing without the maintenance headaches.

TIPS

- Consider material options carefully
- Explore pros and cons of each

5 CONSIDER WINDOW QUALITY
Window Frame & Sash – Custom Made & Reinforced



Quality windows use structural reinforcement.

Your replacement windows should be custom made to fit your openings precisely, without the use of expansion pieces or fillers. The openings should not need to be altered unless you plan to change the style or size of the window.

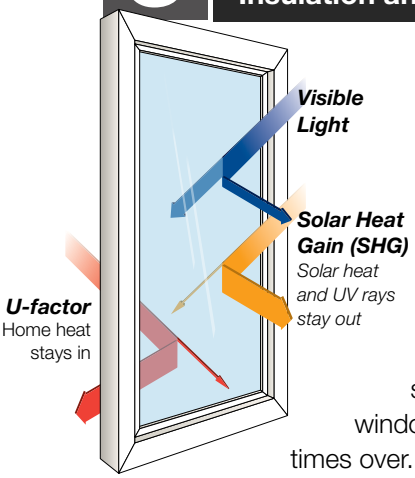
Window frames and sashes should be reinforced. If windows are not fully reinforced, the sashes will sag and warp over time, resulting in leaky windows that don't lock properly. The sash is the part of the window that holds the glass in place and is surrounded by the frame. Sashes must be multi-chambered, fusion welded, and reinforced on all four sides with a material that does not conduct heat or cold. Beware of foam-filled windows! The foam fill does not add any structural support and offers very little in the way of insulation value.

Casement and awning windows should also have fully reinforced frames. A full four-sided reinforcement will ensure your windows won't distort over time. Again, look for multi-chambered, fusion-welded designs, which increase strength and thermal efficiency.

TIPS

- Make sure the windows are made to fit your openings
- Ask about full structural reinforcement for strength and stability

6 UNDERSTAND RATINGS
Insulation and Design Pressure Values



Windows are comprised of mostly glass. Most windows are either double- or triple-paned and include a low-E coating as well as an insulating gas. So, how can you compare differences? By understanding the ratings.

Generally speaking, the more energy efficient and sturdy the window, the higher the cost due to the materials and technology needed to manufacture the window. However, the energy costs you will save throughout the life of your energy-efficient windows can offset the initial cost of the windows many times over.

The U-value/factor is now the industry standard by which an entire window or door unit is rated. U-value rates how much heat is lost. The lower the number, the more energy efficient the windows are.

Solar heat gain or SHG refers to the increase in temperature in a space as a result of solar radiation. Windows with a low solar heat gain value offer increased energy efficiency and will keep your home cooler in the summer.

Design Pressure or DP is an important value as it rates a window against wind and water loads. The higher the number, the stronger the window is. If you live in an area that is prone to high winds and heavy rain, this rating is key.

TIPS

- Understand the meaning of window ratings
- Know the long-term benefits of good ratings

7 LOOK FOR CERTIFICATION LABELS
Performance Ratings

Labels from the National Fenestration Rating Council®, NAMI and ENERGY STAR® show that a window has met important performance requirements. These certifications are important and provide unbiased facts that homeowners can use to evaluate different window products.

When shopping for windows, don't accept a verbal promise that a company's windows are certified. Ask to see a copy or documentation of the certification and make sure each window you are planning on purchasing has a certification label affixed to it. Unfortunately, some companies will test a modified window for a "high performance" label, but unless the window you purchase has the certification label attached to it, it isn't certified and may not be the same window that was represented during the sale.

TIPS

- Ask to see certification documentation
- Make sure your windows are labeled

8 ASK ABOUT INSTALLATION
Who installs the windows?

Most homeowners spend hours researching replacement windows, but leave out one crucial consideration — the installation.

The window installer is just as important as the window manufacturer and in many cases they are different. If a window isn't installed correctly, it will perform poorly and problems may not be covered under warranty. Most window companies don't cover problems they feel are caused by installation. The implications can be drastic.

Be cautious. Some window companies do not install their own windows and hire other companies or contractors for this work. Your windows won't deliver the aesthetic or comfort you expected if they're installed incorrectly.

TIPS

- Ask who installs the windows
- Make sure the installation is covered in the warranty

9 ASK ABOUT THE WARRANTY
Get it in Writing

A warranty is only good as the product on which it is placed, and only as good as the company providing it.

Insist on reading a copy of the warranty. Make sure the window installation is covered. Accept no verbal promises! If you don't have it in writing, then you probably won't have a guaranteed warranty.

Find out who will service the product if there is a warranty claim — the manufacturer, the installer or the dealer, if they happen to be different. If the warranty is a manufacturer's warranty and the company you purchased windows from is not the manufacturer, find out what the process is to schedule service if an issue arises.

TIPS

- Ask about the warranty
- Find out what is covered

10 SEE ACTUAL SAMPLES
Demand More Than a Brochure

Believe it or not, some companies will try to sell you windows from just a brochure. Beware of these companies! Insist that you see full, working window samples so you can examine the window completely before it is installed in your home.

A window company representative should bring a full, working window sample to your home before you purchase.

Open and close the sample and test the locks. Think about it, you'll be opening and closing your windows just about every day for as long as you own your home. Make sure you like the way the windows look and operate before you buy them.

Remember, new windows should be a one-time investment for your home.

TIPS

- Ask to see actual window samples, not just a pretty picture
- Test the sample: open and close, test the locks, etc.

You can get replacement windows just about anywhere these days but the differences in engineering, construction, quality and installation are astounding. Make sure you consider your options carefully and do your homework. Buying replacement windows is a substantial investment in your home and you should feel confident in your decision for years to come. We hope this guide helps you conduct your research and aids in the window-buying process.

See our Window Comparison Checklist on the next page.

WINDOW COMPANY COMPARISON CHECKLIST

Use this as a guide when comparing multiple window companies

	Mr. Windows & doors of Houston		
Window Company	**MR.WINDOWS**		
Company Type	**Exclusive distributor and installer** of MW Hybrid Series		
Cost	**Best Value for Price** Middle range		
Window Materials	Premium quality **warp-free vinyl**, aluminum, fiberglass/composite, wood or wood clad.		
Window Styles	All window styles available including: Double-hung, bay/bow, casement, awning, sliding and custom shapes/sizes. **All custom built to fit.** Limitless options for exterior color.		
Window Quality	**Custom designed and manufactured in the USA**. Warp-Free vinyl, Thermally Improved Aluminum, Fiberglass avail.		
Energy Efficiency	Mr.Windows have earned among the **highest structural and thermal ratings in the industry.** Choosing ENERGY STAR® products over products that do not carry the label can save a household nearly $600 on energy bills each year.		
Installation	MW Hybrid series are **designed, made, installed, guaranteed and serviced** by our company.		
Certifications	MW Hybrid series are independently tested and certified. They carry certification labels from three of the most respected organizations in the industry: the **National Fenestration Rating Council® (NFRC), NAMI** and the **EPA (ENERGY STAR®).**		
Warranty	**Limited Lifetime Warranty**		
Contact Info	**Mr.Windows & Doors** **713-322-6204** **www.mrwindowsthouston.com**		