

Purchasing Windows!

Installing new windows is definitely one of the best home improvements you can make for enjoying your home. The right decision will most assuredly save you money on energy costs, and other benefits for many years to come.

Some of the benefits are:

Make your home look new again

How rewarding it is to look out brand new windows

Easy Tilt in cleaning

More security features

Adding more value to your home

No more rotting of old windows

No more painting windows

Blocking out damaging UV light entering into your home thru the glass

In my 30 years in the window installation business, I have heard many reasons why home owners have replaced their windows.

When you make an **investment** in your home, you want to be pleased with your decision for as long as you live in your home. The "**EARTHWISE GOLD**" product line is by far the best of the best.

Since I began Best Windows Inc., I have received 100's of calls from homeowners right here in the Richmond area that purchased other window products asking me "Can you fix my windows they are broken." The factory that made them has gone out of business or the warranty has expired. My answer ... " I'm sorry my factory parts will not fit those windows." Many times have had to replace other factories windows ... **\$\$\$**

This is why owning **Earthwise** windows stands out from the others. Twenty four window

factories in the group all having the same vinyl construction dies. The parts are interchangeable should any of the parts need to be replaced.

The **Earthwise** group uses only the **BEST BUILDING MATERIALS.**

In **most** factory warranties they will explain how the **longer** you have owned the windows the more the cost will be to **you** for a repair. It can run into hundreds of dollars for an in-home repair. Always ask for the **factory warranty**, some salesmen are reluctant to offer it to you up front.

Examples of problems I have encountered over the years

You open your windows and they won't stay up. Problem: Broken balance springs will need to be replaced. (some warranties only offer a few years on parts)

You see a film between the glass. Problem: Seal failure and new custom made glass will need to be replaced. (some warranties have pro-rated time limitations on glass coverage)

You tilt in your windows and they do not work properly. Problem: The pivot bars and/or balance shoe cam has broken (some factories use plastic parts.)

Any one of these problems will require in-home service

NOTE: A lot of factories use sub-standard materials building **their** products. They do not cover a service call for as long as you own your home. Some things may be covered for 2 years, some others for 5 years, you need to read **YOUR Warranty** know what will be covered when you have to make that ... "my window is broken " call.

Telling the factory "the salesman told me ..." is not your warranty.

RJT Industries/ Earthwise windows warranty states... " Replacement or repair materials will be supplied free of charge and will not incur any additional charges" without any time constraints added in.

A great window deserves a great installer.

Best windows Inc. installation Process includes:

First your window openings need to be accurately measured. (I have seen this step

go horribly wrong)

Your factory needs to build your custom windows correctly, than deliver them to a local warehouse for delivery.

Your installer needs to pick up the windows and deliver them to your home **carefully**.

Our Installer will cut out and remove your old windows as to not damage your house or your property while using his ladders.

Replace rotten wood as needed to properly support the weight of the new window. Some 2nd rate installers cover up rotten wood because they didn't take the time to do it right, not doing this problems will show up later.

Install the new windows into your existing opening. Our installer will make sure they are leveled and shimmed as needed for years of easy opening and trouble free service.

Aline the jamb Adjusters of the master frame **before** screwing the window to your opening. This will keep your new windows correctly alined for easy opening and closing forever. (most windows do not have this feature.)

Insert "made for window installation" foam sealant outside around the perimeter of the master frame and your existing window opening to insure an air tight seal of your new windows to your house.

Seal around all 4 sides "inside" using the absolute best sealant.

My installer will custom fabricate your new aluminum trim with attention to detail and correctly install it over your old exterior exposed wood trim, and "touch up paint " the nail heads.

We use the absolute best (**NOVA FLEX**) sealant money can buy. This is where other installers will use cheap cauking. This will insure your new windows will be completely sealed to keep out the rain. I've seen a lot of cracked cauking.

Be carefull of your property not to damage exterior and interior walls, plants & bushes.

Scrape off those factory stickers and clean your glass.

Reinstall your existing curtains and/or blinds that needed to be removed for proper installation.

Clean up and haul away constuction materials and the old windows.

Other installers do not give this much attention to detail.

I must say I'm very proud of my installers. They do work very hard to insure you get a **first class job.** For 25 years, my **family team** of installers are the same team that will also give you the same **attention to detail** I have built my reputation on since 1993

Over the last 25 years of inslating windows, we have received numerous thank you letters from our customers many mentioning the quality of workmanship of my installers.

Now on a personal note...

Best windows has had a perfect service record with the Better Business Bureau continuously since 1993. We have on record **thank you letters from the Better Business Bureau** for our service in the Richmond area. To quote a letter from BBB **"Your company Best Windows Inc. deserves the right to be known to the community as one who serves as a beacon of trust, service, and good will..."** (signed by a board member of the Better Business Bureau on record)

I am vey proud as owner of Best Windows Inc. of our many years of installing new windows in 1000's of homes in the local area. I was born and raised right here in Richmond, Virgina. (I graduated from Hermitage High School as many of my customers have asked me this question).

This is my promise to you

"I Douglas Manning, President of Best Windows Inc., will see to it that you will receive the service and craftsmanship that you have every right to expect." Any questions or concerns you may have please call me, I will be more than happy to assist you.

Thank you for your time.

I sign this letter I give out to you as a customer, to show my commitment to you as the owner of Best Windows Inc.

Douglas Manning

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[www:bestwindowsVa.com](http://www.bestwindowsVa.com)

"Call us ... you'll be glad you did."