

**AVENBURY LAKES
BUILDINGS & GROUNDS COMMITTEE
SAVINGS & SAFETY TIPS**

#16

SIMONTON WINDOWS & LARSON STORM DOORS

Simonton Windows and Larson Storm Doors Warranty

In 2012 it was discovered that Simonton Windows extended their warranty from 10 years to 20 years for the ProFinish Window Series. The Vinyl has a Lifetime Warranty and the Hardware, Glass and Screens have a 20 Year Warranty. Most of the houses built in Avenbury Lakes since 2003 have the Simonton ProFinish Window Series. These ProFinish Windows (Sash and Glass) are currently available from Simonton Windows.

All of the other houses built in Avenbury Lakes that used a different window series have only the original 10 Year Warranty. Windows, sash and glass may be available for purchase even though the warranty has expired. If it is possible to purchase the Glass Insert for installation into the current Sash, this repair has been done several times by the Neighbor Helping Neighbor group. For replacement parts for these windows or complete window replacement, there is more information in the Architecture Standards book at the Information Center.

To request a Simonton ProFinish replacement window, hardware, glass or screens call Simonton directly at 1-800-746-6704. Press 2 For Technical support to request free or purchased replacement parts. They will need the ID# of the window to be replaced (Example- 1234567/00) which is located on a white sticker on the upper left inside corner of the window frame. The replacement parts will be shipped to ABC Supply (previously Norandex) in Elyria, OH. The ABC Supply phone number is 440-324-3348 for a pick up date. After the parts are picked up, call the Business Office to arrange for the Neighbor-To-Neighbor group to install the window parts.

If you have a problem with a window, call the number above and be sure to have the following information for them.

1. The date you closed on your home
2. The information on the tag on your window sash and whether it is the upper or lower sash.

If you have a problem with a storm door, similar information will be needed when calling Larson directly. You can reach Larson Customer Service at (1-800-746-6704) + Press 2 For Technical Support or go on line at www.larsondoors.com.

The registration number is required to open a warranty claim. That number can be found on a sticker along the hinge panel of the door. The "Life- Core" model carries a Limited Lifetime Plus Warranty. During the first ten years the door is replaced at no charge. After ten years, a new door is available at 50% of the current price.

You must provide pictures along with the claim form to Larson. After processing, they will ship a new door to you via FedEx. There is a shipping charge for the door which could be around \$ 30. They replace only the door itself, not the windows, screen, hardware etc.

A word of caution, if you have an alarm system which has any type of sensor attached to your window or door, be aware that the new window or door does not come with it. That is an aftermarket installation and you would be responsible to save the existing one and re-install it or have a new one installed.

If you have any questions or concerns, please call the Buildings & Grounds Chair. Also, the business office has a list of contractors and volunteers that can address any of the above concerns if needed.

Revised February 2017