



SHOPPING GUIDE TO WINDOWS

THEBCO

Windows • Doors • Siding

So, You're Thinking About A Remodeling Project For Your Home?

Congratulations! When done properly, a remodeling project can make your home more enjoyable and prove to be a valuable investment. Unfortunately, we've all heard horror stories about home remodeling projects gone bad. Problems with longer-than-expected installation, final bills that come in higher than the quote, and shoddy workmanship, sadly, are commonplace. I was shocked and embarrassed to find out that, according to Better Business Bureau statistics, home improvement contractors are in the top 1% most complained about industries—right up there with auto repair and airlines.

We've always done a good job and treated our customers right—and we've been able to build a nice business because of it. However, over the years I've noticed that some consumers will choose less-than-reputable companies to do jobs for them... usually because they are quoted less money. Don't get me wrong: I'm all for good, honest competition, but it pains me to see good folks risk their hard-earned money with contractors who don't have their best interests at heart. You deserve a great value for your money—which includes an honest contractor who uses high quality products and stands behind their work in both word and deed.

Industry Standards Are Not Tough Enough

I wanted to find a way to educate consumers about how to choose a good, honest home improvement contractor. The industry standards simply aren't tough enough—just about anybody with a hammer and a pickup truck can be a contractor. That's why I've pioneered a set of standards called the Code of Ethics & Competency for Remodeling Contractors. The Code calls for contractors to uphold a high set of standards that will allow you to judge BEFORE hand whether or not a contractor is likely to do the job right. This guide specifies those standards. Before you hire any company to work in or around your home, make sure you consult this guide and INSIST that the company comply with EVERY SINGLE STANDARD in this book. If you do, chances are excellent you'll get exactly what you want out of your project.

Sincerely,



Owner, Thebco



Know Your Numbers

Everyone wants energy efficient windows. Not only do they cut down on your energy bills throughout the year, it also significantly impacts the comfort of your home, maintaining and keeping in warmth in the winter, and keeping it out in the summer! Unfortunately, the industry lingo of R-Value, U-Value, U-factor, and everything in between can get a bit confusing, so we've broken it down to help you understand the difference in the numbers on those energy efficient labels!

The National Fenestration Rating Council (NFRC) (www.nfrc.org) is a nonprofit organization that developed an energy rating system. The public/private organization is composed of manufacturers, suppliers, code officials, researchers, and government agencies. The energy rating system is based on certified whole product performance. All major standards and programs for window base their criteria on certified ratings by NFRC, including building energy codes, tax credits and utility incentives, and ENERGY STAR. The rate of heat loss is indicated in terms of the U-factor (U-value) The U-factor rates the whole window, not just the glass. The lower the U-factor, the greater a window's resistance to heat flow and the better its insulating properties. The lower a window's Solar Heat Gain Coefficient, the less solar heat it transmits. The Solar Heat Gain Coefficient is the fraction of incident solar radiation admitted through a window, both directly transmitted and absorbed and subsequently released inward.

Visible Transmittance rates the amount of daylight that passes through the window. This optical property indicates the fraction of visible light transmitted through the window. The higher the Visible Transmittance number, the more light that is allowed to pass.

Heat loss and gain occur by infiltration through cracks in the window assembly. Air Leakage is expressed as the equivalent cubic feet of air passing through a square foot of window area. 0.1 is the lowest recognized number by NFRC standards. Cold glass can create uncomfortable drafts as air next to the window is cooled and drops to the floor. This is not a result of air leaking through or around the window assembly but from a convective loop created when air next to a window is cooled and drops to the floor.

Condensation Resistance measures how well a window resists the formation of condensation on the inside surface. The higher the number, the better a product is able to resist condensation. Ratings are between 1 and 100, and are optional among the NFRC ratings.

If you want more in depth information, check out our source for these energy breakdowns, the Efficient Windows Collaborative www.efficientwindows.org, a nonprofit organization that partners with manufacturers and government agencies to educate home owners and promote energy efficient windows

ENERGY EFFICIENT WINDOWS

Know Your Numbers

The National Fenestration Rating Council (NFRC) is a nonprofit organization that developed an energy rating system.

The rate of heat loss is indicated in terms of the U-factor (U-value)

		Restoration Windows Vinyl Extruded, UltraCore Frame, Triple Glazed, Krypton 90, Low-E Products Type: Vertical Slider	
ENERGY PERFORMANCE RATINGS			
U-Factor (U.S./I-P)		Solar Heat Gain Coefficient	
0.18		0.22	
ADDITIONAL PERFORMANCE RATINGS			
Visible Transmittance		Air Leakage (U.S./I-P)	
0.42		0.1	
Condensation Resistance			
70			
Manufacturer stipulates that these ratings conform to applicable NFRC procedures for determining whole product performance. NFRC ratings are determined for a fixed set of environmental conditions and a specific product size. Consult manufacturer's literature for other product performance information. www.nfrc.org			

The lower a window's Solar Heat Gain Coefficient, the less solar heat it transmits.

Visible Transmittance rates the amount of daylight that passes through the window.

Heat loss and gain occur by infiltration through cracks in the window assembly.

Condensation Resistance measures how well a window resists the formation of condensation on the inside surface.

Vinyl Hybrid Fiberglass Window

Restorations windows are designed with the beauty of American architecture in mind. With our double covered and contoured window design, not only will your windows beautifully frame your view from inside your home, but your neighbors will envy the look of your home from the curb.



Vinyl Window

Restorations Window

Get A Better View!

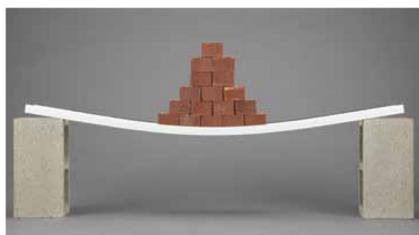
Who wants to replace their existing windows only to find they have actually lost their view in the process?

Our narrow line window design offers up to **27% more viewing area** than other replacement windows.

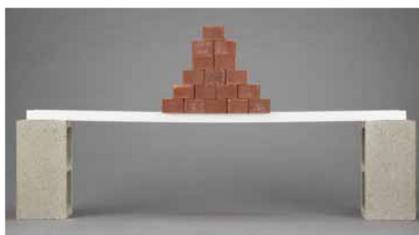
What's On the Inside

FiberCore™ Structural Technology

FiberCore™ Fiberglass Structural Technology increases the strength and durability of Restorations windows making them nine times stronger than other vinyl windows.



Vinyl Window



Restorations Window

Restorations windows with UltraCore™ polyurethane insulation are the most energy efficient choice - better than aluminum, wood or hollow vinyl, which makes them a good value now and in the future.

UltraCore™
Insulated
Window
System





This existing window and its original wooden frame is in poor condition, despite requiring high maintenance for years. Many old wood windows also have issues with dry rot and, in a typical installation of a new replacement window, the dry rot might be covered over with aluminum trim coil rather than replacing the whole window system, providing a larger, darker moist environment in which the fungus will thrive.

Full-Frame Replacement System

Investing in replacement windows should last a lifetime, but simply installing a new window into an existing wooden frame isn't always a comprehensive solution. It's not just the window itself that's old - the surrounding wood frame has aged along with the window and has been exposed to weathering and damage. With the Restorations Full-Frame Replacement System, an entirely new window opening and window is installed - and up to 30% more visible glass is gained versus a typical vinyl window replacement.

The Restorations Full-Frame Replacement System takes replacing old windows a step further, thoroughly restoring the structural integrity of the window opening while installing an energy efficient, low-maintenance replacement window.

Full Frame Replacement Procedure



- Existing old window and surrounding wood is removed
- The opening is prepared for the new window
- Proper flashing is installed
- A custom-sized window - or multiple windows - with exterior brick mould and sill is installed as one unit
- No rotted wood remains
- Triple weather stripping
- Fully insulated
- Reflective metallic layers reflect heat back to the source keeping your house cooler in the Summer and warmer in the Winter



Lifetime Guarantee

Our windows come with a Lifetime manufactures warranty from Sunrise and as installation warranty from Thebco.

This guarantees you a great product with proper installation.

Q: Are there any other things I should look for or watch out for that aren't listed in the pages of this guide?

A: Look for some of these telltale signs of contractors who shouldn't be trusted:

- Main phone numbers that ring only to cell phones
- Main phone numbers that are never answered by receptionists
- No business cards or cheap business cards
- None or few references available
- Unresolved BBB complaints or no report at all
- Prices that are unusually low compared to other bids
- No website or very poor website
- Ability to start on your job immediately—no backlog
- Unwillingness to give any information

An Ounce Of Prevention...

It's been said that an ounce of prevention is worth a pound of cure. When the stakes are high—your home and your wallet—that saying is even more true. We hope that by reading this guide you feel more prepared to evaluate home improvement contractors and make the best decision for your family.

Q: Are you saying that you are the only company in the area that can uphold these standards?

A: Most companies cannot uphold them, but there are several good, honest contractors to be found. Just be sure to take the time and use this guide to make sure before you hire anyone.

Q: Can a contractor just "fake" these standards?

A: Not likely. Most shady contractors that don't put any effort into making their businesses good, also won't put effort into faking these standards. It's a lot easier for them to just move on to their next unsuspecting victim.

Q: What if a contractor SAYS they can do all these things, but can't show the proof?

A: Don't settle for lip service. Demand to see the documentation for every single standard on the checklist included on the next page.

Contractor Standards Checklist

For your convenience, we've enclosed a checklist of all the items you'll want to look for before hiring any contractor.

What To Look For	Thebco	Contractor A	Contractor B
Stability/Proof of Establishment	✓		
Locally Owned	✓		
Supplier Letter	✓		
Business License	✓		
Insurance	✓		
BBB Accreditation	✓		
Memberships	✓		
Customer References	✓		
Accolades and Awards	✓		
Detailed Proposal of Work to be Performed	✓		
No Tricks, No Pressure Sales Agreement	✓		
Jobsite Cleanup Roster	✓		
Worker Conduct Agreement	✓		
Product Options	✓		
Project Photos for Ideas & Inspiration	✓		

Windows Shopping Comparison

INSTALL METHOD: INSERT VS. FULL FRAME	NOTES
<p>Insert – Install into your existing frame Advantages: Economical, quick, use existing trim Disadvantages: Loss of glass area, concealed installation issues, downsize opening</p> <p>Full Frame – Install into rough opening Addresses all installation concerns, maximum energy efficiency, maximum glass area, new interior custom trim package</p>	
BEAUTY	NOTES
<ul style="list-style-type: none"> • Architectural design looks like a wood window • 27% more glass • 40 Different colors & woodgrains • Between glass Sun Blinds • Designer art glass & hardware finishes • Opti-view screen, better view & insect protection 	
SECURITY	NOTES
<ul style="list-style-type: none"> • Multi-point locking system, Q4 Quick dual release locks • Fiberglass reinforced • Safety glass available & pet screen • Fall protection system 	
EFFICIENCY – INSULATED FRAME AND SASH	NOTES
<ul style="list-style-type: none"> • U-Value _____ (lower the better) • SHGC _____ (lower the better) • Air infiltration _____ (lower the better) • Condensation Resistance (CR) _____ (higher the better) • Design Pressure (DP) Rating _____ (higher the better) 	
PEACE OF MIND	NOTES
<ul style="list-style-type: none"> • Lifetime non-prorated transferable sure care warranty • Craftsmanship warranty • Full service – Before, during and after 	

Operating Philosophy

Thebco's approach is to do things right. Thebco has thrived on repeat customers and referral business over the last 39 years. It is important to provide investment grade products that are built to last and expert installation.

Everything Thebco offers is guaranteed to provide the best value. Today, Thebco offers replacement windows, entry doors, patio doors and siding.

Quality Products

Thebco offers the most durable, highest efficiency products.

Expert Installation

Skilled craftsmen install Thebco's products. All jobs are managed by a Thebco Project Manager.

Strong History and Experience

Thebco has been serving the Madison area since 1976.

Licensed and Insured

Thebco holds a Wisconsin State Contractor's License. All Thebco installers and employees are covered by general liability insurance.

Satisfied Customers

We have thousands....Ask around!

THEBCO

Windows • Doors • Siding

4126 Robertson Road
Madison, WI 53714

T: 608.249.2905

T: 800.249.4740

info@thebco.com
thebco.com

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