

## *Windows: Buyer's Guide*

### *What do I need to know before I go Window Shopping?*

This buyer's guide is for general reference to assist you with your window project.

To book a complimentary in-home assessment, please [contact us](#) for a consultation.

Call 1-800-488-3193 or visit us online at <http://www.douglaswd.com>.

### *Why Should I Choose Douglas Window & Door?*

At Douglas Window and Door, we pride ourselves on providing quality and value, while working with integrity. Our goal is to offer you the best product options to suit your taste, requirements, and budget. We provide only the highest quality windows, manufactured to meet the most stringent industry standards. Our careful and professional installation, performed by our own experienced and insured teams, means your beautiful new windows will last for years to come. Our windows are designed to meet or exceed EnergyStar® requirements. [Contact us](#) online or call 1-800-488-3193 for your complimentary estimate.

### *How do I know if it is time to replace my windows?*

Windows are complex, and there are many ways windows can be compromised. Too much moisture can cause damage or rotting in wooden frames; poor seals or old glass can cause cracks and air leaks; while fogging between panes shows that moisture is infiltrating the window. These are all signs, among others, that your windows are ready to be replaced. Outdated windows may increase your energy bill or threaten your home's comfort by providing less protection against the elements, they may be more difficult to clean and maintain, or they may be unsightly.

If you are constructing a new home or building an addition, consider the benefits of including beautiful and secure windows to admit abundant natural light into your custom spaces.

### *What is the process of replacing windows?*

Our installation experts are all trained and experienced Douglas Window and Door Inc. employees, ensuring all of our installations are done according to our high standards – with no outsourcing or unpredictability. We are London's #1 Window and Door Installation team, and we pride ourselves on consistently providing the highest quality of customer service.

There are typically two approaches to replacing a window: *insert* or *retro-fit*, and *full-window* replacements.

An *insert* or *retro-fit* window fits inside the existing frame. The trim or molding surrounding the window is not adjusted. This is only recommended if the rest of the window is in excellent condition.

A *full-window* job replaces all window parts. This installation method is recommended to achieve optimal quality of seal, protection and the best look.

### ***What types of windows are best suited for my needs?***

This is a general guide. For specific recommendations, please [contact us](#) for a consultation at no charge.

#### **TYPES OF WINDOWS**

When shopping for windows, it's important to consider the architectural style of your home. You want to be sure your windows complement your home's individual style. Windows provide natural light and can be used to showcase beautiful views, so it is important to consider window style in your design plans.

***Awning:*** Windows with a single hinge at the top that open outward with a crank handle. When extended, the glass slopes downward, meaning these windows can be left open even during rain showers. They can also be placed near the top of walls to allow hot air to escape.

***Casement:*** Not unlike an awning, a casement has a single hinge and opens outward with a crank handle. However, casement windows are hinged on their sides. These windows offer great ventilation and are completely sealed when shut, meaning air leakage is minimal and they offer great noise reduction. Casement windows are not recommended near walkways or decks for safety, because they swing outward.

***Single Hung Window:*** A window with one sash (sliding panel) that can be slid open and closed vertically. There is a horizontal rail in the center. On most models, these windows tilt in for easier cleaning and maintenance.

***Double Hung Window:*** A window with two sashes (sliding panels) that can be slid open and closed vertically. Opening both the top and bottom provides excellent airflow, and many models of double hung windows tilt inward for easy cleaning. There is a horizontal rail in the middle. On most models, these windows tilt in for easier cleaning and maintenance.

***Sliding Window:*** A window with a moving panel that slides to the left or right to open. These windows are very easy to open and don't take up outward space, so they're ideal for walkways and patios.

The downside is that only one side can be opened at a time, unless the window is a double slider – in which case, both panels can be moved in a fashion similar to the double hung window. Also similar to the double hung and single hung windows, many models of slider windows can be tilted inward for easy cleaning.

**Fixed Sash Window or Picture Window:** These windows don't open, but provide unobstructed views. Picture windows are available in many artistic shapes, are completely airtight and are ideal for brightening stairwells or showing off a beautiful view. They are available in almost any size or shape. They do not provide any ventilation, and cleaning the exterior can be difficult because it must be done from outside of the house.

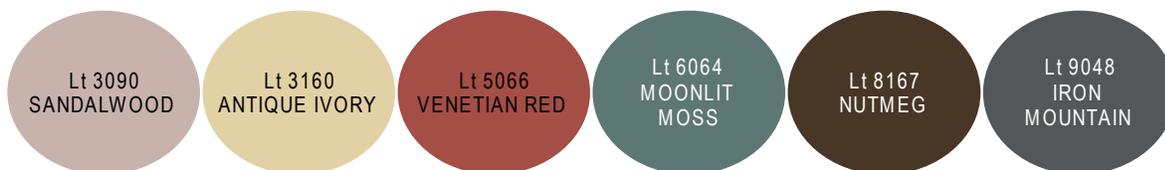
**Panoramic Windows:** Panoramic Windows are a type of fixed sash or Picture Window that are placed in tandem to create a wide view-scape. They can be placed horizontally or vertically but are always adjacent to provide an airy and open feel. They are popular on homes that back onto ravines, lakes, mountainsides or hillsides, rivers, or any other breathtaking view. Privacy can be delivered through window tints or window coverings.

**Bay and Bow Windows:** Bay Windows are typically 3 panel windows that extend beyond the profile of the home on a 45 or 30 degree angle. Bow Windows are typically 4 or more panel windows that extend beyond the profile of the home on a 10 or 12 degree angle. Sometimes these windows are accompanied by, or entirely comprised of, casement style or double hung style windows.

**Custom Windows:** What is a custom window like? It's entirely up to you, and we will be thrilled to make your ideas a reality: any size, any shape, any design you can imagine. We are able to create custom windows to make the most out of any space you'd like to fill with natural light.

## Colours

At Douglas Window and Door we know how important it is to renovate your home in a way that is unique to your family. Our Window and Door installations are fully customizable, featuring a vast colour palette that allows your new upgrade to blend in with your home, or create a stunning statement with bolder colour choices. Here is a sample of our 48-colour palette to show you the range of hues available:



## Quality Windows in All Climates

We guarantee high-quality windows. You can decide the level of protection that you want to invest in for your home. Consider the following factors when decided which windows to install:

**U-Value** – The level of heat transfer through your window. A low U-value will keep the sun's heat from penetrating your home longer than a higher U-value.

**Window Glazing** – Efficient windows typically have two layers of glass (dual-pane or double-pane). The small gap between the panes creates a barrier to heat flow. An additional layer of glass can be added to enhance the barrier to heat flow because there are two separate chambers insulating your window – this is called a triple-glazed window. The gaps between the panes can be filled with a gas that reduces heat flow by conduction.

**Reflective films, tints and coatings** – Window performance can be improved by adding reflective films, tints or low-emittance coatings to your window. Reflective films can keep your home cooler in the summer, but can also decrease natural light or warmth entering your home in the winter. Bronze and grey tinted glass reflect radiant energy with lower blockage of natural light. Low-emittance coatings are more versatile than films or tints and are virtually invisible. The low-e coating suppresses heat flowing out of the window and certain formulas can be chosen to allow heat from the sun to flow in to your home – a one-way flow of heat. Low-emittance coatings are practical in places where both heating and cooling are important to your home.

### **Window Construction**

Window frame material also affects efficiency in a window. Multi-Chambered or insulated vinyl perform better than wood. Aluminum and steel framed windows are not efficient and are recommended to be replaced as soon as possible.

### **Hardware**

The hardware used for windows can include different parts such as hinges, latches, cranks, levers, locks and other accessories. There are many categories to window hardware, but most windows will come equipped with hardware and accessories necessary for the window to operate.

### **Weather Seals**

Weather seals are designed specifically to stop the effects of harsh weather, and prevent the transfer of air between windows and window frames. These seals are used to prevent air leakage and heat transfer, and to improve window performance. There are three main types of weather stripping used on windows: Brush Pile seals, Fin seals, Compression seals, and Bulb seals.

**Brush seals** are made of bristles instead of one or two fins, and are ideal for use on irregular surfaces.

**Fin seals** are straight fins designed to bend with lateral motion, and make a long strip of direct contact the opposing surface with.

**Compression seals** are less commonly used, but where applicable they have a high performance rate and are very reliable.

**Bulb seals** are thin tubes of silicone rubber or elastomer, and must be partially flattened to make an effective seal. They can produce excellent results under the right circumstances – ask your Douglas Window and Door consultant if they can be used with your window choices.