

Photo Tips

1. Whenever gathering info through the form of a sticker, be certain to make sure that the photos are not too blurry to utilize. If the sticker is extremely faded, try to handwrite some info you see (manufacturer name, order #, date of manufacturing, etc). In some cases, we can order parts for other manufacturers' windows using this info as well. If a sticker is visible please include a picture of it in your service report.



Casement Sticker in Top Jamb: In the case of all Alliance windows and many other manufacturers, there may be a sticker with reorder information that is located on the head jamb. If you crank the window open, look up and see if there is anything there that could help ensure correct info if needing to order a part for that window.



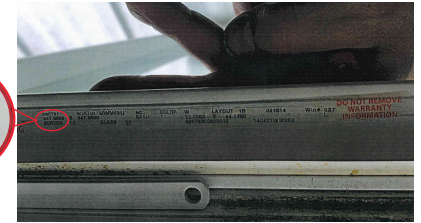
DH Side Sticker: In the case of most newer vinyl windows (Alliance included) the manufacturer will have a sticker applied to the side of the sash. If you can tilt the sash in getting a picture of this sticker to obtain reorder information.



Never take a picture of this gold sticker. Nearly every window made has this same sticker on it somewhere and it does not have any value in regards to remake information.



Blurry Sticker: This is an example of what not to do. If a sticker's number/info is not able to be read we cannot use it for information.



Viwinco Stickers:

- Have a variety of information that can be useful to ensure that a part comes in right. While just submitting a picture of this sticker would do the trick.
- Try to get a good clear pic of the sticker and include any info you can to help make sure they don't screw this up (window measurements, glass daylight opening measurements, measurements for grille placement, pics of both interior and exterior of the window) any help is worth sending.
- The #590792 in the upper left corner is the order # and is the most critical number for the reorder of any parts. Ensure that this number isn't cut out of the photo as it sits pretty far off to the side.
- All Viwinco casements should have a sticker on either the side of the sash, the top of the sash, or at the top of the head jamb. If you cannot find stickers on any of these, you can even take a picture of the sticker on the screen. Whatever you can do to get the original order number is of value.

Window Parts



Keeper



Tilt Latch & Night Latch
Must specify Right or Left ILO



Double Hung (DH) Sash Pin



Double Hung Lock, or Cam Lock



Casement Window Arms



Casement Cover & Handle



Casement Clasp



Balance



Balance

Window location field:

- It can be difficult to designate rooms.
Be creative if needed. (example: rather than “upstairs bed 3”, “upstairs buckeyes bedroom”)
- Always be certain to state levels of the home if anything other than 1st floor (upstairs and basement.) as these items can affect pricing.

Quantity:

- You can either bundle like window sizes and adjust the number of windows per size, or measure each unit individually.
- If you are bundling sizes please ensure that the interior and exterior details are accurate (units in brick and siding should be separated, if any interior details like wall thicknesses or trim profile are different this needs to be designated, etc.)

NC or REP:

- The brand of the window may be determined by the type of product the homeowner desires so this may be left open.
- We do need to know if a nail fin is needed on the exterior (NC) or not (REP).
- Always order windows that are existing with a brickmould with nail fin applied.

Style:

Single Hung=**SH** Double Hung=**DH** Single Slider=**SS** Dual Slider=**DS**
3 Lite Slider / Equal 3rds= **3LS3RDS** 3 Lite Slider Divided ¼ - ½ - ¾=**3LS424**
Left Hand Single Casement= **LHSC** (*hinge description is viewed from outside looking in*)
Right Hand Single Casement= **RHSC** (*hinge description is viewed from outside looking in*)
Twin Casement= **TWC**
Triple Casement / Equal 3rds= **TRC3RDS** Triple Casement Divided As ¼ - ½ - ¾= **TRC424**
Picture Window= **PIC** Casement Picture Window= **CASPIC** Awning= **AWN**
Bays / Bows: Describe# of lites, and get rough widths of each
Shapes: Always get pics and draw with detailed measurements
Units with transoms: Draw a picture detailing the height needed for either upper or lower unit

Sizing:

- How measurements are taken can vary. If you are not confident in the sizing you have taken please make a note of this so a remeasure can take place if needed.

Color:

- Refer to the color cheat sheet for availability details.
- List an interior and exterior color unless all windows on a project are the same

Grilles:

- Always provide pictures as a cross reference and give a description
example: 6 lite top sash, or draw a small picture if needed.



Glass:

- In nearly every case this will be dual pane low-e argon (*Abbreviate to “E”*).
- If anything other than this is desired please list it (example: triple pane or blinds in glass)

Screen:

- HALF: standard on all single hung & single sliders, optional in all double hung & dual sliders
 - FULL: standard in casements, awnings, & hoppers, optional in double hung & dual sliders
- Abbreviate as 1/2 or full= “F”

Wall Thickness:

- This is only applicable if we are estimating or ordering with a need for an interior trim or extension jamb package. Please note what you want the thickness of the overall unit to be OR what the estimated wall thickness is.
- This sometimes is more easily obtained with an exterior entrance door.
- List what type of material is desired as the extension jamb:
PVC, Poplar, Oak, or anything custom.

Trim Style:

- Again, only applicable if we need or estimating a need for an interior trim package.
- List “New/Trimplified”, “Reuse”, “Stops Only”, or “Custom, (with a description)”
- Trimplified option can be abbreviated as follows:

2.5" colonial oak= 25co	3.5" colonial oak= 35co
2.5" colonial poplar= 25cp	3.5" colonial poplar= 35cp
2.75" ranch oak= 27ro	3.5" flat poplar= 35fp
2.75" ranch poplar= 27rp	
- If only needing 5/8" vinyl stop - 5/8st
- Any custom items need to be described as best as possible along with pictures to support them.
- Always note if trim styles vary from room to room.

Trim / ext. jamb Finish:

- If the extension jamb is PVC and intended to be white, typically we will not apply a prefinish. It is precolored in our standard white to match the casing
- Any other painted / solid color to be listed. (We prefer to use PVC jambs if painting.)
- Standard paint colors available are White, Tan, Black, Dark Bronze, Clay, and Eggshell.
If any other colors are desired, be sure to get a color match or paint swatch to match.
- It is not uncommon to have a PVC extension jamb with stained casing.
If this is desired, then list the color for the extension jamb and the casing.
- If both extensions jamb and casing are meant to be stained, we will always assume these to be the same color.
- Stain colors can be abbreviated as follows / or listed as follows:

Alliance Cherry: ALLCHR	Hazelnut	Autumn Wheat
Alliance Dark Oak: ALLDO	Espresso	Toffee
Alliance Light Oak: ALLLO	Cedar Chest	

Customs:

- If any accessories are needed, please try to list this at the time of measure-up in the form of a note so it is not missed. Example: J-channel adapter/exterior borders.
- Factory applied J-channel extender if the intent is to remove/eliminate J-channel
*this should only be recommended if their current J-channel is no bigger than 5/8"
- Make notes as to what is required of exterior finish
(chaulk to brick, aluminum cap, trim with azek, remove siding and reinstall atop of new window).
If there are multiple scenarios, try to designate them as best you can but be sure to get good pictures to back your descriptions
- The forms are great for aligning the proper details of the window being ordered, but in many cases, installs are hard to describe with a preprinted form. If there are specific details that need to be touched on in regards to install, framing, or finish, please be sure to take down as many details as possible or list “details will need to be reviewed with homeowner” if you are unsure you have it properly listed.