



Take advantage
of this window of
opportunity



Everyone lives happily ever after...



When you let us take responsibility

Homeowners deal directly with United Window and Door on any and all post-installation window concerns, so you don't have to. You simply move

on to your next job. We're happy to take this on because our installation process is geared toward total satisfaction for all concerned.



Architect or specifier specs out job, including United Window and Door products.



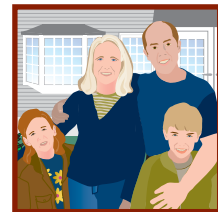
Builder breaks ground with framing crew and hires United Window and Door to install the windows and doors.



Framers don't have to prep windows. They move on to the next house ahead of schedule.



United Window and Door professionals coordinate window and door installation, always meeting or exceeding AAMA guidelines.



Homeowners turn to United for window or door concerns. They have United's warranty and exclusive access to our toll-free Service Center Hotline.



**INSTALLATION
ADVANTAGE**

Our Advantage can be your advantage

The Installation Advantage Program from United Window and Door assures window performance for everyone along the line, from specifier to framer to homeowner.

For framers, the Installation Advantage Program creates new freedom to focus on the most profitable part of the job. Precision

installation becomes the responsibility of United Window. Our installers are factory-trained, by our own AAMA Certified professional, to meet or exceed AAMA guidelines. The result is a highly significant increase in productivity and profit, since framers can frame more jobs per year.



At the same time, United Window and Door takes on all responsibility for homeowner satisfaction with windows. Framers and builders are shielded from all post-installation window issues. All homeowners' window concerns are directed to our United Window and Door Service Center. We are proud of our outstanding reputation for customer service and satisfaction among builders and homeowners alike.

Warranty

Unique, profit-enhancing benefits

We're flexible. You can choose the degree to which our services are integrated: we normally handle the complete package, reporting progress along the way. However, you can combine our installers with your own team.

Either way, cost-savings are built in since we make final inspections, screen installations and glass replacement more efficient. Also, we eliminate damage and theft concerns by coordinating delivery with the arrival of the United Window installers. Delayed screen delivery and installation are also available.



The Advantage benefits homeowners

For homeowners, the Installation Advantage Program is a long-term security blanket covering window installation and performance issues.

Homeowners have

exclusive access to our Service Center's toll-free Hotline. We are available to them for service or window-related questions. Homeowners also receive United Window's

Limited Lifetime Warranty, and a literature pack that addresses everything they need to know about the care and maintenance of their United windows.



another inspired idea



43
Additional
Production
Days



17
Additional
Homes



\$90,950
Additional
Revenue

Fewer headaches, more homes, more profit



At the end of the framing job it's time for window installation. Over the course of a year, that time adds up to 43 days just installing windows. It's far more profitable to employ those 43 days in framing an additional 17 houses.

In fact, it can add up to an extra \$90,950 revenue.

Builders' time becomes more productive, too, since homeowners' future window concerns are shifted to United Window and Door.



We have this down to a science

- Complete project coordination, based on our proprietary checklist
- Factory-trained installers meet or exceed AAMA guidelines
- Screen installation (at your need)
- Glass breakage repair at minimal charge
- Final walk-through, field inspection
- Certificate of Completion
- 1-year warranty on labor

Ultimately, this is a customizable program. You have the opportunity to decide how much or how little your team participates in the installation. If you wish, we can provide job site training or training at our factory.

NO FINE PRINT, JUST GOOD SENSE

Our time calculations are based on 2 framing crews. Framing time for a typical 2500 sq. ft. home is 3 days. When we install the windows, framers move on after 2 1/2 days, freeing up the equivalent of 43 framing days per year. That time can be used to frame an additional 17 homes – far more profitable than spending your time installing windows.

We base our revenue calculation on a framing rate of \$5.00 per square foot. By allocating just \$.26 per square foot to the United Window and Door Installation Advantage Program, you free up that extra half day per framing job — making it possible to frame an additional 17 houses and enjoy an annual revenue boost of \$90,950.



See for yourself: Reduced callbacks, 100% satisfaction



Instead of the builder being concerned with callbacks, all questions (in the rare event there is one) are addressed to United Window. We make ourselves readily accessible to

builder and homeowner alike. It's a role we assume with confidence, born out of our attention to detail and our concern for our customer.

Furthermore, we will happily replace or repair, at our discretion, any United Window and Door product with which you are not 100% satisfied.

In fact, we are always pleased to give you a tour of our manufacturing facilities and let you meet our Installation Advantage Program professionals. We believe that once you've seen how United can increase your productivity and profitability, you'll want to become a Program participant.

We founded United Window and Door Manufacturing with a clearly defined mission: to provide the finest, most reliable products in our industry and support them with equally exceptional service to our customers. To achieve this, we committed ourselves to a powerful strategy. We invested aggressively in the most advanced manufacturing facilities and the most motivated, responsible people to operate them.

In our manufacturing facility, we invest in state-of-the-art, computer guided tooling. It pays off by giving our products the lowest fail-rate in



their class (less than 1/10 of a percent) and enabling us to provide better service to our customers. It also means our retail partners and industry customers can count on fewer callbacks and more profitable work. When they use United Window and Door products, their customers enjoy more valuable, attractive

and efficient homes. With our Just In Time delivery capabilities we help our customers save on their own inventory costs and improve their bottom line, even on tempered glass, special shapes and custom orders.

Every person working in our customer service and order



departments is thoroughly trained in our manufacturing processes and has hands-on experience with every window we produce. Each of them gets extensive training on the manufacturing floor and has built their own windows from scratch.

When you call United Window and Door, you speak to someone who truly understands your technical needs and appreciates your business.

You can be assured that all of us at United Window and Door look forward to our next opportunity to serve you.

We've made
a commitment



Glass Technology
SINCE 1883





LIMITED LIFETIME WARRANTY

NON-PRORATED TRANSFERABLE

United Window & Door Manufacturing, Inc. warrants as follows:

1. Its windows and doors are free from material defects in manufacture, and will not peel, corrode, rot, warp, blister or flake; and
2. Its insulating glass units will be free from material obstruction of vision as a result of dust or film formation on internal glass surfaces caused by failure of the hermetic seal due to faulty manufacturing. (Condensation on external glass surfaces does not indicate a faulty product.)



THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER GUARANTEES AND WARRANTIES, EXPRESSED OR IMPLIED. UNITED MAKES NO OTHER EXPRESS OR IMPLIED REPRESENTATION OR WARRANTY OF ANY KIND, WHETHER AS TO MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, OR ANY OTHER MATTER. UNITED SHALL NOT BE RESPONSIBLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES.

The limited warranty period for windows and doors (including glass and hardware) shall be for the lifetime of the original purchaser. This limited warranty is transferable. In the event of transfer, the warranty period for windows and doors shall be for ten years (10) after the original date of manufacture and the period for insulating glass units and hardware shall be five years (5) after the date of manufacture.

United will provide free repair or replacement, at its option, of any part that is proven defective due to manufacturing defect after inspection by United. In order to obtain performance of this limited warranty, contact the dealer where you purchased the product or ship the product prepaid, along with proof of purchase, to United Window & Door Manufacturing, Inc., 24-36 Fadem Road, Springfield, NJ 07081. The repair or replaced product will be returned to you at your expense. United will bear no other expenses such as labor costs of any kind, freight, removal or reinstallation. This is the exclusive remedy available for any and all warranty and other claims.

This limited warranty does not apply to any of the following:

1. Damage incurred during or after installation, including but not limited to ripped, cut, torn or bent screen wire; or breakage, cracks or scratches in glass;
2. Drafts or water leakage through storm windows and storm doors;
3. Normal wear and tear;
4. Faulty or improper installation, building construction design or handling; or
5. Abuse, misuse, accidents, flood, fire, acts of God.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation on how long an implied warranty lasts, so the above exclusion and limitations may not apply to you. This limited warranty gives you specific legal rights, and you may also have other rights which may vary from state to state.

LIMITED ONE YEAR WARRANTY

INSTALLATION WARRANTY

United Window & Door Manufacturing Inc. ("United") warrants that every job shall be free from defects in installer workmanship for a period of one year. United also agrees to provide the customer, upon request, with copies of its manufacturer's consumer warranty for the products installed. If a claim is made by the customer, within the one year period, that there is a defect in workmanship, United will inspect, and if required will correct said defect at its sole cost.

United does not allow any other parties the right to make repairs, corrections or additions to our factory authorized installation. All claims of workmanship defect must be submitted to United by telephone at 1-888-630-4210 with a written confirmation of such claim being sent to United at 24-36 Fadem Road, Springfield, New Jersey 07081.

In no event shall United be responsible for any special, indirect or consequential damages including damages to property, lost profits or lost business. The sole remedy is to require United to correct any defects as stated above.

Any dispute between the parties relating to a specific installation shall be resolved by binding arbitration, conducted by a single arbitrator in Springfield, New Jersey, or at other such mutually agreeable location under the auspices rules, and procedures of the American Arbitration Association ("AAA"). No discovery shall be allowed except as may be agreed in writing by the parties. Either party may demand arbitration by serving written notice upon the other interested parties and the AAA. The AAA shall immediately appoint a single arbitrator and the arbitrator's final award shall be issued within 90 days after service of the arbitration demand on the other parties.



United Window & Door Manufacturing, Inc.
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Intercept™ is a trademark of PPG Industries, Inc.