

News Release

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Simonton's "Top Ten Questions" List

PARKERSBURG, W. VA. – You don't have to be David Letterman to have a top ten list. At the Simonton Windows® Consumer Service Center, the knowledgeable representatives handle thousands of calls each year from homeowners related to window inquiries. Their constant interaction with consumers has resulted in Simonton's "top ten list" of most frequently asked questions.

Question #10 – *What is an ENERGY STAR® rated window?*

Answer: ENERGY STAR is a joint program coordinated by the U.S. Environmental Protection Agency and the U.S. Department of Energy to help homeowners save money and protect the environment through the use of energy efficiency products and practices. Windows with the ENERGY STAR designation meet strict energy guidelines and help families save on their energy bills.

Question #9 – *Where can I find thermal data on my windows?*

Answer: Each line of Simonton windows has technical data and thermal testing information located on the www.simonton.com web site. Simonton windows are all certified to meet or exceed industry standards that are set forth by the American Architectural Manufacturers Association (AAMA) and the National Fenestration Rating Council (NFRC).

Question #8 – *What are the advantages of vinyl windows over wood windows?*

Answer: Vinyl framed windows are maintenance-free. In addition, vinyl serves as an excellent insulator, adding energy efficiency benefits to the window. Vinyl offers outstanding value and economy, combined with long-lasting beauty. Finally, vinyl won't rot over time and requires only simple care and cleaning. Wood window frames tend to rot and decay over time, plus they need to be stripped and repainted on an ongoing basis.

Question #7 – *How can I keep my vinyl windows clean?*

Answer: Only simple care and cleaning are needed to keep vinyl windows clean. Often, heavy rains will wash the vinyl clean, but if that's not enough, use a mild detergent and a soft cloth or long-handled soft brush. Never use high-pressure spray on windows because the pressure could crack or destroy the caulking around the window.

Question #6 – *What's the best way to have a window installed?*

Answer: Window installation should be done by a professional window installer, or a very knowledgeable DIYer. Full installation directions are available at the www.simonton.com web site for both new construction and replacement windows.

Question #5 – *Who can look at my windows and tell me what's wrong with them?*

Answer: After they're installed, homeowners should always contact the contractor first who installed the window if there is a problem. The window distributor could also be contacted. Working with these "front line" local people is the most efficient way to have an issue dealt with quickly.

Question #4 – *How do I locate a Simonton dealer or distributor?*

Answer: Visit www.simonton.com and put your zip code into the dealer locator online. A listing of several distributors and their locations, contact information and product line offerings will immediately come on the screen. You may also contact 1-800-SIMONTON for phone assistance.

Question #3 - *What styles of windows are there?*

Answer: Crank-out Casement windows are a good option for easy operation and to allow ventilation into the home. Other options that are exceptionally popular are Single Hung and Double Hung windows. There are also windows that do not open, such as Picture and Geometric windows. Some homeowners like to have Bay or Bow windows to add room and style to the home, while other people like to have Awning, Slider or Garden windows. Selecting window styles is easy with the online Window Builder™ available at www.simonton.com.

Question #2 – *How do I complete my warranty paperwork?*

Answer: To make sure your warranty paperwork is entered accurately, make sure to provide the order number (located on the window sash), the installation date for the windows, your name and address and the name of the installer or distributor associated with your window purchase. This information is all critical to correctly complete your warranty paperwork.

Question #1 – *How do I choose which product line to purchase?*

Answer: Match up the product line to your needs. If you live in a coastal area, look for an impact resistant product line that can withstand the rigors of severe coastal weather. If you are building a new home, you need windows built for new construction applications. And, if you are replacing windows in an older home, you need to look for replacement windows. In all cases, review the options and styles available to you so that your window selection complements your home.

Simonton Windows produces ENERGY STAR qualified replacement and new construction windows and doors, including a line of impact-resistant products. The company was ranked #1 in quality in the 2007 Brand Use Study sponsored by *Builder* magazine and has won two consecutive Best In Class Awards for being ranked “Overall Top Rated Vinyl Window Brand” in unaided industry studies.

Founded in 1946, Simonton’s hallmark has been to deliver its made-to-order products in seven days or less. Part of consumer products company Fortune Brands, Inc. (NYSE: FO), Simonton has manufacturing facilities in Pennsboro, Harrisville and Ellenboro, W.Va.; Paris, Ill.; McAlester, Okla.; and Vacaville, Calif. Simonton is a founding sponsor of The Weather Museum and a corporate partner of Homes for Our Troops. For information, call (800) SIMONTON or visit www.simonton.com.

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