



**WINDOW &
DOOR BUYERS
GUIDE**

Of course we would hope you purchase your windows & door from Scheel Window & Door but should you choose to purchase elsewhere here is a list a recommendations you should follow:

First and foremost make sure you see a sample of the product you are considering purchasing. Do NOT assume a window is a window or a door is a door!

Ask for references and addresses for completed projects. Do not put your faith in reviews on sites like HomeStars which manufacturers pay to promote their businesses. Be aware that a number of company's have their own people write the reviews you read.

Does the company make their own products or are they re-selling someone else's products? If so what manufacture are they working with?

- With windows make sure you not only see an operating example of the window you are considering but also ask to see a cut-out of the frame.
- Make note of the number of chambers, thickness of the chamber walls, depth of the frame, weather stripping, glazing, hardware and the actual colour of the window.



- When looking over the window and the frame cut-out take note of the number of chambers in the cut-out, the more chambers there are the better the window. Same with the thickness of the walls in the chambers and window frame. The thicker the walls, the stronger, quieter and warmer the window. Look for truth hardware which is an industry best. Truth stamps all of their products. The stamp is clearly legible. Beware of imitations as there are local manufacturers that utilize knockoff hardware purchased from China that looks similar. We have examples of competitive product offerings in our showroom should you want to see what to look for.
- Look for multiple applications of compression weatherstripping on casement windows.
- Check for plastic hardware components especially operating tabs, locking mechanisms and keepers. Again, we have examples of the good and the bad in our showroom.

- Colour....take a close look especially on “White” products. Many lessor product offerings have a distinctive **BLUE** hue to them. Installing this type of product can be very unsightly especially in older homes.
- Frame depth most company’s manufacture a 3 1/4in frame with skinny chamber walls as this keeps their material costs down. Our frames are 4 9/16th inches deep and our walls and frames are thicker than most. What does this mean to you? It means our products are stronger, quieter, warmer, longer lasting and more durable than other manufacturers.
- Warranties....be sure to get a written copy of the company's Warranty and **READ every word**. You’ll be shocked to see what some of the fine print says. Look for exclusions and how to make a claim should you need to do so.
- Like ours ALL warranties should cover both parts & labour for a minimum of 20 years with few if any exclusions. Read our simple one pager and use it as a benchmark.

- For doors, does the company make their own or are they simply re-selling products they purchase from a 3rd party? If so, who is the manufacturer? Ask about frame thickness and material. Are they using finger-jointed material for their frames? How thick is the frame? Is the frame cladded in the factory or onsite? (Avoid onsite cladding if possible as most installers do a poor job). Is the cladding PVC or Aluminum? What gauge is the Steel on the door slab? How thick is the sill? Look at examples of the frame and door slabs. Check the hinges. Make sure the hinges are stainless steel and of good quality. Ask about lock block construction and size. This is the block of wood your handle-set and lock mechanism is installed in. Have a look at the core of the door as well.
- If you are considering purchasing a fiberglass door be sure you specify multipoint locks as these door are prone to warping. Again, we have multiple examples in our showroom.

- Also, be sure to ask who does the service work as many local company's are re-sellers. As a result some company's do not have their own service technicians or a parts department. Several have their service work performed by factory technician that work out of Toronto or Quebec. As a result wait times can be extremely long. Also a good idea to ask how many full time service technicians they have on staff. One local company has 7. That's a lot of service work which likely speaks to the quality of their products. By comparison Scheel Window & Door has 1 technician that also works in production.
- Installations.... be sure to discuss how the company proposes to install your windows. There are generally three types of installations with the most common being "Full Frame" meaning the old window(s) is removed along with everything else taking things back to the original rough stud opening.
- This allows for proper insulation and generally keeps the window frame and glass size close to the original sizing.

- Be wary of the term INSERT as many company's try to promote that as being the BEST and CHEAPEST method. Simply put this is NOT the best method and it is cheaper for a reason. In simple terms this method involves installing a window into the existing framework. This means your VISIBLE glass is reduced, sometimes significantly. This method also does not allow for proper re-insulating of the window cavity.
- Partial tear-outs and butt up installs are popular in older homes where clients want to keep their existing interior trim, or butt up to existing drywall, bullnose sills or lathe and plaster walls. Installing in this manner requires expert craftsmen. Ask for referrals from satisfied clients that have had similar work done. Make sure you speak with them before you sign a contract as these types of installs can go bad quickly if you don't have the right crew.

- Avoid fill-ins as they alter glass size and esthetics both inside and outside the home.
- In closing you are likely going to spend a significant amount of money to have your windows & doors replaced. Take your time, do your research. Like everything else you typically get what you pay for. If one company is cheaper than another they are probably offering you a lesser quality product. These company's also often take short cuts when installing windows that you can't see or would know nothing about to keep costs down. Their warranties are also typically full of exclusions and are difficult to make claims with.
- At Scheel we have been manufacturing, selling and expertly installing quality windows & doors since 1948.

