



Replacement Windows Contractor Comparison

“Remodeling can be a single lifetime purchase, educate yourself”

Choosing a qualified contractor can be a difficult thing to do. We have included questions to ask any contractor that you are considering hiring in order to make sure that you are dealing with a qualified professional with your best interest in mind. Remember, you are buying the installation, and the customer service, not just the windows. Over the years our company has seen expensive replacement windows installed incorrectly negating any energy savings that they may have provided, don't let this happen to you.

Questions to Ask

Q: How many references do you have? Are you an Angie's List rated company?

LRS: *Yes, we've provided multiple pages of references with phone numbers and addresses. We also provided current Angie's List reports written by past customers. We are currently the top rated company on AngiesList.com for siding and windows and won their 2006, 2007, 2008, 2009 & 2010 Super Service award.*

Q: Is your company lead certified? Are there any certified renovator's on your staff?

LRS: Yes. Both our company has the federal lead certification as required by the EPA and we currently have 4 people on staff who are lead certified renovators.

Q: Are you an exempt or non-exempt contractor? What levels of insurance do you carry? What level of CCB license do you carry?

LRS: *LRS is a non-exempt contractor meaning we are able to have employees and must carry worker's comp insurance. Many contractors' carry exempt licenses which forbids them from having any employees. Only the person on the license can legally do the work, anybody else is illegal and not covered by any insurance policy should they get hurt which can put the homeowner at financial risk.*

Q: How much insurance do you carry? What level of CCB license do you have?

LRS: *We carry a 1 million dollar insurance policy. Our CCB license is a general contractor all structures, the highest level of license offered by the State of Oregon.*

Q: Who runs the project?

LRS: *The person that you initially meet with for a sales consultation will also be the project manager throughout the duration of the job. This insures that everything that is discussed up front will be implemented throughout the project and that communications lines are clear. We also have a Production Manager who oversees day to day operations on our jobs who has 15 years experience in both the management and installation side of the industry. We have found that maintaining clear communication lines is the key to an effective remodel and we have streamlined the process so that you know you'll be dealing with the same person from start to finish of your project.*

Q: Do you use an Energy Star rated window?

LRS: *Your project manager will provide you with a list of which windows we offer meet the new federal \$1500 tax credit as well as Energy Trust cash rebates.*

Q: Do you use in-house installers or subs?

A: *LRS uses only in-house installers trained to install using our system. Our installers are the best in Portland, and we demand them to be.*

Q: Do you cut back the window sill if needed to insure a correct fit?

LRS: *Absolutely. We are one of the few companies that will order your window to fit the existing opening and cut back your window sill to insure they look fantastic. Other companies set the new window on the existing sill, and secure it in the opening with quarter round negating energy efficiency and giving it a "cheaply installed" look.*

Q: Will you prepare my opening insuring that it will not leak.

LRS: *Your opening will be sealed in with Grace Rain & Ice shield, which is a flexible water barrier that protects the most vulnerable parts of the window from any sill damaging moisture. If block & tackle is present it will be removed and the hole insulated. Our windows are then caulked and sealed inside and out and backed by our lifetime no-leak warranty.*

Q: Do you offer an Energy Star compliant package such as Low E, Argon or a spacer system.

A: *Yes. We offer all three standard on our replacement windows.*

Cardinal Low E Glass: All of our windows come with the highest level LowE package available from the manufacturer.

Argon: Argon is a colorless inert gas, heavier than air acting as an insulated barrier making the window even more energy efficient and soundproof.

Warm Edge Spacer System: a one piece stainless steel spacer that doesn't allow condensation to form, seals in argon more effectively and keeps the edge of the glass warm to reduce heat loss. We guarantee that your windows will not form condensation between the glass panes or we will replace them free of charge for as long as you own your home.

Q: Do you offer a lifetime glass breakage warranty?

LRS: *Yes. If the glass is broken for any reason we will replace it free of charge.*

Q: Will you remove all stickers, remove & re-install blinds, dispose of old windows and clean the glass?

LRS: *Yes. Your old windows will be disposed of, blinds will be removed & re-installed, new windows cleaned and all manufacturer stickers will be removed.*

Q: Does your window installation include a warranty?

LRS: *Yes. Our vinyl windows include a lifetime warranty including glass breakage and our composite & wood lines offer a 20/10 warranty. We also deal with any warranty issues directly for our customer's saving you the time and hassle of contacting the manufacturer should a problem arise.*

Q: Can you give me 15 or more references on homes that you've installed replacement windows?

LRS: *Yes, we will give you addresses and phone numbers for numerous window jobs that we have done in the past as well as provide our current AngiesList.com reports allowing you to further research our company.*

Q: How long have you been in business?

A: *We have been in business since 1997 and are a complaint free company in both Oregon & Washington.*