



Homeowner Care, Cleaning & Operation Guide

NTwindow[®]
Windows of Opportunity[®]



Welcome to the NT Window Family

All of us at NT pride ourselves on designing and building the most beautiful, energy efficient, energy saving windows available. We are excited that among all your choices for replacing you chose NT. We are certain that over the next years, you will find that your new windows not only enhance the look of your home, but we know you will find your home more comfortable and more energy efficient.

With over 25 years of tried and true experience NT Window has become a leading manufacturer of replacement windows and doors, including being recognized as a Window & Door Top 100 Manufacturer for consecutive years.

Because our focus has always been on serving our customers and providing them with the very best in products and following up with best in class service, NT Window operates with an A+ rating from the Better Business Bureau. We are additionally proud that we make window and door products that are 100% American Made and make every effort in every instance to partner with U.S. suppliers in securing raw materials for NT Window Products.

As the Chief Operating Officer with NT Window, I personally want you to know that we take our reputation very seriously and are fully invested in our business and in the economic recovery of our nation. In the last few years, we have been able to create jobs and keep all of our employees on staff through the national downturn and frankly, we thank you, and all of the other homeowners who believed in us and our products enough to make an investment in improving their homes while making an investment in the future of American Business. We are committed to growing our business and providing even more employment opportunities in the future.

While I wanted to personally thank you for your purchase I also wanted you to know that your relationship with NT Window does not end after the sale. As a purchaser of our products, please know that you are invited to contact us anytime you have a question or issue with your NT Window purchases. We are here to help, for as long as you live in your home.

If you find the need to contact us, feel free to do so by phone, email or through our web site. You will find this information listed on the inside pocket of this purchase portfolio. Again we thank you for your business and we invite you to share your experience with NT online at www.ntwindow.com/reviews.

Kindest Regards,

Ryon Ray
Chief Operating Officer,
NT Window, Inc.

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CARE, CLEANING & OPERATION



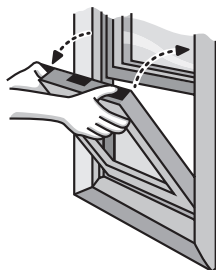
Please Review This Handy Guide For Care and Operation Of Your New Windows

How to Tilt In Lower Sash For Cleaning

Double Hung windows have two sash that tilt in: Top and Bottom. Each window features two tilt latches that are located on each side of the sash.



Clean



Tilt



Remove Sash

1. Raise the bottom sash about 3 inches.
2. Using both hands disengage the tilt latches on both sides simultaneously.
3. While holding the latches with your thumbs pull the top sash toward you until both latches are clear from the frame. **DO NOT LET GO OF SASH**, please hold it securely.
4. Lower the sash to the desired position.

To Tilt In Top Sash

1. Lower the sash 3 inches.
2. Using both hands disengage the tilt latches on both sides simultaneously.
3. While holding the latches with your thumbs pull the top sash toward you until both latches are clear from the frame. **DO NOT LET GO OF SASH**, please hold it securely.
4. Lower the sash to the desired position.

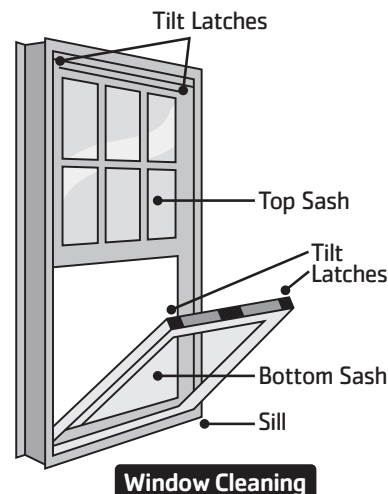
To return either sash to its original position tilt the sash back into position until the latches snap back into place. Please be careful that the pivot pin is securely inserted into the balance shoe.

How to Remove the Sash (For Required Service Only)

1. Raise the sash halfway and with both hands, retract the tilt latches.
2. Pull the sash forward until it is at a 90 degree angle with the window.
3. Lift one corner of the sash to disengage pivot from the balance lock.
(There may be interference that needs to be overcome).
4. Pull free corner away from window and lift other pivot out of balance lock
(Be sure to keep the sash at the 90 degree angle to prevent locks from disengaging).

Resecuring Sash After Removal

With the sash at a 90 degree angle to the window, place one of the pivot bars into the balance lock. Repeat with other pivot (There may be interference that needs to be overcome). Next, make sure pivots are fully seated into balance lock. Finally, tilt sash closed until tilt latches are engaged into jam.



CARE, CLEANING & OPERATION

Care & Cleaning of Vinyl Windows

Cleaning your windows has never been easier! NT Window windows are designed to be both low maintenance and easy to clean.

Cleaning Frames & Sash

Try these helpful cleaning and maintenance tips for your window and door frames.

- Vacuum debris from sill and track areas before washing.
- Rinse completely with clear water and wipe dry.
- Avoid abrasive or caustic cleaners or solvents that might cause permanent damage to the frame finish.
- As with glass, a mild, nonabrasive soap or detergent is usually safest for most dirt and stain removal. Always test cleaners in an inconspicuous area first.
- Check to ensure that drainage weepholes are always clear of dirt or obstructions both inside and outside the window or door in the bottom of the frame. Note: If the window is stacked, there may be weepholes between units.

Cleaning the Glass

Insulating low-e and heat reflective glass requires proper maintenance to ensure best performance over the life of the product. Clean glass with a vinegar-based cleaner or mixture of a mild soap or detergent and water. Rinse completely with clear water, then wipe dry with a soft cloth or a squeegee to help avoid water spots. Always test cleaners in an inconspicuous area first.

Recommended for use:	NOT Recommended for use:
<ul style="list-style-type: none">• Formula 409®• Ajax Liquid Cleaner®• Murphy's Oil®• Lysol Cleaner®• Soft Scrub®• Vinegar and Water• Windex® Equivalent	<ul style="list-style-type: none">• Clorox®• Pine Power®• Ivory®• Grease Relief™• Tide®• Nail Polish Remover (acetone)

Things to avoid:

- When painting, staining or finishing walls near window components adjacent to glass surfaces the use of masking tape on the glass is recommended to protect it from splatter or overcoat that may require excessive clean-up.
- Avoid washing glass in direct sunlight to reduce streaking of the glass.
- Avoid abrasive, petroleum-based or caustic cleaners because they may cause permanent damage to the glass and/or frame finishes.
- Never use a razor blade, putty knife, steel wool, abrasive pad or anything that may scratch the glass surface.
- Never use a pressure washer or high-pressure sprayer to wash or rinse windows or doors as this can dislodge seals and gaskets and damage frame components.

Cleaning Screens

- Clean screens by gently vacuuming with a brush attachment.
- You may also remove the screens and gently vacuum or wash on a flat, clean surface with mild soap and water and a soft brush.
- Finally you can rinse with a hose, wipe or air dry and reinstall.

CONDENSATION & HUMIDITY

Condensation, Reverse Condensation & Humidity



Condensation

Fog on window panes is a form of condensation and so is the water that forms on the outside of a tall glass of iced tea in the heat of the summer - it all comes from water vapor in the air. Condensation is caused by excess moisture. Quite simply when warm, moist air comes into contact with cooler surfaces, the moisture condenses.

Condensation takes place when water vapor in the air condenses from a gas, back into a liquid form. Usually in order for condensation to take place, the atmosphere must be fully saturated. In other words, the maximum vapor pressure must have been reached.

In addition to being saturated, the nature of water requires that there be a surface upon which water can condense. The prime surface for condensation to appear can be as small as a blade of grass or as large as a huge picture window. Because condensation is a common issue for a lot of homes, here is information that you may find helpful.

Condensation on the outside of the insulated glass unit (inside or outside the home) is NOT an indication that the window or glass unit is defective. Under the right atmospheric conditions, it's possible to have condensation on the glass surface. You might find the following conditions in regard to experiencing condensation:

Humidity

Humidity is water vapor, or moisture, in the air. Usually it's invisible, but sometimes, such as with steam or ground fog, it's concentrated enough to be seen. But whether you are able to see it or not, all air contains a certain amount of moisture.

Origins of Humidity in the Home

In the home, there are many things that generate indoor moisture. Whether it's breathing, perspiration, cooking, or using household appliances that utilize heat in their functions. Believe it or not simply cooking three meals a day adds four or five pints of water to the air and each hot shower contributes 1/2 pint to the air. In fact, every activity that uses water (like dishwashing, mopping floors, doing laundry) adds moisture to the air. The truth is daily living activities of a family of four can add more than 18 gallons of water a week into the air in their home. And more water vapor in the air means a higher indoor relative humidity.

Are there any cases where window condensation is only temporary?

There are primarily three causes for temporary window condensation.

1. New Construction/Remodeling : Wood, plaster, cement and other building materials used in new construction and remodeling produce a great deal of moisture. When the heating season starts, this moisture will gradually flow out into the air in the home. It will usually disappear during the first heating season and not cause any further trouble.
2. Heating Season: At the beginning of the heating season, there may be a certain amount of temporary condensation. During the humid summer months, your house can absorb some moisture. After the first few weeks of heating, this moisture should dissipate.
3. Preceding Temperature Shifts: Sharp, quick drops in temperature can also create temporary condensation problems during the heating season.

CONDENSATION & HUMIDITY

Quick Tips: Relative Humidity

You can measure the level of Relative Humidity in your home by using a humidity-measuring instrument, called a hygrometer or sling psychrometer. Otherwise simply watch your windows for signs of excess humidity. When excessive moisture collects on the inside glass in a living room or bedroom, you are approaching the humidity danger level.

Outside air temperature	Inside relative humidity for 70-deg. F Indoor air temperature
-30°	not over 15%
120° F to -10° F	not over 20%
-10° F to 0° F	not over 25%
0° F to 10° F	not over 30%
10° F to 20° F	not over 35%
20° F to 40° F	not over 40%

Recommended indoor relative humidity levels for winter. The University of Minnesota Engineering Laboratories performed a series of long and careful experiments on that subject. This table shows the maximum safe humidity for your home, paint, insulation, and structural members.

Reducing Relative Humidity

Winter: There are at least two steps you can take to reduce indoor humidity during the winter:

Control the sources of humidity. Vent all gas burners, clothes dryers, etc. to the outdoors. Use kitchen and bathroom exhaust fans.

Ventilate your home. Because outside air usually contains less water vapor, it will decrease the level of humidity of inside air. This takes place automatically in older homes through constant infiltration of outside air. But again, in newer "tighter" homes, the only way outside air can get in is by ventilation. More on ventilation in the next section.

Summer: Air conditioners or dehumidifiers are your surest ways of reducing humidity to desired levels. However, in most cases outside air will be more humid in summer weather and condensation on the inside of windows usually isn't a problem.

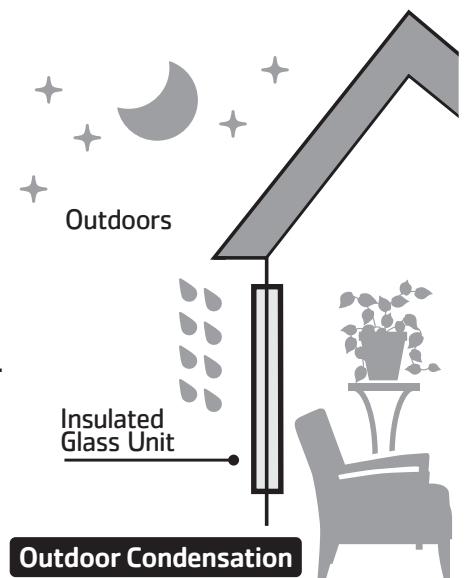
Reverse (outdoor) condensation, what causes it on high performance glass...

Glass temperature below dew point temperature; Clear night sky
Still air with little to no circulation; High relative humidity and well insulated window glazings.

Under these conditions the exterior surface of the glass can radiate heat away causing the glass temperature to fall below the dew point of the ambient air. When this drop occurs moisture condenses on the glass surface. When the glass temperature rises above the dew point, the condensation evaporates back into the air.

The presence of moisture indicates that a set of atmospheric conditions exist and that the insulated glass unit is doing its job under those conditions - insulating the home or building from the outside elements.

If exterior (Reverse) condensation occurs on the glass there is little that can be done to prevent it, however on some occasions you may find that by opening the draperies may help slightly.



LIFETIME LIMITED WARRANTY

Residential & Commercial
New Construction and Replacement
May, 2012



NT Window, Inc.® Window & Door Lifetime Limited Warranty

Congratulations on your purchase of windows & doors manufactured by NT Window for installation into your property either during new construction or as a replacement product. NT Window, Inc. is proud to support these products and will respond to your notice of product issues according to the terms and conditions set forth below.

The NT Window Promise:

Single Family Home: For as long as you own and reside in your owner-occupied single family home, NT Window will, upon notice as required herein, either repair or provide replacement components as needed to correct conditions directly caused by a defect in the product as manufactured.

Commercial and Multi-Family: For a period of ten (10) years from date of product sale, NT Window will, upon notice from the property owner as required herein, either repair or provide replacement components as needed to correct any of the below conditions when directly caused by a defect in the product as manufactured. This shall apply to all products installed in properties other than owner-occupied single family homes.

Application and Transfer:

Single Family Home Warranty is made solely to the original consumer purchaser who both owns and resides in the single family home at the time NT Window products are installed and continues for such time as both that ownership and residence are maintained. In the event of a sale of the home within ten (10) years of initial product installation, this warranty shall transfer to the first subsequent purchaser without limitation. No rights under the warranty may be otherwise transferred or assigned.

Commercial and Multi-Family Warranty is made solely to the owner of the property on the date of installation of NT Window products and is neither transferable nor subject to assignment.

Coverage:

Frame: Will be free of defects such as chipping, cracking, peeling and blistering under normal conditions subject to the limitations and considerations listed herein.

Insulated Glass Unit: Will be free of defects such as impairment of vision caused by dust or condensation within the glass unit due to seal failure under normal conditions subject to the limitations and considerations listed herein.

Hardware & Parts: Will be free of defects and that under normal conditions and use will not fail and render the products unserviceable subject to the limitations and considerations listed herein.

Insect Screens: Will be free of defects such as frame rust or mesh pattern. NT Window will replace any window screen frame or mesh that is defective in workmanship for a period of one (1) year after date of manufacture; however, punctures or tears are not warranted beyond the opportunity to inspect at initial receipt.

CAUTION: Insect screens are not designed as a safety restraint.

Limitations on Scope: NT Window shall have no obligation to address any condition not directly caused by a defect in its product as manufactured. Excluded conditions include, but are not limited to, those affected by: lack of product maintenance, misuse, mishandling, or damage to the product; extraordinary application of product, improper installation or reinstallation; alterations or modifications including but not limited to, the application of films, non-approved coatings, security systems or window treatments; atmospheric conditions, aging, fading or weathering; inert gas fill or retention, conditions which exceed product capacity, Code compliance, specific building requirements, building settlement, construction defects; slight curvature of glass, glass deflection due to temperature or barometric pressure, glass imperfections allowable under ASTM C1036 or C1048, and any other element outside of NT Window control.

Discontinued Products: NT Window may discontinue or change any product or component without notice. NT Window may provide substitutes for discontinued parts or components when a defect is apparent subject to the limitations and considerations listed herein. The choice of replacement or repair shall be in the discretion of NT Window.

Required Notice: Owner must individually provide written notice under this warranty to: NT Window, Inc., Attention Warranty Claims Dept., PO Box 40547, Fort Worth, TX 76140 and to the NT Window dealer through whom the purchase was originally made. Each of the Owner's names, property identification, and proof of status as owner, a description of the product and a description of the issue must be included. NT Window shall have no obligation

LIFETIME LIMITED WARRANTY

whatsoever without proper notice from owner and an opportunity to respond.

NT Window Response: Upon proper notice, NT Window shall be afforded the opportunity to inspect or take other action necessary to formulate a response. Owner agrees to pay a fee for the costs of an inspection which reveals that no action is called for under this warranty. If action is required, NT Window shall proceed with resolution to repair or replace covered part or component by following the below defined labor provisions:

- During the one (1) year period from date of product installation, NT Window will provide the labor at no charge for any warranted repair required subject to the limitations and considerations listed herein.
- During the subsequent periods from the above, NT Window shall be responsible for providing, free of charge, replacement parts or components only and no other costs.

Replacement parts or components furnished by NT Window under this warranty cannot be guaranteed to color match. A color variance may occur between replacement part and component compared to original.

A repair or replacement by NT Window shall not create a warranty but rather this warranty shall continue according to its terms.

In no event shall NT Window be liable for the costs of repair not provided by NT Window or any shipping costs.

Additional Terms and Conditions:

Glass Only: Any decorative glass and insulated glass unit not included within a NT Window manufactured window or door is warranted only for one (1) year.

Storm Products: All storm window and door products are warranted for a period of five (5) years.

Vivid Color Coated Exteriors: Will be free of defects such as chipping, cracking, peeling and blistering under normal conditions subject to the limitations and considerations listed herein for a period of fifteen (15) years.

Glass Breakage: Will be covered for a period of 90 days after installation if directly related to a stress fracture caused by a product defect. Glass breakage will not be covered for any other reasons.

The formation of condensation anywhere other than the interior of the insulated glass unit is the result of relative humidity and is not a product defect or impairment.

Any alteration of this warranty must be in writing and signed by an executive officer of NT Window. No dealer or NT Window representative shall have authority to alter in any way this warranty.

Owner agrees that no action or inaction of NT Window shall constitute a waiver

IMPORTANT OWNER INFORMATION:

Exclusive remedy: This warranty is the exclusive owner remedy. It shall operate in lieu of all other remedies warranties or claims irrespective of source and NT Window negligence.

Limitation of remedies: In no event shall NT Window be liable for any loss of use, lost profit, diminution in value, consequential or indirect damage of any kind. Under no circumstance shall NT Window be laible for an amount exceeding the purchase price of the affected component.

Additional disclaimer: This is the sole warranty for NT Window products. All other warranties, including of merchantability and fitness for purpose, are disclaimed and excluded. Course of dealings, custom and usage, statements, labels, advertising and product representations of any kind shall not expand the scope of this warranty. Where these limitations are prohibited or otherwise altered by mandatory legal provisions, the warranty shall remain effective to the full extent of the law. This warranty gives you specific legal rights and you may also have other rights that vary from state to state. Owner agrees that any obligation of NT Window with respect to its products is contingent upon notice as defined herein and an NT Window opportunity to respond.

Product Ratings: NT Window products are often designed and tested in accordance with required standard procedures established by industry associations such as the American Architectural Manufacturer's Association (AAMA) and the National Fenestration Rating Council (NFRC). These measure performance of sample products in a laboratory-type setting. To pursue consistency NT Window manufactures its products for sale utilizing the same methods and materials as in fabrication of a product for testing. All product components and manufacturing processes, however, involve an inherent range of tolerance. These and other factors can result in some variance among individual product performance.



NO-LIMIT REWARDS

Review. Refer. Rewards.

ENJOY OUR NO-LIMIT REWARDS.

Thank you for choosing NT Window. Are your family, friends and neighbors noticing your home's new look? If they express an interest in your new windows or doors, please give us their name. If the referral leads to a sale, we will mail you a check. Starting with \$100 for the first sold job up to \$200 after 5 sold jobs. How much can you earn? There is no limit.

Just complete the referral card information, drop it in an envelope and mail it to your local **NT Window authorized dealer** when the project is completed.



By sharing your enthusiasm for NT Window, here's what you'll get in return:

- | | |
|-------------------------------------|-------|
| • First referral leading to a sale | \$100 |
| • Second referral leading to a sale | \$125 |
| • Third referral leading to a sale | \$150 |
| • Fourth referral leading to a sale | \$175 |
| • Fifth referral leading to a sale | \$200 |

Dealer Name: _____

Dealer Address: _____

Representative: _____ Dealer Phone: _____

Keep for your records

\$100

Homeowner
Referral Coupon*

\$100.00 awarded for a complete**
NT Window or Door job
purchased.

Name: _____

Phone: _____

Address: _____

City: _____

State: _____ Zip _____

Date: _____



\$100

Homeowner Referral Coupon*

\$100.00 awarded for a complete** NT Window or Door job purchased.

Current Customer:

Name: _____ Phone: _____

Address: _____

City: _____ State: _____ Zip _____

Interested Homeowner Information:

Name: _____ Phone: _____

Address: _____

City: _____ State: _____ Zip _____

Comments: _____

Date Submitted: _____

*Payment of the referral coupon is the sole responsibility of the dealer, Not NT Window. Void where prohibited by law.
**A complete job is equal to the purchase of a whole house of windows or doors.
NT Window is a registered trademark.



Home Owner Referral
Coupon 1



NO-LIMIT REWARDS

Keep for your records

\$125

Homeowner Referral Coupon*

\$125.00 awarded for a complete** NT Window or Door job purchased.

Name: _____

Phone: _____

Address: _____

City: _____

State: _____ Zip _____

Date: _____

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\$125

Homeowner Referral Coupon*

\$125.00 awarded for a complete** NT Window or Door job purchased.

Current Customer:

Name: _____ Phone: _____

Address: _____

City: _____ State: _____ Zip _____

Interested Homeowner Information:

Name: _____ Phone: _____

Address: _____

City: _____ State: _____ Zip _____

Comments: _____

Date Submitted: _____

*Payment of the referral coupon is the sole responsibility of the dealer, Not NT Window. Void where prohibited by law.
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NT Window is a registered trademark.

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Windows of Opportunity®

Home Owner Referral
Coupon 2

Keep for your records

\$150

Homeowner Referral Coupon*

\$150.00 awarded for a complete** NT Window or Door job purchased.

Name: _____

Phone: _____

Address: _____

City: _____

State: _____ Zip _____

Date: _____

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Windows of Opportunity®

\$150

Homeowner Referral Coupon*

\$150.00 awarded for a complete** NT Window or Door job purchased.

Current Customer:

Name: _____ Phone: _____

Address: _____

City: _____ State: _____ Zip _____

Interested Homeowner Information:

Name: _____ Phone: _____

Address: _____

City: _____ State: _____ Zip _____

Comments: _____

Date Submitted: _____

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Windows of Opportunity®

Home Owner Referral
Coupon 3

Keep for your records

\$175

Homeowner Referral Coupon*

\$175.00 awarded for a complete** NT Window or Door job purchased.

Name: _____

Phone: _____

Address: _____

City: _____

State: _____ Zip _____

Date: _____

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Windows of Opportunity®

\$175

Homeowner Referral Coupon*

\$175.00 awarded for a complete** NT Window or Door job purchased.

Current Customer:

Name: _____ Phone: _____

Address: _____

City: _____ State: _____ Zip _____

Interested Homeowner Information:

Name: _____ Phone: _____

Address: _____

City: _____ State: _____ Zip _____

Comments: _____

Date Submitted: _____

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NT Window is a registered trademark.

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Home Owner Referral
Coupon 4

SHARE YOUR EXPERIENCE

Review Today For Your Chance To Win A FREE iPad*



Tell Us.

Because we are committed to total customer satisfaction from order to installation we would like to request that you take a few moments to record your review of our products you purchased as well as the installation service you received from our Authorized NT Window Dealer. This helps us to maintain a high level of satisfaction and service which we feel is essential to continued success.

Tell Them.

When you have visitors in your home, we welcome you to share your experience with them in regard to your purchase of our products. We are a strong company with a history of taking care of our customers, earning an A+ Better Business Bureau rating. We depend on word of mouth to continue to grow our business and strengthen our commitments to our employees, our customers and our community.

Its Fast and Easy to Do - Simply:

1. Visit www.ntwindow.com/reviews
2. Review the products and installation service you received
3. Verify your review for your chance to win

Or Simply Scan Here
To Begin Your Review:



*Visit www.ntwindow.com/reviews for full details

ENJOY YOUR HOME.



Welcome to the NT Window Family and Thank You for your purchase. We hope that you will find your home more beautiful and comfortable than ever before. Please feel free to contact us if you have questions, concerns or are in need of service assistance.

For your convenience there are 3 easy ways to request service.

1. Contact your dealer
2. Submit your request online
3. Contact NT Customer Service at 800-969-8830

Please provide the information below when inquiring.

Dealer Name: _____

Homeowner Name: _____

Property Address: _____

Order Number: _____

Installation Date: _____

When submitting a claim for warranty service please take note that you will need information from the manufacturing label located on the window. Follow three easy steps to retrieve the information you need for service.

1.

Open the operating sash on the window to locate the label.



2.

Next locate the manufacturing label on the sash.



3.

Retrieve the following information from the label: Production Date, Dealer Name, Order #, Line Item#, Series and PO#.

1/1/2011
VNL-DH-BS2
S:7330 B:2
Bin:2
W, NCF, DG, LECL, D1/8, AR, XGR, COLS1=1VX1H, FMP, HS, E
FX, C

DEALER NAME
220882-1
H210-SERIES 5000
14 1/2 W X 13 3/8 H

2 of 2
SAMPLES

Production Date Dealer Name Line Item # PO #
Series Order #

BE SURE TO CHECK OUT OUR OTHER PRODUCTS



Windows



Patio Doors



Enclosures

