

Alside will replace them at no charge.

Out of warranty the process is more involved. Here are the steps another member had to use.

Step 1: call for a case-claim number.

Associated Materials Inc.
3773 State Rd
Cuyahoga Falls, OH 44223
Phone: 800-489-1144
Fax: 330-922-44309

Be patient, you may be on hold for 20+ minutes.

Step 2: complete the window warranty packet.

This is very difficult and time consuming. They require proof of home ownership, pictures, serial numbers, etc.

They ask for the builder and the installer of the windows. This worked for me:

Builder:

Erik C. Nickerson
Eighty Mammoth Road, LLC (currently E. Nickerson Associates, LLC)
2 Link St, Windham NH 03087

Installer:

Alside Supply Center
177 E. Industrial Park Drive
Manchester NH
603-669-6359

Step 3: call Associated Materials for status after mailing the warranty packet.

I waited 4 months without hearing anything from them. I finally called them (another 20+ minutes on hold) and discovered they hadn't started to build the windows because the pro-rated warranty required a payment. After some negotiations, they waived the payment since they sat on the claim for so long. They said they would build the windows and ship them to the local distributor in a week. I was told I would receive a call from the local distributor.

Step 4: call the local distributor.

I waited another month and didn't hear from the local distributor. I called Associated Materials (yes, another 20+ minutes on hold) only to discover that my windows had been delivered 2 weeks ago. They were delivered to Alside, information mentioned above. I had to pick up the windows myself. One was large (3'x5') and heavy.

Step 5: install the windows.

After 5 years, labor is no longer covered by the warranty.

A lower double hung window is simple to install. Alside will give a demo in the show room. I replaced mine in 10 minutes.

However, my sliding window (not the door) from the sun room came as a "glass set". Meaning it has to be "glazed" and installed. That lingo doesn't mean much to me. Alside easily convinced me to call a recommended contractor to install that window.

Granite State Glass
121 Lowell Rd
Hudson NH
603-883-8545

They haven't installed it yet, but their initial estimate was under \$200. They charge \$55/hour.