

Alside will provide the materials to replace a window or door at no charge. However, depending on the length of time, they may pro-rate the repair and in some cases, you may have to hire your own window installer if labor is not included. After 5 years, labor is no typically longer covered by the warranty depending on the exact product.

Here is additional information that may be useful.

When filing the warranty claim, if asked any of the following:

- The builder was Erik C. Nickerson, Eighty Mammoth Road, LLC, 2 Link St, Windham NH 03087
- Original Supplier/Installer was Alside Supply Center 177 E. Industrial Park Drive Manchester NH 603-669-6359

In most cases you will have to go to Manchester to pick up the replacement window yourself or if it is something like a sliding door panel, arrange for a contractor to do this on your behalf. Alside will receive the warranty replacement glass but don't expect a call from them. You will have to call Alside and ask if they have your warranty replacement unit in house yet. Alside does not do any installation work.

Double Hung Windows

A lower sash for a double hung window is simple to install. Alside could give a demo in the show room. This can be done in about 10 minutes.

The upper sash of an Alside double hung window may have a fixed (non-removable) sash. This is harder to replace the glass. The trim strips can be pried out from the outside and the glass can be replaced. This is more likely a job for a glass contractor (see below).

Sliding Windows - used on screen porches and basements

For a sliding window (not the door) that is installed in sun rooms and some basements, this came as a "glass set". Meaning it has to be "glazed" and installed. Alside recommended that a contractor be called to install that window. Here is one contractor that is not endorsed by the board. Really any glass company can typically do this type of work.

- **Granite State Glass** 121 Lowell Rd Hudson NH 603-883-8545. They charge by the hour.