

Frequently Asked Questions



QUESTIONS TO CONSIDER WHEN PURCHASING WINDOWS/SIDING

Q: What is solar heat gain?

A: It is the amount of solar radiation that passes through the window system into the interior of the building. In the summertime, when the sun is shining, solar radiation comes into the building as heat, further increasing the inside temperature of your home. It can be reduced by using a window system with a lower solar heat gain rating.

Q: What is tempered glass?

A: It is a type of safety glass made of heat strengthened glass. Upon impact (if the glass is broken), it will break into very small particles, reducing the risk of personal injury or property damage from falling shards of glass.

Q: What is LoE?

A: LoE is a thin, virtually invisible metallic coating applied to the glass that reflects heat back into the house during cold weather or back to the outside during hot weather. The "E" stands for emissivity – a surface's ability to emit long wave radiation or room temperature radiant heat. Different types of LoE have emissivities that range from .40 to .04. The lower the emissivity, the better the performance.

Q: Can I paint or stain my windows?

A: One of the benefits of vinyl windows is never needing to strip, paint, or stain them. Painting your vinyl windows can void your warranty.

Q: How do I select the windows that are right for me?

A: We will come to your home or office to help you decide. The factors include window styles, energy efficiency, construction material, and your budget. You may also need to consider what will blend in with the rest of our house or your neighborhood. In some cases, you may have style restrictions placed on you by your homeowners association or condo association.

Q: Do the windows you install come with a warranty?

A: Yes they do. All of our windows come with workmanship and installation warranties. Furthermore, we've gone to great lengths to find the best manufacturers. After many years of installing windows, we know that our manufacturers cannot be beat.

Q: Do I need to measure the windows myself?

A: We will send out an experienced measure technician to be sure that windows are measured to fit exactly.

Q: What preparations need to be made in order to install the new windows?

A: We ask that you remove any curtains, blinds, or window decorations, and that you try to make room so that we can have easy access to the windows. We try to be as neat as possible and we never leave trash or any kind of mess at the work site.

Q: Do you install Energy Star compliant windows?

A: Yes, most of the windows we install are Energy Star compliant. In fact, many of the windows we install come with special low-E coatings such as the "Comfort Ti-R" coating used on some Vytex brand models. This reduces total heat gain, making it easier to cool the home in the summer and help to protect fabric and upholstery.

Q: Are your windows easy to clean?

A: Our windows are made of maintenance-free vinyl and easily wipe clean with soapy water. The glass panes either tilt in or lift out for easy cleaning.

Q: Can your company help me if I only want to do a few windows at a time?

A: Sure – we're willing to do any number of windows that you need.

Q: What is better... wood or vinyl windows?

A: While both wood and vinyl are good insulators, vinyl is the better choice for a high-energy window because it will not rot, swell, split, and is not impacted by the weather conditions like a wood window.

Q: I noticed condensation on the exterior of my windows. Is this normal?

A: Yes, under the right conditions, exterior moisture may form for a short period on the outside of a glass unit. This wipeable moisture is simply dew, the same dampness found on your lawn, siding, cars, etc.

This phenomenon is quite common with better insulated windows. The new windows are so efficient that they do not allow the warmer inside temperature to escape to the outside. Therefore the outer pane of glass stays colder, and the moisture in the air collects on this colder surface.

This short-lived annoyance will disappear as soon as the exterior temperature rises and warms up the exterior piece of glass.

Frequently Asked Questions continued

Q: Do I ever have to paint my siding again?

A: No! Vinyl siding is virtually maintenance-free. The most you ever have to do is give your home a wash down with soap and water once or twice a year.

Q: How much does it cost to side a home?

A: Because we offer numerous styles of siding to fit any need and budget, and because every home and siding job is unique, there is no way to answer this question. The best thing to do is invite us to your home so we can measure the project, discuss the options you want, and provide you with a detailed estimate.

Q: Can I install siding myself?

A: Installing siding is not a simple “do it yourself job,” and is better left to siding installation professionals who have the necessary skills and equipment to do the job right the first time.

Q: Do insulated siding panels really work?

A: When properly installed, the R-value of exterior walls increase by as much as 22 percent, providing a dramatic enhancement in thermal control, energy efficiency, and lower heating and cooling costs.

Q: How long does a siding job usually take? What are the steps in a siding project?

A: If you’ve ever painted, you know that the bulk of your time is spent preparing the surface and doing the trim. It’s like that with vinyl siding installations, too. The most basic steps in a siding project are provided below:

1. Preparing the Surface – In most cases, we will put an insulating board over the existing siding. This substrate provides insulation and a smooth surface for installing your vinyl siding.
2. Installing the Trim – Next come the corner posts, window and door surrounds, crown molding, and other trim elements. With these in place, we will install a starter strip which serves as a “hook” for the siding.
3. Installing the Siding – At this point, we begin to install the siding panels, working upwards from the bottom of each wall.

While most jobs take about a week to complete, you should check with us about specifics for your project. The time required will depend on the size and condition of your home, as well as the amount of detailing to be done.

Q: What exterior design options do I have with vinyl siding?

A: Vinyl siding is one of the most versatile exterior design

products you can work with. Our broad selection lets you choose among a wide variety of design options, including horizontal and vertical siding; traditional clapboard and authentically detailed “shaped” sidings; wide and narrow panel exposures; smooth, subtle, and deep wood grain textures; plus a wide assortment of traditional and contemporary colors.

Q: What accessories and trim are available?

A: When you design the exterior of your home, you should think about more than just siding. You’ll need trim for windows and doors, and at the inside and outside corners. You may also need soffit to finish the underside of eaves, or for a porch ceiling or entry overhang.

We offer a complete range of easy-care accessory and trim options. Standard trim lets you merge siding and trim pieces to create a balanced, uniform, look.

Q: How do I select the siding style that is appropriate for my house?

A: There are many styles, colors, and accessories that are available. We will come to your home or office to help you decide. Keep in mind that in some cases, you may have style restrictions placed on you by your homeowners association or condo association.

Q: How long is the siding warranted for?

A: Most of our product lines are warranted for the lifetime of the original owner against manufacturing defects. Upon transfer of the property, the siding is warranted from the date of installation for fifty years.

Q: Will new siding affect the resale value of my home?

A: Siding is one of the most cost-effective investments you can make to improve the value of your home.

Q: My house is constructed of brick. Will siding work for me?

A: Sure. Siding can be used over just about any contemporary building material: brick, block, wood, stone, etc. When we visit you for your free estimate, we will be glad to discuss any of these kinds of concerns.

Q: Do I ever have to paint my vinyl siding?

A: No! Premium vinyl siding is virtually maintenance-free. The most you ever have to do is give your home a washing with soap and water once or twice a year.

Q: Does siding come with matching trim?

A: Manufacturers offer a wide variety of trim pieces. Everything from function utility trims to substantial wide trims resembling dimensional lumber, fluted cornerposts, and decora-

Frequently Asked Questions continued

tive crown molding for window headers. Most items are available in all siding colors.

Q: *Does vinyl siding have seams?*

A: Vinyl siding is generally available in 12' to 12-6" lengths, so it needs to be overlapped at the ends to cover an entire wall. Vinyl sidings are designed to provide a virtually seamless appearance, and a good siding installer will lap your siding away from traffic to further minimize the laps.

Q: *How much does it cost to side a home?*

A: Because we offer sidings at a number of price points to fit any need and any budget, and because every home and siding job is unique, there is no way to answer this question, other than "it depends." The best thing to do is invite Hallmark Windows and Siding, Inc. to your home so we can measure it accurately and discuss other needs you may have. You'll be under no obligation and there won't be any pressure from our technician.

FAQ'S