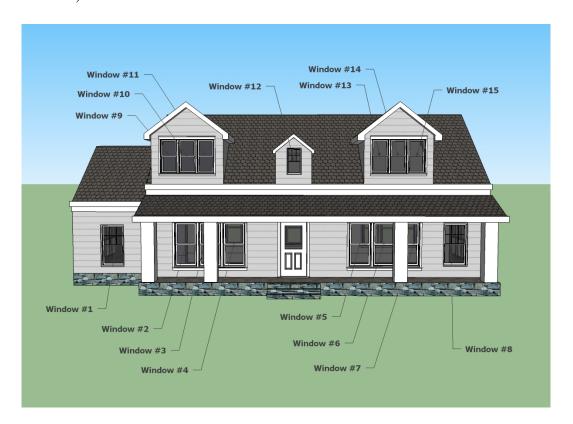# Appendix A

1) **Figure 1** – Example of Structure with street number signage/street-level view:

2) **Figure 2** – Example of exterior wall of Structure showing total number of windows:

(Label each window consecutively. Label all exterior walls so that each window in the structure has a distinct number.)

3) **Figure 3** – Example of a label found on some windows on the head of the window (lower the upper sash and look on the head of the window) or on the sides of the upper and/or lower sash (remove the sash and look on the sides.)

Note – This label may not be present on all windows.

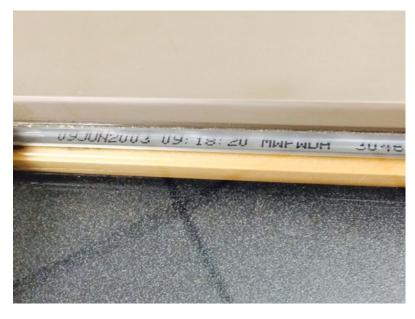4) **Figure 4a** – Example of MW Lock Stamp:

Note – The lock stamp may not be present on all windows; the presence of a lock stamp may not be conclusive proof.

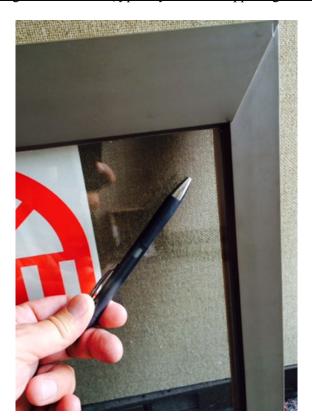**Figure 4b** – Example of MW Lock Stamp:

Note – The lock stamp may not be present on all windows; the presence of a lock stamp may not be conclusive proof.

5) **Figure 5a** – Example of Rim Spacer Labeling:

Note – The rim spacer label may not be present on all windows.

Figure 5b – Rim Spacer general location (typically found on upper right side of sash):

6) **Figure 6a** – Example of Lower Frame (sash open) and Sill from Interior; Note – Sash must be open:

Figure 6b – Example of Lower Frame (sash closed) and Sill from Exterior; Note – Sash may be open or closed:

7) **Figure 7a** – Example of full Window from a Distance:

7) **Figure 7b** – Typical steps for removing a window balance on a double-hung window:

Step 1:   Remove both window sashes (upper and lower to give access to the balance).

Step 2:   Place a narrow object such as a straight screw driver or putty knife between the vinyl balance and the wood-framed stop and pry outward until you can grab the vinyl balance. See figure below.

Step 3:   Pull the balance out far enough in order to take a picture of the side jamb of the Window Frame (see Appendix A, Figure 8a).

Step 4:   Reinstalling the balance: If the balance does not snap back, you may have to use your straight-edge tool to push the side back in place.
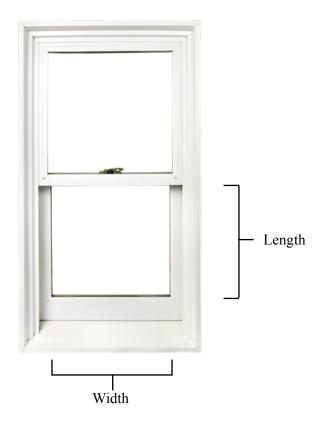
8) **Figure 8a** – This is an example of how you might compose one of the two photographs showing the condition of the window. This example provides a photograph showing the condition of the entire lower portion of the window frame. In addition to this perspective showing window condition, please provide a "close-up" of the window condition that is the subject of your claim similar to the perspective used in Figure 8b.
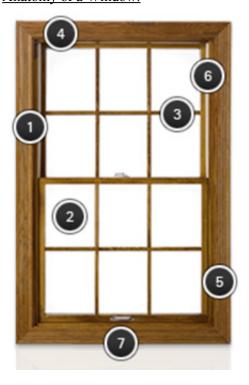

Figure 8b – This is an example of how you might compose one of the two photographs showing the condition of the window. This example provides a photograph showing the lower portion of the window sash. (Level 1 Damage in the lower portion of the sash qualifies for Level 1 Relief (In Warranty) only.) This framing depicts a "close-up" of an area where the condition might exist. In addition to this perspective showing window condition, please provide a perspective similar to the one depicted in Figure 8a.

9) **Figure 9** – In order to determine the size of your window, you can do the following: 1) look for the head label on your window(s) (see Figure 3) containing a "Size" number (Not every window will have a head label.); or 2.) measure the "daylight opening" of one of the sashes (the length and width of the glass in inches) as indicated below.

Length

Width

Anatomy of a Window:

1. **Frame** - The combination of the head, jamb and sill that forms a precise opening in which a window sash fits.

2. **Glass** - A framed sheet of glass within a Window Frame.

3. **Grilles** - Any bar that divides window glass into smaller panes. Also called a muntin, grid or windowpane divider.

4. **Head** - The main horizontal part forming the top of the Window Frame.

5. **Jamb** - The main vertical parts forming the sides of a Window Frame.

6. **Sash** - A single assembly of stiles and rails made into a frame for holding glass.

7. **Sill** - The main horizontal part forming the bottom of the frame of a window.