

Windows update September 2017

We received this notification from a Briar Cove resident regarding windows:

Silverline, the original manufacturer, was purchased by Andersen. This line is now called Andersen/American Craftsman. Kirsh no longer carries them. Silverline/Andersen employees are not trained to take information over the phone and are fairly useless. The warranty person could not help us at all, since this is damage to the window and screen.

The replacement windows are available from Home Depot. We tried another distributor (VonTobel), and they were useless.

Our original purchase order is the serial number (not on any tags on our windows but others may have them); luckily the Kirsh people found this number. **This number is 00010729.** Anyone ordering a window will need this number.

The window is called the "50" series, and is determined by the width of the top of the window. This is 1-1/8".

The bottom window, or sash, that we are having replaced, cost with tax is \$70.00 approximately. We will let you know the cost of the screen, which we will order at ACE Hardware.

Home Depot has their own internal Andersen Window people who have much training and found our window immediately. Also the person who helped us at Home Depot is Javier, and he was extremely helpful.