

Swallow Hill Condominiums Window and Balcony/Patio Door Guide

Last Updated: November 2022

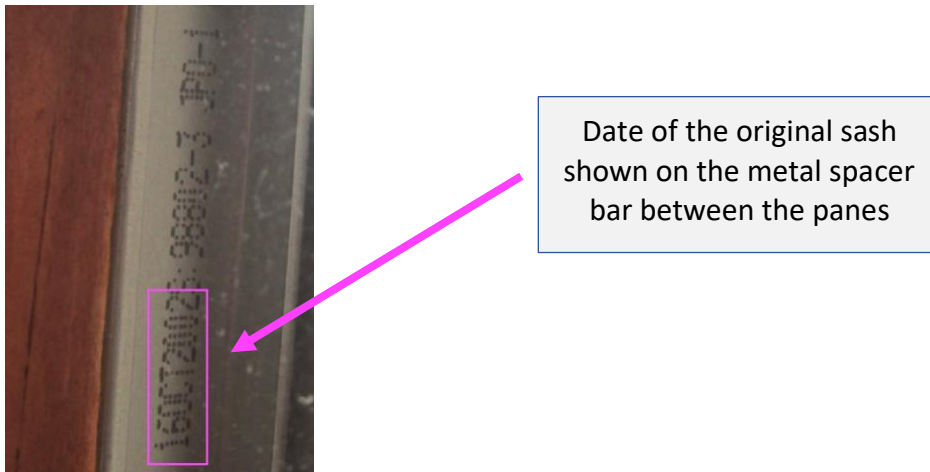
Windows

Some History – The original windows installed in all Swallow Hill units during construction of both buildings in 2002 were **Pozzi Custom Clad Precision Double Hung** sashes. Jeld-Wen window company, who owned Pozzi windows, retired the Pozzi name in 2004, but continued to manufacture many of the Pozzi products under the Jeld-Wen name including the Swallow Hill sashes and components.

Key specs of the original Pozzi/Jeld-Wen windows:

- Custom Clad Precision – The Pozzi product line and style
- Sash type: Double-hung
- Sash material (inside): Wood (pine)
- Sash material (outside): Aluminum
- Pane type: Double pane, insulated glass
- Glass tinting and type: Low-E tinted annealed glass
- Wet glazed (on the interior of the sash)
- No grille
- Cam sash locks
- Luxury Cambridge – Jeld-Wen paint color used on the Swallow Hill windows
- Hardware color: White

Warranty – The original windows came with a 20-year warranty, with years 1-10 under full warranty and years 11-20 under partial warranty (owner pays a portion of replacement cost). The warranty period starts at the date printed on the metal spacer bar between the panes of glass (pictured below).



The Swallow Hill windows are no longer under warranty. Note that if the original windows have previously been replaced "Jeld-Wen", the model # and date will be etched on the glass in the corner of the pane and will not be printed on the spacer bar between the panes. The warranty applies to the original windows only so replacement sashes previously installed under the program are not warranted.

Swallow Hill Windows Discontinued – Jeld-Wen discontinued the model of the Swallow Hill windows and will only produce replacement sashes for warranty claims on the original windows during the warranty period. Once the warranty has lapsed, the company will no longer produce the sashes, even for owners willing to pay the full retail cost. Jeld-Wen is instead referring owners to Fenster USA (fensterusa.com), which is a company that makes replacement sashes and components for window models that have been discontinued by the original manufacturer, including Pozzi/Jeld-Wen. For replacement parts, Jeld-Wen recommends contacting one of their suppliers (page 3) who might have various parts stocked.

For more information contact Jeld-Wen: 1-888-594-3578 (option 2).

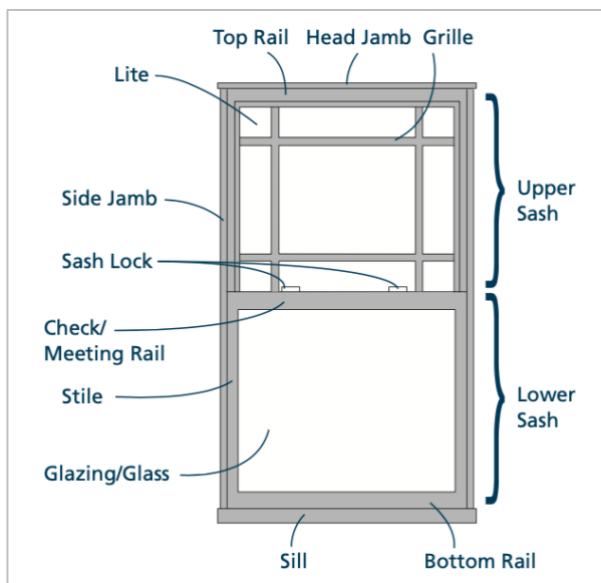
Repair vs. Replace – Common issues can often be repaired without replacing the entire sash. Repairs do not require Board approval.

- **Moisture or foginess** between the panes is indicative of a broken window seal, which may be repaired by reglazing the window (replacing the glass in the existing sash).
- **Difficulty opening/closing** windows could be due to broken or worn out spring tension rods in the jamb liners. Jamb liners can be replaced within the existing window frame.

If it becomes necessary to replace the entire sash, new sashes **must meet all of the same specs** as the original Jeld-Wen windows, including (but not limited to) the dimensions and design of the stiles and rails, and the paint color must match the existing cladding/frame. **Board approval is required** prior to purchasing replacement sashes to ensure the specifications match those of the original windows.

Consult a window professional to determine what repairs are required for your windows. The following companies have experience working with Swallow Hill:

- Ace High Glass: 303-893-1595
- Santa Fe Glass: 303-777-4491



The above diagram shows the typical parts of a double-hung window and is not a representation of the Swallow Hill Jeld-Wen windows. Refer to page 1 for a list of specs required for Swallow Hill windows.

Jeld-Wen Replacement Parts:

866-730-7912

JWParts@TheSourcingGroup.com

Jeld-Wen Parts

13315 Carowinds Blvd.

Charlotte, NC 28273

Some suppliers that carry obsolete Jeld-Wen parts:

Pickens Window Parts

513-931-4432

brian@pickenswindowparts.com

Stry-Buc, Inc.

800-352-0800

www.strybuc.com

Blaine Window Hardware

800-678-1919

www.blainewindow.com

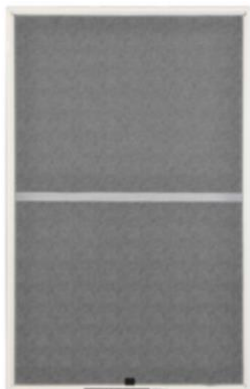
Functional Fenestration, Inc.

800-677-0228

www.fenestration.net

Window Screens

Screens are not required, but owners may have custom screens made from a retailer of their choice. The color of the screen frames must match the color of the existing window cladding/frame. The HOA recommends purchasing full screens (pictured below), which cover the entire window (both upper and lower sashes).



Window Cleaning

Residents who wish to have windows professionally cleaned are responsible for arranging services and covering the costs. The windows can be tilted in and removed for cleaning. The following link is a video that shows how to tilt and remove the Jeld-Wen sashes. You can also call MSM for assistance.

<https://www.youtube.com/watch?v=N6nEaZUIPW4>

The following window washing companies have experience working with Swallow Hill:

- Beltran Window Cleaning: mbm62@aol.com
- Sonlight Window Cleaning: (303) 990-2878
- Breeze Window Cleaning: (303) 973-5253 (Breeze now only provides service to ground floor units)

Patio and Balcony Doors

The patio and balcony doors are made by Eagle Windows & Doors (owned by Andersen Windows & Doors) and were replaced in all units in 2008 as part of a project where the exterior of both buildings was reconstructed. The doors are under a 20-year full warranty for:

- Seal failure of the insulated glass (e.g. if moisture develops between the two panes of glass).
- Cracking, checking, peeling, flaking, blistering or lost adhesion of the exterior painted aluminum cladding.

Hardware was covered for 10 years so is no longer under warranty, however, replacement parts such as door handles are still available for purchase.

For more information contact Andersen Windows & Doors: 1-800-426-4261 (option1, then option 2 for Eagle or E-Series windows and doors). You'll need to provide the model # and date information of your door, which is etched on the glass in the corner of the pane.

Screen Doors – Owners may install screen doors from a retailer of your choice. The HOA recommends purchasing from Andersen Windows & Doors as they'll be able to easily match the screen door frame paint to the color of the existing cladding/door frame, which is required.

Owners may also install retractable screen doors. The color of the screen door frame must match the existing cladding/door frame. Phantom Screens is a retractable screen retailer that has experience working with Swallow Hill: (720) 796-4962