

Troubleshooting Your Casement Window

At Thompson Creek®, we are committed to making sure that you are 100% House Proud®, long after the sale. If you, or the next owner of your home, experience any issues at all with your windows, we'll come out and fix it. No questions asked. No charges. We stand behind our products 100% with our unbeatable double lifetime guarantee.

In order to help us quickly address your service request, please take a moment to identify the problem (s) you are having with your window(s).

INTERIOR VIEW



EXTERIOR VIEW



Please check any areas from the diagrams above & if possible, give a brief description of your problem(s).

- | | |
|--|--|
| <input type="checkbox"/> ① Lock _____ | <input type="checkbox"/> ⑦ Operator Dyad _____ |
| <input type="checkbox"/> ② Crank Cover _____ | <input type="checkbox"/> ⑧ Track Guide Arm _____ |
| <input type="checkbox"/> ③ Crank Handle _____ | <input type="checkbox"/> ⑨ _____ |
| <input type="checkbox"/> ④ Glass _____ | <input type="checkbox"/> ⑩ _____ |
| <input type="checkbox"/> ⑤ Sash _____ | <input type="checkbox"/> ⑪ _____ |
| <input type="checkbox"/> ⑥ Frame _____ | |
| <input type="checkbox"/> Other. Please give a brief description. _____ | |

When you have completed this form, please call our Customer Service Department at 240-455-9482 and give them the number of the part(s) needed.



THOMPSON CREEK
WINDOW COMPANY®

Thompson Creek Window Company®
5000 Philadelphia Way Lanham, MD 20706

866-572-7335
www.thompsoncreek.com