

# Troubleshooting Your Slider Window

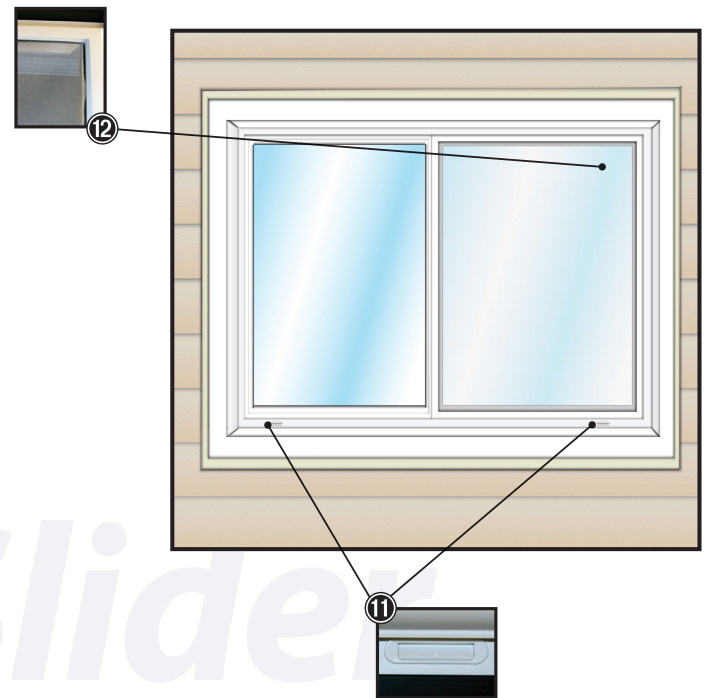
At Thompson Creek®, we are committed to making sure that you are 100% House Proud®, long after the sale. If you, or the next owner of your home, experience any issues at all with your windows, we'll come out and fix it. No questions asked. No charges. We stand behind our products 100% with our unbeatable 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 Frame _____                                 | <input type="checkbox"/> ⑦ Lock _____                |
| <input type="checkbox"/> ② Keeper Sash _____                           | <input type="checkbox"/> ⑧ Internal Tilt Latch _____ |
| <input type="checkbox"/> ③ Lock Sash _____                             | <input type="checkbox"/> ⑨ Keeper Glass _____        |
| <input type="checkbox"/> ④ Keeper Sash Lift Rail _____                 | <input type="checkbox"/> ⑩ Lock Glass _____          |
| <input type="checkbox"/> ⑤ Lock Sash Lift Rail _____                   | <input type="checkbox"/> ⑪ Weep Holes _____          |
| <input type="checkbox"/> ⑥ Keeper _____                                | <input type="checkbox"/> ⑫ External Tilt Latch _____ |
| <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®

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