



# ALLIED SIDING AND WINDOWS SERVICE REQUEST FORM

Rev 03/2020

Thank you for your purchase with Allied Siding and Windows, we look forward to serving you during this process. As a reminder before we can proceed with your claim, you will be responsible to pay a **\$95.00 SERVICE FEE** (for all claims that are over 90 Days of original project completion date). Please continue to the following steps below.

Homeowner:		Today's Date:	
Address:		CELL Phone:	
City & Zip:		HOME Phone:	
Email Address			
<b>When was your job completed?</b>			
When did you first notice the problem?		Have you taken precautions to protect your property from further damages until the issue is resolved?	
Has your home been subject to flooding since product was installed?		If yes, when?	

**STEP 1:** Self review the problem – refer to attached FAQ page.

**STEP 2:** Please circle the product(s) you are experiencing issues with.

SIDING	WINDOWS	DOOR	ROOF	GUTTERS
If Other, please specify				

**STEP 3:** If this is a window or door issue, you must complete the information below. Please see attachment form to get a visual on how to locate the labels on the windows. You can also take photos of the labels on the windows and submit with the form. It will always be the white labels with all the information we need

Window Manufacturer	Window Identification Number (A unique number for each window!)	Top or Bottom Sash	Location of Window (1 <sup>st</sup> /2 <sup>nd</sup> floor)
If this is a Picture Window we will need the dimensions of the entire opening		If this is a slider door or window please specify if side with locks or without locks	

**STEP 4:** Please describe the issues/concerns that you are experiencing.

**STEP 5:** Please email this Service Request Form (completely filled out to the best of your knowledge), **along with a copy of your original Contract and the original warranty paperwork** to: [info@alliedsidingandwindows.com](mailto:info@alliedsidingandwindows.com)

ONCE YOUR COMPLETED INFORMATION IS SUBMITTED, WE WILL CONTACT YOU IN THE ORDER IN WHICH IS WAS RECEIVED

## **Warranty and Service FAQ**

### **My window will not lock**

This is usually due to the top sash moving down. Push the top sash up and the bottom sash down (opposite directions). The meeting rail should line up and allow the window to lock.

### **The bottom sash on my window will not operate**

This is generally a result of the sash coming out of the clip in the frame. Often the clip is then 'jammed' to the bottom of the window not allowing you to put the sash back in the clip. If the clip is jammed down, take a flat head screwdriver and gently pry the clip up at least ½ inch from the bottom of the window. The sash should then be able to be seated in the clip.

### **What maintenance is covered?**

General maintenance is not covered by manufacturer or Allied warranties. In fact, lack of regular maintenance can void some warranted items. So – things like general cleaning of siding and replacing broken down caulk ARE NOT covered but ARE recommended. For details on cleaning and caulk, visit the applicable manufacturer web site below.

### **What is seal failure?**

Seal failure is when the IGU (insulated glass unit) in a window fails and allows air to enter the sealed unit. This will result in significant fogging of the glass within the sealed unit. So – try to clean the windows and determine if the fogging is on the inside of the unit.

### **The shingles on my new roof look wavy.**

Shingles are fairly rigid. They take time to completely flatten on the flat surface of your roof. Depending on the time of the year (outside temperature), it may take a few weeks for the shingles to all lie down.

Resources to find more information:

[www.owenscorning.com](http://www.owenscorning.com)

[www.jameshardie.com](http://www.jameshardie.com)

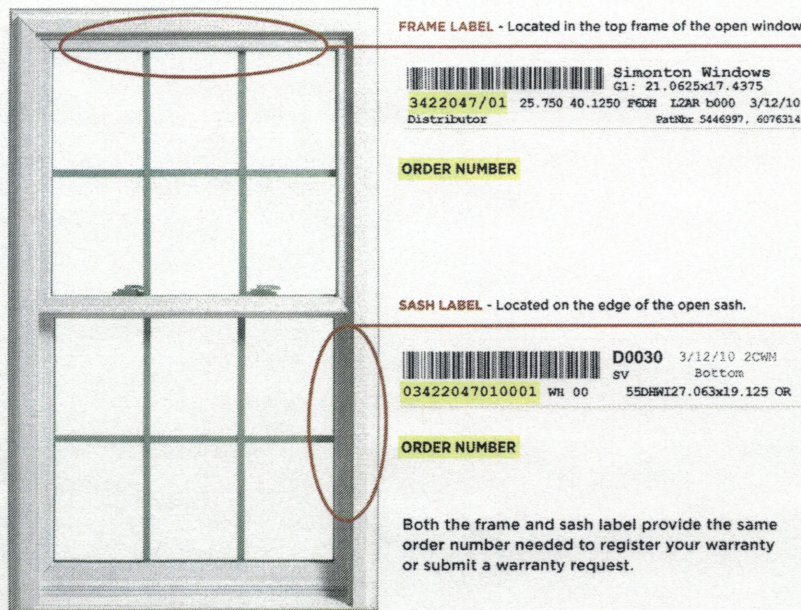
[www.neumadoors.com](http://www.neumadoors.com)

[www.simonton.com](http://www.simonton.com)

[www.provia.com](http://www.provia.com)

## HOW TO FIND YOUR WINDOW ORDER NUMBER

Locating your order number is essential to [registering your warranty](#) or [submitting a form](#). See the image below to better understand where to locate your order number on your unit.



*If you still have issues locating the labels to identify your Order Number you can contact Simonton Service at 1-800-SIMONTON.*



990 Village Square Drive  
Suite Q  
Tomball, TX 77375

## CREDIT CARD AUTHORIZATION FORM

Customer Name as it appears on Credit Card:

Card Number:

Card Type: (Check one)

VISA     AMERICAN EXPRESS     MASTERCARD

ZIP CODE Card is billed to:

Expiration Date of Card: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Authorization Code: \_\_\_\_\_

I authorize \$ \_\_\_\_\_ to be charged to my Credit card listed above.  
DOLLAR AMOUNT

Signature \_\_\_\_\_

Date \_\_\_\_\_