## WINDOW & DOOR REPLACEMENT



# OPEN YOUR DOOR TO A JOB WELL DONE<sup>™</sup>

# **ABOUT US**

IMPROVING HOMES SINCE 1972



### Since Day One, Our Commitment Has Been to Your Complete Satisfaction

It has been our family's philosophy from the very beginning when two brothers began their dream: offer you the highest quality products and the best professional installation, all backed by a commitment to your total satisfaction. That's how we started in 1972 and it's the way we continue to serve you today. From the very first meeting, we put our family's name and reputation on the line.

It all begins the moment our home professionals guide you through the decision

process. They will help you understand the many product features and benefits that quality products like Andersen® Windows and ThermaTru® Entry Doors offer you and your home. The transition from ideas to reality is seamless. Our trained and certified installers provide the highest level of workmanship and the peace of mind that the job was done right. You work with one company for the duration of your project, making it easy for you from consultation to installation.

We don't stop here. We make sure you are completely satisfied with your experience by offering you our Peace of Mind Guarantee for as long as you own your home.

### **Our Company History**

2



# **EXPERIENCE THE C&L WARD DIFFERENCE**

Our services go beyond sound advice and the guaranteed lowest prices. As a family owned company with more than 45 years of expertise, we are committed to providing you with exceptional service and unsurpassed craftsmanship for you and your home. See for yourself the difference our standards for quality and service will make in your project experience.



We are Midwest-based and family-owned and operated for over 45 years. Fully licensed and insured with four showroom locations for your convenience.



We are classified as a preferred installation company for our products. Our team is trained and certified by product manufacturers and industry associations.



Because of the length of time in business and our low complaint history, C&L Ward has been awarded the prestigious A+ Rating by the Better Business Bureau<sup>®</sup>.



Dedicated service & repair department that provides afterthe-sale service on all C&L Ward project installations as well as servicing our other products when in need of repair.



2007

We open an e-commerce

division specializing exclusively

in vintage Andersen window &

door parts. WindowParts.com

is the largest Andersen parts dealer in the country.

Nationally recognized within the top 100 exterior remodeling firms amongst thousands of remodeling companies in the United States.



Proud member of GuildQuality®, a customer satisfaction surveyor. We maintain a 95% Satisfaction Score in both Quality of Materials and Quality of Workmanship.

### C&L Ward survives by shifting focus to remodels



#### 2018

We open our newest location in Chicagoland, and begin offering our expert window & door replacement and repair services.



C&L Ward Andersen Windows



# 2010 Ure open our third

Michigan showroom, allowing us to serve residents in the Detroit Metro market with our products and installation services.

# **2011** Entering into the roofing business, we quickly become one of the area's largest roofing companies.

**2013** After numerous client requests, we add composite decking to our list of exterior remodeling services.



# SATISFACTION

# OPEN YOUR DOOR TO A JOB WELL DONE



# The Process is Simple...

From coordinating an initial appointment to settling your final balance, our staff is trained to make your replacement project as easy as 1-2-3!

#### **IN-HOME ESTIMATE**

1

2

3

Let our knowledgeable professionals guide you through your home improvement project. We will assist you in determining what products meet your individual needs, style and budget, give you an in-depth product demonstration and present you with a written proposal that is valid for 30 days.

#### **PROFESSIONAL INSTALLATION**

When choosing C&L Ward<sup>®</sup>, you have selected skilled, trained, and certified window and door experts. Next, our Installation Professionals will arrive when scheduled to install the quality products you have purchased. We also clean up and dispose of old materials and debris.

#### **PEACE OF MIND GUARANTEE**

Now just sit back and enjoy the beauty, comfort and peace of mind that goes along with knowing you have the highest quality products installed by specialists! Our Peace of Mind Guarantee provides you with many years of worry-free beauty, comfort, & performance. We guarantee it!

# SATISFACTION



### When We Finish Your Installation, We've Actually Just Started

To make sure you are completely satisfied with our work, you will receive a *Satisfaction Survey* from Guild Quality. It will enable you to "Grade" our performance and your level of satisfaction with our company.

### **Service After The Sale**

GUILD 🔍 UALITY.

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in of how to

ation, how satisfied were yo ime between ordering and of the installation crew?

We would like to get your seedback on the C & L Ward experience you had when you Please tell us how salistified you are by dricting one number between 1 and 10 marc

fied are you with your C & L Ward In Home Cons

35 - 44 yrs

Satisfaction Scorecard

d our products for your h to your level of selected

> 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10 1 2 3 4 5 6 7 8 9 10

YES NO

ely Extremely <sup>1</sup> 2 3 4 5 6 7 8 9 10

Long after your project is completed, C&L Ward is here to provide you with years of worry-free support. As a member of the Andersen Dealer Service Network, our staff of in-house service technicians is ready to service your products should the need ever arise. Rest assured, help is just a phone call away.





### For As Long As You Own Your Home

Peace of mind. Many companies promise it; however, few really deliver it. At C&L Ward, all of our window and door installations are backed by a written workmanship guarantee. Should a problem ever arise due to the quality of our installation, C&L Ward will correct the problem at no cost to you, for as long as you own your home.

# **WORRY-FREE INSTALLATION**

# WHO WILL YOU TRUST TO DO THE JOB RIGHT?

# **Mindful Preparation**

We know your home is your castle, and we take great care and respect to protect it as you would. Before the installation begins, we carry out steps to preserve your floors, walls, and any furniture in the area of the project.

## **Expert Installation**

As an Andersen Certified Installer, we are specifically trained and certified by Andersen to install Andersen windows and patio doors. Since 1972, C&L Ward has installed over 175,000 windows and doors and we stand behind our workmanship for as long as you own your home. Andersen provides an additional two year Warranty on all Andersen windows and patio doors we install.

# Thorough Cleanup

Just as we prep the space, we clean it too! Our team removes all old materials and tools used so you will feel as if we weren't even there.





17

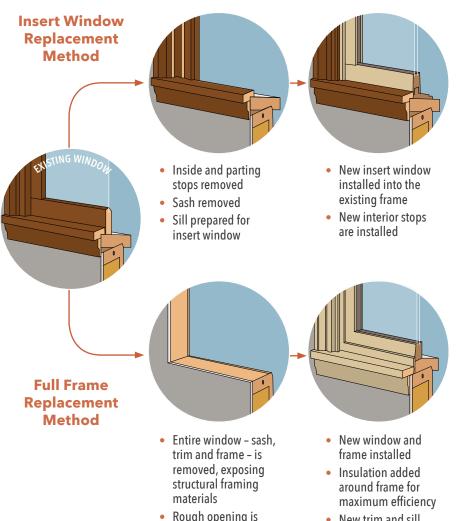
and the



# **INSTALLATION METHODS**

## **Installation Methods**

Because every home is unique, C&L Ward offers both insert and full frame window replacement. No matter which method you choose, you can be assured that your new windows will be custom manufactured according to precise measurements and exact specifications.



- Rough opening is prepared to accept . the new window
- New trim and sill
- material installed

Replacement Features	Full Frame	Insert
Replaces window frame, casing and sill	V	×
Preserves original interior trim	×	V
Sill water & wind protection	<ul> <li>✓</li> </ul>	×
New insulation between frame & home	<ul> <li>✓</li> </ul>	×
Maximum energy-efficiency	<ul> <li>✓</li> </ul>	×
Increased visible glass area	<ul> <li>✓</li> </ul>	×
Low-maintenance materials	<ul> <li>✓</li> </ul>	×

# **ALL ABOUT ANDERSEN**

Founded in 1903, Andersen Corporation quickly revolutionized the way windows were built and installed. Over the years, Andersen has introduced many industry firsts, and continues to be a leader in producing products that last longer, look better and function smoothly. We strongly endorse their products for high quality, aesthetics, and energy efficiency. When you purchase Andersen windows and doors, you're purchasing time-tested innovation, and a piece of history that will last for years to come.

### **Andersen Values** We Alian With

**INNOVATION** Products, services and a customer experience that is different and better;

**INTEGRITY** Always striving to do the right thing;

**EXCELLENCE** A drive for quality in all they do;

**CORPORATE CITIZENSHIP** Living in harmony and making a positive difference in the environment and the communities in which they live and work; and,

**PARTNERSHIP** Working to achieve a win win relationship with customers, suppliers, employees and all who do business with them.





# WINDOW & DOOR TYPES



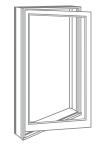


#### WINDOW OPTIONS



#### **HUNG WINDOWS**

Hung windows have two vertically sliding sash (glass panels) in a single frame. Hung windows lift open while remaining flush with the wall, making them ideal around patios, decks and walkways.



**CASEMENT WINDOWS** 

Casement windows are hinged windows that open outward to the right or to the left. They're common above kitchen sinks and give you the flexibility to group in stunning combinations. French casement windows feature side-by-side left- and right-opening sash with no center mullion post. Push out casement windows feature a manual lock handle to push open the window.



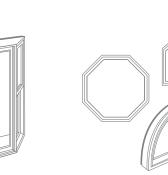
AWNING WINDOWS

Awning windows are hinged at the top and open outward. They catch breezes from the left or right and are often used above, below or alongside stationary windows. Push out awning windows feature a manual lock handle to push open the window.



#### **GLIDING WINDOWS**

Gliding windows feature two or three sash, with at least one of the sash sliding past the others. They provide the advantages of double-hung windows with a more contemporary look.



#### **SPECIALTY WINDOWS**

Specialty windows are stationary, non-opening windows characterized by their special shapes, including curves and dramatic angles. They can make a signature statement in your home or provide a delicate lighting accent.

# OUT WITH THE OLD IN WITH THE NEW

Window replacement doesn't mean you have to put in the same type of window as your old one. For example, put a new, convenient casement window in place of your old and hard-to-operate double-hung. If you're changing window type, however, be sure to verify that the new windows meet codes in your area.



Bay and bow windows are window combinations that project outward from a home. E-Series bay and bow windows create a focal point that is visually striking.

# WINDOW & DOOR TYPES



#### **PATIO DOOR OPTIONS**



#### **GLIDING PATIO DOORS**

Gliding patio doors have at least one door panel that slides smoothly past another door panel. Choose from our gliding patio or French gliding patio door styles. Both are available with two or four panels.



#### **HINGED INSWING PATIO DOORS**

Available with one or two panels, with at least one panel that swings inward, which saves space on balconies, small decks and patios.



#### **HINGED OUTSWING PATIO DOORS**

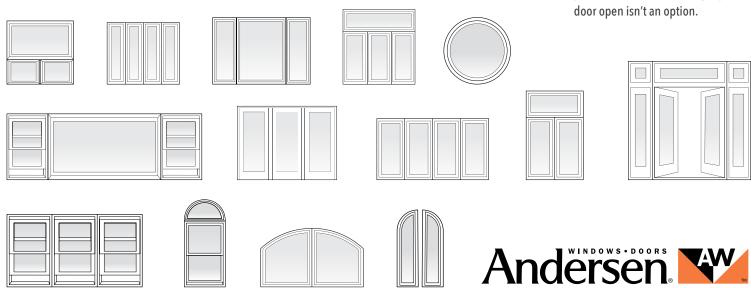
Available with one or two panels, with at least one functioning panel that swings outward, allowing for more usable space inside a room.



#### **TRANSOMS & SIDELIGHTS**

Transom windows go above a door while sidelights flank one or both sides of the door. Alone or combined, they can turn your entry into a focal point while letting more natural light into your home's entryway. Many options are available, including a venting sidelight that allows fresh air into your home even when keeping the door open isn't an option.

#### **COMBINATIONS** Explore the many possibilities of putting shapes and sizes together.



# **CHOOSING YOUR WINDOWS**



### What is the Difference Between Andersen Windows Series?

We carry four different series of Andersen windows at C&L Ward to provide the exact combination of economy, performance, aesthetics and architectural authenticity for any type of home and your personal style:

- Fiberglass Series
- Aluminum Clad Series
- Vinyl Clad Series
- Fibrex Series

Finding what is right for your project can get tricky with so many options to choose from. Any questions can be answered by one of our trained consultants!





# **CHOOSING YOUR WINDOWS**

### **Fiberglass Series**

This is Andersen's premium window line. It features beautiful wood interiors, and incorporates a combination of fiberglass, Fibrex® and Perma-Shield® on the exterior. What sets this series apart is the attention to architectural detail, and wide selection of colors and wood species. It's a popular choice among architects and designers seeking to create an authentic architectural or historical style. The Fiberglass Series is also the best performing and most energy efficient window series from Andersen, making it a great choice for anyone seeking an exclusive top-quality window.

### **Aluminum Clad Series**

This is Andersen's most customizeable window line. Formerly known as Eagle Windows and Doors, Andersen Architectural Collection Aluminum Clad windows have an extruded aluminum exterior with over 50 colors in it's extensive color pallet and has become the go-to for specialized options like custom radius windows and specialty shapes. The interior of the Aluminum Clad Series is available in more than 6 wood species and allows the most options for matching finishes.

## **Vinyl Clad Series**

Andersen Vinyl Clad Series windows have beautiful wood interiors and tough Perma-Shield® exteriors. The Perma-Shield exterior was formulated by Andersen in 1966 to enable wood windows to have tough vinyl exteriors. Perma-Shield exteriors are low-maintenance and do not require any painting. This time-tested series is our most popular choice for Andersen replacement windows.

### **Fibrex Series**

Andersen Fibrex Series is a superior alternative to vinyl windows, because they are made of composite Fibrex material. They are highly durable, energy efficient, and eco-friendly. Fibrex material is made with 40% reclaimed wood fiber and 60% thermoplastic polymer. Most of the Fibrex material is regenerated, making it sustainable and earth friendly. It also reduces VOC emissions because there are no wood treatments or painting needed. Andersen's Fibrex material is amazingly tough and will not fade, blister, peel, or flake.

#### **EXTERIOR OPTIONS**

Price: \$\$\$\$

Price: \$\$\$\$

Price: \$\$\$

Price: \$\$





#### **EXTERIOR OPTIONS**

50 Standard Colors, 7 Anodized Finishes & Custom



#### **INTERIOR OPTIONS**

10 Wood Species, 13 Standard Colors & Custom



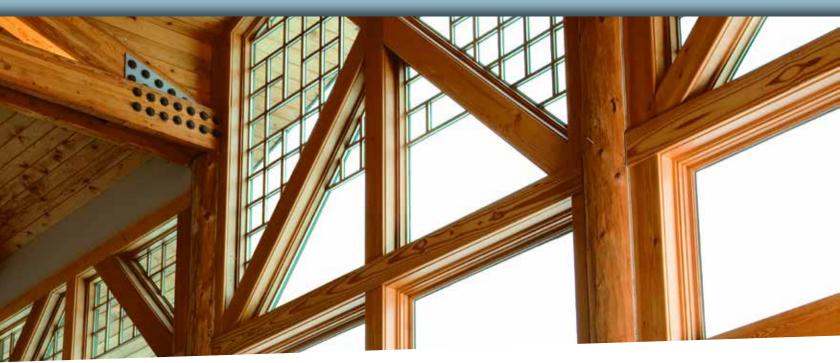
#### **EXTERIOR OPTIONS**



#### **EXTERIOR OPTIONS**

6 Standard Colors
INTERIOR OPTIONS
4 Standard Colors

# **GLASS OPTIONS**



### **High-Performance Glass**

Glass can affect energy efficiency more than any other part of a window or patio door - and not all glass performs the same. Some does a better job at insulating your home, while others provide greater

# Andersen.

clarity. You can even choose glass to filter out specific kinds of light. Andersen offers one of the industry's widest arrays of glass options, enabling you to find the right choice for your climate and your home.

### **Performance Comparison of Andersen Glass Options**

	ENERGY		LIGHT	
	U- FACTOR	SOLAR HEAT GAIN COEFFICIENT	VISIBLE LIGHT TRANSMITTANCE	UV PROTECTION
Glass	How well a product prevents heat from escaping.	How well a product blocks heat caused by sunlight.	How much visible light comes through a product.	How well a product blocks ultraviolet rays.
<b>SmartSun</b> Thermal control similar to tinted glass, but with the visible light transmittance of clear glass.	***☆	****	<b>★★</b> ★☆	****
SmartSun with HeatLock <sup>*</sup> Coating Applied to the room-side surface, it reflects heat back into the home and improves U-Factors.	****	****	***	****
Low-E4/Low-E Outstanding overall performance for climates where both heating and cooling costs are a concern.	<b>★★★</b> ☆	***☆	***☆	★★★☆
Low-E4 with HeatLock <sup>*</sup> Coating Applied to the room-side surface, it reflects heat back into the home and improves U-Factors.	****	★★★☆	★★★☆☆	***☆
Sun Outstanding thermal control in southern climates where less solar heat gain is desired.	<b>★★★</b> ☆	****	*****	★★★☆

#### **PATTERNED GLASS**

Patterned glass lets in light while obscuring vision and adds a unique decorative touch to your home.





Reed

#### Low-E4<sup>®</sup> Glass

Outstanding thermal performance for climates where both heating and cooling costs are a concern. It is up to 56% more energy efficient than ordinary dual-pane glass\*

#### Low-E4 SmartSun<sup>™</sup> Glass

It gives you the benefits of Low-E4 glass, plus it helps shield your home from the sun's heat and filters out 95% of harmful UV rays while letting sunlight shine through.

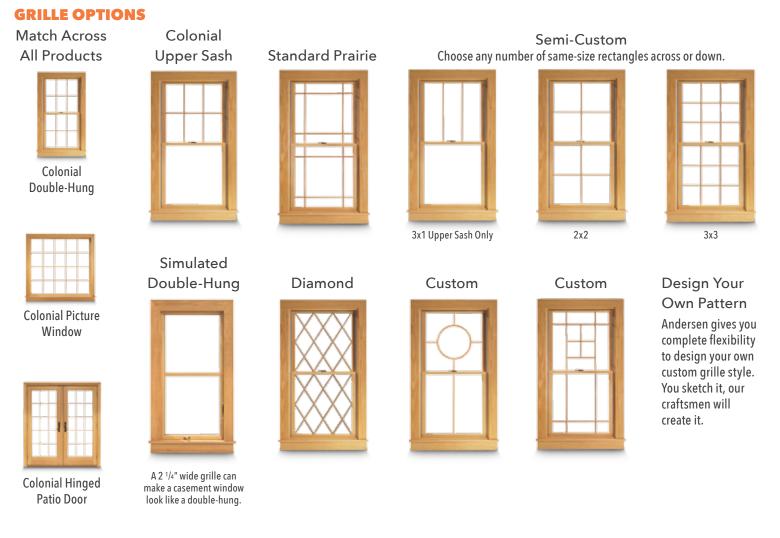
#### Low-E4 Sun Glass

It's tinted for maximum protection from the effects of intense sunlight while providing all the benefits of Low-E4 glass.

Obscure

## **Grilles - Patterned After You**

Andersen windows and patio doors offer a variety of grille types and grille patterns, making it easy to fit both you and your home's style. For a signature look, we'll work with you to create custom grille designs.



#### **GRILLE CONFIGURATIONS**

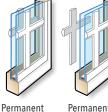


Permanent Exterior Permanent Interior with Spacer

#### FULL DIVIDED LIGHT

Give your window an authentic look with full divided light grilles that are permanently applied to the interior and exterior of your window with a spacer between

the glass.



Permanent Exterior Removable Interior

#### SIMULATED DIVIDED LIGHT

Simulated divided light offers permanent grilles on the exterior and interior with no spacer between the glass. We also offer permanent exterior grilles with removable interior grilles, available in natural wood or prefinished white.



Removable Finelight™ Interior Grille Grilles Betweenthe-Glass

#### CONVENIENT **CLEANING OPTIONS**

Removable interior grilles come off for easy cleaning. Andersen Finelight grilles are installed between the glass panes and feature a contoured 1" or 3/4" profile.

### **GRILLE WIDTHS**

(actual size shown)



Exterior

Interior

Permanent





1 1/8"

# **SCREEN OPTIONS**



### Screen Out the Insects, Not the View

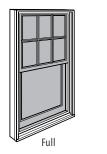
Bring a whole new level of protection and style to your windows and doors with Andersen insect screens – including the innovative TruScene® insect screen technology. Optional insect screens are included and available for all window and door products. Patio doors feature conventional Andersen fiberglass insect screens. For windows, choose aluminum insect screens, or TruScene insect screens that provide a clearer view, help bring the outdoors into your home and are less noticeable from the street.

#### **TRUSCENE INSECT SCREENS – 50% GREATER CLARITY**

Made with a micro-fine stainless steel mesh that's one-third the diameter of conventional insect screen wire, TruScene insect screens provide 50% more clarity than conventional Andersen insect screens. They allow more fresh air and sunlight in, while keeping out small insects.



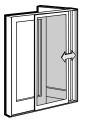
### Screen Configurations WINDOW OPTIONS





Full insect screens are available for venting windows. Andersen also offers the option of half insect screens for the lower sash of double-hung windows.

#### PATIO DOOR OPTIONS



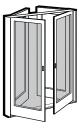
Single Top-Hung Gliding for gliding and inswing doors



Single Gliding for gliding and inswing doors



doors



Double Hinged for inswing doors

Several styles of patio door insect screens are available, including a new top-hung gliding design. All patio door insect screens have a long-lasting fiberglass screen mesh with a charcoal finish. Available in colors to match the exterior of the door.

#### **FRAME OPTIONS**









All insect screens for casement, awning and transom windows are available in multiple finishes and stained wood interiors.\* Insect screens installed on the exterior of windows and patio doors have frames that match the exterior color of the unit.

Stone

White

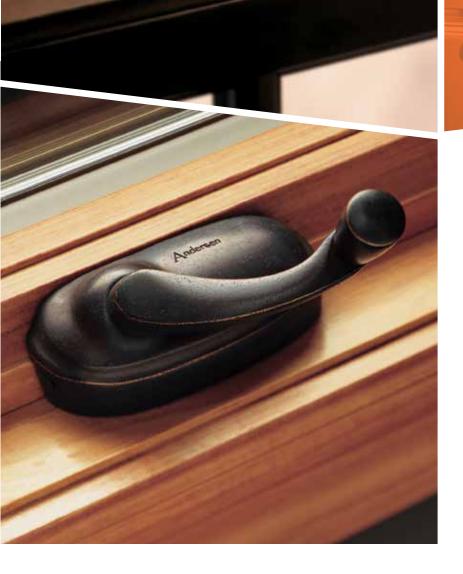
Gold Dust

Clear Coated Pine

14 TruScene\* insect screens are not available on patio doors. All comparisons are made to Andersen aluminum insect screens. \*Availability depends on window series, please ask your In-Home Consultant for details.

# HARDWARE OPTIONS

# EXPERIENCE UNLIMITED INNOVATION



# The Depth is in the Details

Andersen has thought of it all. From hung and gliding window hardware that automatically locks when closed, to casement and awning hardware that folds down so it does not interfere with window treatments. Andersen Hardware is designed for timeless appeal and manufactured with durable finishes to last decades in your home. Distressed bronze and oil rubbed bronze are "living" finishes that will change with time and use, resulting in an authentic patina adding even more character to your new windows and doors. Options represented on the following pages are just the tip of the iceberg, so ask your consultant for details on the finishing touches for your project.

#### **HARDWARE FINISH OPTIONS**

Available finishes vary by series, type, and design of individual product. Some hardware matches the product color. Swatches shown here are the full breadth Andersen has to offer. Please ask your consultant for details.



# WINDOW HARDWARE

#### **HUNG HARDWARE**

#### Woodwright<sup>®</sup>

Antique Brass | **Black** | Bright Brass Brushed Chrome | Distressed Bronze Distressed Nickel | Gold Dust Oil Rubbed Bronze | Polished Chrome Satin Nickel | Stone | White



#### Tilt-Wash

STANDARD: Stone | White OPTIONAL: Black | Gold Dust



#### Estate™

Antique Brass | Bright Brass Brushed Chrome | Distressed Bronze Distressed Nickel | Oil Rubbed Bronze Polished Chrome | Satin Nickel



**Fibrex Series** Black | Dark Bronze Sandtone | White



#### Slim Line Antique Brass | Black | Dark Bronze Sandtone | Satin Nickel | White



#### **CASEMENT AND AWNING HARDWARE**

#### Estate

Antique Brass | Bright Brass Brushed Chrome | Distressed Bronze Distressed Nickel | Oil Rubbed Bronze Polished Chrome | Satin Nickel



#### Classic Series<sup>™</sup> Stone | White



**Traditional Folding** Antique Brass | Black | Bright Brass Distressed Bronze | Distressed Nickel Gold Dust | Oil Rubbed Bronze Satin Nickel | Stone | White



**Contemporary Folding** Black | Bright Brass | Gold Dust | Oil Rubbed Bronze | Satin Nickel | Stone | White



**Fibrex Series** Antique Brass | Black | Dark Bronze Sandtone | Satin Nickel | White



#### **GLIDING HARDWARE**

Antique Brass | Black | Bright Brass Brushed Chrome | Distressed Bronze Distressed Nickel | Oil Rubbed Bronze Polished Chrome | Satin Nickel Stone | White





#### **OPTIONAL LIFTS**

### Estate



Hand Lift 



#### Traditional

Antique Brass | Black | Bright Brass | Brushed Chrome | Distressed Bronze | Distressed Nickel Gold Dust | Oil Rubbed Bronze | Polished Chrome | Satin Nickel | Stone | White





# **Availability Key**

• Fiberglass Series • Aluminum Clad Series • Vinyl Clad Series • Fibrex Series

Hinged

# **TRIM & PREFINISH OPTIONS**





### **Exquisite in Any Case**

Casings are used to frame the interior of windows and doors. Available in a variety of sizes, shapes and finishes, casings can create an opening frame that draws attention and brings out the beauty of any door or window. Just like with the type of product, choosing the right casing and trim to compliment your home's architectural style is easy with the help of our trained consultants.

#### WINDOW CASING METHODS





Deluxe Trim with Sill

Picture Frame

#### **CASING TRIM PROFILES** All shown at 50% scale.

Availability in: 

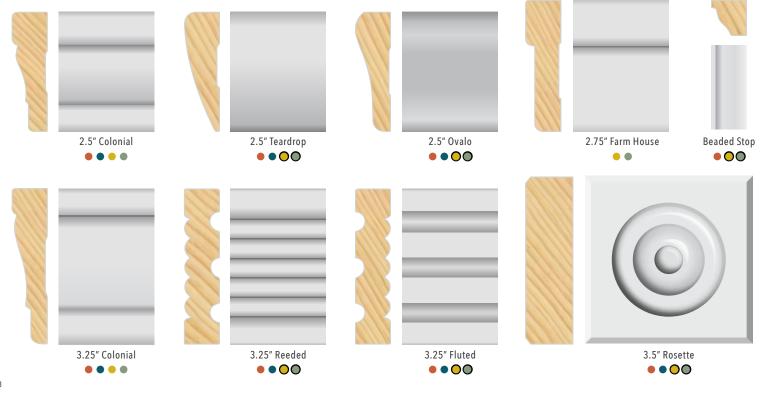
Pine

Oak

Standard White

Paintable

C Standard White and Paintable in these profiles will be finished pine, or unfinished if chosen



# **TRIM & PREFINISH OPTIONS**



### **The Finishing Touch**

Leave the work and time of staining or painting your new windows and doors to our finishing craftspeople in our own exclusive prefinish shop. Our complete seven step finishing process will bring out the true beauty of your windows and doors to last years in your home. All you have to do is choose the finish you desire. Our design professionals will help you select from several different *Sherwin-Williams*<sup>®</sup> stains and a rainbow of paint colors to provide that one-of-a-kind look for your home. The number of steps in the C&L Ward FinishRight process that provides your windows and doors with the perfect professional finish.

#### **STAINED INTERIOR OPTIONS**



Finishing process

### Why Choose Our Process?

When we're done, *you're* done
No odors or fumes in your home
No disruption to your daily routine
No worries about a mess or spills
No excess materials to dispose of
No time off work or wasted weekends



Clear Coat



# OPEN YOUR DOOR TO A JOB WELL DONE

#### **CHICAGOLAND**

520 Windy Point Dr. Glendale Heights, IL 60139 630-868-9115

#### **METRO DETROIT**

41460 Grand River Novi, MI 48375 248-468-1069

#### **GREATER FLINT**

9284 Lapeer Rd. Davison, MI 48423 810-653-3719

#### **GREAT LAKES BAY**

4545 Bay Rd. Saginaw, MI 48604 989-684-3360



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C&L Ward and our partners are proud to be members of:

