Know the casement.

A white frame. A bronze sash. Two different assemblies.



EXTERIOR CASEMENT / CONTRASTING COLORS USED TO IDENTIFY PARTS

The frame

The stationary perimeter assembly.
Stays attached to the opening.

The sash

Holds the glass and opens as one panel.
Shown closed in this illustration.

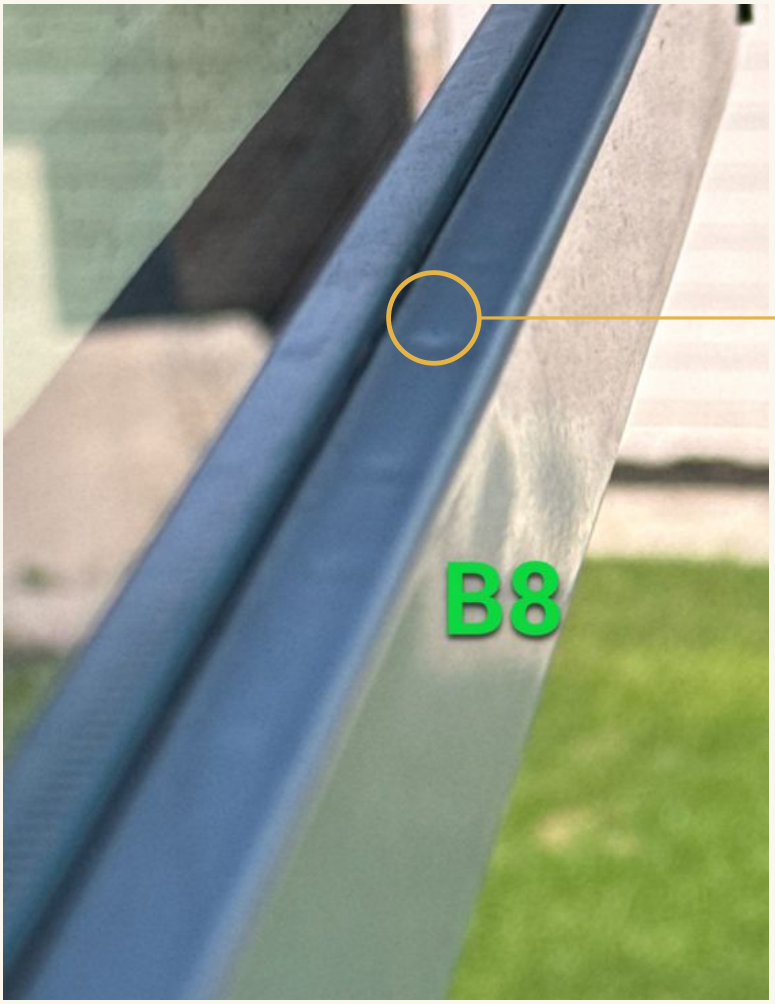
Cladding covers both assemblies.

Aluminum covers the exterior of the **frame and sash**.
For a hail claim, identify which assembly is damaged.

Illustrative rendering; profiles vary by product. Color contrast is for teaching, not a specified product configuration.

See the damage.

Real project inspection. 18406 Howe Street. Opening B8.



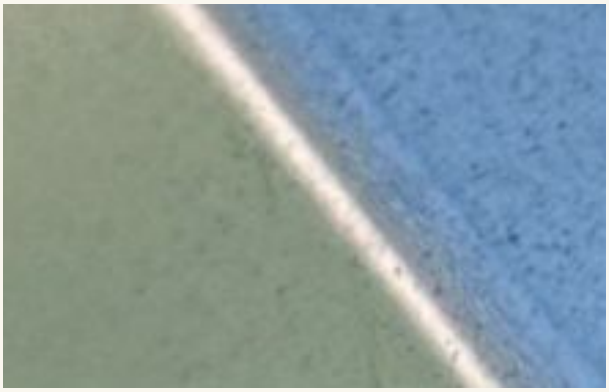
The affected component

B8 sash cladding.
Name the assembly before discussing a repair.



1. An indentation in the cladding

Use light and an angled view
to make the surface change visible.



2. Look along the folded edge

Same B8 sash, second angle.
Check the edge profile as well as the face.

Locate

Show the elevation
and opening ID.

Identify

Sash or frame?
Mark the component.

Document

Whole opening, detail
and another angle.

At the glazing edge: document any visible deformation or seal disturbance.
A dent alone does not prove leakage; have uncertain conditions evaluated.

Photos: Scott Dunfield / CompanyCam, Howe Street additional-damage report, pp.3-4. Original B8 labels retained.

What gets replaced?

The repair depends on the product, construction and retained frame.

Sash replacement



Replace the sash.
Keep the suitable existing frame.

Full-frame replacement



Replace the frame and sash.
The old window frame is removed.

Yellow outlines show the assembly being replaced. Illustrations explain scope; they are not job-specific product details.

A real project example

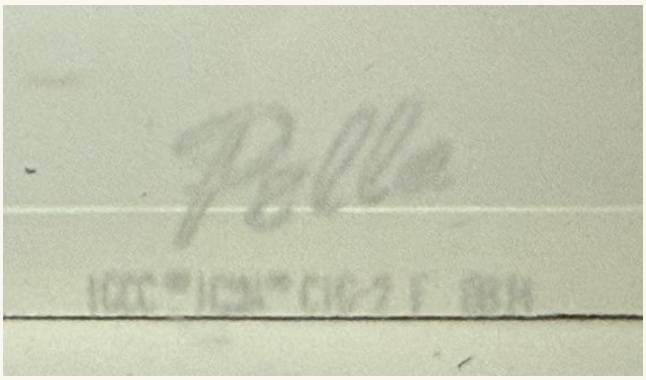
17523 Patrick Avenue / 2007 ProLine
All-operating units: sash replacements. Fixed-containing units: full-frame Lifestyle replacements because the fixed windows were permanently screwed into their frames. **One house, two scopes.**

Before promising a repair: have Scott verify compatible service, construction and frame condition. Omaha/Lincoln policy requires full-unit replacement for products **over 20 years old**; distorted frames may require it sooner.

Sources: Patrick Avenue proposal 9/23/26, p.1; Omaha/Lincoln Sash Replacement Memorandum, March 2021.
Proposed repair scope does not establish insurance coverage. Exact parts and finish/restoration scope require verification.

Date the window.

The house age is a clue. The exact window is the evidence.



Actual product marking / N. 177th Street report, p.3.

Start with identification

Photograph the full glass marking or unit label, plus the whole opening and its configuration.

Send it to Scott for product and date verification.
A quote's service-date range is not the unit's date.

Two checks before choosing the repair.

01

Is the product discontinued?

Scott confirms the exact product and discontinued status.

YES: FULL-FRAME REPLACEMENT

02

Is the window over 20 years old?

Pella Omaha/Lincoln policy applies even if parts are available.

YES: FULL-FRAME REPLACEMENT

If neither applies, sash replacement may be possible.

Scott verifies the construction, existing frame condition and compatible replacement before a repair is promised.

For this training: discontinued product = full-frame replacement. Age policy: local March 2021 memorandum.
Exact product identification and repair scope require Scott/Pella verification.

Make the scope clear.

One opening ID. Matching photos. A supported repair recommendation.



Locate the opening

Howe Street: F1 / front elevation.



Show the component

F1 / sash-cladding inspection detail.

A suggested explanation

"At F1, we identified Pella ProLine. These photos document the sash-cladding damage. Pella's proposed scope is sash replacement, retaining the existing frame. The quote details the service and finishing work. **What additional documentation would help your review?**"

Identify

Product, vintage and configuration.

Document

Opening ID, affected part and observed condition.

Support

Pella's written scope and reason for the repair.

Send a clean claim package.

Use the homeowner/insurance quote and matching photos.
Remove contractor-pricing copies and internal notes before forwarding.

Photos: Scott Dunfield / CompanyCam, Howe Street report pp.13-14. Scope reference: proposal 9/16/26.
Describe observed effects; do not infer leakage from a dent alone. The insurer determines coverage under the policy.

Always ask about windows.

Every exterior project is a chance to understand what the homeowner wants.



Retail conversation

“Any rooms that feel drafty, too hot or cold? Any windows that are hard to open?

If you could change one thing, what would it be?”

Storm conversation

“We'll document the damage and have Pella verify the scope.

If replacement is approved, let's also price the features you would prefer.”

Listen for the opportunity.

Comfort

Explore an appropriate glass/performance option.

Appearance

Discuss material, color and finish.

Everyday use

Explore operation or privacy features.

Always offer a relevant upgrade.

“Would you like to see the standard option and the additional cost for the features you really want?”

Insurance jobs: an approved base allowance may make the upgrade difference manageable. Show the actual difference separately; deductible and claim terms still apply. Scott verifies available options and compatibility.