



# WINDOW PRODUCT HOTLINE

— Window Product Update from Gentek Building Products Inc. —

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January 20, 2011

## Shaped Window Measuring and Template Guidelines

It is important to refer to your price book or the Tech Center ([www.gentekwindows.net](http://www.gentekwindows.net)) to determine the rules and required measurements for shape models before placing an order. Sending physical templates can potentially cause extended deadlines. By using the existing tools, there should seldom be a need for sending a template.

However, if a template is needed we ask that you follow the guidelines below to ensure a smooth ordering process and accurate window production.

### Reasons a Template May be Needed:

- When the requested shape does not match existing shapes found in the price book.
- If you are not sure if it is an Eyebrow or an Ellipse
- If the order includes a custom radius on an applicable shape (Eyebrow with or without a leg; Half Eyebrow with or without a leg; Quarter Arches with and without a leg).

### Creating a Template

Templates should be constructed of cardboard, foam board, coroplast or paper. Please do not send plywood or sheet metal as we cannot hang heavy material on our digitizing board. *A template sent using material other than specified above may be rejected and a new template required.*

Templates must reflect **exact** window sizes. We cannot use the template if cut backs are requested.

**All shapes have mathematical rules; we cannot produce (for example) a shape such as an Ellipse if it falls outside of the rules for this model.**

Be certain to double check the template, measure it and clearly write dimensions on the template itself (reference measuring guide below). The dimensions must match those indicated on the actual order. Also write the company name, account number, phone number, and PO number on the template.

### Packaging/Shipping

Package the template carefully for shipping to protect the corners and edges from distortion. Do not ship it on your window truck. Send via UPS or Fed Ex, along with your contact information, to:

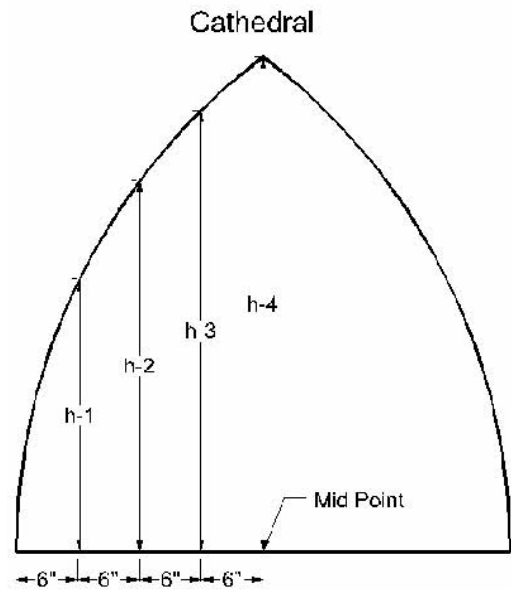
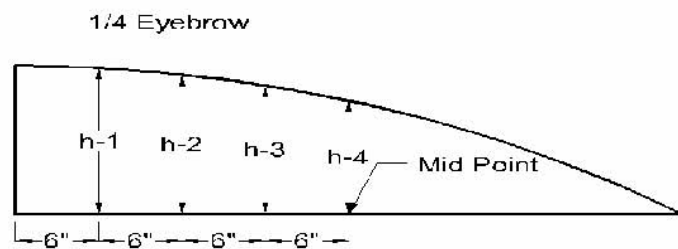
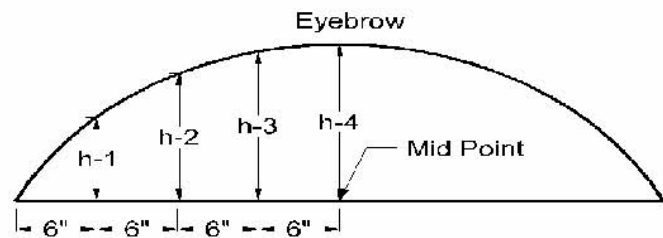
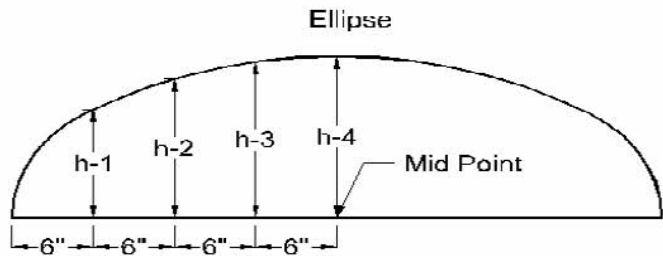
Associated Materials  
Customer Service Dept.  
C/O (Your Customer Service Representative)  
3773 State Rd.  
Cuyahoga Falls, OH 44223

## Once Template is Received

The template will be digitized and sent to you for sign off or adjustment. We will not release for production until we receive a sign off. Once sign off has been received, the order will be produced accordingly. *Templates will not be returned once window product has shipped.*

## Measuring Guide

**Templates can be avoided by providing heights at every 6" segments using below guideline.**



Shelly Cirino  
Technical Communications Coordinator