

OH NO, I BROKE A WINDOW!



Do I need a glass or window company?

from the experts at DunRite Windows & Doors

REPAIR VS. REPLACE

Rocks flung by a weed trimmer, a missed baseball sailing through the air, break-ins when a key goes missing... broken windows happen all the time.

So what can you do? Who do you call? In most cases, the solution is a glass company, not a window company. A quick Google search using "glass repair" or "glass replacement" should bring up a nearby local business to fix the glass.

They won't actually repair the glass, of course, since it's not like you can glue or melt glass fragments back together--but they will replace the glass, leaving the window frame intact.

Even you have double- or triple-pane windows, or windows with gas insulation between the panes, a glass company can still do the job. They simply remove the insert with the broken glass, and replace it with a new insulated glass unit.

In contrast, a window company only installs new product, not parts; they replace the entire window unit: glass, frame, sashing, hardware and all. Why pay for that if you just need glass?

They also won't usually replace just one or two windows - they only do whole home window replacements.

IS IT SINGLE-PANE OR 25+ YRS OLD?

If so, you might skip glass replacement, and go straight to a windows company for a quote to replace the windows. All of them. Newer windows are substantially more durable and energy efficient.

If that isn't what you want, a glass company can handle the job. One caveat? If the frame is broken, along with the glass, call a handyman, instead. The window has to be replaced, which glass companies don't do. It wouldn't be a good fit for a window company, either, since it's too small of a job to meet their minimum purchase requirements.

DOES IT LEAK/FOG?

Windows with condensation or cracked rubber spacers between the panes of glass can signify broken seals, something easily repaired by a glass company. They'll swap out the glass with a new insulated unit, leaving the window frame intact.

However, if the issues appear to be related to installation of the window, or product failure, the homeowner should contact the windows and doors company that originally installed the windows. Warranty coverage may be available.

If the homeowner has no idea who installed the windows, with only one or two experiencing leaks or fog, a handyman service is typically the most affordable solution.

Homeowners should be aware that it's normal to see water in the tracks at the bottom of a window, which will drain out of the weep holes, or condensation on the glass inside or outside of the home that you can touch with a finger. These do not signify issues that need repair.

ARE YOU UNHAPPY WITH HOW THEY LOOK?

Appearance matters, and can be a reason to replace windows instead of repairing them, too. If you hate the look of your home's windows, are annoyed by how they operate, or just want a total change in design to support other changes to the home's exterior, it might be time to replace all of the windows.

Sometimes it just doesn't make sense to spend money on repair when replacement is looming in the near future.

Timing is everything, right?

For most window companies, minimum purchases apply.

We do ask that you please don't try replacing individual windows one at a time, or one side of the home at a time, which some homeowners try doing. It does spread out the cost of the purchase, but can take years to get the job done and the windows may not match. It's better to wait or use financing, which most window companies offer.

