



TABLE OF CONTENTS

- | | |
|--|---|
| 2. GUIDELINES | 15. PAINTING, FITTING & SECURING |
| 3. INTRODUCTION TO METPRO WINDOWS | 16. GLAZING |
| 4. TOOLS & PREPARATION | 18. HANDOVER |
| 5. PROJECTION, SASH & CASEMENT WINDOWS | 19. WARRANTY |
| 7. GLIDER & SLIDER WINDOWS | 24. CARE & REGISTRATION |
| 10. INSTALLATION FOR VINYL AND ALUMINUM WINDOWS | 25. ABOUT YOUR METPRO PRODUCT |
| 12. METPRO STEEL WINDOWS | |
| 14. INSTALLATION FOR STEEL WINDOWS | |

GUIDELINES:

These guidelines represent standard installation procedures for Metpro UpVc, Aluminium and Steel windows. It does not supersede or replace installation instructions provided by the site supervisor or project manager. Although these guidelines were written with regard for the safety of workers and bystanders, normal safety procedures, codes and regulations take precedence over these guidelines. Consult OSHA codes, local laws and building regulations when working above sidewalks, pathways or other locations where falling debris may cause injury to people. Use appropriate personal protective equipment (safety glasses, gloves, back brace, etc.) during the window installation to prevent injury. Installer and end user should be aware of pinch points (hinges, latches, moveable vents etc.) to avoid injury.

2

INTRODUCTION TO METPRO WINDOWS

INSTALLATION INSTRUCTIONS:

Please read these installation instructions in their entirety before beginning to install your Metpro Windows into clean and prepared openings. These installation instructions demonstrate the standard installation methods used for Metpro:

- Sash Windows
- Casement Windows
- Projection Windows
- Slider Windows
- Glider Windows
- Steel Windows

A: SAFETY TIPS

1. The site supervisor or project manager should convene a toolbox meeting with all individuals involved with the installation of Metpro Windows. At the meeting the supervisor should highlight all the risks and hazards associated with the nature of the job.

2. A job safety analysis should be signed by all parties involved with the installation process to confirm that they understand the risks and hazards involved.

3. All tools, equipment and safety gear should be inspected by a competent person for any defects. If any defective items are found they should be replaced.

4. The site supervisor or project manager should conduct an assessment of the work site prior to commencing activities. This assessment is to identify any hazards, including open sides and edges, faulty scaffolding etc.



3

B: TOOLS

THE BASIC TOOLS REQUIRED FOR CARRYING OUT THE INSTALLATION OF A STANDARD SIZE METPRO WINDOW ARE LISTED IN THE TABLE TO THE RIGHT :

MEASURING TAPE:



CAULKING:



LEVEL:



RAWL PLUGS:



PHILLIP SCREWDRIVER:



SHIMS OR SPACER:



HAMMER:



ELECTRIC DRILL

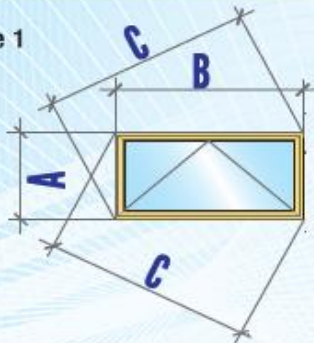


C: PREPARATION

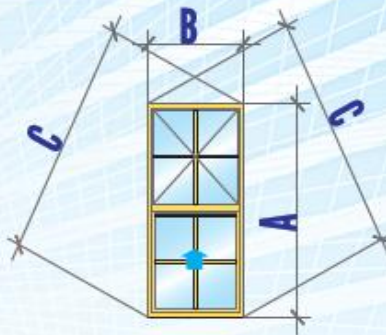
1. Verify window schedule and ensure all windows are properly allocated.
2. Measure masonry opening as follows:
 - Measure height (A) width (B) and diagonals (C) of the opening, ensuring an opening with 1/4" tolerance.
 - Dimensions of all windows and masonry openings with required tolerance are defined as:
 - PROJECTION, SASH and CASEMENT Windows - Figure 1 and detailed in Table 1.
 - GLIDER and SLIDER Windows - Figure 2 and detailed in Table 2.
 - STEEL Windows - Figure 4 and detailed in Table 4.

4

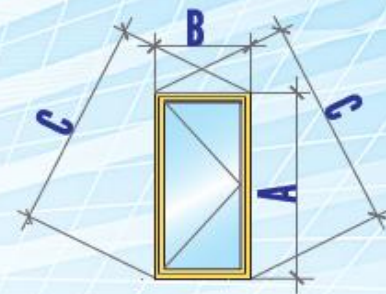
Figure 1



Projection Window



Sash Window



Casement Window

TABLE 1

Window Style & Size PROJECTION	Opening Height (A)	Opening Width (B)	Diagonal Size (Side 1 & 2)(C)
12"H x 24"W or 304.8mm x 609.6mm	12 1/2" or 317.5mm	24 1/2" or 622mm	26" or 660.4mm
18"H x 24"W or 457.2mm x 609.6mm	18 1/2" or 469.9mm	24 1/2" or 622mm	29" or 736.6mm
24"H x 24"W or 609.6mm x 609.6mm	24 1/4" or 615.9mm	24 1/4" or 615.9mm	34" or 863.6mm

5

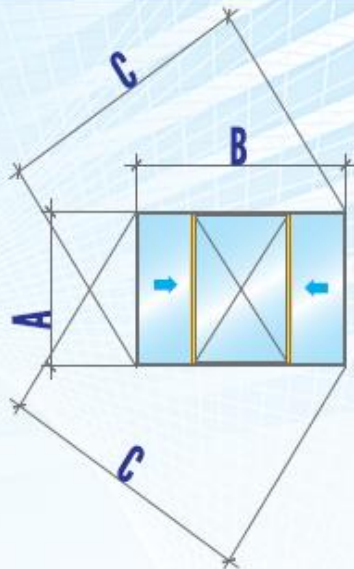
TABLE 1 - MASONRY OPENINGS

Window Style & Size SASH & CASEMENT	Opening Height (A)	Opening Width (B)	Diagonal Size (Side 1 & 2)(C)
24"H x 24"W or 609.6mm x 609.6mm	24 1/4" or 615.9mm	24 1/4" or 615.9mm	34" or 863.6mm
36"H x 24"W or 914.4mm x 609.6mm	36 1/4" or 920.8mm	24 1/4" or 615.9mm	43" or 1092.2mm
36"H x 36"W or 914.4mm x 914.4mm	36 1/4" or 920.8mm	36 1/4" or 920.8mm	51" or 1,295.4mm
36"H x 48"W or 914.4mm x 1,219.2mm	36 1/4" or 920.8mm	48 1/4" or 1,225.6mm	60" or 1,524mm
48"H x 24"W or 1,219.2mm x 609.6mm	48 1/4" or 1,225.6mm	24 1/4" or 615.9mm	54" or 1,371.6mm
48"H x 36"W or 1,219.2mm x 914.4mm	48 1/4" or 1,225.6mm	36 1/4" or 920.8mm	60" or 1,524mm
48"H x 48"W or 1,219.2mm x 1,219.2mm	48 1/4" or 1,225.6mm	48 1/4" or 1,225.6mm	68" or 1,727.2 mm
60"H x 24"W or 1,524mm x 609.6mm	60 1/4" or 1,530.4mm	24 1/4" or 615.9mm	65" or 1,651mm
60"H x 36"W or 1,524mm x 914.4mm	60 1/4" or 1,530.4mm	36 1/4" or 920.8mm	70" or 1,778mm
60"H x 48"W or 1,524mm x 1,219.2mm	60 1/4" or 1,530.4mm	48 1/4" or 1,225.6mm	77" or 1,955.8mm

6

GLIDER & SLIDER WINDOWS

Figure 2



Glider & Slider Window

Table 2 highlights dimensions of all windows and masonry openings with required tolerance.
ALUMINIUM and UPVC WINDOWS

7

TABLE 2 - MASONRY OPENINGS

TABLE 2

Window Style & Size GLIDER	Opening Height (A)	Opening Width (B)	Diagonal Size (Side 1 & 2)(C)
23 3/4"H x 23 3/4"W or 603.3mm x 603.3mm	24" or 609.6mm	24" or 609.6mm	34" or 863.6mm
35 3/4"H x 23 3/4"W or 908.1mm x 603.3mm	36" or 914.4mm	24" or 609.6mm	43" or 1,092.2mm
35 3/4"H x 47 3/4"W or 908.1mm x 1,212.9mm	36" or 914.4mm	48" or 1,219.2mm	60" or 1,524mm
35 3/4"H x 72"W or 908.1mm x 1,828.8mm	36" or 914.4mm	72" or 1,828.8mm	80" or 2,032mm
48"H x 36"W or 1,219.2mm x 914.4mm	48" or 1,219.2mm	36" or 914.4mm	60" or 1,524mm
48"H x 48"W or 1,219.2mm x 1,219.2mm	48" or 1,219.2mm	48" or 1,219.2mm	68" or 1,727.2mm
48"H x 60"W or 1,219.2mm x 1,524mm	48" or 1,219.2mm	60" or 1,524mm	77" or 1,955.8mm
48"H x 72"W or 1,219.2mm x 1,828.8mm	48" or 1,219.2mm	72" or 1,828.8mm	87" or 2,209.8mm
48"H x 96"W or 1,219.2mm x 2,438.4mm	48" or 1,219.2mm	96" or 2,438.4mm	107" or 2,717.8mm

TABLE 2 - MASONRY OPENINGS

Window Style & Size SLIDER	Opening Height (A)	Opening Width (B)	Diagonal Size (Side 1 & 2)(C)
24"H x 24"W or 609.6mm x 609.6mm	24 1/4" or 615.9mm	24 1/4" or 615.9mm	34 9/32" or 871mm
36"H x 36"W or 914.4mm x 914.4mm	36 1/4" or 920.8mm	36 1/4" or 920.8mm	51 17/64" or 1,302.3mm
36"H x 48"W or 914.4mm x 1,212.9mm	36 1/4" or 920.8mm	48 1/4" or 1,225.6mm	60" or 1,524mm
36"H x 72"W or 914.4mm x 1,828.8mm	36 1/4" or 920.8mm	72 1/4" or 1,835.2mm	80" or 2,032mm
48"H x 36"W or 1,219.2mm x 914.4mm	48 1/4" or 1,225.6mm	36 1/4" or 920.8mm	60" or 1,524mm
48"H x 48"W or 1,219.2mm x 1,219.2mm	48 1/4" or 1,225.6mm	48 1/4" or 1,225.6mm	68" or 1,727.2mm
48"H x 60"W or 1,219.2mm x 1,524mm	48 1/4" or 1,225.6mm	60 1/4" or 1,530.4mm	77" or 1,955.8mm
48"H x 72"W or 1,219.2mm x 1,828.8mm	48 1/4" or 1,225.6mm	72 1/4" or 1,835.2mm	87" or 2,209.8mm
48"H x 96"W or 1,219.2mm x 2,438.4mm	48 1/4" or 1,225.6mm	96 1/4" or 2,444.8mm	107" or 2,717.8mm

D: INSTALLATION FOR VINYL AND ALUMINIUM WINDOWS

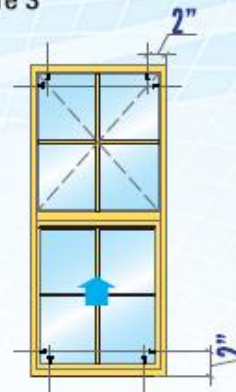
1. Installation should be undertaken by a certified window installer.
2. Open vent (operable part of window) which allows for easy drilling of holes.
3. Ensure the base of the masonry opening has a ½" rebate in preparation for installation (Sash Aluminium Windows only).
4. Place window 50.8 mm to 63.5 mm (2" to 2 ½") from the outer side of the masonry opening, ensuring the window is square and level on the three axes X, Y and Z. Use spacers or shims where necessary, not to distort the window (refer to section C).
5. Using a 11.11 mm (7/16") steel bit, drill one hole 203.2 mm (8") from all four corners on the inside of the window. In total you should have a minimum of 8 holes drilled. (Glider Aluminium & Slider Vinyl Windows only). (refer to Figure. 3)
6. Using a 11.11 mm (7/16") steel bit, drill two holes 2" from all corners, head and bottom sill of window but ½" from the inside of the bottom sill in the case of the Sash Vinyl but not in the Balancer (Vertical sliding mechanism) groove in the case of Sash Aluminium Windows.
7. Drill holes approximately 50.8 mm (2") into the walls of the opening while window is set in place.
8. Use green rawl plugs to insert into the holes of the masonry opening.
9. Check window ensuring window stays square and level on the three axes X,Y and Z.
10. Fasten window using 1 ½" x 10 Ga. Stainless Steel Pan Head Screws (PHS). (Sash Aluminium & Glider Aluminium Windows only).

10

11. Fasten window using 2" x 10 Ga. Stainless Steel Pan Head Screws (PHS). (Sash Vinyl & Slider Vinyl Windows only).
12. Be sure to fill holes with appropriate compound ensuring compatibility with your chosen finish.
13. Pump or place caulk (sealant) or expanding foam into the gap between the window frame, jambs and sill. This prevents water infiltration.
14. Ensure window is operating properly.
15. Remove and dispose of all waste from the surroundings.
16. The window should be inspected by a main contractor or sponsor to ensure customer satisfaction.

Disclaimer: If these installations instructions are not adhered to, resulting in any defects or other issues arising from improper installation, there will be no recourse against the company and/or its sales agents.

Figure 3



11

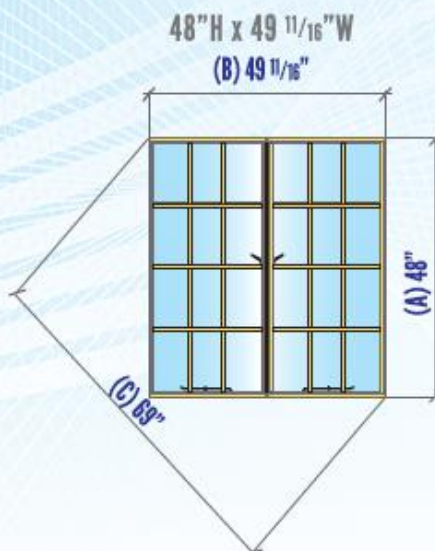
A: TOOLS

The most common method of installing steel windows is within un-plastered openings. The basic tools required for carrying out the installation of a standard size Metpro Steel Window are listed in the table to the right.

A.	Measuring Tape	Required for verifying window and opening sizes.
B.	Spirit Level	Required for positioning window and levelling the window on all the axes X, Y & Z.
C.	Trowel, Chipping & Claw Hammer etc.	Masonry tools required for brick laying, plastering and fixing window into opening.
D.	1"x 3" Wooden Lath, Concrete Nails & Tie Wire	Used along with tie wire for bracing and battening window to wall while mortar or concrete cures.
E.	Broom and Rags etc.	Required for the removal of excess mortar, concrete, rubble and paint from window and surrounding area of opening.
F.	Float or Rendering Device	Used in the rendering (plastering) of wall after window has been fixed into opening.
G.	1" Paint Brush	Used in the painting of window.
H.	Putty Knife	Used in glazing window (installation of glass into window frame)

CLASSIC STEEL WINDOWS

Figure 4



VALUE STEEL WINDOWS

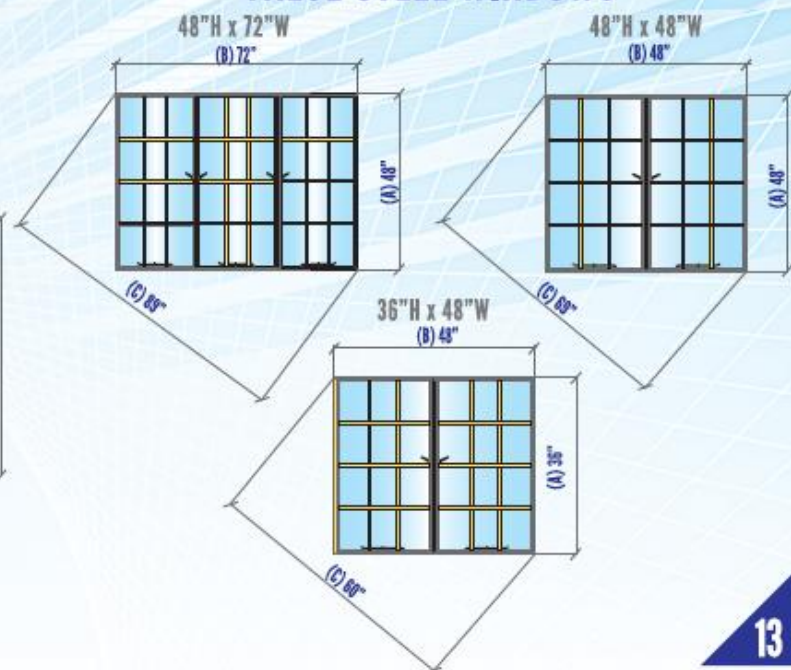


TABLE 4 THE STANDARD SIZES FOR METPRO VALUE STEEL WINDOWS

Window Size	Opening Height (A)	Opening Width (B)	Diagonal Size (Side 1 & 2)(C)
48"H x 72"W or 1,219.2mm x 1,828.8mm	48" to 50" or 1,219.2mm to 1,270mm	72" to 74" or 1,828.8mm to 1,879.6mm	89" to 92" or 2,260.6mm to 2,336.8mm
48"H x 48"W or 1,219.2mm x 1,219.2mm	48" to 50" or 1,219.2mm to 1,270mm	48" to 52" or 1,219.2mm to 1,320.8mm	69" to 74" or 1,752.6mm to 1,879.6mm
36"H x 48"W or 914.4mm x 1,219.2mm	36" to 38" or 914.4mm to 965.2mm	48" to 52" or 1,219.2mm to 1,320.8mm	60" or 1,524mm

B: PREPARATION

PLEASE REFER TO PAGE 4 SECTION C FOR DETAILS ON PREPARATION

C: INSTALLATION

- This process is the base installation for one window.
- Metpro Classic Standard Steel Window is manufactured modular in design, starting from 11 ½" (292.1 mm) to 5' (1,524 mm) in height by 24 ¾" (628.6 mm) in length.

- Metpro Classic Steel Window can be coupled both horizontally and vertically, in order to achieve any architectural design.
- Metpro Classic Steel Window also has a range of standard arches and fixtures that can be coupled to enhance the appearance of the project.

14

1. This task should be undertaken by a certified mason and a helper.
2. Ensure the masonry opening is a minimum of 2" larger than the window size.

D: PAINTING

1. Window should be painted before installation with two coats of oil paint.
2. After paint dries, position the window within the opening using the helper's assistance.

E: FITTING

1. Position window within the opening using tie wire and a 1" X 3" wooden lath or a suitable battening material.
2. Secure window in place levelling on all three axes X, Y & Z.



F: SECURING

1. The mason or helper using a mixture ratio of one (1) part cement to two (2) or three (3) parts sharp sand, adds water resulting in a damp mixture.
2. Fill in the spaces between the window crabs (anchoring device) and the rough opening with prepared mortar mix.
3. Ensure the window is level and plumb on three axes, X, Y & Z, before mortar hardens, then commence the final filling in the space around window with mortar mix.
4. Clean off all extra mortar from the window and the surrounding areas.
5. Plastering or rendering should commence after the mortar hardens.
6. The mason or helper using a mixture ratio of one (1) part cement to two (2) or three (3) parts plastering sand, adds water resulting in a damp mixture.
7. Remove and dispose of all waste from the surroundings.
8. Once the newly plastered wall surrounding the window dries and hardens, commence glazing.

15



G: GLAZING

1. Metpro supplies $\frac{5}{32}$ " or 4 mm cut glass to fit **all** steel windows.
2. The installation of the glass should be attempted by a trained window glazer ensuring a neat and seamless glazing.
3. Steel putty and silicon are the most common materials used for this application.
 - a. Clean window with damp cloth removing **all** excess dust and mortar.
 - b. Apply silicon to slot where glass has to be inserted.
4. Position glass into frame. Use window and door silicon to hold the glass in place until putty is inserted.
5. Place a batch of putty onto the glass near the frame.
6. Using a putty knife, smooth the putty to secure glass into frame.
7. Clean glass with damp cloth and fingers removing **all** excess putty.
8. Allow the putty to dry before painting the window. This should be done after three days.

*** Seek assistance before starting to ensure the task is performed safely and correctly.**



*** Mistakes or misuse could result in personal injury, faulty performance, damage to the unit and voiding of warranty.**

H: HANDOVER

1. After the window is installed, verify that the window operates correctly. Handles, stays and catches should be checked for proper operation and should move freely.
2. The window is then inspected by the main contractor or sponsor to ensure customer satisfaction. When steel windows are properly installed and maintained, it is possible for them to last the life of the building.
3. Once the window operates satisfactorily, clean the window using a mild, non-alkaline soap and warm water, applied with a sponge or soft cloth. Rinse with clean water.

LIMITED WARRANTY

This Limited Warranty applies to Metpro windows purchased from an authorised dealer, and extended to the owner of the structure in which the products are originally installed. For information on warranties in other countries, please contact Metpro at the below address or phone number stated at the back of this document.

*Abel Building Solutions
Building #2 Maingot Street, Mt. Hope, Trinidad, W.I.*

COVERAGE

- Steel Products - Eighteen (18) months on material and hardware.
- Aluminium - 5 years on material and 18 months on hardware
- UpVc - 25 years on materials and 18 months on hardware.

** Hardware is defined as handles, hinges, locks and operators.*

EXCLUSIVE REMEDY

If a covered defect appears during the term of the applicable warranty, Metpro will, at its discretion, repair or replace the product or component, or refund the price paid for the defective product or component. Removal, installation, finishing, refinishing and disposal costs are not included in the warranty agreement. Metpro will endeavour to supply original replacement parts; however, replacement parts may differ from the original parts. Replacement parts, including upgrades, are warranted for the remainder of the original product warranty.

EXCLUSIONS

Damage, defects, or problems resulting from causes outside Metpro's control are excluded from coverage under the Limited Warranty. Such causes include, without limitation:

INSTALLATION, MAINTENANCE, AND ACTS OF GOD

- Non-conformance with Metpro's installation instruction and applicable building codes.
- Improper or non-standard finishing.
- Non-standard installation, such as non-vertical or sloped glazing, upside down, or out-of-square.
- Installation or use in applications exceeding design standards.
- Glass, insect screens and burglar proofing are not covered by the Warranty.
- Screens are intended to deter insect penetration, not to prevent forced entry or to keep objects or persons from falling through the screen and / or glass.
- Installation or use near pools, saunas, hot tubes, coastal environments, or other high-humidity environments except as specifically provided in Metpro's limited warranty.
- Use of brick wash, razor blades or other inappropriate cleaners or chemicals.
- Misuse, abuse, modification, alteration, accident or negligence resulting in damage to the windows.
- Shifting or setting of the structure in which the product is installed.
- Extreme weather events or extreme atmospheric conditions.
- Normal wear and tear; normal discolouration or fading of finishes.
- War, insurrection, civil unrest, terrorism or other Acts of God.
- REMOVAL OF METPRO BRANDING WOULD VOID ALL WARRANTY.

MOISTURE MANAGEMENT

Products installed in wall systems that do not allow for proper moisture management, such as exterior insulation and finish systems (EIFS) or "synthetic stucco" without effective engineering drainage systems, are not covered under the Limited Warranty.

CONDENSATION

Condensation and the effects is not a product defect, but the result of excess humidity. Condensation, mold, mildew or fungus on product surfaces are not covered by the Limited Warranty.

CORROSION

Finish failure, corrosion of aluminium and other hardware, or other components due to environmental conditions such as air pollutants, acid rain, sand, chemicals or other corrosive substances are not covered by the Limited Warranty. Corrosion, deterioration, or wear of hardware in UpVc and aluminium products installed within (5) miles of a seacoast is not covered. **Steel windows are not recommended for corrosive environments, and therefore there is no warranty.**

DISCLAIMERS, LIMITATIONS AND ADDITIONAL TERMS AND CONDITIONS

This Limited Warranty is the only warranty, provided by Metpro. No dealer, employee, or agent of Abel Building Solutions or Metpro, nor any third party, may create or assume any other liability, obligation or responsibility on behalf of Metpro. ALL IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANT ABILITY AND

FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. Any implied warranty which cannot be disclaimed under applicable law will be limited in duration to the shortest permissible terms and, in any event, will not exceed the term of the applicable express limited warranty; the requirements for presenting any claims so affected will be as provided in this Limited Warranty. This Limited Warranty gives you specific legal rights and you may also have other rights. THIS WARRANTY IS NOT A WARRANTY OF FUTURE PERFORMANCE OR A STATEMENT OF THE USEFULNESS OF ANY METPRO PRODUCTS, BUT ONLY A WARRANTY TO REPAIR AND REPLACE.

LIMITATIONS

IN NO EVENT WILL METPRO BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGE. IN NO EVENT WILL METPRO'S LIABILITY EXCEED THE PRICE PAID FOR THE AFFECTED PRODUCT OR COMPONENT. The limitation of warranty and liability set forth herein shall survive and apply, even if the exclusive remedy set forth in this warranty is found to have failed its essential purpose.

NO WAIVER

Metpro may in its discretion, extend benefits beyond what is covered under this Limited Warranty. Any such extension shall apply only to the specific instance in which it is granted, and shall not constitute a waiver of Metpro's right to strictly enforce the exclusions, disclaimers, and limitations set forth in this Limited Warranty in any or all circumstances.

To obtain performance under this warranty, the property owner shall provide written notification to the manufacturer / agent, from whom the units were purchased, of the claimed defect promptly following the discovery, and shall submit with such notification: proof of date of purchase and installation, and proof of the property ownership in order to provide the manufacturer with an opportunity to investigate the claim and examine the material claimed to be defective. Metpro shall also be notified of the claim by a copy of such report, and will promptly inspect the claimed defect, if deemed necessary.

WARRANTY CLAIMS

All warranty claims must be made within sixty (60) days of the appearance of the defect. To make a claim contact your local Metpro dealer or distributor. If you do not know the name of your local dealer or distributor, call 868-665-2235 to find the ABS store nearest you. When contacting Metpro, have the following information readily available: your name, address and telephone number, the date you purchased your product, the name of the dealer / distributor from whom you purchased the product, a description of product, invoice number, specific definition of problem or defect, actions you have taken and contacts you have made with your local dealer or distributor. Once we've received your letter, we will respond to your claim promptly.

GENERAL CARE INSTRUCTIONS

- Do not use cleaners containing abrasives or solvents on Metpro windows; clean with mild detergent and warm water.
- Do not paint over aluminium cladding.
- Do not use scrapers for cleaning glass.
- Do not clean glass when it is exposed to direct sunlight.

Start cleaning the window at the top and continue to lower level. Soak the glass surface with clean water and soap solution to loosen dirt and debris. Then use a mild, non-abrasive commercial window cleaning solution. Dry all cleaning solution from window gaskets and frames.

REGISTRATION

Thank you for registering your recent purchase of windows. There are three ways to register your products:

- Complete an online registration at:
www.abelbestcrete.com
- Call METPRO at 868-665-2235 / 868-665-ABEL.
- Complete and return the following form via postal mail to the following address:

*Abel Building Solutions
Building #2 Maingot Street,
Mt. Hope, Trinidad, W.I.*

Please complete, cut out and mail the following registration form.

First Name _____ Last Name _____
Country _____ Street Address _____
City _____ E-mail Address _____ Phone _____

1. How many products did you purchase? (Multiple assemblies count as multiple units) _____

2. Date you purchased your Metpro Windows _____ (Day – Month – Year)

3. Where did you buy your product?

- ☐ Came with new house _____
- ☐ Contractor _____
- ☐ Dealer _____
- ☐ Other _____

4. Who installed your windows?

- ☐ Installed through dealer _____
- ☐ Builder/ Remodeller/ Contractor _____
- ☐ Did it myself _____
- ☐ Don't know _____

5. Project Type:

- ☐ New house _____
- ☐ Replace existing windows _____
- ☐ Addition to existing home _____
- ☐ Non-residential _____
- ☐ Other _____



ABOUT YOUR METPRO PRODUCT

6. The choice of Metpro Windows was made by:

- ☐ Homeowner - Male _____
☐ Homeowner - Female _____
☐ Joint decision _____
☐ Builder/ Designer/ Contractor _____
☐ Architect _____
☐ Other _____

7. Given your experience, how likely would you be to recommend Metpro Windows to your friends or associates?

Not at all likely										Very Likely
0	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. How many people have you told about your experience with Metpro Windows?

0	1-3	4-6	7+
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Please indicate how satisfied you are with each of the attributes listed below using the scale as shown below.

Not at all satisfied										Very Satisfied
0	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Overall shopping experience

0	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26

26



ABOUT YOUR METPRO PRODUCT

- Delivery and installation

0	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Overall quality (aesthetics, handles, locks, etc.)

0	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Product performs as expected (operates well, draft free, etc.)

0	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Overall value

0	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. How did you learn about Metpro Windows?

- ☐ Ad in magazine or newspaper _____
☐ Manufacturer's website _____
☐ Television _____
☐ Referral from friend, relative or colleague _____
☐ Information received in mail _____
☐ Internet search _____
☐ Builder/ Designer/ Contractor _____
☐ Yellow Pages book _____
☐ Information received via e-mail _____
☐ Home or Trade show _____
☐ Architect _____
☐ Radio _____
☐ Model home _____
☐ Interior designer _____



27

ABOUT YOUR METPRO PRODUCT

11. What product feature(s) were the most important in this decision? (Check all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Ability to wash outside window from the inside_____ | <input type="checkbox"/> Dealer installed product_____ |
| <input type="checkbox"/> Brand reputation_____ | <input type="checkbox"/> Quality_____ |
| <input type="checkbox"/> Durable product_____ | <input type="checkbox"/> Warranty_____ |
| <input type="checkbox"/> Ease of maintaining exterior_____ | <input type="checkbox"/> Sizes available_____ |
| <input type="checkbox"/> Ease of maintaining interior_____ | <input type="checkbox"/> Style / Design / Aesthetics_____ |
| <input type="checkbox"/> Ease of operation_____ | <input type="checkbox"/> Others _____ |
| <input type="checkbox"/> Price / Value_____ | |

Comments / Suggestions:

We appreciate and thank you for taking the time to complete this survey.

