

MEMO TO GREYHAWK HOMEOWNERS
RE REPAIR OF SEMCO WINDOWS
March 5, 2022

Dear owners.

After 20 plus years of use many of us have in the past or are now experiencing performance issues with the double hung windows installed in Greyhawk living rooms, bedrooms and kitchen. In most cases the principal issue is the failure of the Jambs to hold the windows securely in place. This memo provides our owners with a roadmap to repair most if not all of the windows at a relatively low-cost basis compared to the much more expensive option of replacement.

As the test case, over the last several months I have gone through the process of going down dead ends, consulting with window repair companies who turned out to be almost worthless, and ultimately found a small two-person window installation and repair service and the one company who still manufactures the Semco replacement parts. By way of comparison the cost to repair one large living room window is approximately \$250 for the parts and \$150 for the repair service. My bid to replace the window was \$3000. For multiple window repair the cost will be somewhat lower for the service component.

SOME BACKGROUND

Greyhawk Condominium sliding wood clad double hung windows were originally manufactured by Semco Windows ("Semco") and installed in 1997.

Semco subsequently liquidated its business in 2019 and sold its assets to Sierra Pacific Corporation. However, Sierra Pacific choose not to continue the manufacturing and or support of Semco windows so replacement parts when needed has become difficult if not impossible to find. Generic parts will not integrate with Semco windows, so only other option is to replace the Semco windows with new ones. The most common problem is damage to the window Jamb system so windows will not easily open, close and stay in place. Other smaller parts and or glass replacement can be purchased at hardware or window repair stores.

Recently a large window aftermarket supplier has entered the market and has made available Semco replacement parts which are manufactured on order for all sizes of Semco windows. Delivery time from order is 2 to 4 weeks. In order to evaluate whether this solution is effective the owner of Unit 17 purchased and had a local window installer, replace the jambs in the larger windows, adjusted other windows and now all windows are functioning as new.

Recently Ptarmigan circulated a survey and determined that at least 50% of owners are having issues with their windows. The following is a road map for each or any owner to piggyback on my experience and resolve this pesky problem.

- Step one; Identify the specific window issue. In over 90% of the cases it will be a worn out or a broken Jamb which is what allows the window to slide up and stay in place. I have discovered and that in many cases the jambs were not worn out but rather broken do to improper removal of the windows for cleaning. I have instructed my property management company not to remove my windows for any reason in the future. In these cases it is critical that the window measurements are precise. As opposed to doing it yourself (which I did and made a small but

non reimbursable mistake) I recommend you call Cristian Berindean Designs (information below). Their expertise is windows and doors. The 2-person firm will charge approximately \$130 for a house call inspect, measure and provide recommendations. In the event you decide to go forward a portion of the \$130 is applied to the repair cost. During this visit Cristian is also able to fix small issues and adjust the windows which I found very useful.

- In advance of Cristian troubleshooting you should set up an account with GoWindowGo at gowindowgo.com. their website will lead you to subcategory Semco and subcategory Double Hung Windows. Once the parts are selected and paid for the turnaround time for delivery of parts is approximately 3 weeks.
- Upon receipt of the parts call Christian Berindean Design to schedule install of parts and complete repairs.



Good luck. For any further information feel free to call or email me.

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