

Speaker 0 00:00:05 Welcome to the Clear Impact podcast brought to you by PGTI University. Thanks for joining us today. My name is Sherri Connor and I am your host.

Speaker 1 00:00:19 Yeah, somebody ordered an outswing instead of an inswing and their gutters were just low enough where it prevented them from opening the door more than halfway. Oh no. And it was one of those, "Oops, I forgot!"

Speaker 0 00:00:30 As we wrap up our Windows and Doors, 101 series, Patrick Jameson and I talk today about common concerns. We talk about condensation, distortion, and why in swing doors may or may not be better for you. You'll feel like an expert after you listened to today's Clear Impact Podcast.

Okay. So we are back on the Clear Impact Podcast today with Patrick Jameson. Hi Sherri, how you doing? I'm doing great. Patrick is one of our trainers and this guy walks around with such knowledge stuck in between his ears. And we want to get some of that out onto the airwaves. Today we're going to be talking about some common concerns that a homeowner may have around their doors and windows. And one of the things that is a common thing is condensation. Is condensation normal?

Speaker 1 00:01:12 It is. I mean, it's something that folks experience when they have new windows put in their home. "It's, well, my old windows never did this. How come my new windows are doing this? My windows must be hooked up to some kind of water line because now they're leaking." It's like, What do you mean they're leaking?" "Well, there's water all over the frames. And I don't understand why it's doing it. when my windows from 25 years ago have never done it. But now these new windows are." There's a phrase out there, "A leaky home is a healthy home" because it's drafty, it breathes. And it's allowing that, you know, that air to flow back and forth. With new windows, you have just now sealed the building. You have sealed up the walls with windows and doors. There's nowhere for draft to come in. And now you have that cooler air meeting with moisture. And now you have the window sweating or condensation.

Speaker 0 00:01:59 You wake up in the morning, you go out and you're going to have your coffee and you go to open your slider and it's damp on the inside. Is that what you mean?

Speaker 1 00:02:07 It's more than damp. It's actually like dripping down the glass. If it's aluminum frame, it's more commonly on the aluminum, you start seeing it just dripping straight down. I've had pictures come in before showing like the drapes and curtains that were very wet almost to a saturated point and there's ways to control it. But when somebody experiences at the first time, it's like a big red flag and they need a call PGT or the dealer up and ask them, "Hey, what the heck did you do to my, you know, my house? Now I've got leaky windows," when it's really not leaking.

Speaker 0 00:02:37 So they don't need to call us when that happens.

Speaker 1 00:02:39 They don't need to call us. We have a brochure that you can type in typing Google, PGT, condensation, and you can actually download this PDF that talks all about the condensation. <https://www.pgtwindows.com/care-maintenance/>

Speaker 0 00:02:49 Do you know off the top of your head, what are some things people can do to help with that?

Speaker 1 00:02:54 One thing is cracking or opening your windows, try and allow that air outside, inside trying to eliminate some of that moisture that's built up inside of your house by getting

dehumidifiers, running fans. So there's a few different things that you can do. Or if you're thinking about new windows and doors and you really want to, you know, try to stay away from windows at condensate. Well, aluminum's going to show more condensation than vinyl. Vinyl will still condensate, but not as much as aluminum in PGT.

Speaker 0 00:03:27 Mm, got it. Okay. Another common issue that seems to come up is distortion in the glass. And I know that, you know, if you're in a fun house and you're looking at a mirror or you're looking at, you know, some of those kinds of trickster things, distortion can be really fun. Like filters on, you know, your Snapchat and whatever. But distortion is really not a fun thing when you just spent thousands and thousands of dollars on new products for your house. So let's talk about distortion for a bit. Tell us how that happens. And what's normal.

Speaker 1 00:03:58 Absolutely. Right. So distortion does have its place in a circus and a fun house, things like that. But with glass, glass has natural characteristics that we can control to a certain point. Let's talk about just single pane, raw or annealed glass. That is your perfect flat glass that has been cut. And nothing's been done to it. When you start to strengthen the glass by either treating it to make it, heat strengthened glass or tempered, you're going to add heat to it. You're going to kind of manipulate those molecules inside of the glass. And you're going to create a little bit of distortion. We follow a glass criteria from ASTM to ensure that the tolerance for distortion is acceptable. You're never going to be able to have like a perfect undistorted glass unit. As you keep heat treating it as you keep manipulating that glass,

Speaker 0 00:04:45 Be sure to tune in for upcoming episodes to help you understand the fenestration industry, what you need to know when buying windows and doors and other related topics, you can find out more about us at pgtiuniversity.com. You can also find us on Facebook and LinkedIn.

So a manipulation of the glass could include having it laminated, which is what our impact resistant products are. And then also insulated.

Speaker 1 00:05:14 Yes, and then the best of both worlds impact insulated, right? And you're, you're going to see distortion. It is nearly impossible. I'm going to say nearly impossible to prevent any distortion from that kind of glass makeup.

Speaker 0 00:05:27 Hm. So when you say distortion, that means that things look a little warped when you're looking outside or they look warped when you're looking from the outside at your house.

Speaker 1 00:05:38 It could be both. If you're near some like tall buildings, like downtown Sarasota, look at some of those buildings up there when you're at the stoplight. And you'll see like almost like a little wave to the glass - that's distortion. Another good example is if you're at a traffic light and you've got some cars next to you at about a 10 o'clock 11 o'clock angle, look at their windshield, there's a good chance you're going to see almost like a wave in their windshield. It's not nothing wrong with the windshield, but that's distortion. Every time you treat it, you're creating some distortion, but there is a tolerance. It can be controlled.

Speaker 0 00:06:10 You threw out some letters, ASTM, do you know what that stands for?

Speaker 1 00:06:14 ASTM stands for American Society for Testing Materials. They're the ones that establish those standards. What's acceptable and what's not acceptable. And again, every time you treat

the glass, like for tempered glass, it has a certain standard. We have to meet that if it's laminated, insulated has to meet a certain standard for that.

Speaker 0 00:06:33 Okay? So we always meet that standard. Even if a homeowner may think there's an issue with their product. As long as it's meeting that standard, then they're acceptable. Correct?

Speaker 1 00:06:43 And that's something we have to teach our customers and the customers have to teach the homeowners, is how to properly look at the glass.

Speaker 0 00:06:51 Okay? There's more than one way to look?

Speaker 1 00:06:53 There's definitely many ways to look. So the way you properly look at glass is you have to stand right in front of it. You can't stand at a 45 degree angle and look at the glass. You can't bob your head up and down, which we call the distortion dance. You can't do any of that, depending on the glass. If it's less than 25 square feet or greater than 25 square feet, there's a certain distance that you stand away. You look at the glass straight on for certain amount of time. Again, depend on how big the glass is. And if you don't see this distortion, then it's acceptable. But if you do see distortion, then we need to take a closer look.

Speaker 0 00:07:23 Mm. Okay. Thank you for that amazing explanation of distortion, basically, where things get wavy and weird and it doesn't look right. And oh no, there's a problem with my new windows and let's call the company. There is another thing that I would like to just chat about briefly, especially because there are so many people who come from up north who decide to take up residence in Florida and who can blame them. Right? I'm from Iowa, you're from Ohio. So here we are loving it. Yeah, absolutely. Even as we come into the blistering summer heat, we're still happy about it. Um, so one of the things I know, up north, is that they often have in-swing doors and that is very different than what we manufacture, which is an out-swing door. And so there are reasons for both of those. Can you talk a little bit about that?

Speaker 1 00:08:09 Sure. Yeah. So PGT, all the French doors commonly are all out-swing under the, the PGT brands, but we do offer in-swing as well. Me personally, I love out-swing doors because in one of the past episodes, we talked about design pressure. We talked about that positive wind, you know, trying to breach or break down the door with an out-swing door. You have the entire slab held up by the frame all the way around, preventing that slab from blowing in on an in-swing door. You have your pins, your hinges you're most likely 2 or 3 point locks to prevent the doors from coming in. And they have been designed, tested and certified that way. But me personally, I liked the out-swing doors. I love the feeling of the slab up against the frame.

Speaker 0 00:08:51 So how come houses up north don't have out-swing doors?

Speaker 1 00:08:54 Because of this nasty white, cold looking stuff called snow. I love watching it during the football games down here in Florida, sitting with the AC on, but because of snow loads, you cannot open an out-swing door if you have snow on the ground. And that's why up north, you're going to have in-swing doors,

Speaker 0 00:09:10 Right? Cause you'd be stuck inside your house.

Speaker 1 00:09:12 Now there are some areas in every jurisdiction can always, you know, exceed different codes and different areas like that have local amendments. But we offer both in-swing and out-

swing doors, mainly out-swing for our French doors. And you can put them at the front of your doors. You can add them as patio doors in the back. Some people are like, well, I'm changing it from an in-swing to an out-swing. Can I do that? You know, check with your local jurisdiction as well as make sure there's nothing preventing you from opening that out-swing door on the outside. It's happened before. Somebody ordered a out-swing instead of an in-swing and their gutters were just low enough where it prevented them from opening the door more than halfway. Oh no. And it was one of those. Oops, I forgot. And it's, it's a big, oops. But you are pretty much guaranteed never to make that mistake again. Oh gosh.

Speaker 0 00:09:59 Yeah. So there's a lot of things to consider when you're placing an order and making changes to your home. And there's just a lot of good things to know about windows and doors. Absolutely. So do you have any great examples of what condensation is regarding the inside of your house?

Speaker 1 00:10:15 A good example is when I was with field service, we went to a homeowner's house and they had their concern, complaints about their window leaking. It was, you know, condensation. The field service tech that I was with that was training me at the time, asked the homeowner for a glass of ice water. So she got up and she went and got the ice water, brought it back. And we were kind of chitchatting with her for a few moments. He looked down and pointed the glass of ice water and said how the glass had failed. She's like, "What do you mean it's failed? He said, "Look, the glass is leaking." She's like, "It's not leaking, that's, you know...." And then, all of a sudden, it dawned on her what exactly what he did. So he proved how the ice water was much colder inside than the outside.

Speaker 1 00:10:59 The ice water in the air. Condensation formed. The drips of water are running down form a little puddle on the table. He said, "It's identically the same thing." He was telling about how you have the two different temperatures. You have that warm moist air from one side with cooler dry air. And that's where you start getting your, your condensation. So after that prime example, it made sense to her. So any of you, you know, homeowners or sales reps out there that want to, you know, relate condensation on an aluminum frame window, for example, get a glass of ice water.

Speaker 0 00:11:34 See what happens. That is a great example because we all know that's why we have Tervis and that's why we have coasters. And that's why we have koozies and all those things that makes total sense. Awesome. Well, Patrick, I really appreciate your time today. Thank you for sharing your knowledge and wisdom and experience with us. And I look to our next conversation.

Speaker 2 00:11:55 Anytime I'm always looking forward to it. Thanks, Sherri. Thanks Patrick.

Speaker 0 00:11:57 PGTI University is the customer education team for an entire family of brands. We began with the original Eze-Breeze porch enclosure line, then became PGT, America's leading brand of impact resistant windows and doors. We then added CGI, CGIC, WinDoor, Western Windows, New South Windows and Eco Windows and Doors. We create products built to withstand major storms, keeping people safe, secure, and prepared. Our exceptional brands give you the protection you need without compromising design or functionality. PGTI University is here to educate you our listener so that you can be a more informed consumer of window and door products.