



W I N D O W S

THE HOMEOWNER'S HONEST GUIDE TO REPLACING WINDOWS

By Southwest Exteriors

GREETINGS!

Melissa Martin, Chief Operating Officer



At Southwest Exteriors, we believe inviting a company into your home should feel like a confident decision, not a stressful one. That's why we focus on listening first, guiding you clearly, and making sure the work is done the right way.

We created this guide to answer the most common questions homeowners have about replacing their windows, from when replacing makes sense to comparing options and understanding pricing.

Our goal is to give you the clarity you need to make the best decision for your home.

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Do You Need Replacement or Repair?

WHEN TO REPLACE

- Drafts or noticeable air leaks
- Condensation or fog between panes
- Windows that stick or won't open
- Water intrusion around the frame
- Rotting or damaged frames
- Rising utility bills
- Single-pane or outdated windows

WHEN TO REPAIR

- Isolated glass failure
- Minor trim damage
- Small siding sections damaged
- Hardware issues
- Weatherstripping replacement
- Caulking deterioration

Honest advice: If only one section is damaged, a full replacement may not be necessary.

What Actually Impacts Pricing?



1

Design & Customization

Color, grids, hardware, and style all change the price of your window

Black window frames can cost 20–30% more due to manufacturing and heat resistance requirements

2

Window Material

The material a window is made out of has the LARGEST impact on price

Fiberglass windows cost more upfront but often last 2–3x longer than vinyl in Texas heat.

3

Number of Windows

The cost per window starts to decrease after 3 windows due to labor costs

4

Glass Package & Energy Efficiency

Upgraded glass can block up to 70% of solar heat, which matters in San Antonio summers.

5

Window Size & Shape

Arched, bay, and oversized windows can cost 2–4x more than standard rectangles

6

Brand & Build Quality

Higher-end brands invest more in durability, warranties, and long-term performance — not just looks.

Design Options

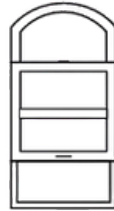
PICK YOUR WINDOW STYLE



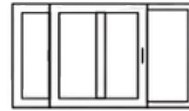
Double Hung



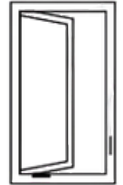
Single Hung



*Single Hung
Round Top*



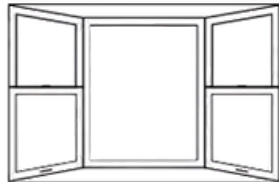
Slider



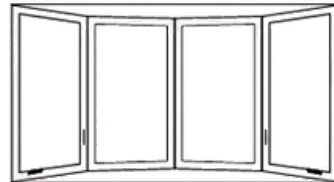
Casement



Awning



Bay



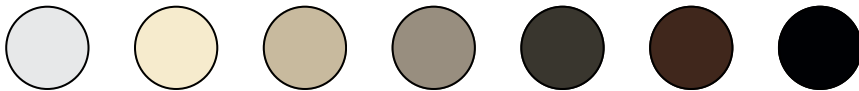
Bow



Round Top

PICK YOUR COLORS

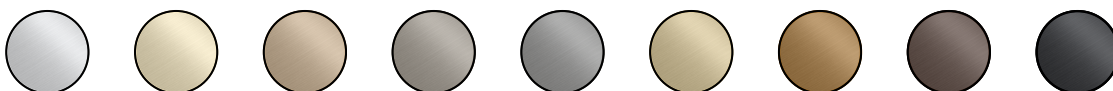
Exterior Colors



Interior Colors + Finishes



Hardware Finishes



*** Styles and colors vary based on brand.*



Design Options

SPECIALTY GLASS

DECORATIVE GLASS

Add light and style to your home while preserving privacy.

TEMPERED GLASS

Increases glass strength to help prevent breakage. This option is ideal for windows and doors that are close to the floor or located in high-traffic areas.

LAMINATED GLASS

Even more durable than tempered glass, laminated glass is often referred to as impact resistant or safety glass due to its vinyl interlayer that tends to remain in place when cracked.



GRIDS

SIMULATED DIVIDED LITES

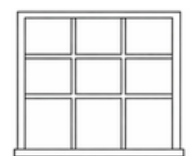
Grids that are permanently adhered to the outside surface of the glass for a more traditional look.

GRILLES BETWEEN THE GLASS

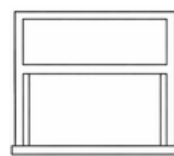
Located between the panes of insulating glass to combine a timeless design with easier cleaning.



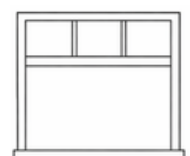
No Grid



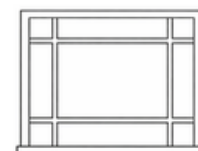
Colonial Grid



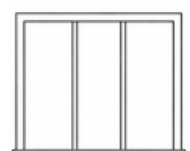
Cottage Grid



Craftsman Grid



Prairie Grid



Vertical Grid

*** Styles and colors vary based on brand.*



VINYL

Best for: Budget-conscious homeowners who want reliable performance

Why homeowners choose vinyl:

- Lower upfront investment
- Strong energy efficiency for hot climates
- Virtually maintenance-free
- Great overall value

Things to consider:

- Expands and contracts more in Texas heat
- Thicker frames = slightly less glass
- Fewer customization options

Good fit if: You want a dependable upgrade at the most affordable price.

VINYL VS FIBERGLASS

FIBERGLASS

Best for: Homeowners focused on long-term performance and aesthetics

Why homeowners choose fiberglass:

- Extremely strong and durable
- Handles heat with minimal expansion
- Thinner frames = more natural light
- Can be painted for more design flexibility

Things to consider:

- Higher upfront cost
- Longer lead times

Good fit if: You want the longest-lasting, highest-performing window option.



BRANDS WE TRUST



A premium fiberglass window known for its strength, durability, and refined appearance.

- Extremely durable material (resists warping and expansion)
- Thinner frames = more natural light
- Ideal for larger openings and custom designs
- Premium look and feel



A high-performance vinyl window built for comfort, efficiency, and long-term value.

- Excellent insulation performance (great for Texas heat)
- Low-maintenance and easy to operate
- Strong manufacturer warranty
- Great option for whole-home replacements





QUESTIONS YOU SHOULD ASK EVERY CONTRACTOR

Choosing new windows isn't just about selecting a high-quality product; it's about choosing the right contractor to install them.

The truth is, even the best windows can fail if they're installed poorly, backed by unclear warranties, or handled by a company that cuts corners. Yet most homeowners don't realize this until it's too late.

This checklist is designed to help you evaluate both: the quality of the windows you're investing in and the company you're trusting to install them—so you can avoid costly mistakes and move forward with complete confidence.

- Are you licensed and insured?
- Are lead-safe practices followed in older homes?
- What warranty is included? Is labor included?
- What happens if glass breaks after install?
- Who handles service after install?
- Are permits required?
- What is the project timeline?
- What happens if framing damage is discovered?
- Are your installers employees or subcontractors?

Contractor Red Flags



Pricing & Sales Tactics:

- Prices that are dramatically lower than competitors
- "Today-only" offers or expiring discounts



Lack of Transparency

- Unclear or complicated warranty terms
- No clear breakdown of scope of work



Company Credibility Issues

- No local references or verified reviews
- Inconsistent reputation or limited history



Installation & Project Risks

- No clear installation process explained
- No permit discussion



Installation Best Practices



Pressure-Free Buying Process

- Transparent pricing that doesn't change overnight
- Time to make a decision without pressure



A Company You Can Trust

- Proven track record and local references
- Clear communication and accountability



Installation Standards

- Jobsite protection & cleanup
- Quality Products



Full Transparency

- Clear scope of work
- Simple, understandable warranties

Our Warranty

At Southwest Exteriors, we stand behind the quality of our work and the materials we use. We understand that peace of mind is crucial when investing in home improvement projects. That's why we've compiled answers to the most frequently asked questions about our warranties.



Lifetime Extended Warranty After Manufacturer Coverage Ends	✓	✓	Fully Transferable to the Next Owner
Lifetime Labor Coverage	✓	✓	Easy Warranty Request Process
No Cost Re-caulking for 20 year	✓	✓	Accidental Glass Breakage Coverage
Foundation/Settling Adjustments Covered for 10 Years	✓	✓	Lifetime Hardware Coverage

Check out our 1,200+ 5-star Reviews!



S Wiley
Local Guide · 79 reviews · 4 photos

★★★★★ 3 years ago

We have had numerous windows installed by Southwest Exteriors over the past ten + years and the entire process from sales to service has been extremely fulfilling! They have the best warranty ever- trust me, we have tested it. All levels are knowledgeable, caring to the customer, and leave the scene totally clean. We highly recommend this business. You truly get what you pay for!

Tom S
Local Guide · 298 reviews · 114 photos

★★★★★ a year ago

Southwest Exteriors always provides a first-class customer service experience. Their transferable lifetime warranty is absolutely worth it and I will forever be grateful to have had it. A big thank you to Garrett, who always provided great customer support and a big shout out to Clint, who always provided great service with the same great attitude.

Celeste Blue
Local Guide · 24 reviews · 5 photos

★★★★★ 8 months ago

Southwest Exteriors replaced all my windows for my house. From my initial meeting with Frank through installation and follow up calls to ensure I was 100% satisfied was all professional and well organized. I had multiple bids on my project. They were not the cheapest but the company I felt most comfortable with and also they had the best warranty. On the warranty, all the other companies I received bids from claim a lifetime warranty on the windows. However, when I looked at their fine print that was just for the parts and not labor which is the most expensive part. Southwest covers 100% parts AND labor.

READY TO UPGRADE YOUR WINDOWS?

(210) 828-5255

www.southwestexteriors.com



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