Worksheet for Glass Condensation of Pella Product

Date: _____ Dist #: _____ Customer Name: _____

Ranch ☐ Two Story ☐ Split Level ☐ Earth Sheltered Berm ☐

New Construction: ☐ Yes ☐ No

How old is the house? _____

How old are the windows/doors? _____

How many windows/doors are in the house? _____

How many windows/doors have condensation? _____

Where is condensation located? ☐ Roomside ☐ Outside ☐ Between Glass

If Between Glass, which surface is condensation on? ☐ Prime Glazing ☐ DGP/HGP

Prime Glazing: ☐ Low-E IG ☐ Clear IG ☐ Clear Single Other _____

DGP/HGP Glazing: ☐ Low-E ☐ Clear Other _____

Swimming Pool	☐ Yes	☐ No	Is perimeter caulking ok?	☐ Yes	☐ No
Hot Tub	☐ Yes	☐ No	Was the product recently finished?	☐ Yes	☐ No
Humidifiers	☐ Yes	☐ No	Are there window coverings?	☐ Yes	☐ No
Dehumidifiers	☐ Yes	☐ No	Did outside temperature recently transition quickly from hot to cold?	☐ Yes	☐ No
Air Exchanger	☐ Yes	☐ No			
Is the clothes dryer vented outside?	☐ Yes	☐ No	Is there an air vent blowing directly on this unit?	☐ Yes	☐ No

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Type Heating: ☐ Elec. Radiant ☐ Elec. Air ☐ Hot Water ☐ Gas Air ☐ Wood Burning ☐ Geo-Thermal Other _____

Vapor Barriers: ☐ In Wall ☐ In Ceiling ☐ In Crawl Space ☐ None

Condition of Crawl Space: ☐ Vented ☐ Insulated ☐ Vapor Barrier ☐ Damp ☐ Dry

Exhaust Fans: ☐ Kitchen ☐ Shower ☐ Bath ☐ Attic ☐ None

House Plants: ☐ Average amount (1-5) ☐ Above average amount (6+) ☐ None

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Make sure these are answered when condensation is present

Side of home with condensation: N ☐ S ☐ E ☐ W ☐

Time of day condensation occurs? _____

What are the weather conditions? _____

Check humidity in house? ☐ Yes ☐ No

Humidity levels in: Basement: _____ 1st Story: _____ 2nd Story: _____

Kitchen: _____ Bath: _____ Bedroom: _____ Laundry: _____ Living Room: _____ Other _____

Does the unit have a: ☐ DGP ☐ HGP ☐ Neither

DGP Units Only

Between Glass Muntins on DGP units only? ☐ Yes ☐ No

Are Muntin Ends: Painted ☐ Stained & Finished ☐ # of Coats: _____

Has the wood between the glass been finished ☐ Yes ☐ No

What were glass stops finished with? _____

What is the condition of the finish? ☐ New ☐ Fair ☐ Weathered

Are shades raised & blocking top breathers	☐ Yes	☐ No
Are breather holes clear	☐ Yes	☐ No
Are Sash Stile and Rail intersections Flush	☐ Yes	☐ No
Missing, loose or improperly latched DGP Clips	☐ Yes	☐ No
DGP Gasket (trim flashing in corners)	☐ Yes	☐ No
Does DGP Gasket recover shape	☐ Yes	☐ No
Did you swap DGP's with other windows	☐ Yes	☐ No
HGP Units Only		
Are the hinged panels fully latched	☐ Yes	☐ No
Were the hinged panel shipping spacers removed	☐ Yes	☐ No
Are the hinged panels off one or both of the hinges	☐ Yes	☐ No
DGP and HGP Units		
Is the sash wet	☐ Yes	☐ No
Does condensation follow the panel when you swap with another window	☐ Yes	☐ No
Does condensation follow the sash when you swap with another window	☐ Yes	☐ No
Are windows clean between the glass	☐ Yes	☐ No
Are all gaskets and weather strips in good condition	☐ Yes	☐ No
Between glass shades	☐ Yes	☐ No
Does the condensation get better or worse when the panel is opened	☐ Better	☐ Worse

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Please e-mail to Customer Service Specialist

Other Comments: _____