

WINDOW WAR STORY

by
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The home was a typical 30 year old split level ranch and was rented. The tenant was present. A bay window with insulated casement windows had been installed in the living room by some previous owner.

Knowing that casement windows, especially in a bay installation can be problematic, I dutifully began my operational inspection (of a representative sample) while my client and the broker were busy talking. The casement window had interior screens. I released the bottom and top latches and then began turning the hand crank. The casement window had only opened two inches when suddenly I watched helplessly while the entire casement window tipped over and fell away from the frame. Seeing dollar signs and feeling shock, the window landed horizontally on a tall shrub with the lower scissors pivot hardware still attached and the glass intact. Being fleet of foot, I ran out the front door fearing the worst. I lifted the window up and tried to replace it in the frame but was unable to do so alone. So, I yelled for help and the broker came to my rescue with assistance. I asked the broker to remove the screen while I lifted the window into place. We had to finagle the hardware that was bent and reconnect the top pivot slide and finally managed to close & latch the window.

I did nothing wrong but still felt that the defective window may come back to haunt me financially. At this point, I was blessed! The tenant came into the room and saw our dilemma and said: “Oh, I see the window fell out again. That happens all the time; I’ve asked the landlord to fix it!” Plop-plop-fizz-fizz and saved again! I disclosed and documented a defective window and went on my merry way.

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