

M Sora Windows

High Performance Fenestration Products. Passive House Certified Building Technologies Frequently asked questions:

Why is M Sora considered a leader in Passive Windows?

- * M Sora has been producing high quality thermal efficient windows for over 60 years. They have Successfully exported their product through out Europe and the Middle East. Their product line is now available in the United States, Canada and Mexico through a select number of certified dealers.
- * The Passive House Institute in Germany certifies our windows.
- * M Sora offers what is probably the widest selection of European residential and commercial products of any manufacturer of passive certified windows, including all wood; aluminium clad; Glass clad; Bronze and Bronze Clad as well as a uPVC(Vinyl) product line.
- * They offer 11 different Passive House suitable window profiles.

What are some of the options that M Sora offers that set them apart from other manufacturers?

- They offer wood and aluminium clad units in dual, triple and quadruple glazing options with “U” values as low as 0.116 with “R” values of 8.62 along with acoustic values 33-44 dB. SHGC 0.25-0.63.
- Can be tempered or laminate where safety or high fire hazard requirements are required.
- Traditional swing in tilt & turn windows and also push out tilt & turn units. Manual & electric screens; Lift & slide; manual & electric pocketing units; slide & tilt door units; bi folding doors; French doors; windows walls; [Hydraulically operated window walls](#) that recess completely into the floor. We are very proud of our flexibility and commitment to innovation.
- Clad units are available in any wood species, including Accoya, the most stable wood on the market, with a 50 yr. warranty.
- Virtually unlimited external clad colors (RAL Chart) including simulated wood grain on exterior cladding.

- All wood is always hand selected furniture grade wood. No finger joints, knots or blemishes.
- Wood sourced from FSC/PEFC forests (Certification available upon request.)
- * Aluminium is cut, welded and ground down to produce a perfect base for the **seamless powder-coating finish**; a painstaking procedure producing the highest calibre of finish on the market.
- * Aluminium is attached to frame by **thermally broken clips** reducing cold/heat transfer.
- * Multiple ext. cladding widths available for minimal aesthetics and exposed reveal.
- * Glass clad door units have option for glass going [all the way down to the sill](#). [90 degree triple glazed glass corner units](#) also available.
- * Sub-frames are available so that exterior stone and plaster work is completed on schedule, and windows can be installed at the last moment into a finished opening.
- * We have a much larger achievable unit sizes than most other window companies.
- * All windows and doors are custom made to order.
- * Special high security versions of our products are available with stronger glass, reinforced frames and increased robust hardware.
- * Certified installers are available for precise installation standards.
- * 15 years warranty against leaking along with a \$ 10,000 usd insurance policy available when installed by certified installers.
- We can certify your installers over the Internet, so you receive this Warranty coverage at any location world wide.
- A 3-year service schedule is included in all projects of \$ 50,000 and over.
- Products are dispatched, individually packaged then wrapped in a custom pallet, and if necessary individually crated and then shipped in steel containers to dealers/end users location. We don't leave anything to chance during the transport from factory to site.
- Deposit Bonds are available if and when required. (at a cost to the customer)

Is your window certified by any organization?

- All windows are CE marked and some profiles are certified by Passive House Germany. All CE marked products have been independently

verified by IFT Rosenheim, (<http://www.ift-rosenheim.de>) one of the largest fenestration testing houses in Europe

- We are commencing testing with a USA based testing house to have NFRC and Energy star accreditation as well as independent testing on our European certified safety glass standards for the USA and Canada. We expect these certifications to be in place by the start of 2014

How long does it take on average for an order to arrive at a project?

- Delivery from shop drawing sign off is approximately 10-12 weeks to the East coast and 14-16 weeks to the West Coast. Many of our smaller orders can be shipped air freight in a matter of a few weeks with little or no additional freight charge.

Are your windows best suited to a particular climate type?

- As is testimony from the different countries we are experienced in exporting to, we can handle practically any end user environment, including high altitude, where we provide argon filled units, charged under high atmospheric pressures and delivered to the site with the aid of high-pressure valves.
- Triple glazed units, installed in passive house buildings have achieved a 90 % reduction in electric usage; couple this with the savings achieved by reducing the required sizing of heating and air conditioning units, (due to the increased efficiency of the passive design) along with lower solar heat gain (in the American Southwest and Pacific Coast areas) the minimal carbon foot print of the product along with the overall sustainability of the production process and the interest in this new technology is easy to understand.

Are M Sora windows more expensive than comparable products?

- Given the vast range of profiles, window styles, glass types, finishes and wood species available it is impossible to give an exact costing, so we prefer to give a cost per window schedule supplied to us. The local M Sora dealer will supply these costs. However, our customers have reported that the M Sora product line is much more economical than other European manufactures, and offers a much wider selection of

options and operating types, with the preferred tilt & turn European options.

How are M Sora windows distributed in the USA and how does your service work?

- We have taken a very different approach in the North American market to other European suppliers who are currently offering product there. The vast majority of European companies are trying to sell to the end user directly from Europe and we see this as a recipe for disaster. This direct sales model will inevitably lead to poor customer care, inadequate aftersales service and spotty warranty provisions, should they be needed. Our model is to establish a long lasting relationship with local well-established and reputable dealers and to provide, through them, an unparalleled range of high quality, high performance products that will be competitively priced to the end user with the secure knowledge and comfort of local representation.
- Another feature, which sets us above and beyond our competitors, is our 15 year installation warranty, which we are proud to offer through our association with Henkle USA. Your local installers can be certified over the internet for installations any where. This training and warranty is backed up by a \$ 10,000 usd insurance policy per unit/dwelling when the installer is certified and follows the prescribed installation parameters.

For further information or to receive a quote on your project, please contact our M Sora dealer for Southern California, Arizona, New Mexico and Mexico.



616 E. Haley St. Santa Barbara, Ca. (805) 962-2202
www.pacifictimberproducts.com info@pacifictimberproducts.com