

New EuroLine Manufacturing Facility To Host Official Grand Opening In March 2002

Inside Outlook

In the News...2

Flying Coconut...2

Log Homes...3

Casement...3

Chateau du Lac...4

Since 1993, EuroLine has become North America's largest manufacturer of uPVC Tilt & Turn windows and patio doors. Sales volumes have continued to grow in Canada and the United States resulting in a need for more space and personnel. Next March all EuroLine manufacturing facilities will share the same address and be part of the official Grand Opening of the new EuroLine Manufacturing facility in Delta, British Columbia.

The facility, located at 7620 MacDonald Road alongside the Fraser River, will occupy close to a city block of newly constructed manufacturing and service facilities. In addition to housing EuroLine's Design, Sales and Production facilities for all product lines, the complex will also house the Shipping, Administration and Showroom.

EuroLine Vice-President and COO Albert Goertzen says, *"The location is ideal – it's central to Greater Vancouver and the Fraser Valley and is only a short drive away from the US border or ferry connection to Vancouver Island"*.



From The Desk of Isbrand Funk...

Welcome to the Winter 2001 issue of the EuroLine Outlook. In the past 12 months, many improvements and changes have taken place at EuroLine:

- Overall volumes of residential and commercial installations continue to grow in Canada and the United States.
- EuroLine's former high-quality 3-chamber window and door system has now been upgraded to a superior 5-chamber system, featuring higher thermal performance and better sound insulation. The new system will accept a wide range of accessories such as trims and brick moulds.
- An elegant new stainless steel look hardware is now standard with all EuroLine Tilt & Turn windows and doors. The new hardware doubles the corrosion resistance of our previously offered high-standard hardware.
- Installation of a new software program to improve quoting and manufacturing capabilities. EuroLine customers will now receive clearer, more detailed quotations. The program will also allow EuroLine to benefit from improved higher production flexibility and improved inventory controls.

EuroLine windows and patio doors are installed in single, multi-family and commercial structures in Canada, the Western United States and the Caribbean. In addition to its Delta, B.C. head office, EuroLine has Canadian Sales Offices in Alberta and



Vice President & COO,
Albert Goertzen



EuroLine's new facility will provide expanded manufacturing capacity.

Manitoba as well as sales offices and showroom facilities in Washington State. Only the Canadian Head Office address will change. Phone, fax, email and web address remain unchanged.

- Construction of a new, manufacturing facility is now in its final stage. This new 57,000 square foot building will allow each product line and customer service facility to have all the space they deserve.

All of these changes took place at the same time while EuroLine increased production by about 50% over last year.

As pleased as I am with these improvements, I do have one regret. Despite the extra efforts of the EuroLine staff and management to implement these revisions and changes without disruptions to our customers or to our production, some customers were inconvenienced – having to wait longer than normal for their estimates, quotations and product deliveries. If you were one of these customers, please accept my most sincere apology and my assurance that this regrettable erosion of customer service was only a brief and temporary occurrence.

Continued on page 2

In The News



5-Chamber uPVC Tilt & Turn Window And Door System Becomes New Higher Standard At EuroLine.

While a 3-chamber window and door system with 3 levels of insulation, reinforcement and strength is good, a 5-chamber system is even better, proportionately increasing these standards to better support larger windows and doors. A 5-chamber system also substantially increases the level of sound reduction and intruder resistance. And as for cost – EuroLine customers have been pleasantly surprised to learn that this upgrade has been made without added customer cost.

"It means more value and quality to our customers which has always been a cornerstone of EuroLine success", said EuroLine President and CEO Isbrand Funk. He went on to say, *"In addition to being aesthetically improved, the new EuroLine 5-chamber window and door system has functional exterior and interior grooves to accept a wide range of accessories (brick moulds, rebate flanges, sill extensions, rain screen adaptors, jamb extensions, drywall inserts and other popular window and door accessories) plus an attractive bull nose detail on the window sash to enable*

faster shedding of water from the bottom frame. Even the hardware has been upgraded. It now has an elegant stainless steel look with a coating that more than doubles resistance to corrosion".

In addition to providing an improved and strong defense against leakage and extreme weather demands, a 5-chamber window system provides lower "u" values and higher "r" values. ("u" and "r" values are measures of thermal efficiency. The higher the "r" value, the better the insulation. The lower the "u" values, the higher the thermal performance).

An easy-to-operate single-handle allows windows and doors to tilt-in, providing safe, secure 24-hour healthy fresh air, as well as turn-in for easy two sided cleaning. The same handle also controls the multi-point locking hardware that's installed through a steel reinforced frame for added strength and security. The result is a super tight seal to lock out extreme weather, would-be intruders and noise. Larger-than-normal window sizes are also available.

**This Upgrade
Has Been
Made
Without
Added
Customer
Cost**

EuroLine Windows Solve 'Flying Coconut Problem.

While we think of the Grand Cayman Islands as an idyllic tropical resort location, during the hurricane season, it can be a dangerous place. "Flying Coconuts" account for a major portion of damage to property – when they become airborne under hurricane conditions, they act like cannon fire. Allied Construction of Grand Cayman, British West Indies has now built several deluxe homes that are particularly resistant to 'flying coconuts'. In each case these luxurious homes have been built with EuroLine Tilt & Turn Windows and Tilt & Turn or Tilt & Glide patio doors.

Allied Construction spokesperson Terry Ford says, *"We needed the most flying coconut resistant windows we could find. After considerable investigation we took the advise of our architect and contacted EuroLine who have now supplied us with windows & patio doors for two homes with windows for a third home now in production. In addition to using special glass, and looking great, EuroLine windows and patio doors are steel reinforced and made of a proprietary uPVCplus building material that can take on just about any kind of extreme weather. EuroLine windows and doors are UV resistant, never fade or yellow, and are available with a EuroWood finish that allows us to have a color on the exterior window and door surface and a EuroWood or metal looking finish on the interior – or visa versa".*



As seen in Builder + Designer September 2001 issue



continued from page 1.

All of us at EuroLine realize that a quality product is only as good as the quality of the service that goes with it. Outstanding customer service will always be a EuroLine priority. If there is one silver lining to a temporary erosion of our service, it is the fact that these improvements have been accomplished without an increase in price, and will result in shorter lead times and better customer service.

My congratulations to the EuroLine staff who have worked extra hard to keep abreast of these changes and improvements and who have tirelessly resolved many customer service requirements before these difficulties were able to adversely affect our customers.

While EuroLine will be moving to its new location late in December, to be fully operational after the New Year's Day holiday, we are allowing ourselves until March, 2002 to settle into and fine-tune our new facility prior to hosting our official grand opening. We invite you to stay informed by regularly visiting our web site:

www.euroline-windows.com

Sincerely, Isbrand Funk, President and CEO

EuroLine Becoming Accepted High Standard For Westcoast Log Homes

Westcoast Log Homes, located in Gibsons, British Columbia, manufactures a variety of upscale 4,000 to 6,000 square foot single and multi-level log homes that are particularly well received in the United States. With installations in New Mexico, Colorado and other U.S. sites, it was important for Westcoast Log Homes to find suppliers whose products were equally upscale since on-site after-sale servicing would be exceptionally costly. This is one of many reasons why Westcoast Log Homes include EuroLine Tilt & Turn Windows and Tilt & Turn or Tilt & Glide Patio Doors as well as Tilt & Turn French Doors.

Westcoast President Andy Koberwitz says, "EuroLine windows and patio doors are virtually maintenance free. They're made of uPVCplus, a unique proprietary material that will never fade, or yellow; have a steel frame; a top-of-the-line rain-screen design and easily meet our demanding installation requirements for a structure we know is going to shrink and settle differently than conventional structures. We also like the fact that EuroLine windows and doors are

available in larger sizes for larger views; are energy efficient; lock on all four sides and take on any kind of extreme weather with ease. In Colorado, for example, we recently built a Log Home 10,000 feet above sea level where it can be 110 degrees in the afternoon and snowing in the evening. The single handle operation of the Tilt & Turn hardware allows for a safe and secure source of daily fresh air, an effective alternative to air conditioning."

Westcoast builds each of their log homes at their Gibsons manufacturing site before dismantling them, shipping and reassembling on-site complete with windows and doors, major appliances and more. The company also provides optional features such as the opportunity to add a custom carving by a local Gibsons carver on one or more of the logs within the home.

The best and nothing but the best – from high quality logs to state-of-the-art windows and patio doors – to first-quality appliances and conveniences, these homes elevate log construction to a whole new league and EuroLine is proud to be part of the total picture.



Larger than normal EuroLine windows highlight upstairs living room view in this elegant half post and beam, half traditional log construction home.



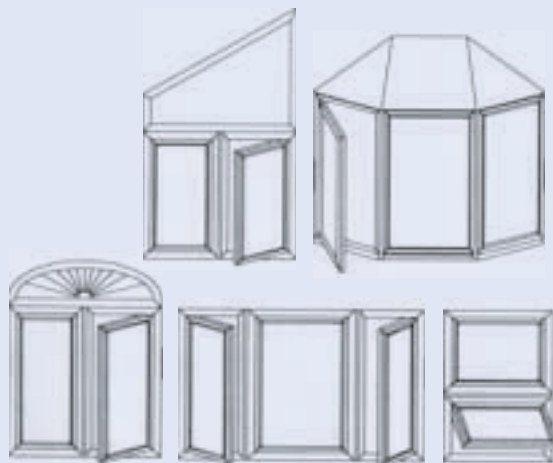
EuroLine Tilt & Turn windows and patio doors frame dramatic ocean views from tri-level balconies with octagon sunroof off the upper deck.

Only One Casement Window Is Good Enough to be Called 'EuroLine'

The SilverLine Series, designed and manufactured by EuroLine Windows® is a 3 1/4" Casement, Awning and Picture Window system to take on demanding Northwest weather with ease!

This series of windows features the same accessory grooves as the EuroLine tilt & turn system, and many other features previously thought to only be available on more costly systems. Single-handle, multi-point locking hardware is standard – providing added security and a tighter, more secure seal. Concealed hinges and folding crank mechanisms are also standard and maintenance-free vinyl means no painting – ever!

Customers can choose from a wide selection of sizes and styles for new and replacement construction.



SilverLine casement, awning and picture windows accommodate a wide variety of architectural shapes and styles.



EuroLine Windows & Doors Chosen For \$11.9 Million Dollar 'Chateau du Lac' Residence

**“EuroLine
Windows
have
outperformed
any other
window
or door
I have
ever
known”**

The superior performance of EuroLine windows and doors has made them a popular choice with builders, architects and homeowners in an ever-widening circle of influence. David Bradley chose EuroLine windows and patio doors for The Bradley Groups' 'Chateau du Lac' residence at Whistler, which is the most deluxe and expensive real estate property in Whistler, BC at \$11.9 million dollars.

When asked why he chose EuroLine windows and patio doors for his project, David Bradley responded, *“When I was building my own waterfront property, I researched a number of companies because I knew what kind of a beating fenestration can take when it’s subjected to a seaside climate. I chose EuroLine windows and doors for my own home and since then, they have outperformed any other window or door I have ever known”.*

Bradley went on to say, *“The Chateau du Lac estate in Whistler has spectacular views and my vision of a European style chateau demanded, not only the best windows, but very large windows. EuroLine can provide that kind of custom work, and I have found that they are less expensive than first quality wooden windows, while being more versatile and providing better long-term performance.”*

As well as using a tougher proprietary uPVC^{plus} building material, EuroLine windows and doors feature multi-point locking hardware (*locks the*

windows and doors on all sides at four or more points for a tighter seal); steel reinforced frames and sashes (*for added strength and security*); a true pressure-equalized rain screen design plus a wide range of colours with wood and metal finishes.

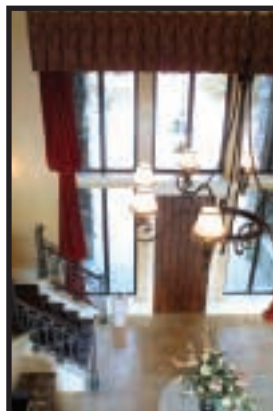
In addition to being chosen for the Chateau du Lac residence, Euroline windows are also featured in Whistler’s Summit Lodge and other prestigious properties throughout British Columbia, Alberta, Manitoba, Washington State, Oregon, California, Idaho, Colorado, Montana, Alaska and the Caribbean.



A wall of oversize EuroLine windows provides a dramatic frame to the panoramic view overlooking beautiful Nita Lake



Larger than normal EuroLine windows highlight welcoming entrance to luxurious Whistler Chateau du Lac.



Giant EuroLine windows surround a solid alder entrance door to provide a warm welcome to this magnificent Whistler Chateau.



**EuroLine
Windows INC.**