Bureau of Consumer Protection
Division of Enforcement

Sierra Pacific Windows
11605 Reading Road
P.O. Box 8489
Red Bluff, CA 96080

Dear Sir or Madam:

UNITED STATES OF AMERICA

FEDERAL TRA.DE COM};IISSION WASBINGTON, D.C. 20580

August 17,2012

The staff of the Federal Trade Commission (FTC) has concerns about some of the claims
that Sierra Pacific Windows has made about its windows. Five manufacturers and
retailers of replacement windows recently settled with the FTC for allegedly making
unsubstantiated energy savings claims. See
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claims on to their customers. For example, don't make a false or unsubstantiated claim in a product brochure that dealers or retailers may give to consumers.

Once you have reviewed your marketing materials, please advise FTC staff if you intend to remove or revise any claims, identify the claims you intend to remove or revise, and tell us when you'll make those changes. You may call FTC staff attorney Josh Millard at (202) 326-2454 if you have questions or to follow up on this letter.