

Installation Procedures and Guidelines For Residential Clients

Thank you for choosing Wooden Window, Inc. for your door and window project. Our goal is to provide the best quality products, craftsmanship and the highest level of customer service. Understanding your contract and our installation procedures will help everything go smoothly and enhance your project experience. Please carefully review this information.

At the Field Measure

Your contract confirms the products, styles, options and colors you selected and the scope of work needed for installation. Please review each item for accuracy and clarify any questions with your sales representative.

At the Field Measure we'll confirm the scope of the project, take detailed measurements for manufacture, and note any factors (such as narrow stairs) that might affect the installation. Payment for 40% of the balance is due at, or before, the Field Measure appointment. If it is determined that additional work is necessary and should be added to the scope of the project, the sales representative will prepare and send you a Change Order. No additional work will be completed without a written and approved Change Order.

When and How Installation is Scheduled

Following the Field Measure, we begin production at our shop in West Oakland. Depending on the size and complexity of your project, the manufacturing process may take many weeks to complete. Complex designs, specialty glass, or special order hardware can lengthen the manufacturing period. Please discuss the estimated time frame with your sales representative, but keep in mind, leadtimes are only estimates.

As manufacturing for your project nears completion, you will be contacted by our Installation and Accounting departments. The Installation Team, not your sales rep, will schedule the next phase of your project.

For scheduling and field-related issues:

instmgt@woodenwindow.com
t. 510-350-3901

For invoicing questions:

accounting@woodenwindow.com
t. 510-350-3911

When the materials are almost ready, the Installation Coordinator will contact you to schedule your installation a few weeks later. Crews are typically booked 2 to 4 weeks in advance, but lead times can vary. The second payment of (typically) 30% of the balance is due when the materials are complete: you will receive an invoice from the Accounting Department showing the amount at this time. This payment must be made before installation begins.

Your installation may take multiple days and we will estimate what we believe will be required—but this is only an estimate. Your project may take more or less time than anticipated -- we'll do our best to keep you informed.

What to Expect During Installation

- You do not need to be present during the installation, but please plan to meet with the crew leader on the first and last days to review the project.
- Our crew will typically arrive between 8:00 and 8:45 am each day and end their workday at natural breakpoints in the project—not always at a specific time each afternoon.
- Most installation tasks are done from inside the room. The crew will use carpet/floor protectors and drop cloths throughout your home and will vacuum work areas at the end of each day. If work continues in one area for several days, the crew may ask to leave floor protection in place to save set-up time.
- The crew will establish a “cut station” outside the home—usually in the driveway or on a patio—with saw horses and equipment, and where there is access to electricity. The crew will move between the cut station and the home’s interior as they work.
- Although an installation may span several days, at no time will your home be unsecured overnight. No sashes or exterior doors will be removed if the work in that area cannot be completed that same day.
- Inspect the crew’s work each day and, if you have questions or concerns, please discuss these directly with the crew leader onsite. If the crew has departed for the day, please leave an email or voicemail with the Installation Coordinator so the issue can be addressed in a timely fashion.
- When the installation is complete, the crew will vacuum all interior work areas and sweep outside your home. Please understand that our crews do not wash the glass.

Before Your Installation Begins

- Remove all breakable items and knick-knacks from the areas around each window or door where work will be performed. Disable any alarm equipment, remove burglar bars.
- Move furniture away from each window or door to allow at least three feet of work area around each opening. Clear away any obstructions that might interfere with the crew carrying windows and doors inside, up stairs, and through your home.
- Remove all drapes, blinds, blind brackets and window treatments from project windows.
- Make sure pets, children or tenants are safe and will not impede the crew’s work area.
- If you need to reschedule your installation, please notify us at least 48 hours in advance to avoid any potential cancellation costs.

During Installation

Plan to meet with the crew leader on the first day to review the project and products. Our crews typically arrive between 8:00 am and 8:45 am, but may arrive later if they are finishing up another project first.

- Please provide restroom access for the installers.
- While clients often want to observe our crews working, please refrain from distracting them from their primary task: giving you a superior installation.
- Occasionally misunderstandings surrounding scope of work arise during installation, or our crews discover hidden conditions not anticipated that necessitate additional work. Please discuss any issues with the crew leader first; if questions or concerns remain, please call the Installation Team directly at 510-350-3901 for assistance.
- If it is determined that additional work is required, the crew leader and/or your sales rep will draft a Change Order for your review/approval. No additional work will be completed without a written and approved Change Order.

Job Completion & Post-Installation Procedures

- All construction debris will be cleaned up and hauled away.
- Please plan to meet with the crew foreman for a final inspection and to sign the completion documents. Your satisfaction is important to us.
- The final invoice is due on the last day of the installation. You may give a check to the crew foreman, or pay online through our IPN (Intuit Payment Network) system. Warranty service is not available until all account balances are paid in full.
- Do not re-hang window treatments or brackets for 24 hours after installation to allow time for caulking to sufficiently cure.
- Make arrangements for painting or staining to properly seal your new windows and/or doors within 2 weeks following the conclusion of installation. Please refer to the provided Painting Instructions for specifics.

We understand that problems occasionally occur with even the best-managed projects – large or small – and if they happen we'd like to know and resolve them. Your comments, concerns, and compliments are always welcome.

Thank you for choosing Wooden Window, Inc.

We appreciate your order and look forward to your gracious referrals to other potential clients.

