



**YOUR GUIDE TO
WINDOW
& DOOR
INSTALLATION**

visit www.kehlwindowanddoor.com

Congratulations

 on your decision to improve the appearance and value of your home with new beautiful windows and/or doors.

From your initial contact with us through the completion of your installation, our entire team is committed to providing you with the very best home improvement experience possible. To accomplish this goal, and in order to add you to our list of satisfied customers, we've prepared this booklet to help you understand what to expect during the entire process.

Please take a few minutes to read this information in order to be better prepared for your new windows and/or doors.

Now that you've made your final selections and purchasing decision, your sales representative will write all the pertinent details down on your contract and turn it in to our office for processing. This sets in motion an entire chain of events designed to get your job reviewed, measured, ordered and installed in a timely and satisfactory manner.

Job preview and pre-installation meeting

After your paperwork is submitted for processing, you will receive a phone call from our office to schedule a final measure. This will usually occur within 7 to 10 days of your sale date, but is largely dependent on your availability to schedule this appointment. A delay in getting this meeting scheduled will result in a delay in getting your job installed. Therefore, if you can best be reached at a certain phone number or at a certain time, it will be helpful if you

let your sales representative know this information, or call our office to let us know.

The purpose of this meeting is to take final measurements and to review the installation process. Once this occurs, all of the approved, custom-made products will be ordered and changes cannot be made without a financial consequence to you.

Permitting

If your project requires a permit, we will submit all necessary paperwork to the city or municipality after the final measurements are taken.

Change orders

From time to time, customers may wish to make changes to their original order. If you decide to make changes to your order *prior* to the final measure, contact your sales representative as soon as possible or discuss them with the technician at the final measure. If you decide to make changes to your order *after* the final measure meeting, contact your sales representative as soon as possible to see if changes can be made. In most cases, if the custom materials have already been ordered, changes cannot be made without incurring the cost of the original materials *plus* the new materials. The additional cost will be added to your bill.

Any and all changes must be done on a Change Order form and approved by you first and then accepted by our management. Upon acceptance, a

signed copy with a revised account summary will be given to you. Please note that your failure to sign and return a Change Order in a timely manner will delay the start of your job.

Scheduling and installation

Our scheduling manager will track the progress of your job as the custom materials are being produced.

Upon completion of the order, our scheduling manager will contact you to schedule the installation. If you have any special scheduling concerns or requirements, we will do our very best to accommodate you. Please keep in mind that from time to time, weather delays or other unanticipated situations occur that require us to revise our schedule. While these situations are rare, they do occur and we appreciate your understanding.

Preparations prior to your installation

We will need to access both the interior and exterior of all window and door openings. Please remove any knick-knacks, delicate items, electronics and other valuable or breakable items from the area immediately in front of the interior and exterior of each opening.

If any heavy furniture needs to be moved, our crew will gladly assist. We ask that you remove any blinds, shades, draperies or valances prior to your window installation so they do not interfere or get damaged during the process. These window treatments can be rehung after your window installation is complete. For exceptionally large or expensive window treatments, please consider having them professionally removed prior to your window installation and rehung upon completion.

On the exterior, we ask that you trim back any bushes or shrubs in areas where we will have to work. We may have to walk in flowerbeds to do the required exterior work. We will use as much care as possible, but be advised that we may break or crush some plants inadvertently, so it may be advisable for you to temporarily move these plants.

Security systems

Existing security system contacts on any windows or doors that are being replaced should be removed by your security company prior to your window installation. Upon completion of your window installation, your security com-



pany can return and install new contacts and make sure your system is up and running properly. Further questions can be reviewed with our technician at the pre-installation meeting.

Start of your installation

On the scheduled start day, our installation crew will arrive within the agreed upon timeframe and our crew leader will introduce himself and his crew. The crew leader will want to see the areas to be worked on and will gladly discuss any questions or concerns you may have.

Job sign

We would like to erect a small job sign on your lawn to let your neighbors know who's doing the work on your home. If you or the city object, please let our crew leader know and we'll honor your wishes.

Parking and access

The old windows and doors we're hauling away and the new windows and doors we're installing are quite heavy. We'd greatly appreciate if you could save a parking space in close proximity to your home for our truck when possible. Also, we'd appreciate if you could advise us of any local parking restrictions.

Electricity

We will usually require the use of a standard 110-volt electrical outlet to operate our power tools. Our crew leader will discuss the best location with you.

Children and pets

We will be working with heavy, breakable materials, power tools and, in some cases, ladders while on your job. We would appreciate keeping young children away from our work areas for their safety and well-being. Likewise, pets should be kept in a secure space while work is in progress.

Protective measures

Our crews are equipped with the necessary drop cloths and mats to provide normal and reasonable protection for your flooring and counter tops. If you have a particular concern, please discuss it with our crew leader.

Generally, the work we do is very clean and non-disruptive to your home. Occasionally, on jobs where we are modifying an existing opening or creating a new opening, there will be airborne dust from cutting plaster or drywall. You can usually expect a little dust in this situation and may want to cover any items of concern.





Cold weather installation process

During the winter months, we utilize a cold weather installation process to minimize your home's exposure to the elements. We selectively remove one or two windows at a time and reinstall those windows before moving on to the next set. The time the opening is exposed to outside elements is generally less than 15 minutes.

Sealants

In areas requiring a watertight seal, we use the best quality sealants for the job. The high quality sealants we use work in ALL weather conditions ranging from extreme cold to extreme heat. These sealants usually take anywhere from several hours to several days to thoroughly cure depending on the temperature and humidity. Please refrain from touching these sealants or washing with water until they are properly cured.

Cleanup

We will remove stickers from glass areas and wipe down windows and doors after installation. We will also clean up and haul away all debris unless you instruct us not to. It is our intent to leave your home at least as clean as we found it.

Staining

If your job includes staining of bay and bow windows, moldings or trim, it is customary for us to send one of our field stainers to your home after the installation to complete the staining process. This two-step process should be scheduled with our scheduling manager immediately following the installation.

Drywall / alterations

If your job involves an alteration requiring drywall work, please be advised that our installers will tape and apply one coat of compound. Please note that additional coats of compound, sanding and finish painting are NOT included in our scope of work. This task will be your responsibility.

