



DuraVu
WINDOWS & DOORS INC.

**Installation Preparation Guide
for Your New Windows and Doors**

CONGRATULATIONS!

We're excited and privileged to serve your home improvement needs.

Our entire team is committed to providing you with the very best home improvement experience possible. Our goal is your complete satisfaction. To achieve this goal, we've prepared some guidelines and tips to help prepare you for the installation of your new windows and doors. Please take a few minutes to read the sections in this guide to help you prepare for an expert, quality controlled installation process.

Measure Twice, Cut Once

Now that you've made your final selections and completed the purchase process, your DuraVu sales consultant will document all the pertinent details on your contract and submit it for order and installation processing. Here is what to expect:

Final Measure and Job Preview

- Sales orders submitted to the DuraVu office will be confirmed by telephone with you to schedule a final measure of all windows and doors ordered – this will help ensure the most accurate measurement details are obtained to avoid errors.
- Final measures usually occur within 5 to 10 business days of your sale date.
- During the final measurement meeting our installation technician will review with you the installation process.
- Once final measurements are made, all of the approved, custom-made products will be ordered and manufactured; any changes after the final measure order is placed cannot be made without time and financial consequences for you.

TIP: To help ensure a timely final measurement schedule, let your DuraVu sales consultant know which phone number and time of day that is best to reach you.

Changes to Your Order

You may wish to change your original order after your purchase decision. We'll make every effort to make those changes as expeditiously as possible.

All changes must be completed on a **Change of Order form** and approved by you and our management.

Upon acceptance, a signed copy with a revised cost summary will be provided to you.

Order changes can be made as follows:

Before the Final Measurement

- Contact your DuraVu sales consultant as soon as possible prior to the final measurement meeting.
- A new final measure meeting may be required.

TIP: If you can't reach your DuraVu sales consultant call the office at, 226.216.0572 during regular business hours or email, support@duravu.ca to schedule a change of order meeting.

At Time of Final Measurement

- This is your last chance to make a change without financial consequences to you; although time may be impacted at this stage of the process.
- Discuss the change with your installation technician on site.
- Your DuraVu sales consultant will be notified and he/she will contact you to confirm the changes.

TIP: Contact your DuraVu sales consultant to discuss and plan any changes before the final measurement meeting.

After Final Measurement

- If you decide to make a change after the final measurement, contact your DuraVu sales consultant immediately.
- At this stage, your custom-made windows and doors have already been ordered to build.
- It may not be possible to incur changes without financial and time consequences for you – including cost of materials and production of original order plus cost of materials and production of changes.
- A new final measurement meeting will be required.

TIP: Work with your DuraVu sales consultant prior to the final measurement to avoid change costs.

Installation Scheduling

Once final measurement has been made and the order submitted to build, we track the production progress of your custom-made products. Once the products have been completed (usually 6-8 weeks), we'll contact you to schedule the installation.

- At the time of scheduling, please advise us of any special concerns or requirements.
- We will do our best to ensure we maintain our schedule with you. However, there may be weather events or other unforeseen situations that may delay installation and require us to revise the schedule. While this is not common, it does occur from time to time and we appreciate your understanding.

Preparation for Installation

We understand that replacing windows and doors in your home can be overwhelming. Rest assured that we will treat your home with the utmost respect and will do everything possible to minimize disruptions.

Prepare Your Home

Clear the way and cover it up. It sounds simple and obvious, but it can be more involved than you think. We'll need clear access to the interior and exterior of all window and door openings to perform our work efficiently. The removal and installation of windows and doors can be a dirty job, and can jostle your walls, knocking items loose.

Here's are some guidelines to help:

- Clear the work area on the inside and outside of your house where windows and doors are being replaced. Remove furniture, decoration, tables, delicate or breakable items, electronics and any other items from the areas immediately in front of the work area and the pathway to the work area.
- Remove of all window coverings (blinds, shades, drapes, valances etc.) and wall hangings like pictures or floating shelves. You may also need to remove window covering hardware – consult with your installation technician.
- Remove security system contacts attached to existing windows and doors. These can be reattached when your new windows and doors are installed. You may need to contact your security system provider for guidance.
- Cover it up. While our installation technicians will bring their own drop cloths, you can ensure that your house stays clean by putting a drop cloth down on furniture and other items and areas yourself.
- Cover your floors and any furniture that might get dirty.
- Exterior work requires use of ladders, scaffolds and other equipment that could interfere with flower beds and other plantings. They may incur some unavoidable damage - although we will be mindful of your gardening. To improve access and help avoid damage trim hedges and shrubbery.

TIP: If in doubt on whether to remove or cover items from the work area, play it safe and remove it or cover it.

Installation Day Preparations

On your scheduled start day, our installation crew will arrive at the agreed upon time frame and introduce themselves. The installation technician will inspect and review the job areas with you and answer any questions you may have. We'd also like to place a job sign on your lawn to let your neighbours know who is in the neighbourhood performing work on your home. Here is what to expect:

It's a Dirty Job, But We're Professionals

Our installation technicians are experienced professionals whose expertise will ensure proper installation for long-term performance. As with most home improvement jobs, replacing windows and doors is a dirty job. It requires removal of existing windows and doors which will cause noise, vibrations, dust, debris and construction waste. Our installation technicians are courteous and will clean up their work areas.

- Drop cloths will be used in work areas and pathways to work areas inside the home to provide normal and reasonable protection. If you have any concerns, please discuss it with your installation technician.
- All debris and waste materials will be removed and disposed of properly.
- We will clean-up after ourselves.

TIP: Make arrangements to be home or have someone provide access to your home for the day of installation.

Safety First - Help Accommodate a Safe and Efficient Installation

To ensure proper and efficient installation of your new windows and doors, and to keep your home, family and our crew safe, please allow for the following:

- Be home during the installation process. If you can't be home, please make arrangements with us to gain access to your home in your absence.
- If possible, please allow for the parking of our construction trailer and vehicles in close proximity to the work site to ensure efficient work and safe transport of your new DuraVu windows and doors. Please advise us of any parking restrictions.
- Provide access to a standard 110-volt electrical outlet as requested by the installation technician.
- For the safety of everyone, please keep children and pets at a safe distance from the work area.
- Ensure safety at all times. Do not touch any work in progress, debris or other materials and keep a safe distance from work areas. Handling any windows and doors fitted in the opening but not finished could damage the product or installation, and pose a safety hazard. Removed window and door openings pose a safety hazard, please keep a safe distance from these openings. We may use sealants, paints, stains or other materials that require time to dry and cure. Please refrain from touching, handling or washing until properly cured.

TIP: Your installation technician can help guide you through the installation process.

Completion of Your Installation Job

We want to ensure your total satisfaction. Upon completion of the job, the installation technician will conduct a final walk-through and review with you. Here is what to expect – your presence is required:

Final Inspection and Warranty

Post installation walk through with your installation technician is an important part of the installation process. Once completed your Warranty certificate will be provided to you for a lifetime of peace of mind.

- Check the condition of the installation and work area and inspect workmanship.
- Demonstrate and check the operation of each item.
- Provide additional instructions as needed and answer your questions.
- Review and sign a Job Completion Report.
- Present to you the Warranty certificate.

Final Payment and Financing

Upon installation, final payment or signing of financing is required.

- Cheque, Visa, MasterCard and Interac Debit are accepted.
- Cheques must be made out to DuraVu Windows & Doors Limited.
- Cash payment must be arranged prior with DuraVu office – call DuraVu at 226.216.0572.

Service & Warranty

Your satisfaction is our goal. Our service doesn't stop after installation, our Lifetime Warranty has you covered. If there is ever an issue with the products or work performed by DuraVu Windows & Doors, we're here to help. Simply call the office at: 226.216.0572.

Thank You!

We appreciate your trust and are grateful that you chose DuraVu Windows & Doors. It is our desire to be the best window and door replacement company whose **number one priority is our customer's satisfaction**. On behalf of the entire DuraVu team, thank you for the opportunity to work with you.

Get \$100 for Every Referral That Results in a Sale

Call 226.216.0572 for complete details