

## CUSTOMER CARE

### THANK YOU FOR CHOOSING ALL-WEST GLASS.

Below are some recommendations and answers to frequently asked questions that will help us ensure your purchase proceeds as smoothly as possible.

#### FROM QUOTE TO COMPLETION

##### PLEASE HELP US ENSURE THAT WE ARE GETTING IT RIGHT. SOME IMPORTANT THINGS TO REVIEW INCLUDE:

- Style of windows and/or doors
- Type or design of glass
- The configuration and 'handing' of the products
- The interior and exterior finishes
- Hardware types and finishes
- Wall depths issues (including residing)
- Shipping destinations
- Planned shipping/installation dates
- General expectations

Upon review of this information and quoted pricing, we will generally require a deposit. All-West Glass can then proceed with your order (OAC).

Upon delivery of goods and/or substantial completion of the work, an invoice will be issued. Please contact our office for methods of payment. In the event that there is work to be completed please feel free to hold an appropriate portion of your payment until all work is completed to your satisfaction.

[www.all-westglass.com](http://www.all-westglass.com)

### Installations

Please try to remove all window coverings and hardware. Note that some existing **window coverings** may have been custom-designed and cut to fit existing windows and may not fit the new windows. Please let us know if this is a concern.

**Furniture** should be moved away from windows to allow for access. Remove any pictures or ornaments away from the area that is being worked on. This also applies to the exterior of your home. Dust & debris may migrate from the immediate work area. You may wish to move or cover furniture or electronics.

All-West Glass will do our best to minimize damage to existing interior and exterior finishes. Due to the nature of some materials you may need to perform some minor touch ups after your new units are installed. Some of the more common issues encountered include:

- Minor stucco cracking or flaking off
- Minor touch ups to interior paint or visible paint lines
- Minor drywall cracking
- Tile requiring minor grout work
- Damage to flower beds
- Touch ups to the siding finish
- Minor construction dust

At All-West Glass we consider pets part of the family and enjoy their company. However due to the nature of our work, i.e. noise & frequent traffic in and out of your home you may need to make arrangements for your pets comfort and safety.

At All-West Glass we schedule to the best of our abilities. The estimated production/installation dates may vary due to unforeseen circumstances, in these situations your understanding and co-operation is appreciated.

### Existing window disposal

Please confirm with our installer if you wish for your old windows and doors to be left on site, otherwise we will dispose of them as part of our cleanup process.

### Security system / Electrical

If your home is equipped with a security system we will disconnect the window and door contacts. Please arrange with your alarm service provider to come in after our work is completed to reinstall the alarm contacts. The exact extent of work required may vary. They will be able to ensure the contacts are installed correctly, tested and the system re-commissioned.

All-West Glass will reconnect your door bell if desired. On rare occasions, other remedial electrical work may be required. Licensed electricians need to be employed if this situation arises.

## Doors and hardware

Existing storm doors will not typically be reinstalled on your new door. These doors are often not in good condition and if desired, a new storm door can be considered. Where the existing door is in excellent shape and compatible with your new door, we can provide you with an appropriate labour charge to reinstall it.

All-West Glass strongly recommends **new hardware** with your new door installation. We are able to supply a wide variety of finishes and styles to suit your needs. When asked to reuse existing hardware it is difficult to guarantee the fit and operation. All-West Glass should be advised in advance if you have purchased hardware from another supplier, as door preparation can vary from manufacturer to manufacturer.

## Fit and finish

When we install a new window or door unit into your home, we are restricted by limitations in available components, raw materials, and existing building construction. This may limit our ability to create an exact fit for your existing rough opening. (Especially with doors) we overcome this with custom trim work (as required) and this will be included in your quotation. Please note that new interior trim will need to be stained or painted.

## Door handing and window configurations

When we provide you with a quotation and order product, handings / configurations of windows or doors are always determined (or viewed) from the exterior of your home. This also applies to interior doors; handing is determined from the outside of the room i.e. hallway. Please feel free to clarify with us about the handing or configuration of any window or door.

## Finishing – Doors and windows

Steel doors, wood frames and trims will be provided with a factory applied primer. It is recommended for manufacturer warranties that these parts be painted with two coats of a good quality exterior latex or enamel paint. Some minor filling and sanding may be required prior to finishing.

Fiberglass doors are also provided with a factory applied coat of primer. It is recommended for factory warranties that these parts be painted with two coats of a good quality exterior latex or enamel paint. When staining a 'textured fiberglass door' the slab manufacturer recommends finishing be provided by someone familiar with the finishing of this product.

It is important to follow the coating manufacturer's recommended application procedures to ensure best results.

## Moisture and humidity

One common reason cited for window replacement is to prevent condensation or 'sweating' from forming on the inside surface of your window this is primarily caused by 2 things (1) high humidity in the home, and (2) insufficient air circulation (including lack of new fresh air from outside the home) this differs from condensation between the panes of glass which indicates a sealed unit failure.

It is important to know that simply changing the windows will not necessarily remedy this problem. Your new windows could 'sweat' as badly as the old. This seems contrary to what is expected but by changing windows; the home is now 'tighter' trapping more moisture in the home than before. This makes air flow even more important.

It now becomes more important to manage your humidity as the outside temperature drops (this may be as simple as running a properly vented washroom exhaust fan during cold periods).

There are a variety of factors that impact how much a window 'sweats'. We can discuss these with you, as well as tips to help manage your humidity levels in your more efficient home.

Additionally there are many other resources to both understand and prevent moisture or humidity problems in your home. For further information on Window Condensation please contact the following:

**Canada Mortgage & Housing Corporation**  
www.cmhc.ca

**Office of Energy Efficiency Natural Resources Canada**  
www.oee.nrcan.gc.ca/infosource

**BC Hydro Power Smart**  
www.bchydro.com/powersmart

## Warranty

Here is a basic listing of warranties provided by door component manufacturers, window manufacturers and All-West Glass.

**Fiberglass Door Slabs** – Manufacturer Warranty  
Limited Lifetime & 25 Year Limited (depending on model)

**Steel Door Slabs** – Manufacturer Warranty  
5 Year Limited

**Door Inserts** – Manufacturer Warranty  
10 Year Limited

**Prehung Components** – All-West Glass  
1 Year

**Hardware** – Manufacturer Warranty  
Varies by manufacturer

**Windows** – Manufacturer Warranty  
10 Year Limited (sealed units)  
25 Year Limited (frames)  
Limited Lifetime (hardware)

**Installation** – All-West Glass  
1 Year

Please consult actual Manufacturer Warranty Listings for complete details (available from us or on the manufacturers' websites). Freight and installation for a warranty item may not be covered by the manufacturer. All-West Glass will cover the freight and installation costs during the first year and will consider each instance on its own merits beyond the first year.

## Lead-times

At the quoting stage we can provide you with an approximate lead-time.

Once an order is placed we can then provide you with a more accurate lead-time. This lead-time is based on when all required details are finalized.

Through the season lead-times tend to extend and can sometimes change. If your time line is critical please provide us with as much lead-time as possible. Discuss your specific needs with us; we will do our best to meet them.



Clearly All Canadian

All glass products and services for your auto, home and business.