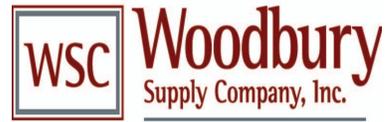


103 Willenbrock Rd | Oxford, CT  
104 S Pomperaug Ave | Woodbury, CT  
522 Amherst St | Nashua, NH  
362 Flat Roof Mill Rd | Swanzey, NH  
413 Boston St | Topsfield, MA



## INSTALLATION SERVICES FAQ'S

**MARVIN** 



Thank you for choosing Woodbury Supply for your replacement project. WSC and our installation team take projects very seriously and work extremely hard to make the experience a pleasurable one for you. Our experience and efficiencies allow for all aspects of the project to go smoothly. We have included this brochure to provide answers to questions you may have. We kindly ask you to review and advise us of any further questions or concerns.

### **HOW ACCURATE ARE THE DATES ON MY CONTRACT?**

The state requires contracts to have dates. Dates on your contract are computer generated and purposely put out further than anticipated install date. Lead time of products will be discussed with you prior to contract signing.

### **HOW DOES SCHEDULING WORK?**

You will be contacted within two weeks of contract by an installation coordinator to schedule your project.

### **DO I NEED TO BE HOME DURING THE INSTALLATION PROCESS?**

We leave this up to you. Our crews are comfortable and capable of working with or without you at home. If you decide to be home during the installation, we ask that you keep clear of the immediate work area for safety and production purposes.

### **WHAT TIME DOES THE CREW START?**

First day start time is typically between 8:00am and 9:00am; please organize with job foreman for the following days. Delivery of products can take place on the first day or the day before. If a dumpster is required for your project the dumpster may be delivered the day of or the day before the installation. All scheduling will be communicated through our installation coordinators.

### **WHAT WILL HAPPEN IN THE EVENT OF INCLEMENT WEATHER?**

We need to be conscious of the weather while respecting your home at the same time. We use our experience to make decisions on weather the evening before or possibly the morning of. Examples of weather conditions that would force us to reschedule include high wind, extreme cold, snow, and rain. Our crew will work on your project for consecutive days until completion. In the event our crew is forced to halt work because of weather etc., we will make sure your home is weather-tight before leaving and will resume as soon as possible.

### **WHAT ABOUT MY ALARM SYSTEM?**

We work with you and your alarm company. Please contact your alarm company ahead of the installation and plan for them to come and apply contacts on new products after installation. At the beginning of your project you will need to turn off your alarm. We will remove contacts, drill the holes in new product and pull wires through. It will then be the responsibility of the alarm company to apply contacts on the new products and insure all is working correctly. WSC is not responsible for any costs of the alarm system beyond prepping the new products.

### **WHAT PREPARATION SHOULD BE DONE TO THE WORK AREA?**

All curtains and blinds need to be removed prior to our arrival. We cannot be held liable for these items. Your blinds may not fit the new products we install as the dimensions and specifications are most likely different. Furniture and any breakable items should be moved 5-6 feet away from windows or doors to be worked on. Assistance will be provided for larger items upon request.

### **WHAT HAPPENS IF ROT IS FOUND?**

Our highly experienced team will assess your project in advance and try to determine all the necessary work to be done. Although rare, concealed damage (rot) can be found after removal of old units. In the event rot is found WSC has an obligation to repair prior to installation of new products. WSC will either A) move forward and fix as needed with no additional charges - OR - B) develop an appropriate solution and discuss monetary implications requiring your approval. We do not aim to profit from any unforeseen rot damage, rather find a solution that allows us to properly complete your project.

### **HOW WILL I KNOW THE JOB IS COMPLETE?**

Upon completion of your installation the crew will perform a walk-around with you. This is both an educational time for operation of your new products as well as an inspection of the work completed. Once completed, you will be asked to fill-out a completion form. This is a great tool for us to make sure all items are tended to quickly and that you are satisfied with the outcome of your project.

### **WHO IS RESPONSIBLE FOR RUBBISH REMOVAL?**

If your project requires a dumpster we will have it removed from your property in a timely fashion after your project is completed. Otherwise, rubbish will be removed by WSC or the installation crew upon completion of your project.

### **WHAT IS THE WARRANTY FOR MY PROJECT?**

For product or installation warranty issues, contact any team member and we will resolve any issues. WSC offers a 5 year warranty on our installation and honor any product warranties that may apply.

### **WILL YOU PROVIDE A CERTIFICATE OF INSURANCE?**

WSC can provide a certificate of insurance upon request. One can be emailed within 1-2 business days of request. The certificate would outline the insurances we have including general liability, umbrella policy, and workman's comp.