

# Preparation



**Preparing for your  
window and door  
installation**



**THOMPSON CREEK**  
WINDOW COMPANY®

Thank you for trusting Thompson Creek Window Company® with your home improvement project. You are one step closer to becoming House Proud®. Nothing is more important to us than your home and your time. We are the experts when it comes to installing windows and doors. However, there are a few small tasks our installation professionals' are not able to perform and require your attention prior to our arrival. With a little assistance from you, we will insure a prompt and professional installation. We know you are going to enjoy your new Thompson Creek Window Company® products. Thank you for your assistance with the following.

## Workspaces

### At least 24 hours before our professional's arrive:

#### Remove the following:

- All curtains, blinds or other window treatments from around windows and doors.
- Alarms from doors and windows. This may require you to contact your home security company or window treatment expert prior to our arrival so please plan accordingly.
- Our installation professionals' are not certified or trained to assist with the following:
  - » Disconnecting or reinstalling alarm systems or alarm components of any kind.
  - » Removing or rehanging curtains, blinds, window treatments of any kind, or brackets, etc.

**To allow our installation professionals' full access to the work area move furniture at least 2 to 3 feet or more from the windows and doors.**

#### Remove all wall and cabinet decorations near windows or doors being replaced.

- During your window or door replacement a considerable amount of hammering, prying or cutting may be required on exterior walls. This could affect valuables hanging on walls or in display cabinets near work areas. We strongly recommend you remove or secure valuables or heirlooms in these areas.



# Installation Day

*If you have any questions on the day of installation, please call our Customer Service department at (888)-489-8855.*

**We do ask that you be present at the beginning and completion of your installation. This will allow you to be a part of the process and will allow us to immediately address any issues should they arise. However, it is perfectly fine if you have to attend to personal matters that could take you away from home for short period of time on the day of installation.**

- Installation on your scheduled date will be weather permitting. Should we need to reschedule due to weather, we will call you between 7:30am-8:30am
- Arrival time for our installation professionals' will be between
  - » 8:00am to 10:00am or 12:00pm to 2:00pm. These are arrival times not job completion times.
  - » Traffic in the Maryland, Virginia and DC area is unpredictable and may cause delays. We will contact you if for any reason there is a delay.
- You can expect a Thompson Creek Window Company® Project Manager to arrive to your home to inspect the work in progress as well as the finished Project

## **Upon arrival our installation professionals' will:**

- Greet you and introduce the team leader.
- Review your installation with you.
- Place drop cloths in work areas inside your home.
- Have you inspect the products to be installed for style and color verification.
- Ask you to point out any areas of concern for the home or lawn that may need special attention.

## **Upon completion of the job our installation professionals' will:**

- Demonstrate the proper use and cleaning of all newly installed products.
- Remove all construction material and debris.
- Ask you to inspect all products and work areas to insure your 100% satisfaction of the installation and clean up.
- Request you sign a Sales Completion Certificate stating you are 100% completely satisfied with your installation.
- Collect any final payment which is indicated on the Sales Completion Certificate.
  - » Final payment can be in the form of cash, check, credit card or preapproved financing.
  - » Financed customers will be asked to sign additional finance documents.



## A few things to keep in mind:

- ✓ The OSI H2U Caulk used has a minimal odor that should dissipate as it dries within 72 hours. Opening windows to allow ventilation should be all that is necessary to reduce the minimal odor. Please allow 72 hours for the caulk to set up before touching or painting. For more information regarding this product visit their websites at [http://www.osipro.com/tds/h2u\\_tds.pdf](http://www.osipro.com/tds/h2u_tds.pdf)
- ✓ All trim work on your new windows and doors is installed paint ready for you to personalize at your convenience.
- ✓ If it should become necessary for you to reschedule your installation date, please notify your project coordinator as soon as possible. We will make every effort to reschedule your installation at our next available date.



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