



YOUR WINDOW & DOORS INSTALLATION GUIDE

**YOUR GUIDE TO A SUCCESSFUL
INSTALLATION**

CONGRATULATIONS!

You've Made A Great Choice with Your New Windows

You've just made one of the biggest Home Improvement decisions any homeowner will make during the lifetime of your home.

From our initial conversations through the final installation and sign-off of your new windows, we're dedicated to giving you the easiest and best possible experience and products we can. To date, we have manufactured, installed and guarantee for life more than 1 million window!

We've built this guide to take the guesswork out of our process and to ensure you're well informed on who's doing what, when. This guide isn't meant to be a deterrent, rather, it's meant to provide you with some additional resource and way to communicate with us.

We hope you'll take a few moments to read this document in entirety and reach out to your sales representative, support staff, or anyone in our organization with questions or concerns.

VINYL-LITE WINDOW FACTORY & SHOWROOM

"THE HONEST WINDOW COMPANY"

8815 TELEGRAPH ROAD

LORTON, VA 20000

(703) 550-7766 WINDOWS@VINYL-LITE.COM

WHAT HAPPENS NOW?

Our end goal is to make sure the window buying and installation experience is as smooth and painless as possible! As mentioned throughout this guide, should you need any special arrangements, have concerns or just want to let us know how we're doing, please don't hesitate to reach out!

You must be to the moon and back with your final decision on windows! Your Sales Representative has already submitted your order details with measurements, styles, add-ons, etc. to our production team. This essentially gets the project started.

ORDER PREVIEW AND CHANGES

Once the order has been twice looked over, you will receive your final order confirmation and production notice. It is important that you too look over this order to ensure your selections are exactly what you want. After all, it's much easier to change on the front end, than on the back; this also ensures your new windows are installed in a timely manner.

Again, you are at the liberty to make changes to your order. In any event, these changes must be made before production begins.

It is imperative you reach out to your sales representative or our Showroom to discuss these changes as soon as possible.

In some instances, changes made after production has began can be subject to additional change order fees which will be added on to your final invoice.

We'll never add charges to your account unless you explicitly authorize!

NEED TO MAKE CHANGES?

**CONTACT US
TODAY**

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WINDOW FACTORY AND SHOWROOM

PREPARING FOR INSTALLATION

Once on site, our certified Window installation crews will need access to the exterior and interior of all window openings.

INTERIOR:

Please remove any fragile items or window “trinkets”, window treatments, blinds, draperies, curtains, etc. prior to their arrival. In case heavy furniture needs to be moved, our team will happily assist! The last thing we want is to damage any of your possessions in the process of ripping and installing your new Vinyl-Lite Windows!

EXTERIOR:

Given the nature of the job, we ask that your shrubs and bushes be maintained, and any must avoid areas should be noted. Because they will be working close to the house, our team will be in and around your flower beds. We'll do our best to maintain the aesthetics and nature of your plants, but sometimes we slip a foot.

HOME SURVEILLANCE, ALARM SYSTEMS AND PETS

In the event you have home surveillance systems, or furry “home protectors”, we ask that you make suitable arrangements to ensure our crews don't have a bad experience with your security company, alarm system engagement, or with your fur-babies.

If you have an alarm system or home surveillance, we kindly ask that you make prior arrangements with them to ensure our work will not inhibit any features of your system. Most importantly, we want to ensure you'll be able to activate (and de-activate) the system once we're finished!

QUESTIONS?

(703) 550-7766

Congrats!

IT'S INSTALL DAY!

THE DAY OF:

Our Window Installation crews will arrive on site and a walk through will be completed with you and the Crew Chief. We ask that all interested parties be present for the initial walk through to ensure all bases are covered. At this point, our installation teams will be properly introduced, request access to certain areas of your home and lay out the final installation plan.

Most installations are completed in 1 day, but we're sometimes required to come back a second day for larger and more complex installations.

"JON IN PROGRESS" SIGN

With each job, we ask permission to proudly display a Windows by Vinyl-Lite Window Factory Sign. We're extremely proud of our products and services, and hope you too are happy to share with the neighbors your amazing decision to get new windows!

If this is an issue with your HOA, Neighborhood, or City Ordinances, please let your crew leader know as soon as possible. We'll happily honor your request.

PARKING AND ACCESS

Old (and New) windows are extremely heavy; especially pre-vinyl windows. With that, we kindly ask that you provide our crew ample space to load (and unload) your windows. This also helps to ensure old, windows don't shed any parts further exposing your belongings to damages.

DON'T WORRY! YOUR HOME IS SAFE!

All our professionals have suitable drop cloth and mats which offer ample protection for your countertops, flooring and walls in your home. If you have additional concerns or specific request, please let the crew chief know as soon as possible. Although most jobs don't require, in some instances, we may be required to minimally modify the window casing during demo or installation.

QUESTIONS?

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EXTREME WEATHER INSTALLATION

In the thick of summer or depth of winter we have a special installation process to reduce your homes exposure to these extreme elements. Windows are removed in a selective manner and installed prior to taking up other sets of windows. This reduces the amount number of “open wells”, reducing the risk of HVAC systems overworking or letting those elements inside.

WEATHERTIGHT & PROOFING

The workmanship of our windows isn't the only thing that makes them second to none. All of our installation crews have a master sealer who administers our proprietary HIGH quality sealant. Our sealants have been tested and certified in the most extremes of weathers without budge.

Because they work so well, they often take time to dry. During this period, it is imperative the sealant or windows are not touched. This will reduce any risk of poor “sitting” or degradation in true window seal.

ALTERATIONS & REPAIRS

In case there is a drywall or frame alteration, our crews will to their best to make it look as good as pre-installation, but in some instances, you will be responsible for painting, additional drywall repair, etc.

CLEAN UP

If you've read our reviews, then you know this is a highpoint of our installation process. Commonly said to have left our job sites cleaner than when we arrived, our crews are required to fully clean up surrounding areas, remove all waste, old windows, debris, stickers, etc.

FINAL INSPECTION & FUNCTIONAL TRAINING

Once the job has been done, your crew leader will perform a final walk-through with you to inspect the windows, workmanship, train you on the windows and address any concerns or issues you may have. Don't be afraid to ask!

QUESTIONS?

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THAT'S A WRAP, FOLKS!

POST INSTALLATION SERVICES

Once the job has been done, your crew leader will perform a final walk-through with you to inspect the windows, workmanship, train you on the windows and address any concerns or issues you may have. Don't be afraid to ask!

SERVICE & WARRANTY ACTIVATION

Once the windows have been installed, you've signed off and been trained and made your final payment arrangements, you will need to submit your warranty activation form. You should have received this in your sales packet. If not, you can complete online at:

<https://www.vinyl-lite.com/warranty-activation/>

PAYMENTS & SPECIAL FINANCING

Once the job has been completed, we ask that you kindly submit payment to the crew chief or have payment arrangements made ahead of time.

If you took advantage of our 24 Month, No-Interest Financing, rest assured, you're already taken care of

QUESTIONS?
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THANK YOU!

We sincerely thank you for giving us your vote of confidence to deliver the highest quality windows to you! We know you had many choices and your decision wasn't easy. Our employees and customers are the lifeline of our company. We pride ourself on the quality of our products and the customer service we provide to new (and old) customers. We hope you too had a pleasurable experience.

REMEMBER, WE WANT YOU TO CALL US WITH QUESTIONS OR CONCERNS!

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ONE MORE THING...