



## Owner's Service Call Checklist

*(This checklist should be read in conjunction with the Installation and Flashing Guidelines, and Care and Maintenance Instructions provided with your order when delivered)*

We are committed to providing our customers with high quality back up service. Should you have any concerns regarding the operation or workmanship of any of our windows and doors please complete the checklist below and then contact us at your earliest convenience.

- ☐ The products have been treated with the utmost care before, during and after installation.
- ☐ Adequate flashing has been installed to prevent any penetration of moisture.
- ☐ Adequate packers and anchors have been used to install the units with no bows or twist in the frame. When installed the frames were checked for square by measuring across the diagonals.
- ☐ The operation of the unit, including locks and latches, was checked during installation.
- ☐ Windows and doors were not unduly exposed to the elements before painting or staining was commenced.
- ☐ All surfaces have been sealed with high quality paints or stains, sanded and dusted between coats, ensuring no runs or lumps that may impede smooth operation of moving parts.
- ☐ Insulation has been installed between the window frame and opening to prevent air movement between inside and outside.
- ☐ Balancer ropes, weather seals and hardware have not been painted.
- ☐ Dark colours were not used during painting.

Thank you for taking the time to fill out the checklist. This is essential for us to be able to promptly address any concerns you may have.

**Customers please be aware that if a site visit is required and the problems currently being experienced are not the result of manufactured quality, you will incur all travel, accommodation and current hourly rate expenses.**