

# WHAT TO EXPECT

## DOORS & WINDOWS INSTALLATION

Thank you for choosing NZWindows for your replacement window and door installation. Replacing your old windows and doors with new aluminium joinery is a major project, so we would like to let you know what to expect before, during and after your installation.

### PREPARING FOR YOUR INSTALLATION

**Prior to our arrival to install your new aluminium joinery:** From the date that you have paid your deposit and confirmed all choices of joinery including colours, glass, handles etc you can expect the following:-

- 1.** One of our Measurers will contact you to arrange a visit to your home to take detailed measurements - within 2 weeks.
- 2.** At the time of final site measure of your joinery we will indicate the target date for your installation, this will be based on the current manufacture and install lead times.
- 3.** One week out from installation, you will be given a confirmed installation day.
- 4.** The day prior to installation, your installation will be confirmed including the time when you can expect our staff to arrive on site.

**Site measurement:** We may need to remove some timber around your affected windows/doors in order to complete our detailed site measure. We will keep this to a minimum and we will temporarily reinstate these at the time.

**Window dressings:** If you are able to, please remove all window drapes, blinds, net curtains etc. (Please note: window dressings may not fit new windows if the size has changed).

**Furniture and appliances:** All furniture and appliances must be moved to allow our installation team a safe working area of at least 1.5m from any joinery that we are working on.

### DURING YOUR INSTALLATION

**Getting started:** Our installation team will check with you where best to set up our equipment/tools, park vehicles, accumulate rubbish and old joinery for disposal.

**Clear valuable items:** Pack away any valuable items within 1.5m from any joinery that we are working on (including artworks, family heirlooms, vases etc) to avoid any damage caused by the use of power tools and demolition equipment.

**Electrical work:** Please make arrangements for an electrician to be available should they be required to move/disconnect/re-instate any live cables as we are not authorised to perform electrical alterations. This cost will be the responsibility of the home owner.

**Dust containment:** Cover all furniture, electrical appliances, food preparation areas etc and close doors to rooms not required to be accessed to minimise clean up both during and after the installation of your new aluminium joinery.

**Risk of Damage** With existing homes certain building materials and construction methods can present a possible "risk for damage". Some examples (but not limited to) Hardiplank type claddings, floor tiles, existing head flashing installations and glass splashbacks glue fixed under windows. As part of our sales process and again at the time of site inspection/final measure our knowledgeable team will raise any potential concerns where we identify these materials or construction methods where there may be a risk of damage during the removal and installation of your new windows. While all care is taken NZWindows may not have control over damage incurred during the removal and installation of your new joinery and any remedial costs associated with identified items will be the responsibility of the homeowner.

**Removal of existing joinery:** This may result in it being damaged in the process. Where requested, we will endeavour to remove specific items without damage. However, we do not provide any undertakings in this regard and any additional time required will incur an additional charge.

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## DURING YOUR INSTALLATION CONTINUED

**Old joinery:** You will need to advise our team if you have opted to keep any of your old joinery and where you would like it placed once it has been removed.

**Mains power:** Please advise our team where your mains power is.

**Water access:** If required, please advise our installation team where access to tap water is.

**Bathroom facilities:** Please be clear on the best access to the toilet/bathroom as the installation team may require the use of these facilities.

**Drop sheets:** Our installation team will use drop sheets and plastic floor wraps to cover work areas and floor areas where they will be walking internally.

**Dust containment:** Our team will take care to minimise the mess created during the installation of your new aluminium joinery. However, please be aware that dust produced will become airborne and you may need to clean surfaces before use - particularly food preparation areas.

**Unforeseen circumstances:** Please note that installation dates may change at short notice due to adverse weather, unplanned job delays and staff shortages. However, we will endeavour to minimise any disruption that these unforeseen circumstances may create.

## AFTER YOUR INSTALLATION

**Furniture/personal items:** You will need to make arrangements to reinstate any furniture/window dressings, valuables etc moved/stored prior to the installation of your new aluminium joinery.

**Cleaning:** Our installation team will complete a builder's clean of the areas where they have been working and will remove all rubbish created during the installation of your new aluminium joinery.

**Feedback:** As we strive to provide an excellent level of service to our customers, we encourage you to provide any additional feedback you may have.

**Warranty & Sign Off:** Our Head Installer will do a final check with you to ensure you are satisfied with the finished work.

**Additional work:** Once your new aluminium joinery has been installed, you will need to make any arrangements to decorate the areas surrounding the joinery, including putty nail holes, paint/decorate replacement and mouldings and surrounding wall areas as required.



You will need to paint the timber surrounding the aluminium window.



You will need to sand and paint over mullions and transoms which have been filled with Builder's Bog.



You will need to putty nail holes and paint interior timber frames.