



Preparation

Preparing for Siding 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 your siding. 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® siding and thank you for your assistance with the following.

Workspaces

During your siding replacement a considerable amount of hammering, prying or cutting may be required on the exterior walls. This could affect valuables hanging on walls or in display cabinets near work areas. For this reason, at least 24 hour prior to our installation professionals' arrival we ask your assistance with the following:

- Secure or remove all items on the inside of exterior walls. This should include
 - » Pictures, wall hangings and kick-knacks in cabinets along exterior walls.
- Remove any lawn decorations or furniture within 5 feet of your house. This could include:
 - » Flower pots, grills or other items on deck, garden hoses, bird baths or other personal items that could impede installation.

Prior to Installation Day

You can expect your siding material to be delivered a few days before your scheduled installation. Your Thompson Creek Window Company® Project Coordinator will call to let you know the date of the material drop off. You do not need to be home for this but please let your Project Coordinator know if there are any special areas of your property to avoid when leaving the siding material.



Installation Day

Siding installation typically takes more than one day. We do ask that you be present at the beginning and completion of your siding 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.

If you have any questions on the day of installation, please call our Customer Service department at (866)-572-7335.

- 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 at your home to inspect the work in progress as well as the finished product.

Upon arrival our installation professionals' will:

- Greet you and introduce the entire team.
- Review the installation process with you.
- Ask you to inspect your siding for style and color clarification.
- Ask you to point out any areas of concern for the home or lawn that may need special attention.
- Ask you to point out any plans to change exterior light fixtures, door bells or house numbers. These changes could require modification to the way the siding is installed.

The installation professionals' will cleanup all work areas on a daily basis before they leave. A thorough inspection and cleanup will be done on the final day of installation.

Upon completion of the job our installation professionals' will:

- Demonstrate the proper cleaning of your siding.
- 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 will dissipate as it dries within 72 hours. 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
- ✓ If you need 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.
- ✓ It may be necessary for us to place a commercial trash dumpster on your property a few days before your installation. If necessary, your Project Coordinator will schedule the dumpster delivery/pickup within 24 hours of beginning and completing your installation.



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