



### Make Sure All Four Legged Friends Are Safe And Secure–

Most pets are protective of their territory and that's a good thing. However, most pets may not understand that we have been invited to your home to complete a job. Please make sure everyone at the job is safe from a loyal companion.

### Some Wall Damage May Occur–

Due to the potential instability of weathered or old existing Sheetrock or plaster around the windows we are replacing, some damage may occur. Building materials can become brittle over time and deteriorate when any pressure is applied to it, especially if there is a previous repair job to the existing wall facing. This is a frequent occurrence when older structures are remodeled. Our installers are window and door experts and do not have the equipment or material required to repair old Sheetrock or plaster that is damaged during the routine process of window installation. If your windows' trim stops are broken or have deteriorated over time, we may be able to replace them to match the others, if that product is still available; or we may have to replace all of your window stops with new ones for a small fee, if you choose to do so.



### Congratulations On Your New HomeRite Windows and Doors Purchase–

We are confident that you have made **"The Rite Choice"**™ with your purchase of new windows and doors from HomeRite.™ Please let us know how we can be of further service to help make this a happy experience!

**Salesperson:** \_\_\_\_\_

**Homeowner:** \_\_\_\_\_



4801 Executive Park Court N.  
Bldg. 200 Suite 207  
Jacksonville, FL 32216  
Office: (904) 296-2515  
Fax: (904) 296-2528

***HomeRiteJacksonville.com***



***Your New Windows  
Installation Process  
& Procedures Guide***



## Congratulations!

You've made "The Rite Choice"™ in the selection of your new windows from HomeRite Windows and Doors. We've created this pamphlet to help you understand what our professional installers will be doing and what you need to know to prepare for their arrival. Please rest assured that our installers are professionals and take great pride in their trade. This information will help you to help them do a great job of which we will all be proud.

### Make Sure All Windows and Doors Are Easily Accessible — Inside and Out

We often find that the landscaping around mature homes can become overgrown and may block access to window and door openings. To help us do a quality installation, we require a 2 ft. space between landscaping and house openings, allowing easy access to the window openings from the outside of your home. You may want to transplant delicate landscape items away from the work area during this process.

We are careful, but this is a construction project and we cannot be responsible for landscaping that prohibits access to the job site.



## What to Expect & Prepare For

Once we start taking out your old windows, please remember that there will be a direct opening to the inside of your home. We work at a professional, brisk pace, but there will be a direct opening for a period of time. To prepare for this open air flow through your home, we recommend that you cover or remove electronic equipment, such as stereos, TVs, computers, as well as important papers and books near the work area. You may want to cover or move furniture away from the work area during this process. Furniture and window coverings (draperies, mini blinds, etc.) must be removed from all windows before we can begin. Remember, easy access to your windows from the inside and outside makes for a more productive and professional job with as little inconvenience to you as possible. We do not take responsibility for window covering removal, reinstallation or damage. We suggest that you allow enough time to make sure all openings are clear before our crew arrives at your home.

We never remove a window that we cannot close-in before the end of the work day. It may be a temporary enclosure for the night, but it will be secure and weather tight until we can complete the job the next day.

### When Your Installation Begins—

Our main goal is that you remain happy with your purchase of HomeRite Windows and Doors from the beginning, during, and once the job is completed. A HomeRite™ customer representative will call you in advance of the installers' arrival to coordinate a convenient time for us to begin your installation. As with all outside projects, the weather sometimes does not cooperate or the job ahead of yours is delayed due to avoidable circumstances. We allow a time buffer between jobs to avoid delays of pending job start dates, but sometimes things happen. Our representatives will keep you updated to the best of our ability to assure you of a prompt, clean and professional job. If you experience circumstances prohibiting our start date, please call us as soon as possible so that we may reschedule your job to a more convenient time that meets your schedule, allowing us to perform a different job on your originally scheduled start date. Our work day is from sun up to sun down, depending on work flow. Be sure to cover all time restraints that you may have with your customer service representative to avoid unnecessary inconvenience.

### A Clean Work Area—

Our installers try to keep the construction area as clean as possible, but construction is inherently messy. Because a lot of the preparation is done at the job site, we will need an area where we can set up shop close to the work area. The driveway is usually one of the best choices. Make sure that your vehicles or other items that you may need from your garage are not going to be blocked in by our equipment while we are there.

Your particular job may take just one day but some jobs can take two or three. We clean our work areas before we leave the job every day. We also vacuum inside around the work areas and make sure all tools and work materials are removed. We do our best not to inconvenience you any more than is needed to complete the job.

### Contact Your Alarm Security Company Prior To Our Arrival—

To avoid delays or other alarm issues after we have completed our job, we recommend that you contact your alarm company several days ahead of our arrival. The alarm company will have to reconnect your alarm system to your new windows. All alarm contact will be removed from your existing windows if your alarm company recommends that you keep your old contacts for reinstallation of your alarm system. Please let us know in advance so that our installers will keep the contacts for you.

  
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*"THE RITE CHOICE"*

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**(904) 296-2515**