

Question and Answers

What would be the Ordering process?

Orders are placed with each individual homeowner due to the permitting process. Quite frankly it's real simple. They set an appointment with the office and the representative comes out and completes the contract along with a few other documents for permitting. A 50% deposit is required. Then they order the requested windows or doors. The product will arrive within 3-4 weeks when the office will then contact the homeowner to schedule installation. They prefer to install within 1-2 weeks upon receiving the product so it can keep the warehouse clear for weekly deliveries.

Would you have any Payment options or suggestions for anyone who would want to go ahead but are not able to pay all at once?

Our typical process is 50% deposit, then balance upon installation. However, we do have finance options available through home improvement finance companies.

What would be a typical installation time for one Condo?

5 - 6 hours typically, but I believe it will be possible to do 2 condos per day, per crew.

Can an owner just do partial windows only? Will this have a permit implication?

Yes you can split order windows and/or doors.

A permit must be pulled for even 1 window, the engineering cost would come down though and there is a \$25 per window charge on anything less than 4 windows, due to the fact that small jobs aren't good for the homeowner, the installer, or the company.

Will we need to add casings around the inside? We don't have any now.

This seems like a request for "northern" window installations that are on wood homes. Florida window installations in concrete block structures are very cut and dry. There is a certain spot, per the engineering where the window must be installed. All our homes have a drywall return to the window on the inside, and stucco on the outside. Our window sizes are standard "call size" due to concrete block construction.

Any tax incentives or rebates in Florida?

Not in Florida, but there used to be a federal tax credit, but I'm not sure if that's available anymore.

Any sales tax on final invoice?

No, when you purchase from a state licensed contractor and they do the installation it's called "improving real property" so there is no sales tax to the homeowner charged by the selling and installing contractor.

Any second floor installation extra charges?

We typically have a \$25 per window, but I waived that on your quote.

How does the warranty work? Product and labor?

All warranties are processed thru our company. We also give you a free 3 year labor warranty. The product is Lifetime. You can also transfer the warranty once to the next owner.

Can you change the size of the screen fabric for "no-see-ums"?

All windows in the industry are supplied with a standard mesh. These cannot be ordered any differently. You would have to eventually have the screens changed for the windows you want to have the 20/20 fabric.

Can the glass be tinted?

No, the tinting would then alter the Lo-E properties and it would become ineffective. Having them tinted by an outsourced provider would void the warranty.

Can the lifter to open the window be placed at the bottom?

It has been determined that because of the weight of the window with the heavy glass, that the bottom lifters were breaking. This is why it was placed at the top to offer more strength to lift instead of pushing up. The window has a block & tackle balance system to assist in the lifting action.

How long will the estimate given to us in March be in effect?

The prices will only change if the window manufacturer of the product quoted on, raises their prices. This can be a possibility within the next year and would probably be about 4%.

Assuming that the exterior would look the same can someone purchase a double hung window instead - cost?

Double-Hung windows would look slightly different due to the fact that the framing has to be different with the extra weight of the upper window. This upper window would have to have more impact resistance than a permanent window since it would now open or slide. It would be "substantially" more money.

What is required on the day of the installation?

The contract will require that you initial that you will remove any blinds or drapes from the window.

You do not need to be home but they will need access to the inside as this is where they secure the window to the frame.

Preparing for the Vendor meeting?

The owner must provide a letter of authority to the Vendor. This letter will ensure that the owner understands and is in compliance with the specifications set out by the association for the recommended windows. It is available from Linda at the office.

How do I find out what to do when I am ready to replace my windows?

The office has an information documents which provide the window specifications, the recommended vendor and the letter of authority to proceed with your replacement project.

Home of the \$185.00 window. What is this all about?

This is a promotional piece that is offered on occasions to attract callers. It is for a non-impact window with Lo-E which is intended for places like mobile homes or homes with wind shutters.

You must purchase 4 windows and you must have hurricane shutters to be compliant with the Florida Impact Code. It would not be approved in our settings.

It is also just the basic vinyl frames because of the non-impact and is not including any permit charges, engineering costs or installation or materials.