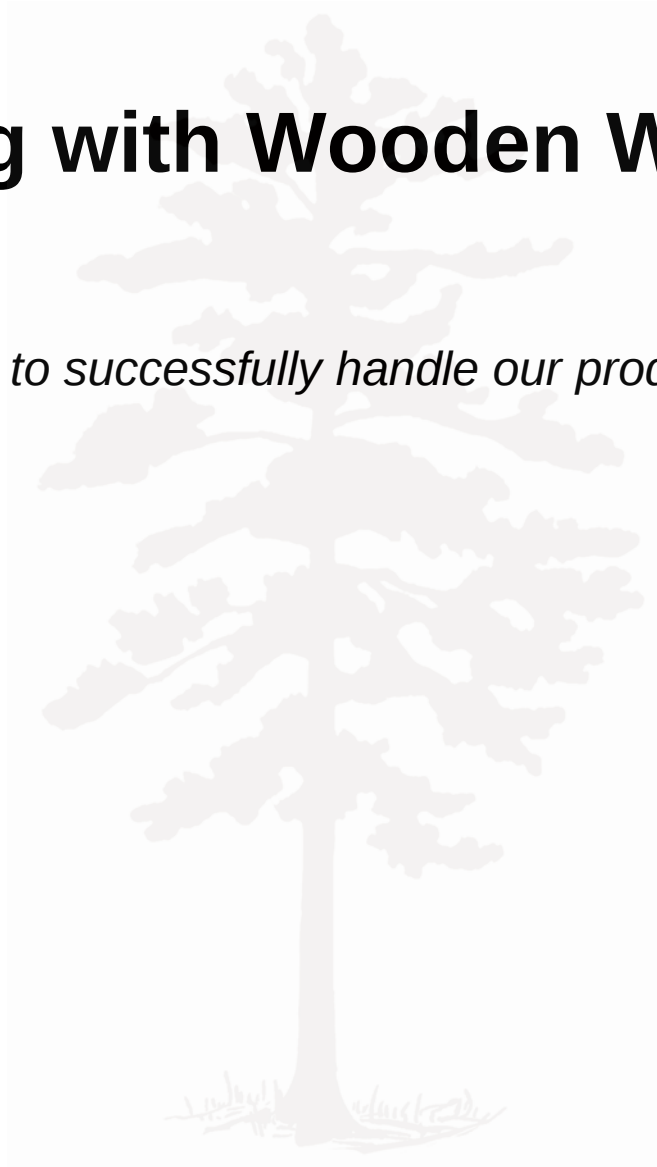


# Working with Wooden Windows

*Tips to successfully handle our products*



## Planning For Delivery and Storage

### Before Receiving Your Windows and Doors

Here is a checklist of important steps to take **before** your wooden windows and doors arrive on-site to ensure a smooth installation process:

#### 1. Have a Plan in Place

- **Installation Plan:** Develop a clear, detailed plan for how you will install the windows and doors. Talk to us if you need help! Don't wait for installation day. If working with an architect, this detail should come from them. Consider wall design, window placement, accessibility, and aesthetic preferences.
- **Materials:** Gather all required installation supplies, including straps, screws, rod & caulk, vapor-permeable tape, shims, and glass suction cups.
- **Exterior Sill Setup:** Plan how you will attach the bottom exterior sill for water drainage, ensuring it is properly sloped. If you are screwing into the window frame, pre-drill holes and inject sealant or silicone before installing screws.

#### 2. Safe Storage Area

- **Protection:** Store the windows and doors **upright** in a dry, protected area with climate control (temperature and humidity). Make sure the storage location is safe from accidental damage or scratches. Out of the way from people walking by who could accidentally knock, scratch, or rub against them.
- **Avoid Direct Contact:** Never lean windows or doors directly on one another or against walls without cushioning. Use foam, towels, or other soft materials to protect them. Do not place them directly on the floor. We work very carefully to manufacture and ship our finished windows and doors to you – **be extremely careful** to minimize dents, dings, scratches, and bruising on the job site!
- **Wind Protection:** If necessary, use ropes or straps to prevent the windows from falling over due to wind or other factors.
- **Lifting Device:** Arrange for a lifting device if you need assistance moving large or heavy windows during delivery and installation.

### 3. Timing of Installation

- **Late Arrival:** Ideally, factory painted wood windows and doors should arrive as late as possible in the construction process to minimize the risk of damage. The less time they spend on the job site, the fewer people are working around them, and the less risk or damage there is. If possible, use plywood and plastic to fill window openings temporarily, allowing other work to continue.
- **Climate Control:** The installation environment should have consistent humidity and temperature levels. It is best to install windows and doors only when climate control can be established 24-48 hours after installation.

### 4. Climate Considerations for Wood

- **Wood Movement:** Wood naturally expands and contracts based on changes in temperature and humidity. To prevent any potential damage or warping, ensure that your wood windows and doors are stored carefully throughout the construction process, similar to how millwork or kitchen cabinets would be treated. Be mindful of maintaining a stable environment around them.
- **Stable Environment:** The more stable the environment, the better the outcome for your windows and doors. Aim to control humidity and temperature around the windows from the time they arrive on-site until they are fully installed and protected. The less wood movement that occurs, the nicer the windows will remain.

## While Receiving Your Windows and Doors

When the windows and doors arrive at your job site, follow these tips to ensure a smooth delivery and handling process:

### 1. Clear Path for Delivery

- **Clean Walkway:** Maintain a clean, clear pathway from the unloading zone to your storage area to prevent obstacles and ensure easy movement.
- **Delivery Area:** Note that delivery will be made to the tailgate only. You are responsible for unloading, although the truck driver can offer assistance.

## 2. Assistance for Handling

- **Get Help:** Have enough people available to help lift and carry the windows and doors. These are often heavy and may require multiple people to handle safely.
- **Suction Cups:** Use suction cups to lift windows and doors. The pump-style cups are preferred over the flip-lever style. Make sure the rubber side of the suction cups are clean and free from dust or dirt to avoid damaging the glass.

## 3. Proper Storage

- **Upright Position:** Always store windows in their upright position unless otherwise instructed. The glass is supported in specific areas when stored upright, and placing the windows upside down or sideways can cause the glass to shift or move, potentially damaging it.
- **Avoid Deep Piles:** Don't pile windows too deeply when leaning them against a surface. The weight from other windows may cause pressure on the one at the bottom of the stack, which could lead to bruising or damage to the wood.

## 4. Manage Humidity During Construction

- **Climate-Controlled Environment:** All windows and doors should be installed into a climate-controlled environment and kept under climate-controlled conditions for their lifetime. If the installation of the doors or windows is required to attain such an environment, then climate control shall be established within 48 hours of window and door installation or within 24 hours if exterior temperatures exceed 25 degrees Celsius (77 degrees Fahrenheit).
- **Ventilation and Dehumidification:** If the humidity in the house is high, for example, during painting or drywall work, take measures to prevent moisture from damaging your windows.
  - Crack open the windows to ventilate the area, only leaving them open for short periods of time.
  - Install dehumidifiers to help control moisture levels and protect the integrity of the windows and doors

## 5. Documentation

- **Delivery Note:** Keep a copy of the delivery note or order confirmation on hand. The item numbers are marked on each window frame, and the order may specify which window corresponds to which item number on your building plans. This will help you identify and track each window for installation.
- **Included Instructions:** Ensure you have the instructional page, which includes information on adjusting window hardware, a construction handle, and touch-up paint.