

FAQs

What makes Woodland Windows & Doors unique?

A: We serve multiple markets with dedicated sales representatives including: homeowners, contractors/remodelers, commercial, and homeowner associations (HOA's). We staff a full-time service department always available to answer questions. We employ over 20 full-time installers, some that have been with us for over 10 years. We have our own staining/painting facility which allows color matching as well as precise control over the finish of your windows and doors. This facility allows us to pre-stain or pre-paint your product before installation, eliminating stain accidents and odor from the building which are common problems with on-site finishing. We've built a full-service infrastructure.

What brands do you carry?

A: The manufacturers that we represent include (but are not limited to the following): Andersen, Marvin, Integrity by Marvin, Infinity by Marvin, Pella, The Woodland Window, Parrett, Velux, Wojan Windows, Therma Tru, Jeld-Wen, Provia, Woodharbor, Karona, Waudena, Alexandria Moulding, Moulding & Millwork, Emtek, and Schlage. We also have working relationships with other manufacturers that we can utilize to find solutions to your window and door projects. Contact one of our sales representatives at 630-529-DOOR (3667).

How would Woodland handle a water penetration problem?

A: New windows are not always the only solution to a water penetration problem. Each window or door is considered a unique system; therefore when leadage happens, each system needs to be investigated individually as well as the adjacent exterior surfaces, such as the stucco, brick, or siding. Leakage that appears at the window, may have already penetrated the drywall, foors and even sub structures. Our qualified sales representatives will be able to advise you of the proper solution.

Why do I need a qualified engineer when considering replacing windows and doors?

A: Woodland recommends consulting a qualified building engineer to inspect the building for water penetration with a thorough examination of the building envelope. Experienced building engineers have seen and observed water damage before and can advise you of the nature of the problem and how to solve it for a nominal cost.

Do I have to check with my association about what type of windows or doors can be installed before I sign a contract?

It is the homeowner's responsibility to do their due-diligence and check with their association and get approval for window and door replacements before a contract is signed. It's best to obtain a trail of approval from the association, the property manager, and any other "interested party".

Do you talk to associations about replacement windows and doors on behalf of a homeowner?

A: Yes, we would encourage homeowners to put us in touch with your board members so that we can make sure we are in compliance with any specifications they may have. We will also assist them in writing specifications for your association. Our Homeowner's Association experts know all the requirements that your board may not be aware of such as design pressures, architectural details or variation in standard colors or custom colors. With Woodland's assistance, we will make sure your home looks as though the windows and/or doors were never replaced.

I live in a condominium in downtown Chicago on the 30th floor facing Lake Michigan. Can I use wood windows in my window openings?

A: In most cases, when you are facing waterfronts, there are specific requirements that must be followed otherwise you may potentially have windows that will not perform properly due to the positive and negative pressures caused by the lakefront. In most cases, when you are ten floors or higher you will need a commercial grade aluminum window and Woodland Windows and Doors offers products from manufacturers such as Quaker Windows and Wojan Windows that will likely meet your requirements.

Do you have a list of jobsites that I could visit to see some of the work that you have done?

A: Yes, we update our website with the job photos and a brief description of the products or solutions for many of the jobsites that we have completed. Check out our HOA Gallery at <http://woodlandwindows.com/HOA-gallery.aspx>.

When I'm ready to proceed with the window project that was quoted to me, what do I need to do to start the process?

A: Once you are ready to move forward, you will need to sign the contract. Along with that, each job requires a 40% deposit.

Will the new windows be installed from the inside or the outside of the building?

A: Many companies will install windows from the interior. This keeps the cost down but significantly reduces the quality of the installation. The best way to install window is from the exterior. The advantage of installing windows from the exterior is that the risk of damage done to elevators, hallways, and the interior of the home and furniture is reduced. We will install windows from the exterior as conditions allow.

Will Woodland come and present your product solutions to our association board?

A: Absolutely, we will come and educate your board on all of the options they have for window or patio door project. Woodland offers an array of high quality windows and doors that are all energy star certified.

Does Woodland offer financing for my window and door project?

A: Yes, financing is available on install jobs only for qualified customers. It is a 12-month same as cash (with monthly payments). Please contact your sales representative or our accounting department at 630-529-DOOR (3667). The finance amount is after a 40% deposit is made.

Does Woodland have a service department?

A: Yes, we have a full-time service department trained to resolve issues from product warranties to installation issues. As part of the service team, we also have a dedicated service technician that is trained by both our manufacturer partners and our installers. Please contact our service department at 630-529-DOOR (3667) for questions related to service.

What sets Woodland installers apart from the other window and door contractors out there?

A: Woodland has been installing and servicing windows and doors for over 40 years and has over 20 full time carpenters, all employed by Woodland, some for over 10 years. This is important because this kind of experience means the workmanship is consistent, the quality is very high and our reputation stands the test of time. Every one of our installers is trained on a continuous basis both by fellow installers and by our manufacturers. The trucks that our installers work out of are window and door shops on wheels. Each truck is stocked with everything that is needed to do quality installations.

Why should I be concerned about having a subcontractor install windows and doors in my home?

A: A homeowner takes on the liability of an installer does not have current workers compensation insurance. Subcontractors become a separate entity of the retailer you are signing your contract with, making you fully responsible for injuries that may occur on your property. Secondly, they are paid 'piece work' which means that they supply things like caulk, insulation, interior casing, etc. In most cases, the less material they use the more money the subcontractor will make. Also, the more openings they install in one day, the more money the subcontractor will make therefore the quality of the work is compromised.

Does Woodland install windows and doors in the winter?

A: Yes, Woodland installs windows and doors year-round. This is actually our favorite time to install because our customers experience an instant benefit from having new energy efficient windows and doors. Our installers follow specific guidelines when completing winter installs to minimize the cold that comes into your home. Our installers will block off the work area(s) as much as possible, ask that you reduce the heat (to limit heat loss), and work room by room. There is a minimal time lapse between when the old window is removed and the new window is installed in the opening. Only one window is removed at a time until a new window is placed in the opening.

Will Woodland pull a permit for our window or door replacement?

A: Woodland is licensed and bonded in towns where we do business, however most towns require homeowners to obtain local building permits, where required. This should be checked with the local building department by the homeowner and is the homeowner's responsibility to secure any required permits. Woodland will not pull permits for jobs, however we are available to help answer questions regarding the process of applying for permits.