

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 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 your home 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).

Do you offer FREE ESTIMATES?

A: Yes, we offer FREE ESTIMATES. What this means to you is that we will come to your home and examine the existing windows, measure the openings, and give an estimate based on the size of your openings and the options you are looking for. Please contact us at 630-529-DOOR (3667) to schedule your appointment today or fill out the Request a Consultation form on our website.

Who needs to be present the day of my in-home consultation?

A: The day of your in-home consultation, we ask that one of the homeowner's or decision makers is present to meet with our sales representative. Many times our sales representatives will have questions that will need to be answered to assure the proper products are quoted.

Can I expect a proposal at the end of my sales appointment?

A: Generally, your sales rep is able to provide a written proposal before leaving your home. There are some instances however where product has to be quoted from our vendors. In that case, we will have to get back

to you with a quote, generally within 24-48 hours depending on the manufacturer.

If I bring my measurements in to your showroom, will someone be able to give me a price?

A: Technically yes, however we generally refrain from doing so because the way you measure may or may not be the way Woodland would measure therefore it can cause confusion and ultimately errors in what is quoted. We will help you estimate the cost, so you can plan your budget. We'll do our best to give you a price range to work with.

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 addresses of jobs that we have completed. Click on the customer's near you selection on our website or go directly to <http://woodlandwindows.com/Customers-Near-You.aspx>

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.

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.

My home was built prior to 1978 and I understand that there are some new laws regarding renovations and safety precautions. Can you please explain?

A: Common renovation activities like sanding, cutting, and demolition can create hazardous lead dust and chips by disturbing lead-based paint, which can be harmful to adults and children. To protect against this risk, on April 22, 2008, EPA issued a rule requiring the use of lead-safe practices and other actions aimed at preventing lead poisoning. Under the rule, beginning April 22, 2010, contractors performing renovation, repair and painting (RRP) projects that disturb lead-based paint in homes, child care facilities, and schools built before 1978 must be certified and must follow specific work practices to prevent lead contamination. EPA requires that firms performing RRP projects that disturb lead-based paint in pre-1978 homes, child care facilities and schools be certified by EPA and that they use certified renovators who are trained by EPA-approved training providers to follow lead-safe work practices <https://www.govinfo.gov>

Our installers are RRP certified and follow the specific guidelines set in place by the EPA. First, they will contain the work area so that dust and debris do not escape from that area by covering the floors and any furniture that cannot be moved and by sealing off doors and heating and cooling system vents. Secondly, they will attempt to minimize dust as much as possible. Lastly, the work area will be cleaned up daily to keep it as clean as possible. When all the work is done, the area will be cleaned up using special cleaning methods before taking down any plastic that isolates the work area from the rest of the home.

Please contact one of our sales representatives for specific questions regarding the EPA lead requirements or visit: www.epa.gov

How long can I expect it to take your installers to replace my windows?

A: Generally, our installers can replace 3-4 full frame replacement openings per day and 6-10 insert replacement units per day. There may be exceptions to this, depending on the work that needs to be done.

Are there any limitations regarding the number of windows you will install?

A: Woodland will install as many windows as the customer needs. No job is too large or too small.

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.

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 any permit that may be required by my town or village?

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.

further questions or clarification regarding installation of storm doors.

Does Woodland install storm doors?

A: Yes, Woodland will install storm doors that have been purchased from us on openings where an entry door is also installed. Woodland will not re-install existing storm door(s) after an entry door install. Please contact one of our sales representatives at 630-529-DOOR (3667) for further questions or clarification regarding installation of storm doors.

Does Woodland install skylights?

A: Yes, Woodland installs replacement skylights, cut-out roof openings for new skylights, install new construction skylights, sun tunnels and modular skylights from our wide selection of VELUX products. Visit Woodland Exteriors, www.woodlandexteriors.com for more details about sunroom skylights and other applications. Please contact one of our sales representatives at 630-529-DOOR (3667) for further questions or clarification regarding installation of skylights.

Do you supply custom sized windows and doors?

A: Yes, many of our manufactures offer products that are available in both standard and custom sizes. Based on the size opening(s) you have, our sales representatives will be able to determine whether a standard size or custom size unit(s) will work best for your window or door opening(s).

Does Woodland supply shutters and do you install them?

A: Yes, we have a supplier that we work with that offers shutters. We'd be happy to order them and install with your new windows and doors.

Does Woodland replace exterior doors and trim?

A: Yes, we have a Door Design Gallery in our showroom dedicated to show various exterior door, glass and trim selections. We also offer custom pre-finishing to match the exact color you need. Our sales representatives would be glad to walk you through what we have to offer. From traditional, to modern, to never-before-seen, we have solutions to complement your home decor, and bring out the beauty of your home.

Will Woodland replace glass only in my existing windows?

A: Please contact one of our sales representatives at 630-529-DOOR (3667) for clarification regarding glass replacement.

I'm planning on having the windows and doors in my home replaced, however I will have to do the work in phases. How can I be assured that the work quality will be consistent for future phases?

A. The products we offer are manufactured for long-term use. Our sales representatives will make sure that the product(s) that are ordered for your current phase matches what was sold to you and installed on previous phase(s). Our installation team is continuously trained to ensure consistency. We have a system in place, with a mindset to manage water properly on the exterior of your home or building, therefore giving your windows the performance that is required of it, and to give you an aesthetically pleasing installation.