



# Attention Homeowner or Installer!

## Handling and Care of Product Window Sash

- All window sash product to be finished painted or stained within 10 days of delivery.
- Storage of received product: must be kept in a dry environment until finished.
- Finish all window sash wood surfaces (paint / stain) prior to installation. Proper wood surface prep should be done at this time (light sanding/cleaning).
- All wood products must be finished on a flat surface and allowed to dry completely before product is placed in upright position.
- If casement window sash is stored in the upright position, at any angle, the cladding side must face the angle and be protected (weather Strip edge - casement sash - top side up).
- Transportation of window sash must be done with extreme care, either in original crate packaging, or with adequate protection to prevent any damage to: the sash aluminum cladding, wood components or weather strip.

*PWD Service is not responsible for any handling damage or shipping damage to job site by customer.*

## Reporting Damage or Defects

- Shipping or Handling damage: initial inspection- all shipments must be inspected for shipping damage as soon as possible.
- Any obvious damage (exterior - to shipping container) or mishandling during delivery must be reported to PWD Service immediately upon delivery.
- No consideration will be given if contents are not inspected for damage within 7 business days.
- All crating / shipping containers **MUST** be retained in case of damage claim.
- Pictures or other documentation of condition upon delivery should be delivered to PWD Service as soon as possible. (Email preferred)
- Contact PWD Service for any RMA's prior to making arrangements to return damaged products.

## Important guidelines to prevent damage to your new windows:

- Finish the interior wood surfaces as soon as possible after receipt and store windows, on end, in the delivery containers until this step is started.
- After finish application, lay windows flat until paint or stain (sealer coat) finish application has cured.
- No consideration for any warranty claims will be given if the window is not finish coated (paint or stain) prior to installation.
- Proper installation is required to prevent damage to the windows.
- Contact your sales representative at PWD Service with any questions.