

ISOTHERMIC

OWNER'S GUIDE

PREPARING FOR YOUR
INSTALLATION DAY

THANK YOU FOR YOUR TRUST

Dear Customer,

Congratulations on your purchase, and thank you for choosing Isothermic.

You've done more than select new doors and windows. You've made a thoughtful decision for your home — one designed to deliver comfort and performance for years to come.

Our products are designed and manufactured locally with care, using carefully selected materials and tested to meet — and exceed — standard requirements. Because to us, meeting the code is a foundation, not a finish line.

We believe homes should be built to last. That comfort, performance, and peace of mind should remain long after installation. Our team is proud to contribute to your project and to your family's everyday well-being.

In the following pages, you'll find helpful steps to prepare for the arrival of our certified installers.

If you have any questions, please don't hesitate to contact your advisor.

Sincerely,
The Isothermic Team

NOTE

INSTALLATION DATE

We make every effort to ensure our customers have a specific date for the installation of their new doors and windows. We will call you about 48 hours in advance to schedule your installation.

Please note that some factors beyond our control may cause a delay in delivery or installation (late delivery, manufacturing problems, extreme weather conditions, etc.). In such cases, we thank you in advance for your understanding. Please note that if the date is changed due to force majeure, Isothermic cannot be held liable for any loss of income or leave resulting from a postponement of delivery or installation.

THE DAY BEFORE OUR INSTALLERS ARRIVE

Your installation may start very early in the morning, so you might as well be prepared so that you don't have to rush around at the last minute.

BEFORE YOUR NEW DOORS AND WINDOWS ARE INSTALLED

3 STEPS TO A SEAMLESS EXPERIENCE

01 PROVIDE SPACE FOR CIRCULATION

Clear traffic areas both inside and outside so that our workers can move about easily and safely. Make sure there's sufficient parking close by if you live on a street where space is limited.

02 BLINDS AND CURTAINS

Your installation contract does not include the removal of blinds and curtains hanging in the windows and doors we will be replacing. Please remove them and store them in an area protected from dust before we arrive.

03 FRAGILE OR HIGH-VALUE ITEMS

Please put away any fragile or high-value items that are near traffic areas and in rooms where we will be working. We recommend you store them in an area where we won't be circulating and where they will be protected from dust.

THE DAY OF INSTALLATION

BE ON SITE

It's important that you or an adult representing you be on site. This is all the more important as this person will be responsible for confirming that the doors and windows we are about to install correspond to the order placed.

PETS

For safety reasons, please make sure your pets do not interfere with the team's work. Please also make sure they can't escape while the team comes and goes.

FLOOR COVERINGS

You must inform us as soon as we arrive if any floor coverings require additional protection. If you fail to do so, we will assume our workers can move freely in the rooms where the work is being carried out. We would also like to point out that, for safety reasons, our installers are required to wear appropriate footwear or boots at all times.

DO NOT DISTURB

Our workers will be happy to inform you, at any time, of the exact nature and progress of the work they are carrying out. That being said, we ask that you act in a way that does not delay their work and concentration or jeopardize their safety. This message also applies if you have children on site at the time of installation. Rest assured that our employees will be respectful and discreet inside your home and will not use anything belonging to you without first obtaining permission.

PROMPTLY REPORT ANY ANOMALIES

Throughout the course of the work, if there is anything that you feel requires clarification, please see the person in charge. They'll be happy to answer your questions or find a solution to the problem.

SITE CLEANLINESS

As you'll have gathered, replacing doors and windows is bound to generate dust and, no doubt, dirt from outside. Our installers will make every effort to avoid any inconvenience. Nevertheless, before the job is completed, our teams will make sure to limit the amount of cleaning you'll have to do. Thank you for your understanding.

FINAL CHECK

Just before the team leaves, one of our workers will do a final check with you in every room where installation work was performed. This is the time for you to report any visible anomalies and require them to be recorded in writing. In this regard, if nothing is reported, please note that we will refuse any claim, except, of course, any warranty claim on the products installed and work carried out. Please refer to the warranty document provided to you by your advisor when you purchased your doors and windows.

NOTE

Please note that this does not include any drywall finishing or painting of the woodwork we install. It's important for you to schedule this work following installation of your doors and windows, if necessary.

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