

# CARE & OPERATION OF YOUR SUNRISE WINDOWS

## Tilting-In Double Hung & Single Hung Sashes:

1. Unlock sash locks
2. Raise lower sash at least 2-3 inches
3. Release both tilt latches
4. To tilt-in top sash, first tilt-in lower sash

## Removing Sliding Window Sashes:

1. Unlock sash locks
2. Slide inner sash toward center
3. Lift sash up and bring bottom into house
4. Repeat steps 2-3 for outside panel

## Operating Casement Windows:

1. To open - unlock lever on side of window
2. Turn crank mechanism to desired position
3. To close - crank in opposite direction
4. Engage locking lever to fully close and lock window
5. To clean glass - remove screen by pulling it into house

## ■ Cleaning Window Frames:

Dirt marks can be easily cleaned using most household cleaners

Visit us online at [www.sunrisewarranty.com](http://www.sunrisewarranty.com)  
for more care & operation information  
and to register your warranty.



## FOR YOUR RECORDS:

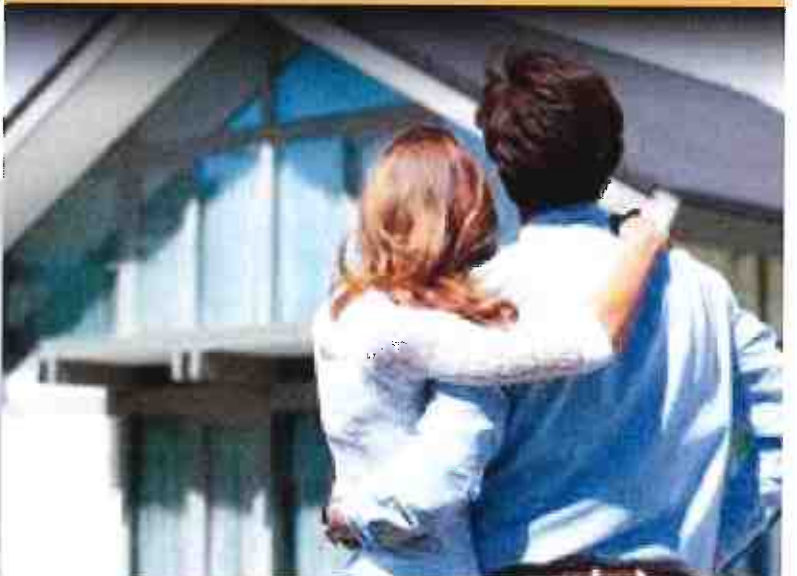
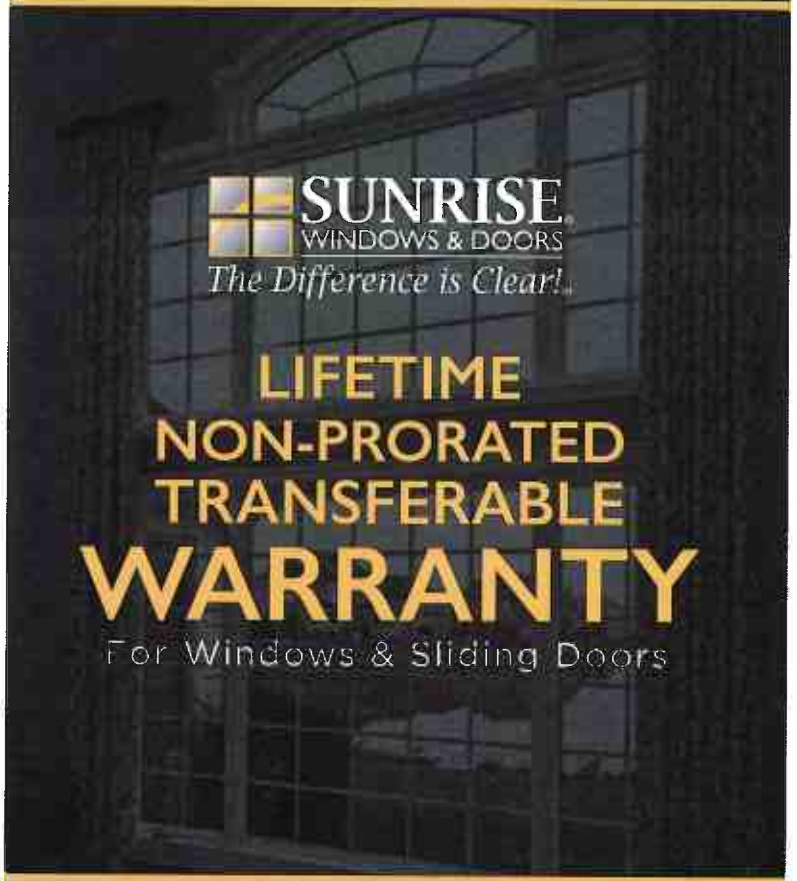
Product Purchased From:

Installation Date:

Manufacturer's Invoice No.:

022021

SRWWRTY-0114







P.O. Box 1271  
 Cary, NC 27512  
 Office: (919) 461-0010  
 Fax: (919) 461-4955  
 www.KellyWindowAndDoor.com

DATE: 9/25/2020 JOB #

**Replacement Window Agreement**

Showroom Located: 111-B Woodwinds Industrial Ct, Cary 27511

Submitted to: <u>Chris Thomas</u>	Home: _____
Street: <u>102 Barnbridge Ct.</u>	Cell: <u>317-362-1881</u>
City: <u>Cary</u> State: <u>NC</u> Zip: <u>27519</u>	Wk.: _____
	Email: <u>[REDACTED]</u>

Job Location Address: Same City: \_\_\_\_\_ Zip: \_\_\_\_\_

**21 QTY** **SUNRISE WINDOWS** Made to Order - Just for Your Home  
*The Difference is Clear.*

- 7/8" dual glazed insulated glass featuring Omega12 Glass System 12 layers of High Performance reflective metal shields, Argon Gas Filled and MAXEdge™ Spacer System
- 7/8" Triple glazed insulated glass featuring KR90 Glass System Low E Glass on IWO surfaces, Argon Gas Filled and MAXEdge™ Spacer System
- uPVC main frame and sashes. Main frames utilize Polyurethane environmentally friendly insulation. Overall R-Value of frame is 14.28.
- Beautifully Crafted Fusion welded multi-chambered heavy gauge main frame and sashes for industry best aesthetics and strength combination
- Advanced Triple fin-seal weather stripping for top efficiency performance
- Two heavy duty recessed, pick resistant sash locks on windows 26" and wider
- Two ventilation (limit) latches
- Finely crafted soft edges on main frame and sashes
- Ergonomically designed sash lift handles and tilt latches for easy cleaning (Upper & Lower sashes)
- Sloped drain away sills for double hung windows 9 style
- Replace rotten wood as needed (EXCEPT HIDDEN DAMAGE)
- Security System: (CLIENT RESPONSIBILITY) Due to our Liability Insurance Enhancements, we can not be responsible for reconnecting your alarm system
- Industry BEST transferable Lifetime Warranty
- Work related debris to be removed from work site
- Inspection upon completion
- All work to be done by our select technicians covered by General Liability and Workman's Compensation Insurance

Installation lead-time is approximately 12-14 weeks - Except extended lead time products \*\*\*Please Note: Weather Permitting\*\*\*

Your Investment:	\$ <u>15,002.41</u>	Deposit may be paid by check or credit card (Visa/MasterCard/American Express/ Discover) Client credit card information may ONLY be recorded on a Temporary Credit Card Slip. NOT on this contract. For your security, slip will be destroyed after processing. Note: This agreement may be withdrawn if not accepted within 30 days
NC and County Sales and Use Tax:	\$ <u>1,087.67</u>	
Total:	\$ <u>16,090.08</u>	
Deposit: \$ <u>13,475.00</u>	Start of Job \$ _____	Due Upon Completion: \$ <u>2615.08</u>

I agree to purchase the Products & Scope of work per the outlined specifications, pricing and terms of the entire agreement.

Client's Signature: [Signature] Sales Representative's Signature: [Signature]

Client's Signature: \_\_\_\_\_ Agreement Acceptance-Manager: \_\_\_\_\_

Date of Acceptance: 9/25/2020 Date of Acceptance by Manager: 9/23/2020

**Acceptance of Agreement**  
 The above prices, specifications, and conditions (front and back) are satisfactory and are hereby accepted. You are authorized to do the work specified.  
 All work to be completed in a workman like manner according to specifications submitted per standard practice. The manufacturer of the products installed provides certain warranty protection for the buyer. Kelly Window & Door, Inc. will provide the warranty information and forms supplied by the manufacturer. Kelly Window & Door, Inc. makes no express warranties and no warranties of merchantability or fitness for a particular purpose with regard to the products installed. In no event shall Kelly Window & Door, Inc. be liable for special or consequential damages. If this agreement was solicited at your residence or at a place other than the place of business of the seller and you do not want the goods or services, you, the buyer, may cancel this transaction by sending a notice to the seller at any time prior to midnight of the third business day after you sign this transaction. The notice must be mailed to Kelly Window & Door, Inc. P.O. Box 1271 Cary, NC 27512.

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P.O. Box 1271  
Cary, NC 27512  
Office: (919) 461-0010  
Fax: (919) 461-4955  
www.KellyWindowAndDoor.com

DATE: 06/21/24 JOB #  
**Replacement Window Agreement**

Showroom Located: 111-B Woodwinds Industrial Ct, Cary 27511

Submitted to: Chris Thomas  
Street 102 Barnbridge Ct  
City Cary State NC Zip 27519  
Home: (317) 362-1881  
Cell: \_\_\_\_\_  
Wk.: 5  
Email: \_\_\_\_\_

Job Location Address: same City same Zip 27519

3 QTY **SUNRISE WINDOWS** Made to Order - Just for Your Home  
*The Difference is Clear.*

- 7/8" dual glazed insulated glass featuring Omega12 Glass System 12 layers of High Performance reflective metal shields, Argon Gas Filled and MAXEdge™ Spacer System
- 7/8" Triple glazed insulated glass featuring KR90 Glass System Low E Glass on TWO surfaces, Argon Gas Filled and MAXEdge™ Spacer System
- uPVC main frame and sashes. Main frames utilize Polyurethane environmentally friendly insulation. Overall R-Value of frame is 14.28.
- Beautifully Crafted Fusion welded multi-chambered heavy gauge main frame and sashes for industry best aesthetics and strength combination
- Advanced Triple fin-seal weather stripping for top efficiency performance
- Two heavy duty recessed, pick resistant sash locks on windows 26" and wider
- Two ventilation (limit) latches
- Finely crafted soft edges on main frame and sashes
- Ergonomically designed sash lift handles and tilt latches for easy cleaning (Upper & Lower sashes)
- Sloped drain away sills for double hung windows
- Replace rotten wood as needed (EXCEPT HIDDEN DAMAGE)
- Security System; (CLIENT RESPONSIBILITY) Due to our Liability Insurance Endorsements, we can not be responsible for reconnecting your alarm system
- Industry BEST transferable Lifetime Warranty
- Work related debris to be removed from work site
- Inspection upon completion
- All work to be done by our select technicians covered by General Liability and Workman's Compensation Insurance

Green Sky  
2611

Installation lead-time is approximately 2 to 3 months - Please See your What to Expect Form for more details

Your Investment:	\$4,476	Deposit may be paid by check or credit card (Visa/MasterCard/American Express/ Discover). Client credit card information may ONLY be recorded on a Temporary Credit Card Slip. NOT on this contract. For your security, slip will be destroyed after processing. <b>Note: This agreement may be withdrawn if not accepted within 30 days</b>
NC and County Sales and Use Tax:	\$324.51	
Total:	\$4,800.51	
Deposit: \$1,200.13	Start of Job \$	

I agree to purchase the Products & Scope of work per the outlined specifications, pricing and terms of the entire agreement.

Client's Signature: [Signature] Sales Representative's Signature: Wade Holcomb

Client's Signature: \_\_\_\_\_ Agreement Acceptance-Manager: Wade Holcomb

Date of Acceptance: 6/21/24 7/16/24 Date of Acceptance by Manager: 06/21/24 7/16/24

**Acceptance of Agreement**

The above prices, specifications, and conditions (front and back) are satisfactory and are hereby accepted. You are authorized to do the work specified.

All work to be completed in a workman like manner according to specifications submitted per standard practice. The manufacturer of the products installed provides certain warranty protection for the buyer. Kelly Window & Door, Inc. will provide the warranty information and forms supplied by the manufacturer. Kelly Window & Door, Inc. makes no express warranties and no warranties of merchantability or fitness for a particular purpose with regard to the products installed. In no event shall Kelly Window & Door, Inc. be liable for special or consequential damages. If this agreement was solicited at your residence or at a place other than the place of business of the seller and you do not want the goods or services, you, the buyer, may cancel this transaction by sending a notice to the seller at any time prior to midnight of the third business day after you sign this transaction. The notice must be mailed to: Kelly Window & Door, Inc. P.O. Box 1271 Cary, NC 27512.



# Window Product Details

Client Name: Thomas, Chris

Date: 9/23/2020 Job# \_\_\_\_\_

Room	Qty.	Window Type	Grid Type	Grid Pattern	Sash	Frame Color	Lock Color	Screen Type	Simulated D/L Grids
DR	2	SH	Flat GGG	1/1/1/1 NO		white	white	* No half screens OPTI	for painted frames
front office	2	SH	"	"		"	"	OPTI	
front bonus	3	SH	"	"		"	"	<del>OPTI</del> REG.	
front upstairs	3	SH	"	"		"	"	REG.	
breakfast nook	3	SH	NO	NO		"	"	REG.	
side & rear bonus	3	SH	NO	NO		"	"	REG.	
MBR side	1	SH	NO	NO		"	"	REG.	
Back BR's	4	SH	NO	NO		"	"	REG.	

Client Initials: \_\_\_\_\_



# Window SALES NOTES

Client Name: Thomas, Chris  
Date: 9/23/2020 Job# \_\_\_\_\_

Detail Requested?  YES  NO If yes explain: \_\_\_\_\_  
Extension Ladder  YES  NO Size: \_\_\_\_\_ Other: \_\_\_\_\_  
I/S Install PVC Exterior  YES  NO Other: \_\_\_\_\_  
Cladding Color white GR\*  
Tear Out Type  Wood  Vinyl  Metal Other: see below

Notes: \_\_\_\_\_  
\* OPTI VIEW on 4 front porch only, Regular otherwise.  
\* PVC stops only (IM3) on 4 front porch only. Insert/clad (IM1) on all others.  
\* Flat GRG top sash only, front windows only. All others, no grids

Client Initials: \_\_\_\_\_

Client Name: Chris Thomas

Date: 6/21/24

**Client's Expectations/ Notes**

Remove and dispose of old windows.

Install 3 Sunrise windows in the living room using IM-3 method.

All sashes in the living room windows will be tempered

Client Initials



### PAYMENT OF BALANCE DUE

If the job is substantially completed, awaiting a small part, service call, etc., then payment shall be due. 5% or \$100.00 (whichever is smaller), may be withheld if services or small parts are needed. If account is not paid according to terms, the warranty may be voided. All materials specified in this agreement are the property of Kelly Window & Door, Inc. Please be aware that we may charge 1.5% interest per month on invoices that remain unpaid after completion of the job.

### DELIVERY

Kelly Window & Door, Inc. cannot be responsible for any installation delays for any reason. It is always our intent to deliver the job within the specified time period. However, there are occasions that may cause your job to be delayed; including, but not limited to, material back-orders and bad weather.

### WARRANTY

Kelly Window & Door, Inc., in addition to factory material warranty, extends a limited lifetime labor warranty transferable to a new property owner and mirrors an extended manufacturers' product warranty for any service on the window except caulking. Caulking is warranted for a period of one year, after which it is the homeowner's responsibility to inspect and keep up maintenance.

### WOOD ROT

Kelly Window and Door Inc. will replace rotten wood as needed per agreement (Except hidden damage). In the case of hidden damage Kelly Window and Door may determine that the necessary repairs are outside of its capabilities or best interest to undertake. At that time client will be responsible for repairs that bring the area secure and suitable for continuing the installation.

### SECURITY SYSTEM - DOORBELLS

Security systems are (Clients responsibility)

Due to our Liability Insurance Endorsements, we cannot be responsible for disconnecting or reconnecting any part(s) of your alarm system. Kelly Window and Door will do everything possible to properly remove and reinstall your existing or new doorbell (client supplied), understanding that the doorbell will be replaced outside of the door frame. Client understands additional work and expense (for work performed by a client hired electrician) and or replacement doorbell may be needed as Kelly Window and Door can not guarantee the ability to remove the doorbell. In the case of doorbell camera's Kelly Window and Door is not responsible for the programming or functionality, and will only attempt to do a 2 wire mounting as is customary with analog doorbells.

### DOOR KEYING

Kelly Window & Door can match any Schlage brand original key provided the 5-digit code can be communicated to Provia Door (our supplier) for matching at the time of placing the order. If there is no 5-digit code, we will include a randomly selected, factory supplied Schlage brand key. If there is a desire for all keys in the home to match, a locksmith can be called after job completion by you, the client, to have any existing lock(s) matched to the new key provided your current lock(s) are a Schlage brand key.

### CHANGES TO THIS AGREEMENT

Any alteration, deviation or change in the work to be performed shall be accomplished by a written Change Order. Whether the changes involve extra costs or not, they will only be executed upon written order. Such writing shall specify the change or changes, any adjustments in price and shall be executed with the same formalities as this Agreement, thereby coming a part hereof.

### MEDIA RELEASE

By acceptance of this agreement you are authorizing Kelly Window And Door permission to capture video and/or photo footage of your home and/or yourself before, during, and after the installation process. Kelly Window and Door, Inc. may share some or all of this footage on our website, social media accounts, and/or other online or print materials.

### PERSONAL PROPERTY

Replacing your windows or doors sometimes causes your walls to shake or vibrate while removing or installing the window or door. Kelly Window & Door, Inc. cannot be responsible for anything that falls off the wall or any shelf, piece of furniture, etc. If you think it may fall and you do not want it broken, please take it down and safely place it away from the work area. Kelly Window & Door, Inc. does not remove any soft window treatments. Please have these removed before the installation of the windows. If you decide to keep them in place, it could limit the quality of installation performed. Kelly Window & Door, Inc. is willing to remove and reinstall most blinds at an additional cost subject to the Agreement pricing. Some existing custom blinds and shutters may not be able to be re-mounted back onto new windows / doors. In some situations, existing window treatments may require a new mounting location after new windows are installed, subject to the KWD Installation Method determined, which may result in significant visual changes to existing window treatment(s). We will take every precaution not to damage the blinds. However, due to the age of many window treatment systems/blinds Kelly Window and Door Inc. cannot be responsible for any damage that may occur to any window treatment system. Kelly Window & Door, Inc. does not move or remove any electronic equipment. If you (the homeowner) do not move all electronic items from around the work area, they may be subject to damage and Kelly Window & Door, Inc. cannot be held responsible.

In the event that any section or paragraph of this contract is found in a court of law to be invalid, that section or paragraph shall be struck from agreement and the balance of the agreement will remain in force.

**Kelly Window & Door, Inc. is dedicated to Serving You Well!**

QUESTIONS? PLEASE CALL US AT (919) 461-0010

Client Initials