

## Window Well Ordering Procedures

### **Placing your order:**

Window Well orders may be placed by calling our office at **303-791-7571** or faxed to **303-791-7995** or emailed to [general@eandcprecast.com](mailto:general@eandcprecast.com) and the delivery date will be confirmed by telephone. Lead-time required for scheduling is approximately one week. All of our prices include installation. There is a trip charge, determined by location. The charge is per delivery, regardless of the number of wells you have ordered, as long as the total order does not exceed the capacity of our truck.

### **Choosing the right window well:**

First consider the size of your window opening and where your finished grade will be. Order a window well that is wide enough for the opening and tall enough to allow for at least 4" below the window opening and enough height to be at or above your finished grade. Next you need to determine how many "egress" window wells will be required.

Virtually all jurisdictions have adopted the 1994 Uniform Building Code. This code requires at least one window well meeting "egress" requirements be installed on all unfinished basements and also requires an "egress" window well on all finished bedrooms. An "egress" window well "must provide a minimum accessible clear opening of 9 square feet, with a minimum dimension of 36", and any vertical depth of more than 44" shall be equipped with a permanently attached ladder or stairs." The window wells we provide that meet egress requirements are designated on all of our literature.

Many of our window wells can be "stacked" for additional height. As an example, if you have a 6° window requiring 72" in width and you prefer a vertical well, two of our 74 x 40 x 44 window wells can be installed on top of each other for 80" in overall height. For taller foundations, there are extensions available for some wells, and a third piece can be used for height when installing a terraced window well. There are many choices available for garden level heights as well.

If you are having trouble finding a size that will suit your needs, please don't hesitate to call. We can often help find solutions to very interesting problems.

### **Hanging Instructions:**

When placing your order, it is important for you to tell us where you would like the well hung in relation to the foundation wall, (i.e., to top of foundation, 6" down from top of foundation). If you have a varying grade, stepped foundation, or brickledge requiring multiple heights; a blueprint or drawing of the house with height instructions can be faxed or emailed to our office, or you can make a mark on the foundation with waterproof paint or marker.

If grates will be ordered later, if possible, consider lowering the window well to below top of foundation to avoid having siding or brick set directly on the window well. When the size of window well opening is changed, grates have to be custom manufactured for the new opening size which can postpone delivery and requires a 30% surcharge.

If a casement window is to be installed and grate will be needed later, install window well high enough to allow for window to be opened. Maintain adequate clearance for grate to fit.

**Contact Information:**

There are many variables that can be encountered when arriving at a jobsite. Many are simple questions or situations that can be easily resolved by the project superintendent. So that we can make EVERY effort to complete your window well installation as scheduled, we ask that you leave a contact phone number (preferably a mobile number) in case we encounter a problem while on your project.

**Delivery:**

Our window wells are delivered on tandem trucks equipped with five-ton cranes and A-Frame stabilizers. Our trucks are approximately 30 feet long with a 22-foot wheel base, and require a MINIMUM turning radius of 25 feet. The trucks are 8 feet wide, and require 14' height clearance. Our trucks are extremely heavy (up to 55,000 pounds) and can not be driven over sidewalks or driveways or into soft soil or mud. We need to have adequate "stable ground" to set up for installation and good access for passage around the foundation when required.

The crane is located center rear of the flat bed and has a 26-foot reach (effective *side* reach approximately 21 feet). We have one truck with a reach of about 30 feet that should be requested when required. For distances greater than 30 feet, we can schedule a larger crane. Please contact the office for pricing. In some instances, crane services can be avoided by allowing us to work WITH your excavator during backfill. We can generally confirm a time "window," either morning or afternoon to do this.

For unusual orders or difficult locations, a pre-installation jobsite visit by one of our drivers can be arranged by calling the office. If there are any low lying power lines or any other concerns about clearance, please let us know in advance.

**Installation:**

Window wells are equipped with straps and/or brackets (depending on the style of well) which are mounted to the outside (one on each side) of the window well. Anchors are set in the foundation and the straps or brackets are bolted to the foundation. Wells often can be installed on foam core foundations but require special hardware and should be discussed when placing your order.

The foundation should have forms removed a MINIMUM of 24 hours prior to window well installation to allow adequate cure time, longer in winter months because of cold weather.

**Excavation:**

It is necessary to have a minimum of 12 inches MORE than the given depth (distance from the foundation) of the window well you have ordered. The excavation should also be at least four feet wider than the window well to allow for hardware installation. When preparing for terraced window wells, please remember that the upper piece is significantly larger than the bottom and excavate accordingly. Of course the excavation needs to be deep enough to accommodate the height of the well you have requested.

We will do our best to install your window wells as scheduled. For us to do so, it is important that your jobsite be adequately prepared. In the event we do have to return to install a window well, it might be as long as a week before we are able to return to your jobsite. Further, an additional delivery charge (according to location) will be assessed.

The drivers and assistants have a full day of work allowing for normal installations when they leave each morning. If your window opening has had loose dirt fall back into it, they do have shovels on the truck and will do some digging, however we charge a fee per hour for this service. If the excavation is inadequate and our drivers anticipate it will take more than an hour to dig and if other arrangements can't be made, they will have to leave and your job will have to be rescheduled.

**Taking care of your window well:**

Although our window well products are constructed with 5,000 psi concrete and are fully reinforced, it is necessary to be particularly careful when backfilling to avoid direct equipment contact with the window well. This will avoid unnecessary chipping, cracking, and scarring of the area well walls. Also use care when tamping and compacting. Additionally, the anchors we use are rated to greatly exceed the weight of the window well we have installed, however they will not support vehicular traffic and are not suitable as a platform for scaffolding.

**Accessories:**

We provide grates and ladders for most of our window well products. Our ladders have been designed to provide a low profile and are made of formed rebar. The ladders are mounted securely to the window well. Our grates are constructed of a welded angle iron frame with an expanded metal surface and are delivered to you painted black. Grates that are made for window wells suitable for egress come with a 36" x 36" hinged door. The demand for grates is normally seasonal and can sometimes require as much as 6 weeks for manufacture. Please keep this in mind when considering your needs for inspections, closings, etc.

**Our commitment to you:**

These ordering procedures have been written in an effort to provide you with product satisfaction, on time installation, and to provide everyone a SAFE working environment.

Again, we will make EVERY effort to complete your installation as scheduled, and to meet any initial scheduling requests if proper lead-time is allowed. We understand you are trying to coordinate multiple trades and will work with you as much as possible to help you achieve that end.

All of our products and installation are fully guaranteed and we maintain a responsive service and warranty department. Our goal is to provide you with the finest precast concrete products, friendly customer service and dependable delivery and installation.

Please ask about our other Home Builder products including splash blocks, haunches and piers. We also have numerous masonry products such as wallcap, column caps, quoins, and keystones.

**Delivery Charges:**

Delivery charges apply based on where we travel in the Metro area. Please call the office for more information.