

## How Does SmartCare Benefit Homeowners?

- Insures complete customer satisfaction with products purchased.
- Receive thorough explanation and demonstration on each window and door.
- Professional fine-tuning of each unit provides total satisfaction.
- Builds long-term confidence in Jeld-Wen products.
- Receive complete care, maintenance and warranty information.
- Receive complete contact information for long-term warranty care.



*SmartCare*

Window Service



*ABS Windows*

Featuring

*SmartCare*

Window Service



**FINALLY**  
A Professional Solution...

## Step One:

A SmartCare professional window service technician will visit the job site shortly after the new Jeld-Wen windows and patio doors have been installed. During this pre-set appointment the technician will meet with the builder to walk the job and review each opening. The technician will assess the condition and operation of each unit making adjustments or recommendations as required. Any faults will be recorded and the appropriate steps taken to initiate a prompt solution.



## Step Two:

A second inspection and job walk will be arranged with the homeowner upon completion of the job. The SmartCare Technician will inspect, adjust and fine-tune each Jeld-Wen window and patio door on the project to insure products are functioning properly. A complete homeowner package will be delivered and reviewed with the homeowner. Product demonstrations, future adjustment tips and long-term maintenance recommendations will be reviewed. The homeowner will receive a SmartCare certificate of completion at the end of the service call including contact information for future factory warranty service.



## How Does SmartCare Window Service Work?

SmartCare begins at the time you order your Jeld-Wen wood windows and patio doors. Once the order has been placed with the factory, ABS Windows will begin monitoring the progress of construction to determine the appropriate time for the first and second SmartCare service visits.



## How Does SmartCare Benefit the Builder?

- Fewer call backs and less problems with missing parts and screens.
- Higher customer satisfaction.
- Stay on schedule with less lost productivity.
- Reduce long term liability and cost.
- Reduction in warranty claims.
- Immediate positive impact leads to more referrals.

## What Does SmartCare Window Service Cost?

- SmartCare window service requires an initial investment of \$500.
- Includes two pre-set job site service sessions by SmartCare professionals.
- Includes adjustment and fine tuning of all operable units.
- Includes installation and finishing consultation and assessment.
- Includes replacement of incidental parts and pieces that become missing during construction.
- Includes documentation of inspection for each service session.
- Includes homeowners warranty documentation package.

*A Small Investment  
with a BIG Payback*