

PRODUCTION LEAD TIMES

UPDATED | December 2020

Production lead times dates as indicated in CX for Quotes converted to an Order.

- Order Bundle needs to be submitted at the same time to hold that date.
- Dealer CX orders do not require an Order Bundle.
- Longest lead-time item establishes the lead time for the order.
- Shipping on the next available truck.

WINDOWS

Alpha & Omega	White	20 working days
Alpha & Omega	Jet Black laminate	24 working days
Alpha & Omega	Commercial Brown, Iron Ore, Sable, Brushed Silver Laminate, Jet Black and Stainable Fir interior Laminate	29 working days
Omega	Black Aluminum clad	26 working days
	Commercial Brown, Iron Ore, Sable Aluminum clad	34 working days
	Clear Anodized Aluminum clad	44 working days
Tempered Glass	Custom size windows and Direct Set sidelites	29 working days

DOORS & MISCELLANEOUS

Entry & Garden	All commodity lites and in-stock Inventory SEE In-stock Door – Reference Guide	20 working days
Alpha Patio Door	Jet Black Laminate	24 working days
	Commercial Brown, Iron Ore, Sable, Brushed Silver Laminate, Jet Black and Stainable Fir interior Laminate	29 working days
Entry & Garden	Non-inventory	29 working days
Buy-in Sliding Patio door	Non-inventory	29 working days
Doorlite only	All in-stock inventory	14 working days
Attic-Seal hatch	Quantity up to 20	9 working days
	Quantity 20-100	14 working days
	Quantity greater than 100	24 working days
Metal Clad windows	Fire Response window	29 working days
Fire-Rated Doors	Depending on Special order items	6 weeks

RUSH REQUESTS

- Approval required if requested 48 hours after order placement.
- Use for errors / mistakes – ours and customer
- Add-on to existing order – provide original order number
- No house packages – without Senior Management approval
- Minimum 10-day turnaround from clean order submission
- Not available for non-inventory items



RUSH ORDER WORKFLOW

- Submit a RUSH request through Salesforce. Scheduling will approve the rush based on production capacity.

SERVICE – CITY LOCAL ONLY

Lockout	14 working days
Site Glazing	14 working days
Inspections	9 working days