

PRODUCTION LEAD TIMES

UPDATED | Sept.12.2022

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.
- **8-10** Day Call Customer Release (From Date of Shipment Request)
- Longest lead-time item establishes the lead time for the order.
- Shipping on the next available truck.
- Projects are to follow a lead time of **8 - 10 weeks** from the date of order placement.

WINDOWS

Alpha & Omega	White	23 working days
Alpha & Omega	Jet Black laminate Exterior or Interior	40 working days
Alpha & Omega	Commercial Brown, Iron Ore, Sable, Brushed Silver Laminate	25 working days
	Stainable Fir interior Laminate	30 working days
Omega	Black Aluminum clad	20 working days
	Commercial Brown, Iron Ore, Sable Aluminum clad	55 working days
	Clear Anodized Aluminum clad	150 working days
Delta Fiberglass	Commercial Strip Window – All colours	70 working days
Tempered Glass	Windows & Doors	25 working days

All Omega Aluminum clad projects need to be reviewed and approved by VP Sales & Materials Manager

DOORS & MISCELLANOUS

Entry & Garden	All commodity lites and in-stock Inventory	23 working days
	SEE In-stock Door – Reference Guide	
Alpha Patio Door	Jet Black Laminate Exterior or Interior	40 working days
	Commercial Brown, Iron Ore, Sable, Brushed Silver Laminate, Stainable Fir interior Laminate	25 working days
		30 working days
Entry & Garden	Non-inventory	40 working days
Hybridex Patio Door	Non-inventory	100 working days
Doorlite only	All in-stock inventory	23 working days
Attic-Seal hatch	Quantity up to 20	18 working days
	Quantity 20-100	20 working days
	Quantity greater than 100	22 working days
Metal Clad windows	Fire Response window	40 working days
Fire-Rated Doors	Depending on Special order items	Temporarily Discontinued

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
- Not available for non-inventory items

RUSH ORDER WORKFLOW

Submit 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
Project Lockout	25 working days