

Contractor Support Line

1

Achieve Maximum Value

2

Order it Right

3

Reliable Lead Times

4

Installation

5

Flat HandleS ON
FOLDING PANELS

Lever HandleS ON
SWING PANEL

Considerations when Ordering a NanaWall

NanaWall[®]
Boundaries **Unbound**[®]

1

We're Here to Help

You've received your quote, now what?

Your local architectural representative is there to help but did you know that we also have a dedicated contractor support line available to answer any questions?



2

Achieve Maximum Value

Cost Saving Measures

- Did you know that we can work with you to optimize the size or reduce the number of panels in a system to reduce cost?
- With four product families to choose from with options of size, frame material, finish, glass, and configurations, we provide multiple solutions to meet your client's specification without the risk of overbuying.

3

Order it Right

Meeting Code Requirements

We are here to help you meet the code and performance criteria your client and the job location dictates. For entry/egress and ADA requirements, please consult us so we may assist with options.

Ordering Process

Please contact your local architectural representative or call us here at the corporate office and we will be happy to send you an order confirmation for review and sign off. Once the confirmation sign offs and initial payment are received, your order will move into production.

Sizes and Measuring

- Please give us a call if you have any questions or need explanation of your project drawings.
- The sizes listed on your quote are simply the starting point. Since NanaWall products are custom made, there are no standard sizes.
- Also offered for an additional fee are surrounding conditions drawings.

Site Visit

- If you have concerns about ordering, for a small fee, our certified installers are available to come out to the job site to help you with the specifics of ordering your NanaWall.
- In addition, pre-site visits are helpful in understanding the options and requirements for the header, waterproofing and drainage.

4

Lead Time and Delivery

Lead Time

- Once your order has been placed, a more definitive date will be provided.
- NanaWall orders ship with 95% accuracy due to our USA production facility and German reliability.
- In special circumstances, contact us to see if expediting your order is possible.

Delivery Process

Panels are shipped in cardboard packaging. The delivery process includes tailgate service. For jobsites that do not have a forklift present, panels can be individually downloaded from the truck with manpower. Essentially, to accept delivery, all that is needed is a box cutter and two men—approximate panel weight is 100-150 lbs. Should First Threshold delivery be requested, it is available for an additional fee.

5

Installation

NanaWall Certified Installers

Choosing the expertise of an independent certified NanaWall installer ensures your installation is done correctly the first time with speed and precision, saving you time and potential ongoing customer issues. Our installers are reviewed and recertified annually. Please contact us if you would like to be connected with the certified installer for your area.

If you're equipped to install the NanaWall yourself, we're committed to a successful installation and will assist you every step of the way. Available through our website are installation manuals and videos.

Callbacks Minimized

Our opening glass walls are German engineered with superior quality designed to perform year after year with minimal issue. But, should the need arise—don't worry—we have the parts, a dedicated service department, and independent field technicians to handle any issue.

Lasting Satisfaction

Our goal is to assist you every step of the way to meet the needs and requirements of your project and to help you have a very satisfied customer.



QUOTE SUPPORT

800 873 5673 x 253

INSTALLATION SUPPORT

800 873 5673 x 231

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800 873 5673
NanaWall.com

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