

LAWSON CUSTOMER SUPPORT FOR ON-SITE WATER TESTING

For on-site water tests, Lawson offers its customers field support from our engineering department. In most cases, the fact that a given job will include a water test is part of the contract. In this case, we would like to be informed of a pending water test at the time that the product is ordered. This information would be very helpful to us, as we would be able to spot-check the product before it leaves the plant.

We want to help make sure that the unit being tested will pass the first test, and eliminate the time and expense of performing a second test. Engineering will work closely with the testing firm, to insure that the tests are done to the proper protocol. They will also arrive early to thoroughly check that the unit to be tested is installed correctly, that the frames, mulls, and anchor screws are properly sealed, and check the weeping systems to be sure that they will function correctly.

If we are not given notice of a water test when the product is ordered, then we ask that we are given notice at least a week prior to the date of the test. We also ask that you supply, in advance, the address, building number, and contact information of the installing company's representative that will be on-site.