



THE SASH
WINDOW
WORKSHOP

THE SASH WINDOW WORKSHOP IMPORTANT CUSTOMER INFORMATION

Introduction

To ensure we cause you the minimum disruption, it is very important that you take the time to read this document. It outlines our working practices and other considerations. If you have any questions, or if you would like clarification on any issues covered below, please call Helen Barnes on 01344 868 668.

Our commitment to you

We recognise that there is a need for flexibility at times and in the appropriate circumstances we will be happy to adjust our operation without prejudice to our terms & conditions to suit you, our client. We are mindful that you are very important to us and every effort will be made to ensure that you are delighted with the service we give you.

Changes to orders

We will do our best to accommodate any changes. It is vital however that you contact us immediately so that we can make the necessary changes speedily and minimise delay.

Please note that in some cases changes to your order may incur extra costs and/or delay the installation date.

Lead times

Lead times for the start of work vary according to the type, size and complexity of the work we carry out for you. However, an approximate guide is five to fourteen weeks from receipt of order.

Manufacturing Survey

If you have placed an order for replacement windows or doors we will usually need to conduct a second manufacturing survey. We will contact you within three working days of processing your order to schedule this at your convenience. We will double check measurements, materials, and fine detail of your order. It may be necessary to remove plaster, render, architraves, lining or beading from your existing windows to obtain the correct sizes. If we do need to do this, please be assured that we will take every precaution to minimise damage and disruption to you and we will make good any surrounding areas on installation.

Installation Process

Once the Production Team have confirmed a ready date for your order, the Installation Team will contact you by email and offer you an installation date. Once you have confirmed the date is convenient or agreed an alternative date with us, we will confirm this to you.

Working schedules

We take pride in meeting our work schedules and take every reasonable action to ensure that we keep to the schedules agreed. However, we are unable to provide an absolute guarantee on meeting the planned schedules. Fitting dates and time allocated to your job is estimated, based on our experience. It may be that the work could start or end later than planned, due to circumstances beyond our control. In such cases we will not be held responsible for any consequential loss or offer any compensation.

Arrival times on site and the working day

Wherever possible, our fitters will arrive on site between 8.00am and 9.00am, traffic permitting. If you must leave the house at a definite time, please let us know and we will make every effort to arrive before you leave.

Alternatively, you may wish to send keys and instructions for access prior to the work commencing. Keys will be held securely and returned on completion of the work.

Our fitters will generally leave between 14:00 to 16:00 hours.

Curtains, ornaments, furniture and sensitive items

You are responsible for moving any curtains, furniture or sensitive items in front of, surrounding or in the way of windows that are to be worked on. If we need to remove any curtains, furniture or ornaments to enable work to start, then extra charges may be incurred.

Any assistance given to customers by company fitting staff in moving objects will be on a goodwill basis. Should there be loss or damage as a result of this assistance, the company will not accept any liability for whatever reason.

We will not re-position any furniture that we may have moved or re-hang any curtains or blinds, but we will leave the site in a clean and tidy state (see next section).

If you have concerns regarding the preparation of rooms for installation, or the moving of furniture, please contact our Installation Team on 01344 868 668 or e-mail: barnesh@sashwindow.com.

Cleanliness on site

Unfortunately window work is likely to be both dirty and dusty.

Our Fitters will provide and lay down dustsheets to cover the immediate areas surrounding the windows being worked on and the area leading to and from the windows. They will also cover electrical equipment with plastic sheeting where appropriate.

Our Fitters are all equipped with vacuum cleaners and brushes. They will clean up at the end of a day's work to a good standard. It should be noted that cleaning will be confined to the immediate work area.

If there are any specific cleanliness issues such as white carpets, delicate fabrics or you would simply like further advice on this matter, please contact our Installation Team on 01344 868 668 or e-mail barnesh@sashwindow.com.

Curtains, blinds and shutters

Please be aware that when replacing windows and doors, it may well be that any existing blinds, shutters or curtains may not be able to be refitted to the new window. This normally occurs when windows or doors are changed for a different type of window / door or the sectional detail is altered. Please note, The Sash Window Workshop cannot be held responsible for this.

Cables and wires through the windows

Please arrange for the removal or relocation of any live cables, telephone or TV wires, which pass through windows or doors before work starts. We cannot accept any liability or responsibility for any damage caused if we remove cables to facilitate our work.

If you ask, our Fitters will drill holes in windows for your cables, but they are not allowed to fit them. In the case of new windows, any holes drilled into the timber may affect the product guarantee. Please call the office if you have a query on this.

Radiators, pipes and security grills

Where necessary, please arrange for the removal of any radiators, pipes or security grills before work starts. We do not carry insurance for this type of work and cannot undertake the removal or refitting of these items.

Please be aware that when replacing windows and doors, radiators may not be able to be refitted if the sizes are different. The Sash Window Workshop cannot be held responsible for this.

Lead flashings and tiling

Whilst we will take every reasonable care, we will not be held responsible for any damage to roof tiles when installing windows. The fitting or repositioning of lead flashing is building work and is best carried out by others. Subject to the prior approval of the Installation Manager, our fitters may do this work if required.

Panelling and shutters

We will remove/refit any old panelling or shutters surrounding windows but cannot accept responsibility for any damage that may result. Our fitters are skilled workers and will take every care not to cause unnecessary damage to plaster or surrounds.

Plastering around windows

We will make good any damage to sound plasterwork immediately surrounding any window or window sill fitted by us.

If there is blown plaster surrounding the windows or doors to be worked on, we will notify you as soon as possible. As blown plaster would be an existing condition, you would be responsible for carrying out any remedial work you may require.

Painting / paintwork and decorations surrounding the windows

All our windows are factory spray finished with a minimum of 3 coats of professional water-based joinery coating.

We do not undertake to paint our windows with the exact same paint as your existing windows, unless by special arrangement. We will paint to colour match in our standard semi-gloss paint. We will do our best to get as near as possible to your paint colour.

Whilst we try to deliver our windows and doors to the highest standards of finish, during the installation process our products will need to be adjusted by our fitters on site, minor surface damage or blemishes may be made to the paint finish. This is especially likely when fitting new products to existing frames. If damage occurs, we will make good and touch up to the best of our ability by hand with a brush finish.

We do not undertake the redecoration of existing doors or windows; we will however touch up with white acrylic paint any timber that has been exposed by our work. We will use other paint if you supply it.

Whilst all due care will be taken we accept no liability for damage to any decorations surrounding windows being worked on, either internally or externally, during the course of our work.

Window sizes

When we undertake to install a replacement window or door, we measure the replacement to suit the existing window or door opening. This is to enable correct and square installation of the new product. This may mean your new window or door is marginally larger or smaller than the original, as often in period properties the window opening may have altered over the years.

Imperfections in glass

We will of course do our best to deliver you the best quality available, but if there are issues with visual imperfections in your glass, we will refer to the visual standards for glass set down by the GGF for guidance on replacement of the glass. We will send you a copy of these standards if you request them.

Structural defects in the building

We will not be responsible for any costs that may be incurred during work as a result of any structural defects in the building.

Sash operation

Many of our services involve fitting new sliding sashes to the existing frames or fitting double glazing to the existing sashes using our bi-glass system.

On rare occasions when we install these products we may find that there is insufficient room within the box frame to fit the replacement lead weights to allow the sashes to slide past each other. Sometimes we can work around this problem to allow your windows to slide, however as a last resort we may have to fix one or the other of the sashes. Should this occur then we will of course notify you accordingly and discuss the options with you.

Your Health and Safety

Health and Safety is vital when carrying out work in customer's homes, for our customers' safety as well as our fitters.

Fitting windows is disruptive and potentially dangerous, please read the following very carefully, it may help to avoid accidents.

Danger from above

Whilst we are working on your windows please make sure that you brief anyone in your home not to go under any windows we may be working on just in case anything falls out of the window while we are working. In extreme circumstances we will bring tape and "cordon off" below the windows.

Children and animals

Please will you make sure that all children are kept well away from the work area and access to and from the work areas, as we may be bringing heavy windows into your home. Please would you also ensure that throughout the duration of the work dogs/ cats are shut right away, for both their own safety and that of our fitters.

The work area

There are many potential hazards immediately surrounding the work areas, trip hazards, open windows and sharp tools, not to mention window debris and occasionally broken glass. Please make sure that people stay well away from the work area until the fitters have completed their work. They will be only too happy to show you their work once the job is complete.

Debris

Due to the nature of our business, it would be prudent for you to be extra careful around the windows after we have completed the works. It is possible that some mess/debris could inadvertently be left behind, e.g. a fine piece of glass may be missed when we tidy up. Our fitters take great care to clean up to a good standard, but we would rather you were aware of any potential risk.

Additional charges and extra works found on site

We make every effort to define all the work that needs to be undertaken to your windows. However, working with old windows in period properties is not a precise science. Occasionally additional work is required that was not previously identified. If this is the case, we will contact you and agree the extra work that should be carried out before you incur any extra expense.

Please rest assured that it is generally more costly and disruptive for us to have to carry out late extra works, so we do our very best to ensure that the work is thoroughly specified before we start.

Scaffolding

We will notify you at the point of sale, or at worst case after the manufacturing survey, if we require scaffolding to expedite our work. It will be a Health and Safety imperative and cannot be ignored.

Organisation of scaffolding

We do not seek to profit from the erection of scaffolding. Therefore, we ask our clients to organise scaffold direct with the scaffold provider.

We are happy to help with this, as we have access to scaffolders that we have worked with often and can provide a competitive quote for you, or speak to your provider directly. If you have any questions regarding scaffolding or need assistance, please contact the Installation Team on 01344 868 668.

Completion of Works and Final Payment

It is important that you are present on completion of the work and we ask that you take the time to walk round and check that everything has been done to your satisfaction. If there are any minor issues, please bring them to the attention of the fitter and he will correct them immediately. If you would prefer to discuss issues with someone else, please contact the Installation Team and we will relay the information to the fitters.

If you are unable to be present on completion, please contact the Installation Team in advance by telephone on 01344 868 668 or by e-mail to barnesh@sashwindow.com.

After sales service and remedial works

We will make every effort to carry out our work "right first time" and give you a service second to none. If on occasions, we do fall short of the high standards we set ourselves, we will do our best to carry out any remedial works promptly and efficiently and we will always complete our work to the correct standards.

Warranties

Please will you read the details of our warranties which are clearly set out on [our website](#). They should be read in conjunction with our maintenance guidelines. If you should like a hard copy emailed to you, please call us on 01344 868 668.

Building regulations and FENSA

Any complete new windows in buildings that are not either in a Conservation Area or a Listed Building must be made and installed in accordance with Building Regulations. Historically this was mainly concerned with the thermal performance of the windows and doors (Document L).

We are a registered FENSA installer and therefore if we install a new window back to the bricks of the building which has been manufactured to meet part L, we have register the installation with FENSA. FENSA are the approved authority to ensure compliance with building regulations and they undertake periodic inspections of our installations to ensure we are compliant.

Once your installation is registered, you will be sent certification that the window we have fitted meets the building regulations. You will need to keep this documentation.

Please note that draught sealing work or replacement double glazed sashes to existing frames do not require FENSA certification.

Buildings over 18m tall

In light of the Grenfell Tower disaster, please note that if your building is over 18 metres from the ground, FENSA will no longer issue a certificate, regardless of where the window or door is in the overall building (i.e. Basement/Ground Floor/1st Floor Etc). This is because they need to comply with Approved Document B – Fire, for Buildings over 18m in height.

In this case the new window installation will have to be signed off by your local authority. You will need to contact your local council to arrange for Local Authority Building Inspectors to check that the windows or doors comply with building regulations. There will likely be a small charge for doing this which will vary from council to council. If you have any questions regarding this or need help or advice please do contact us.

Conclusion

We hope that this document has been helpful and clear. If you should have any questions, or there is anything that you would like to discuss, please call Helen Barnes on 01344 868 668.