



THE SASH  
WINDOW  
WORKSHOP

## THE SASH WINDOW WORKSHOP'S SUPPLY AND FIT OPERATION AND MAINTENANCE MANUAL 2019

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Please find enclosed our warranty details and maintenance guidelines. For any queries or issues, contact us on 01344 868 668.

## SUPPLY AND FIT WARRANTIES

The Sash Window Workshop warrants that the Services shall be supplied using reasonable skill and care and that upon delivery and for a period of 5 years from the date of delivery the Goods shall be of satisfactory quality within the meaning of the Sale of Goods Act 1979, reasonably fit for the purpose for which they are supplied and free from defects in material and workmanship.

We shall provide guarantees in accordance with the schedule below. For repair services, where we have carried out draught proofing or re-glazing work, please refer to the relevant guarantee section below.

### New Joinery

|                                                                                     | ACCOYA   | DURABLE HARDWOOD | OAK      | DOUGLAS FIR |
|-------------------------------------------------------------------------------------|----------|------------------|----------|-------------|
| <b>General Workmanship and material (affecting performance)</b>                     | 20 Years | 20 Years         | 20 Years | 10 Years    |
| <b>Movement /distortion of timber (over 1500mm in length)*1.</b><br>In excess of :- | 5mm      | 8mm              | 12mm     | 12mm        |
| <b>Rot in the timber</b> (refer to maintenance guidelines)                          | 50 Years | 10 Years         | 10 Years | 10 Years    |

\*1 Timber is a natural material that expands and shrinks according to local environmental conditions. We cannot guarantee any new door or frame against minor twisting and distortion as a result of timber movement or the minor opening up of window/door joints.

### Paint Finish

The warranty covers the paint finish against peeling, cracking over larger areas, discolouration and failure of the finish leading to exposure of the timber underneath.

#### Standard TSWW Paint System

|                                                         |               |
|---------------------------------------------------------|---------------|
| <b>White finish and colour matches to light colours</b> | Up to 8 Years |
| <b>Colour matches to dark colours</b>                   | Up to 3 Years |

#### Non-Standard External Paint / Stain

|                                                         |         |
|---------------------------------------------------------|---------|
| <b>For example, Farrow and Ball / Dulux hand finish</b> | 3 Years |
|---------------------------------------------------------|---------|

Please see the maintenance guidelines on page 4.

The paint finish warranty will be rendered invalid under the following circumstances:-

- Where there has been damage to the coating caused by poor practice, excessive cleaning and hosing of windows, exposure to unusual physical conditions including surface wear by natural elements and damage beyond the control of the Company
- Where paint finish has not been maintained/ redecorated in line with our guidelines for redecoration (see Maintenance Guidelines)

### Glazing

|                                     |                                                                                                                                         |
|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| <b>Standard double glazed units</b> | 10 years against sealed unit failure including misting - 5 year supply and fit warranty; after 5 years supply only of replacement units |
| <b>Bowed double glazed units</b>    | 5 years against sealed unit failure including misting - 5 year supply and fit warranty.                                                 |
| <b>Heritage double glazed units</b> | 5 years against sealed unit failure including misting - 3 year supply and fit warranty; after 3 years supply only of replacement units  |

The warranting of double glazed sealed units and single glazed panes does not extend to breakages, cracks and surface damage to glass caused by others. Any specialist glass, such as Histoglass mono will be limited to the manufacturer's warranty.

TSWW strives to achieve a standard of glazing higher than those set down by Glass and Glazing Federation [www.ggf.org.uk](http://www.ggf.org.uk) but cannot totally guarantee against any imperfection or variation inherent in the glass making or glass toughening process. Our standards can be found on our website [www.sashwindow.com](http://www.sashwindow.com) under Resources, Technical Guides.

### **Draught Proofing and Ironmongery**

|                                          |                                                                                                       |
|------------------------------------------|-------------------------------------------------------------------------------------------------------|
| <b>Draught sealing and weather seals</b> | 5 year warranty - 3 years supply and fit warranty; after 2 years supply only of the components.       |
| <b>Spring balances</b>                   | 10 year warranty - 5 years supply and fit warranty; after 5 years supply only of the defective parts. |
| <b>Locks and ironmongery</b>             | Manufacturers warranties only.                                                                        |

Any damage to ironmongery or to the window/ door itself caused by abuse or incorrect use of the ironmongery, will not be covered under warranty. Please also note:

- Ironmongery surface finishes are not covered by this warranty.
- Customer fitted ironmongery is not covered by this warranty, unless with prior agreement.

### **Conditions of our Warranty**

We shall be under no liability in respect of any defect in the Goods arising from fair wear and tear, failure to follow any instructions supplied to you in relation to installation of the goods by others, defective brickwork or render, misuse, alteration or repair of the Goods without the Company's express prior approval.

Any claim by you for breach of any of these guarantees must be notified to us as soon as reasonably practical after the fault or damage is discovered. In order to avoid any confusion or delay, notification should be made to us in writing or if made orally first, confirmed in writing as soon as reasonably practicable thereafter.

**You must maintain your windows and doors in line with our window and door maintenance guidelines, particularly in relation to paint finishes. Failure to maintain the Goods in accordance with the relevant guarantee terms or maintenance schedule will invalidate any guarantee given by us in relation to such Goods.**

Any Guarantee and/or Warranty will only be validated once full payment of the contract(s) has been received by us and will be effective from the last installation date.

**Important Note: Any variations or amendments to this warranty will only be deemed valid if authorized in writing by a Director of the Company**

If you have any question surrounding warranties on your windows, please call us on 01344 868668.

# NEW WINDOW AND DOOR MAINTENANCE GUIDELINES

Your new windows should last you a lifetime and beyond if properly treated and maintained. It is essential that you read this guide carefully and afterwards adhere to the standards set down. If you have any questions or queries regarding any of the information below, then please call us for advice we will be delighted to help you.

If you follow the guidelines and give the windows / doors the correct care and attention, products will give you extended life between maintenance cycles. Please note that if you fail to adhere to these standards any product warranty we offer may be at risk.

## Paint finish

The paint finish is of primary importance and must be looked after, please be sure to do the following:

- Make sure the paint finish does not get damaged by abrasion or chemical agents.
- Clean the paint finish at regular (annual) intervals with a mild detergent.
- Inspect regularly for any minor surface damage and carry out touch ups as necessary.
- Maintain and repaint the windows / doors in line with the following schedule:

| EXPOSURE                                                                                 | CLIMATE                              |                               |                                   |
|------------------------------------------------------------------------------------------|--------------------------------------|-------------------------------|-----------------------------------|
|                                                                                          | MODERATE<br>non coastal low altitude | HARSH<br>exposed areas inland | EXTREME<br>high altitude, coastal |
| <b>Sheltered e.g. under a porch</b><br>TSWW standard<br>Dark colours and stains          | 8 Years<br>5 Years                   | 7 Years<br>4 Years            | 6 Years<br>3 Years                |
| <b>Part sheltered e.g. in a brick reveal</b><br>TSWW standard<br>Dark colours and stains | 7 Years<br>4 Years                   | 6 Years<br>3 Years            | 5 Years<br>3 Years                |
| <b>Exposed e.g. on the building facade</b><br>TSWW standard<br>Dark colours and stains   | 6 Years<br>3 Years                   | 5 Years<br>3 Years            | 4 Years<br>2 Years                |

## Dark colours

Products painted in dark colours will normally require more frequent maintenance as paint will be damaged by the sun and the temperature on the surface of the paint /window /door will increase. This can sometimes lead to blistering paint and the opening up of window / door joints. **Good maintenance of dark coloured windows / doors will extend the time between coats of paint.**

## How to carry out paint repairs if paint finish gets damaged

*If the timber is exposed:*

- Scrape or sand around affected area, seal with end grain sealer and fill with a quality two part filler as required.
- Sand down after filling
- Prime, undercoat and topcoat affected area allowing paint to dry properly between the coats.

*For cosmetic repairs:*

- Gently sand affected area
- Apply topcoats as required to bring back the paint finish

If there is extensive damage to the paint coating then windows / doors may have to be fully sanded back and redecorated.

If you have any questions regarding redecoration, please call us on 01344 868668.

## Double glazed units

All TSWW's double glazed units are made to the highest standards and carefully quality checked and glazed.

Re glazing should only be required if the unit is broken. If this happens please contact us, we will quote either for re glazing on site or a complete replacement window or door.

In the event of a sealed unit failure i.e. misting up, please contact us and we will arrange replacement in accordance with our warranty.

### **Sticking windows and doors**

Sticking windows and doors are generally the result of the newness of the paint finish and clients not opening their windows and doors for months at a time, especially over the winter months, when the timber might expand slightly.

TSWW will always leave windows and doors fully operational at point of installation. It is essential that customers move their windows and doors regularly, **especially immediately following installation, and for a period of 6 months thereafter to avoid windows or doors sticking shut.**

Please will you be sure to open and close your windows and doors:

- A couple of times the day following installation
- At least once a week for the first 4 weeks after installation
- At least once a month thereafter

In the event that you have sticking windows or doors, please call us. There are actions that can be taken to free up windows or doors without a return visit. **If we do have to return to free up windows or doors because they have not been used, we reserve the right to make a charge of between £50 and £100 plus VAT.**

### **General window and door maintenance**

- All hinges, handles, trickle vents and working parts should be checked annually and lubricated as required with silicone spray or light oil.
- Weather seals should be cleaned and any dead insects removed.
- Check the weather sealing around the exterior of the frame to ensure a good seal.

### **New windows and doors fitted on building sites**

Once fitted on a building site, windows and doors must be protected from site damage. They should be treated as you would treat something like a new kitchen unit/ appliance. This includes protection against damage from wet trades ( plaster), dust, dirt and pollutants. If windows or doors are exposed to these hazards, glass, paint finish, weather seals and hardware may be damaged.

**Windows and doors should be covered once fitted but must not fully enclosed allowing the potential build-up of condensation.**

### **Condensation**

Ongoing high levels of condensation can be damaging to windows and doors – this often occurs on building sites. A very damp, unventilated environment may well cause damage to paint surfaces, movement in the timber, corrosion of the ironmongery or applied leadwork.

Installation of windows or doors into these environments must be carefully managed post installation, and adequate ventilation must be allowed.

### **Advice**

If you require any further advice about the maintenance of the windows or doors, please call us on 01344 868668.

## AFTER SALES SERVICE

In the event of any issues, please contact us immediately. If your window or door is still under guarantee we will arrange for one of our installers or our installation manager to visit the property to fix the issue for you. Alternatively, we are happy to provide you with advice on maintaining your windows and doors.

As part of the commitment to our Customer Service Standards it is our policy that customers are able to speak with all staff including senior management on direct telephone numbers listed below:

Richard Dollar, Managing Director - 01344 350650

Resh Samra, Installations Manager - 01344 350657

Helen Barnes, Business Process Manager - 01344 350658

Wayne Bailey, Financial Controller - 01344 350665

For further advice and all other enquiries, please contact us on 01344 868 668.