

# THE SASH WINDOW WORKSHOP

Established 1994

# *The Sash Window Workshop*

*“The Sash Window Workshop manufactures and installs the finest timber windows and doors across London and the South and operates a supply only service across the rest of the country. If you would like to take a tour of our workshops in Bracknell, please contact the office to arrange a convenient time.*

*We believe that windows and doors are an important feature of any home and should stand for themselves in terms of their quality, durability and elegance.*

*This brochure outlines our various different products and services, and the timber, glazing, paint and ironmongery options available to you. If you have any questions, please contact your sales surveyor.*

*Thank you for your interest in our company. We hope you enjoy looking through our brochure.”*

Richard Dollar and Shelley Kainth

## *Our Workshop Today*







# Our History

Founded in 1994 to meet the needs of discerning homeowners with period properties, we started operating out of a converted pig shed in Ascot with three carpenters.

The initial focus of the business was draught sealing, repair and restoration of windows and doors. Since the early years the company has gone from strength to strength. We are now based in purpose built workshops in Bracknell, where we employ over 80 staff.

Windows and doors are vital features of any home. They should be as durable and energy efficient as possible, meet exacting quality standards and fit sympathetically into your home.

We pride ourselves on our ability to understand the individual needs of our customers, to manufacture the finest timber windows and

doors from the best materials and to deliver our products and services with the highest standards of customer service.

We manufacture all our own windows and doors, allowing us to ensure they meet the high quality standards we expect. We encourage prospective customers to visit our workshops. Here they can meet our staff, take a guided tour, and we can show what we do and most importantly how well we do it.

Our aim is to ensure that your windows and doors enhance both the look and value of your property and that you are delighted with the service.

## Our First Workshop - 1994



*"I'm delighted with all the windows and doors they have installed for me over the years and wouldn't use anyone else." - Ms S*







# Our Product Range

We are unique in providing our customers with a wide range of product and service options for their timber windows and external doors.

Our services cover complete new replacement items; the installation of new sashes (moving parts) into existing window frames; and draught proofing and repair services.

All of our new joinery products, which include sash windows, casement windows, front doors, bi-fold doors, sliding doors, and French doors, are manufactured by us.

For properties across London and the South we offer supply only, supply and fit and repair services. We are also able to offer a supply only service for new joinery across the rest of the country.

Where necessary our complete new joinery items, which include frames, conform to or exceed the relevant standards. We are part of the FENSA self assessment scheme meaning that a sample of our windows and doors are tested to ensure that they are competently installed and meet building regulations.

Please note, if the building is over 18 metres from the ground, FENSA will no longer issue a certificate. A certificate confirming compliance with building regulations, if required, will instead need to be obtained through Local Authority Building Inspectors.



*“We are incredibly happy with the windows! In fact our whole process from the initial visit to completion has been excellent.” - Ms R*







# *New Timber Sash Windows*

Our sash windows are designed to blend seamlessly into your period home.

The windows are designed to be elegant, efficient and practical, and are built to provide a trouble free service over many years.

Our product range includes:

- Traditional cord hung windows
- Spiral hung windows
- Sash window bays
- Vertical and horizontal sliding sashes
- Fixed sashes
- Vertically sliding secondary glazing

Most of our sash windows are made to our Classic Range specifications, which draw from our extensive experience of replacing windows into period properties. We understand that to meet your needs there is often a requirement for flexibility in the specification of the window and our Classic Range allows for this.

However, if specialist or unique features are required, we can replicate any detail and tailor the specifications to suit your home.



*“I am extremely happy with the windows installed. The quality is superb.” - Mr S*







# Sash Window Case Study

Complete new sash windows manufactured and installed in a period property in Berkshire.

We were approached by a couple who own an early Edwardian home in Berkshire. Unfortunately 20 years ago the previous owner had decided to install uPVC windows at the property, which destroyed the character of their home.

Looking for a specialist in the restoration and replacement of timber windows in period properties, the couple contacted us. We then arranged for one of our trained sales surveyors to meet them and advise which style of windows would best match the period of the property.

In addition to replacing their 19 sash windows, we also replaced a French door, and provided our draught sealing and double glazing service for their front door. They were delighted with the results.

Making these changes to their home has allowed them to restore it to its former glory. They now love living with their new traditional, but double glazed, windows. This has not only made their home more comfortable, but has also significantly increased its value.



*“The complete new timber sash windows have made the house more comfortable and nicer to live in, increasing its value.” - Ms L*







# *New Sashes Into Existing Frames*

If your window frames are in a good condition, it is quite likely that we can simply replace the moving parts of the window.

Fitting new sliding sashes into existing window frames offers several benefits, including minimising disruption and saving you money. A FENSA certificate is not required for this work.

When replacing the moving parts of the window, a high level of attention to detail is required and the replacement sashes are measured and manufactured to fit precisely.

During the installation process, the old sashes are removed, before the new sashes are carefully hung in their place. The windows are then draught sealed to help keep your home warm and improve energy efficiency. Finally, new ironmongery is fitted.

For most clients, the sashes we fit to existing window frames are specified to be double glazed unless single glazed is expressly required.



*"A real professional approach from start to finish. Excellent followup, detailed quotations and workmanship. Highly recommended." - Mr C*





# *Sash Window Ironmongery*

Our standard range of ironmongery for sash windows is specially selected for being high quality, hard wearing, and elegant.

There is a vast range of ironmongery available for windows and doors. Below are some examples of our standard ironmongery. Our standard finishes are brass, polished chrome and satin chrome; other finishes are available, but will usually incur an additional cost.

If you require specialist ironmongery that is not part of our standard range, please talk to your sales surveyor who will help you source it. Please note that some specialist ironmongery may not be suitable for our product.



Fitch Catch



Brighton Catch



Beehive Quadrant Catch



Rola Lock



Pulley



Ring and Hook



Standard Sash Lift



Recessed Sash Lift



D-Handle



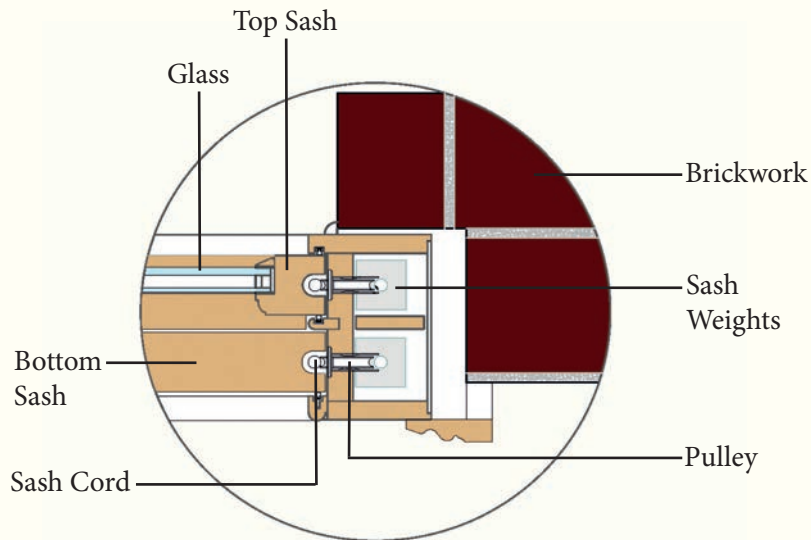


# *Cord Hung or Spring Balance*

Timber sash windows can either be hung on cords or spring (spiral) balances, depending upon your requirements and the existing window opening.

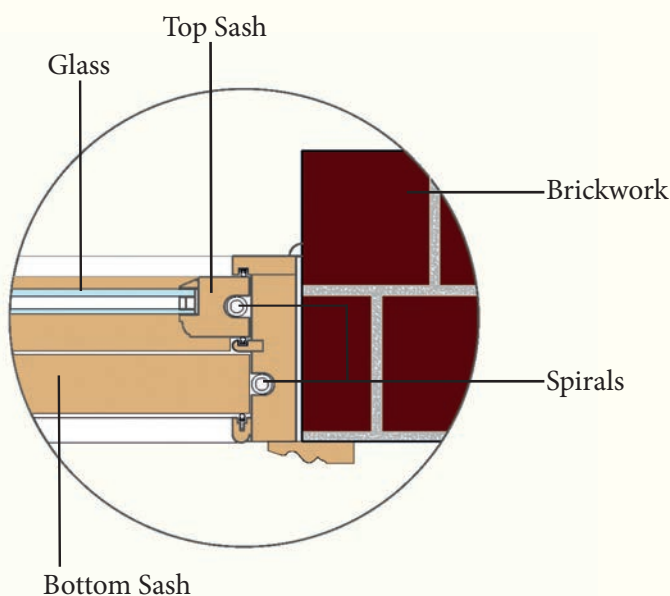
## **Cord Hung Sash Window**

In a traditional cord hung sash window, the cords are connected to weights which sit inside the frame. The frame would normally sit behind a brick 'reveal'. Cord hung sash windows are more durable than spring balanced windows and should function for decades without any issues.



## **Spring Balance Sash Window**

Spring balanced sash windows are generally found in more modern buildings with 'flush' openings and allow for a narrower frame. This means that sash windows can be fitted into openings which were not originally designed for sash windows.









# Casement Windows

Our casement hinged windows are made to suit our clients' individual requirements and are designed to blend seamlessly into the character of the buildings they serve.

Our aim is to produce the very best casement windows for our customers, which meet the highest aesthetic and technical standards.

Our casement window range includes:

- Traditional casement windows
- Stormproof casement windows
- Flush casement windows
- Multi-aspect bay windows
- Modern designs

Our casement windows are made to our Classic Range specifications, which draw from our extensive

experience of replacing casement windows into period properties.

As with our sash windows, we recognise that there is often a need for flexibility in the specification of the window and our Classic Range allows for this.

If specialist or unique features are required, we can replicate any detail and tailor windows to suit your home.

We also offer the option of replacing casement sashes into the existing frame, if it is in good condition.









# Casement Window Case Study

Replacement casement windows installed in a period property in Hertfordshire.

Mrs R contacted The Sash Window Workshop in 2017 to carry out work to the timber windows in her period property in Hertfordshire.

Our sales surveyor met with Mrs R and, having assessed the best solution for each window, provided her with a quotation for a mixture of complete new windows and installing new sashes into the existing frames.

The customer decided to proceed in two separate

orders, with work initially being carried out in the kitchen and dining room in November 2017.

Mrs R was delighted with initial phase of the work and decided to place an order for the remaining windows which were manufactured and installed by us in March 2018.

In 2020, we were contacted to by the customer to replace two external timber doors at the property and these were manufactured and installed the same year.



*“The fitters were polite, worked hard, kept to schedule and cleaned up afterwards. I am also very happy with the windows and frames.” - Mr R*





# Casement Window Ironmongery

Our standard range of ironmongery for casement windows is specially selected for being high quality, hard wearing, and elegant.

Our standard finishes are brass, polished chrome and satin chrome. If you require specialist ironmongery that is not part of our standard range,

please talk to your sales surveyor who will help you source it. Please note that some specialist ironmongery may not be suitable for our product.



Casement Stay with Locking Pin



White Flip Over Lock



Inward Opening Casement Stay



Traditional Hook and Handle



Traditional Mortice  
Plate and Handle



Multipoint Lock System Handle

## *Black Antique Ironmongery*







# Secondary Glazing

Our secondary glazing can be made to match the configuration of your existing casement or sash windows.

Secondary glazing is often a popular choice in listed buildings, where double glazing is unlikely to be approved by planners and there are issues to overcome, such as heat loss and noise.

Not to be confused with double glazed windows, our secondary glazing service involves fitting an additional glazed screen in front of the existing window.

There are several benefits of installing secondary glazing in your home. Timber secondary glazing will not only improve security and the thermal efficiency, but it can also reduce noise.

We can replicate any period designs including Georgian, Edwardian, Victorian and modern windows. All our secondary glazing is manufactured in our workshops in Berkshire and fitted by our expert installers.



*“We were extremely satisfied with the whole experience from The Sash Window Workshop.” - Ms T*





# External Doors

We are proud to manufacture timber doors that look as beautiful close-up as they do from a distance and are designed to perform to the highest standards.

All of our doors are made to order by our craftsmen to designs that are agreed with you before manufacturing commences.

We offer a wide range of different styles and patterns of doors to suit period properties. Our replacement timber door range includes:

- French doors
- Front doors
- Bi-fold doors
- Sliding doors

Our standard door detailing has been selected to be sympathetic to period buildings whilst allowing for great flexibility in design. However, we appreciate that you may require a unique solution which we are also able to deliver.

We can incorporate any detail you require, including matching the style and glazing configuration of your existing doors, and will tailor the specifications to your needs.



*“The doors have transformed the room and we are really happy with the end product. Would recommend to anyone.” - Ms W*





# *French Doors*

We can either match the style of your existing doors or manufacture doors to your precise design requirements.

As specialists, we offer a wide range of styles of French doors to suit Victorian, Edwardian, Georgian and modern properties, all of which are manufactured to our Classic detail in our Berkshire workshops.

Where necessary, we are able to conform to conservation area and listed property specifications.

The majority of our French doors are fitted with high security, multipoint locking systems and security hinges and are double glazed with laminated glass in the external pane for extra security. Where single glazing is required, the specifications can be adapted.



*“The product was well made and the people fitted the french doors were very good, they were very keen to finish it to our satisfaction.” - Mr S*







# *French Door Case Study*

The Sash Window Workshop was contacted to manufacture and install bespoke timber windows and doors for a period property in Surrey.

Our customer was looking to replace three bespoke casement windows and two French doors in the living room.

After receiving the initial enquiry, our sales surveyor arranged a site visit to measure the existing windows and doors and to provide a detailed quotation for the work. This was then sent across to the customer for consideration.

The timber windows and doors needed to be designed to match the style of the existing joinery.

Once the order had been placed and the details had been signed off, the new windows and doors were put into manufacture at our workshops in Bracknell, Berkshire.

The new joinery was made in oak, with the internal surface painted off white and the external aspect stained.

The windows and doors were then installed at the property over four days by two of our installers. Our client was delighted with the end result.









# *French Door Ironmongery*

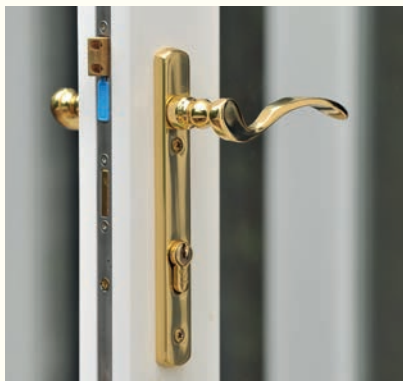
Our standard range of ironmongery for doors is specially selected for being high quality, hard wearing, and elegant.

Our standard ironmongery comes in brass, polished chrome and brushed chrome with other finishes available at an additional cost. If you require specialist ironmongery that is not part of

our standard range, please talk to your sales surveyor who will help you source it. Please note that some specialist ironmongery may not be suitable for our doors.



Stella Astro Handle for Multipoint Lock



Victorian Scroll Handle for Multipoint Lock



Rosa Handle



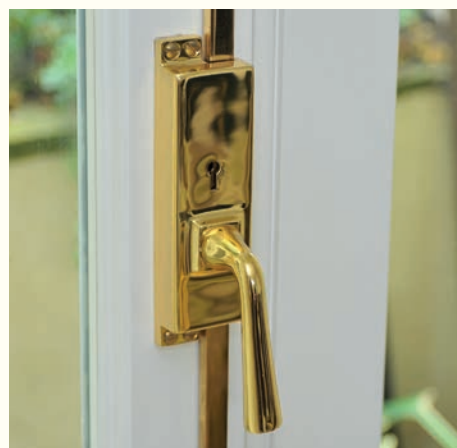
Windsor Handle for Multipoint Lock



Victorian Scroll Handle with Euro 5 Lever Lock



Security Hinge



Espagnolette Bolt with 5 Lever Lock



Carriage Bolt



Flush Bolt





# Front Doors

**All our front doors are individually designed and manufactured to suit your requirements.**

Front doors are the most challenging of all the products that we manufacture and install. They have to be beautiful, secure and very hard wearing as they are used many times each day.

Over the years, we have created a range of door and panel detailing, which is sympathetic to the period homes we work in.

We are often asked to provide bespoke detailing, features, glazing and ironmongery to match

the style of an existing door. This presents no problem to us.

Designed to be in keeping with the character of your home, our front doors ensure high security, insulation, durability, finish and reliability.

All our front doors come fully fitted and factory finished. To achieve the best results we always seek to replace both the front door and the frame.



*“The service from start to finish, and the product itself, could not be better.” - Mr K*





7

# *Front Door Ironmongery*

Our standard range of ironmongery for front doors is specially selected for being high quality, hard wearing, and elegant.

Our standard finishes are brass, polished chrome and brushed chrome. If you require specialist ironmongery or a finish that is not part of our standard range, please talk to your sales surveyor

who will help you source it. Please note that some specialist ironmongery may not be suitable for our doors.



ERA Suite Latch Lock



ERA Suite Deadlock



Security Hinge



Banham Suite Latch Lock



Banham Suite Deadlock



Doctor Door Knocker



Round Large Door Knob



Standard Plain Letterbox



Screw Fixed Numerals







# *Bi-Fold and Sliding Doors*

All of our bi-fold and sliding doors are made to order by craftsmen to individual designs that are agreed with you before manufacture.

Bi-fold doors and sliding doors open up a space to the outdoors. The door leaves can be manufactured to any design to suit your home.

Bi-fold doors run along a simple track and are hinged to fold open, meaning they can provide flexibility to be partially open, completely open or completely closed.

Sliding doors also run along a track and slide across so that one section of the door fits behind the other section.

All of our bi-fold and sliding doors are made in our workshops in Bracknell and come factory finished to our high standards.



*“Excellent product. Everything happened on schedule. Very pleased.” - Ms B*







# Specialist Work

We are regularly asked to replicate windows and doors that are entirely unique in design, meeting our customer's exact requirements.

Whether required to meet strict planning or listed building requirements, or just installing bespoke windows and doors to give your home extra character, working to unique design specifications is extremely challenging as it is vital to pay extraordinary attention to detail.

Over the next few pages you can view a selection of the more unusual designs that we have manufactured and installed.

**Design A** - Bespoke casement bay.

**Design B** - Single 'windoor'. A door that appears as a sash window externally when closed.

**Design C** - Varnished French door with fixed casement windows, made from utile timber.

**Design D** - Triangular projecting window bay with toughened glazed bottom.

**Design E** - Arched new sashes installed into existing frames.

**Design F** - Large bowed windows, new sashes installed into existing frames.

A



*"I am delighted with the quality of my replacement window and the virtually exact copy of the original non-standard window." - Ms M*









C

D



*“Excellent, meticulous, workmanship. They handled our out-of-the-ordinary (complex shape) job perfectly.” - Prof K*





*E*



*F*

*“Charming, professional, efficient, considerate workmen who did a cracking job despite the problems of a very old house.” - Mr Y*



# Repair Services

We provide an extensive range of window and door refurbishment services where customers require their windows and doors upgrading but not replacing.

## Draught Sealing

Our draught sealing and overhaul service is designed to bring new life to tired windows and doors, thereby dramatically improving their performance.

This service includes draught sealing, minor repairs to damaged timber, and fitting new ironmongery and locks.

## Small Repairs

We offer a range of minor window repairs, such as replacing sash cords and weights, in Central London and the Home Counties.

## Painting

We have a limited in-house on-site decoration facility. We can also coordinate with your preferred decorator when we are repairing your windows to ensure the best standard of finish.









# *Heritage and Listed Buildings*

Due to the need for specific permissions for listed buildings and buildings in conservation areas, homeowners are often restricted when making changes.

## **Listed Buildings**

Any change to the external fabric of the building will require consent from the Planning Authorities. This includes the window joinery and glass.

## **Conservation Area under Article 4 Direction**

Enforced by the local council to either an area or a specific building, an Article 4 direction imposes a restriction on the 'Permitted Development' rights for the property. This makes formal planning consent a legal requirement for any changes to windows and doors.

## **Conservation Area not under Article 4 Direction**

Properties in Conservation Areas generally retain their 'Permitted Development' rights. The distinctive

change in terminology means that new windows can be fitted if they are "in keeping". They do not have to therefore be "like for like". The key here is that the general appearance must be retained, within reason.

## **Planning Permission**

Customers are responsible for obtaining their own planning permission and other consent, for example for a listed building. We can supply technical drawings of any proposed windows to support an application once an order has been placed.

If there is any doubt about the need for planning permission we recommend that you speak with your council directly.









# *Previous Projects*

In addition to working with homeowners, we have worked on a variety of projects with architects, contractors, designers and developers.

These are some of the historic buildings we have worked on:

- Buckingham Palace
- St James' Palace
- The Admiralty Buildings
- The Royal Academy of Music
- The Kenyan High Commission
- The Rural History Museum - Reading
- The Royal College of Nursing
- Clandon Park
- The Grove Hotel
- Oxford Wildlife Trust

These are some of our previous clients:

- The Bedford Estates
- Cadogan Estates
- The Grosvenor Estate
- The Crown Estate
- Berkeley Group
- Willmott Dixon
- Snell David Architects
- The Palladian Group
- Kelling Designs
- Boldfort
- Premier Build







*Complete new sash windows manufactured and installed.*



# Timber Selection

The quality of the timber that we use is of paramount importance to the lifespan of our windows and doors. To that end we use the best timber available.

At The Sash Window Workshop we consider a range of key factors when deciding which timber to use:

- Durability.
- Straightness of the grain for stability.
- Texture - the finer the grain the easier to finish to a high standard.
- Availability of supply.
- Sustainability - we are fully FSC certified.
- Cost - purchasing timber on the basis of cost is almost always a false economy!

With these points firmly in mind we make most of our timber windows and doors from Accoya™, which comes with a 50 year anti-rot guarantee,

and Tricoya™. These materials are sustainable and reasonably forgiving of any subsequent lack of maintenance or neglect, allowing us to offer extended warranties.

We are proud to be an Accoya approved manufacturer.

For non-external facing timbers and decorative mouldings we use a variety other FSC certified timber and materials.

If there is an alternative timber that you would like to use, we can accommodate this on request.









# Paint

Our standard paint has been chosen to produce a high quality finish for your windows and doors.

We take great pride in the paint finish on our windows and doors. All our products have at least three factory-applied coats of paint, comprising basecoat primer, undercoat and a semi-gloss top coat finish.

The correct application of paint is a far more difficult operation than most people realise. We monitor standards within our paint shop very carefully, regularly checking wet and dry film thicknesses, humidity and temperature levels, and

drying times, to make sure we achieve the best possible finish.

The quality of the finish is extremely important, not only aesthetically but also for the durability of our timber windows and doors.

We can match any colour that you require using a durable spray paint finish. If you have individual paint requirements, please talk to your sales surveyor.









# Choosing the Right Glass

The glass specified for use in your windows is very important as it will determine the key characteristics of performance and appearance.

There is a wide range of glass types available. The most common problems we help to solve are:

- Heat loss
- Security issues
- Safety issues
- Privacy issues
- Noise
- Fading of fabric, furniture and pictures
- Window cleaning at high level

Our glass products conform to the following industry standards:

- EN1279
- Document L Building Regulations
- Document N Building Regulations
- BS6262
- Window Energy Ratings WER A-C
- CE marking in accordance with EN14351-1 2006









# The Order Process

Choosing the right windows and doors, means you should only have to replace them once during your lifetime. The following is an outline of the process that we follow.

## Quotation and Order

During our sales visit our experienced sales surveyor will inspect your windows, discuss what we can offer and provide you with a detailed formal written quote.

## Manufacturing Survey

Once you have placed your order we will arrange a manufacturing survey (if required). We will check the specification of the work carefully and take full manufacturing measurements. We recommend that you are present in case you wish to ask questions or check any details.

## Production

Once your survey has been drawn up and cross

checked, the order is placed into production.

## Installation

Once in production, we will contact you to book your installation at a date convenient to you. Please note that dates will vary depending on the complexity and size of the job.

Our skilled, experienced fitting staff will arrive in our company livery with plenty of dust sheets to help protect your home. Our installers will clear up at the end of each day to a good standard.

If we are installing new joinery, any old windows or doors will be removed by our installers, brought back to our workshop and disposed of.

## Our Installation Team









# Customer Service

We believe that the quality of our service is every bit as important as the quality of our product.

We aim to deliver a responsive, courteous and efficient service. We try hard to make sure that we deal with issues and responsibilities swiftly. Our aim is to exceed your expectations.

We recognise that our staff who will be working in your home must be trustworthy, flexible enough to work around your needs and lifestyle, self-sufficient and able to meet your exacting standards.

Our fitting staff are carefully trained to deliver the best customer care in your home. They will minimise any disruption and keep work areas clean and safe.

We have two installation managers dedicated to ensuring high standards on site. We try to ensure that they visit every installation that we carry out.

Further to this, our comprehensive after sales service allows any minor issues or problems to be dealt with promptly.

Our aim is to ensure that both our product and service represent excellent value for money. We are very proud to be a multi-award-winning company, along with having an 'excellent' rating on Trustpilot and being a Which? Trusted Trader.

If you are concerned about the quality of any aspect of our work, please notify us at once.









# Sustainability

We are mindful of the importance of sustainability. We continue to work hard to ensure our activities and production methods have as little environmental impact as possible.

## Carbon Footprint

We undertake yearly independent assessments of our carbon emissions to help us monitor the carbon that we are responsible for so we can see how we can reduce our emissions going forward.

We also believe that we were the first timber window company in the UK to achieve Carbon Neutral Plus status, offsetting 125% of our carbon emissions.

## Sustainable Timber

We are fully FSC certified. This means that our timber comes from sustainable sources. Accoya has also achieved Gold standard Cradle to Cradle Certification. For further information please visit [www.fsc-uk.org](http://www.fsc-uk.org) or [www.accoya.com](http://www.accoya.com).

## Minimising Environmental Impact

Timber shavings and dust waste from our workshop are burned in our furnace. The heat is then used to heat our workshop and office. We also recycle as much as we can. Iron and lead sash weights, paint tins and ironmongery are all collected for recycling.

Our vans are replaced every three to four years to ensure that we operate up to date vehicles with the latest fuel efficiency and CO2 emissions technology. We are also investing in hybrid and electrical cars for our car fleet.

Where possible, provided the customer is content, we utilise technology to reduce paper usage. We also choose suppliers for our marketing who have similar environmental credentials to ourselves.









# Next Steps

To arrange your free, no obligation quote, please contact us:

Call: 01344 868 668

Email : [info@sashwindow.com](mailto:info@sashwindow.com)

Visit: 4 Kiln Lane, Bracknell, Berkshire, RG12 1NA

Website: [www.sashwindow.com](http://www.sashwindow.com)

## Accreditations and Testimonials

We are proud to have had numerous happy customers over the years, many of whom have recommended us to friends and family. Below are two recent testimonials that we have received:

*"I've used the Sash Window Workshop twice now. Once for my front door and then for my windows. They are nothing but excellent from the first encounter to the last. Professional, experts, warm and friendly. Can not thank them enough. The workmanship is perfect. Thank you very much. Would highly recommend!" - Ms A.*

*"I have no hesitation in recommending The Sash Windows Workshop. Their end-product is unbeatable as are their quality control and project management. Their staff are helpful, reliable, attentive to detail and get on with the job. On both occasions when I have used their services to provide replacement windows, they have left the rooms as clean as they found them. We are delighted with the result." - Mr J.*



The mark of  
responsible forestry



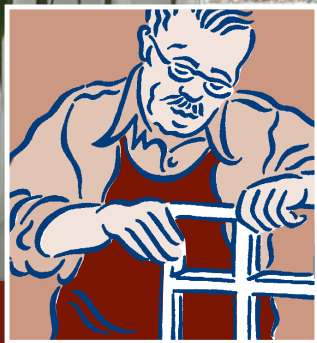
Certified Company 18152











THE SASH  
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WORKSHOP

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