



SASH WINDOWS
LONDON • EST. 2005





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PRIOR TO YOUR INSTALLATION

To ensure an easy and smooth installation, we ask that the following points are addressed:

- Move any furnishings, ornaments, electricals and household items to create a workable area.
- Take down all curtains, fittings, blinds or shutters from the windows that are being replaced.*
- Arrange for the removal of any security grills, radiators or pipes (this will be confirmed on survey).
- Arrange for any cabling or wires that run through the existing window frames, to be moved.*

Our surveyor will be able to confirm any of the above at your survey appointment.

THINGS TO BE AWARE OF

Our experience over the years has led us to pick up on the following:

Structural Defects

Issues such as subsidence, damp, dry rot and woodworm do occasionally become apparent during the installation. In such incidences we will advise on a remedy, but will not accept liability.

Damp Problems / Blown Plaster

“Blown” plaster due to a past/current damp problem will require repair, but isn’t covered under “making good”. Blown plaster may not be obvious prior to the installation, however we will inform you if we do discover it.

Decorative Features

Many older properties feature attractive detailing. If you have any concerns regarding this, please alert us so a suitable solution can be considered before the installation. Whilst we take full care not to cause any disruption, we cannot accept liability.

DURING YOUR INSTALLATION

The time we give to each installation is an estimate. As with all building work sometimes it over-runs due to unforeseen circumstances. Whereas, sometimes we may finish earlier than expected.

- In the event that we do finish later than suggested, we will try our best to be flexible. However, we cannot accept responsibility for any losses.
- The fitting teams aim to arrive on site between 8–10am.
- Afternoon installations normally commence between 12–2pm.
- Keys can be collected from a location of your choice; we will ensure they are returned securely.
- The fitting day generally finishes between 4–5pm. If they think they will finish later, they will inform you.
- All finishing is done to pre-decoration standard, as stated in our terms and conditions.

CLEANING

Windows installation can create dust and dirt. All our teams endeavor to keep any mess at a minimum. If you have any specific issues (i.e. light carpets) please let us know straight away.

Our fitters will:

- Cover all areas around the windows and access routes with dust sheets.
- Cover any electrical equipment and furnishings.
- Each day they will Hoover/sweep up the areas immediately around the work area. Please be aware that dust can sometimes take up to 24/48 hours to settle.

AFTER YOUR INSTALLATION

If there are any aspects of the installation you are not entirely happy with, please contact us immediately on 0208 397 8666.

Any minor snagging issues (i.e. swapping of a handle), we will get booked in as soon as possible. However, as per our terms & conditions, we do still require the balance payment.

MAINTENANCE

All our timber products come with a care pack. This should be used as instructed, to ensure you get the best from your installation.

- Our UPVC & aluminum products can be cleaned using, a mild, water-soluble cleaner.
- Glazed surfaces should be cleaned using specific glass cleaning products.
- Timber windows and doors should be annually checked for any cracks in the paint finish. These can sometimes occur due to the natural movement of the wood. These must be sanded down and touched up with the paint provided in your care pack or the warranty may become void.

INSURANCE AND GUARANTEES

On receipt of your final balance, we will register your installation with FENSA and send out our guarantees and all receipts. Please be aware that FENSA certificates generally takes 4-6 weeks to arrive.

We advise that you add your new products to your home insurance.

*If we do need to remove any cables, curtains, blinds/shutters, then we cannot take responsibility for any damage that may occur.