

PRIOR TO INSTALLATION

To ensure a smooth installation, we require the following preparation:

- Move all furnishings to create a workable area.
- Take down 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.
*we do not take any responsibility if we need to remove any cables, curtains, blinds/shutters.

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 / Blown Plaster

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

Decorative Features

Many older properties feature attractive detailing, any intricate mouldings or details will be picked up on survey and we will take full care not to cause any disruption but we cannot accept liability.

PARKING

Parking in London is tricky especially in our vans. If this applies to your area, we kindly ask for a permit if possible. This will save valuable fitting time on the day and avoid delays. If you know of a nearby road that maybe easier please let us know.

DURING YOUR INSTALLATION

The time we allocate for your installation is an estimate. As with all building work sometimes it overruns due to unforeseen circumstances.

- 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 11-1pm.
- 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, light sanding may be required before painting as stated in our terms and conditions.
- We ask that you are not in the room/rooms whilst work is being carried out to ensure safety measures are met for both our customers and employees.

CLEANING

Installing windows and doors is a form of building work and it will create dust and dirt. We will endeavor to keep this to a minimum and will tidy up once complete, however you should expect to give the room(s) a deep clean post installation once the dust has settled. There will also be use of solvents during installation, we advise the room(s) are ventilated post install to get rid of any smells. If you have any specific concerns (i.e. light carpets) please let us know straight away.

Our Installers will:

- Cover all areas around the windows and access routes with protection.
- Cover any electrical equipment and furnishings.
- At the end of each day they will Hoover/sweep the areas that they have been working in.

AFTER YOUR INSTALLATION

If there are any aspects of the installation you are not entirely happy with, please contact us immediately

Any minor snagging issues (i.e. replacing a handle), we will get booked in as soon as possible. However, as per our terms & conditions, we 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.

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