

BEFORE YOUR FITTING DAY

Getting ready for your installation

Dear Customer, we are looking forward to your installation. To help everything go smoothly on the day, please take a few minutes to read through the points below before our team arrives.

AT A GLANCE

Clear space in front of windows and doors



Take down curtains, blinds and rails



Leave the silicone alone for 24 hours



Any concerns? Call 0141 941 3050

01 Please prepare before we arrive

To help our fitters work safely and efficiently, please do the following before our team arrives on your fitting date:

- **Clear all furniture, ornaments and belongings** away from the areas in front of your windows and doors. We will need clear, unobstructed access to work safely.
- **Remove all curtains, blinds and curtain rails** where possible. If a blind or curtain is entirely out of the way of the window opening and will not obstruct the fitters, it may be left in place, but if in doubt, please take it down.

Our fitters will lay dustsheets to protect your flooring before work begins.



Please note: as set out in Clause 12 of our Terms and Conditions, which you accepted at the time of your order, Williams Windows & Doors is not responsible for the removal or reinstallation of blinds, curtains or curtain rails. In some cases, existing blinds may no longer fit once new frames are installed, as the internal reveal dimensions can change. We recommend not rehangng blinds until you have checked the fit against your new frames.

02 Decoration and plasterwork

Removing windows and doors from walls can disturb the surrounding plasterwork and decoration, particularly where old frames have been plastered in over the years. Our fitters take every care to minimise disruption, but some cracking, chipping or lifting of paint and plaster around the openings can occur and is unfortunately unavoidable in some properties.

As set out in Clause 12 of our Terms and Conditions, Williams Windows & Doors cannot be held responsible for any damage to internal or external decoration caused by the installation process.



Tip: most customers find that installation day is a good opportunity to have a decorator in afterwards to finish things off.

03 Glass quality

All glass goes through a high-temperature manufacturing process, and very minor blemishes, such as small bubbles, fine scratches or minute particles, can occasionally be present. As stated in Clause 11 of our Terms and Conditions, all glass used by Williams Windows & Doors is of good quality but cannot be guaranteed to be completely free of minor imperfections, and such imperfections do not affect the performance of your sealed units.

The Glass and Glazing Federation (GGF) sets the UK industry standard for what constitutes a glass defect. Under their Code of Good Practice:

2 m

Standard glass is viewed from at least 2 metres, at right angles, in natural daylight (not direct sunlight)

3 m

Toughened or coated glass is viewed from at least 3 metres away

50 mm

The band around the edge of the pane is excluded from inspection



Any blemish that cannot be seen under these conditions does not constitute a fault

Full GGF guidelines: www.ggf.org.uk

Please assess any concerns under these conditions before contacting us. We are always happy to discuss any genuine issues.



Cleaning your glass: please avoid abrasive cloths or harsh detergents, as these can cause surface damage which would not be covered under guarantee (Clause 11).

04 Doors: the settling-in period

New doors, particularly composite doors, can take a couple of weeks to fully settle as the frame adjusts to its environment and the weather seal beds in. During this time the lock or handle may feel slightly stiffer than expected. This is completely normal and nothing to be concerned about.

FITTING DAY

New door installed

Your door is fitted and adjusted by our team.

WEEKS 1-2

Settling in

The lock or handle may feel a little stiff. This is normal.

AFTER 2-3 WEEKS

Still stiff? Call us

We will come out and adjust it at no charge.

If after two to three weeks the door still feels stiff or the lock needs a small adjustment, **please do not force it**. Simply call our office on **0141 941 3050** and we will arrange to come out and adjust it at no charge. It is a quick and easy fix.

05 Silicone: do not touch for 24 hours

24

HOURS

hands off while the
sealant cures

Our fitters will apply silicone sealant around the internal and external frames to create a weathertight and airtight seal. Please leave this completely undisturbed for at least 24 hours after your installation.

- Silicone needs time to cure and bond properly to the frame and surrounding wall
- Touching, wiping or pressing it before it has cured will break the seal and may allow moisture and draughts to enter
- Cleaning products or paint applied during the curing period can prevent it from setting correctly



After 24 hours it will be fully cured. If you wish to paint over it, please use a flexible decorator's caulk rather than applying emulsion directly to the silicone.

06 A few other things worth knowing



The property will be open to the outside

Frames will be removed before the new ones are fitted, so the property will be exposed to the elements for a period during the installation. Please plan for this, especially in cold weather if you have young children or elderly family members at home.



Condensation on the outer pane

After installation you may notice condensation forming on the outside of your new windows, particularly on cool mornings. This is a positive sign: it means your windows are performing well thermally, and it is not a fault. If you notice condensation **between the panes** (inside the sealed unit), please contact us, as this would indicate a fault covered under your guarantee.



Your guarantee

Under Clause 10 of our Terms and Conditions, the efficiency of your sealed units is guaranteed for **10 years** from the date of installation. Under Clause 9, we also guarantee to repair or replace free of charge any extrusion that proves defective due to faulty workmanship, materials or corrosion, for as long as you remain in occupation. Your formal written guarantee will be issued once full payment has been received.

07 If you have a concern after installation

If you have any concern after your installation that is not covered by the points above, please don't hesitate to get in touch. We take all feedback seriously and want to make sure you are completely happy with the finished result.

The best first step is always to give us a call. In most cases we can quickly talk through any concern and agree a straightforward resolution. Depending on the nature of the issue, we may ask you to send a few photographs so that we can see exactly what you are describing before arranging a visit. This helps us come prepared and resolve things as efficiently as possible.

CALL US FIRST

0141 941 3050

SEND PHOTOS TO

info@williamswindows.co.uk