

Your Guarantee

INCLUDING AN
operation **&**
maintenance
guide



WindowWISE

Craftsmanship, Quality & Customer Care

Home Improvements since 1990

introduction

Thank you for choosing Window Wise to supply and install your new home improvements.

We know that you will be delighted and we do hope that you will be happy to recommend Window Wise in the future.

Do remember our Gift Card Reward Scheme whereby you could receive a £50 Marks & Spencer's Gift Card for successfully recommending us to your friends, family or work colleagues.



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maintenance: **general**

Congratulations on purchasing your new Window Wise PVCu, Aluminium and Composite products. To ensure that you receive the maximum benefits from your investment, please refer to this Guide and adhere to the recommendations within. Your new products require a minimal amount of care in order to give you trouble-free operation and remain in optimum condition for many years to come. Timber however, is a natural product and is more prone to movement due to the grain and knots meaning additional care and ongoing maintenance is required.



GENERAL CLEANING

Wash all window and door frames along with composite door faces using a soap and water solution, ideally at least:-

Every 3 months in areas of heavy industry or in close proximity to heavy urban traffic. Existing evidence of atmospheric deposits should be a good indicator of potential pollutants.

Every 6 months in rural areas, if required. Again, depending on location, the atmospheric deposits should be evident on your existing products - in a rural location they are more likely to be organic in nature and less damaging.

For any marks or stains, clean with a **non-abrasive** proprietary cleaner, suitable for either PVC-u (including composites), aluminium or timber, using a soft cloth. Ensure these are used in accordance with the manufacturers

recommendations.

In the event of unusually heavy staining, please call Window Wise for advice.

For **woodgrain** or **smooth foil** finishes, all of the previous cleaning advice applies, the only other element is that a coloured touch-up pen is available to cover up small scratches.

NOTE: Avoid all solvent based or abrasive cleaners. Take care not to disturb any silicone sealants around the outer frames.



CONSERVATORY, LANTERN & PORCH ROOFS

At least 3 - 4 times each year, it's recommended to clear gutters of leaves and debris, to avoid overflow of rainwater and ensure unobstructed drainage. Wash roof panels with a soap and water solution at least every four months to remove grime and atmospheric deposits.

NOTE: Do not walk on conservatory roofs. Avoid all solvent based or abrasive cleaners. Take care not to disturb silicone sealants.

BI-FOLD DOORS

In addition to the advice in GENERAL CLEANING, the following points need attention:

- Running Tracks – use a small brush to loosen any debris from the track. Using a suitable vacuum cleaner with a thin nozzle cleaning attachment.

Vacuum up the debris in the track. (This should be carried out ideally on a **weekly basis**)

DO NOT allow debris to build in the track as this will effect the operation of the doors

Only lubricate the track **LIGHTLY**

During high winds, ensure that doors are kept closed to avoid structural damage

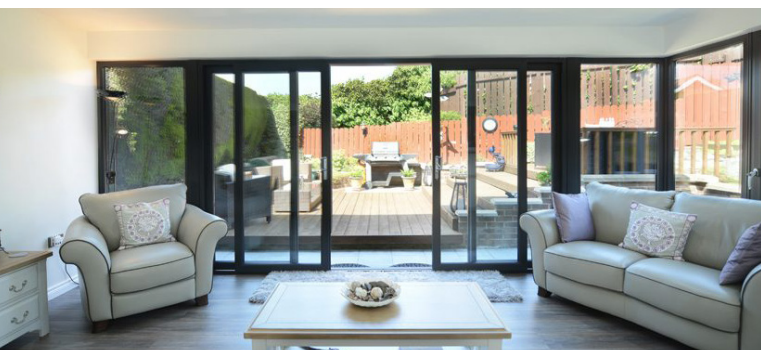


COMPOSITE DOORS

Your composite doors need little maintenance after installation. The general maintenance of the locks has been described in an earlier paragraph. The door can be cleaned with a soft cloth and mild soapy water - no solvent based or abrasive cleaners should be used.

The use of such cleaners will cause the door material to discolour and invalidate the guarantee. Under no circumstances should solvent based, bleach based or abrasive cleaners be used. If the lustre on the GRP surface (exterior) is reduced due to weathering, waxing should revive the gloss. Use a wax that is specifically formulated for GRP.

These can be obtained from most shower or automotive dealers. The lock should be oiled, using a reputable lubricant four times a year through the top and bottom bolts, hook bolt, latch and centre deadbolt, In areas of high industrial pollution or coastal areas the lock may need lubricating once a month.



SLIDING PATIO DOORS

In addition to the advice on Bi-Fold Doors, the same points apply to Sliding Patio Doors with the same consideration shown to the running tracks.

maintenance: general

HARDWARE

GENERAL CLEANING

1. Remove all hand jewellery prior to cleaning to avoid scratching.
2. Remove any heavy external grime with a soap and water solution.
3. Use a proprietary household cleaner, apply with a soft cloth and buff to a shine.

MAINTENANCE

4. Oil, light grease or a silicone aerosol spray should be applied to locking mechanisms and lock keeps at least once a year. A thin film of any of these, applied to window stays, will enhance their corrosion resistance, especially in coastal locations.
5. Residential door hinges require no lubrication and any necessary hinge adjustment should only be carried out by Window Wise.
6. Vertical Sliding Sash spring balances are pre-lubricated and require no maintenance.

GLASS

GENERAL CLEANING

1. External dirt and grime should be removed from the glass surface using a solution of soap and water.
2. Any household glass cleaner may be used with a soft cloth

NOTE: The glass used in most double glazed units, is easily scratched and it is therefore recommended that hand jewellery is removed prior to cleaning.

GLASS SCRATCHES

1. If scratches occur, most can be removed with jewellers rouge available from your local glass supplier, or an equivalent rubbing compound. Alternatively, seek professional advice.
2. Replacement of sealed units should only be carried out by professionals in accordance with BS6262, ensuring that the units comply with BS5713.

LEADED GLASS

3. Take care when cleaning leaded lights as excessive pressure can dislodge the lead from the glass surface
4. Warm soapy water moderately applied with a cloth, will prove an adequate cleaning method

NOTE: Externally exposed lead will oxidize, this is a natural phenomena and cannot be avoided.



maintenance: aluminium

- 1. Every 3 months** in areas of heavy industry, coastal locations exposed to salt air or in close proximity to heavy urban traffic. Existing evidence of atmospheric deposits should be a good indicator of potential pollutants.
- 2.** In carrying out regular maintenance outside, the internal surfaces are frequently neglected. After a period of time, grime and deposits from tobacco smoke, coal and oil fires, etc., can discolour the inside of the window frame and it is recommended that these should be cleaned at least annually.

GENERAL CLEANING

Wash down with clean warm water containing a non-alkaline liquid detergent (in a concentration which can be handled safely with bare hands) using a non-abrasive cloth, sponge or soft bristle brush. This will remove grime, grease and any excess chalking. All ridges, grooves, joints and drainage channels where salt or other deposits can collect should be well washed out, thus preventing corrosion sites from occurring!

- 3.** Rinse thoroughly with clean water.
- 4.** Dry using a soft cloth or leather.

Where a reduction in gloss is observed, chalking is evident or excessive staining has occurred, then an approved renovating cream may be carefully applied with a non-abrasive cloth.

- 5.** Note: T-Cut or similar automotive paint restorer may be used provided it is not too abrasive!
- 6.** Care must be taken not to abrade sharp corners of section or aris of beads too heavily where the paint film is normally thinner, and it should be remembered that this operation should not be carried out too frequently.
- 7.** Polish with a soft cloth to restore gloss and colour uniformity.
- 8.** For extra protection a wax polish can be applied once or twice a year again polishing with a soft cloth to restore glass.



BI-FOLD DOORS

- 1.** A bi-fold door system contains mechanical moving parts that will need to be lubricated bi-annually. These include: hinges, multipoint lock and handles.
- 2.** Lubricate using a light oil or spray oil and wipe away any excess with a non-abrasive cloth. The running system in a bi-fold door system is maintenance-free.

maintenance: **timber**

All our timber windows and doors are made from carefully chosen, correctly-seasoned hardwood. Hardwoods are naturally more durable than softwoods as they come from slow-growing, broad-leaved trees. The hardwood has a higher density than softwoods, giving it enhanced durability and strength.



MAINTENANCE

Check the finish/coating annually and if required you should re-coat the wood with a **micro-porous stain or paint**. The concept of 'micro-porosity' stems from the need to control and reduce the build-up of moisture within wood to below 21 per cent - the point at which timber starts to become susceptible to attack from wood-destroying organisms. The 'microscopic pores' allow. Varnishes are not porous and will trap moisture and when this happens, it will need stripping back to bare wood.

GENERAL CLEANING

At least twice a year, use a soft non-abrasive cloth and water with soap or mild detergent.

- 1.** To remove oily or greasy marks, use mild detergent with little or no water before rinsing off with clean water.
- 2.** Do not use kitchen, bathroom or glass cleaners

Wood will ultimately deteriorate so maintaining the finish is important to retain the looks of your window or door.



KNOTS, WOODGRAIN AND MOVEMENT

As a 'living' product, features such as knots and grain pattern changes do occur. These natural features are not a fault but part of the natural beauty of wood. Expansion and contraction of the wood can lead to movement and these natural qualities are to be expected.





DAMAGE

1. Scratches, dents and chips should be re-painted or re-stained immediately, clean and sand as detailed before.
2. If necessary, a coloured-timber filler (stained timber) or a universal filler (painted finishes) can be used to repair the damage and regain the original shape and surface
3. Carefully apply a couple of coats of micro-porous finish with a good-quality brush

NOTE: Failure to treat scratches and chips will invalidate the product guarantee.



TECHNIQUES

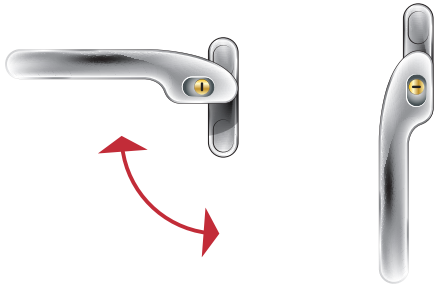
1. Using the aforementioned cleaning process, take a fine grade of wet and dry abrasive paper to 'key' the existing finish (for good adhesion), taking care not to rub through this coating.
2. Using a face mask, remove all dust and debris with a damp cloth and allow all surfaces to dry thoroughly.
3. Carefully apply a couple of coats of the micro-porous finish with a good-quality brush.



operation: windows

OPEN-OUT WINDOW

1. This window may be opened outward, with its friction hinges holding it in the desired position. The keeps have secondary slots, which when engaged provide a "Night Vent" position. This allows the window to be locked whilst only slightly open to provide ventilation.



2. Turn the key or depress the button to unlock handle
3. Rotate the handle to disengage locking mechanism and open by pushing outward
4. The keeps have two slots, the first of which when engaged provides the closed position and the second the "Night Vent" position

TILT & TURN WINDOW

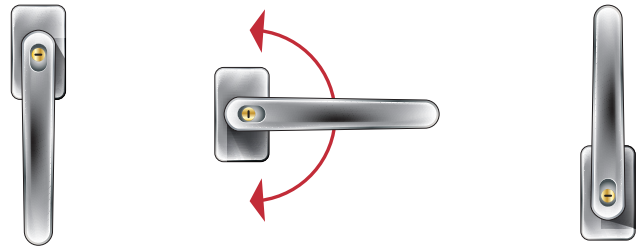
The term "Tilt and Turn" refers to the sequence of operation of the window. These inward opening windows are capable of two modes of operation.

1. Tilt mode for ventilation
2. Turn mode for cleaning/ emergency exit

TILT & TURN WINDOW

To operate the window, the handle is placed in one of three positions, "Closed", "Tilt" or "Turn".

The operation sequence commences with the window in the "Closed" position handle downward).



CLOSED POSITION

TILT POSITION

TURN POSITION

1. If a locking handle has been fitted, turn key to unlock
2. To select "Tilt" rotate the handle through 90° from vertically downward to horizontal and pull the window inward. The window tilts inward to allow ventilation
3. To select "Turn" from the "Tilt" mode, close the window and rotate the handle from its horizontal position to vertically upwards and pull the windows inward
4. To select "Turn" from the "Closed" position rotate the handle through 180 degrees vertically downward to vertically upwards and pull the window inward



NOTE: The window must always be fully shut before changing the handle position. Do not try to open the window when the handle is between these positions.

operation: **windows**

VERTICAL SLIDING SASH WINDOWS

TO OPEN

1. Release the catches fitted on top of the lower sash allowing operation of both top and bottom sashes

TILT TO CLEAN

2. Unlock the window, raise the lower sash (approx. 50mm or 2")
3. Release the spring loaded catches located at either end of bottom sash top rail and tilt the window gently inward
4. Lower the top sash to a convenient position, release the catches and tilt it gently in to rest on the bottom sash
5. When complete reverse the procedure making sure that the spring loaded catches have properly re-engaged

NOTE: The tilt to clean facility may not be available on certain types and sizes of sash for safety reasons.

Your windows may be fitted with limit stops (called "shark fins"), which restrict the amount that the top and bottom sashes can open to around 100mm (4 inches). These can be temporarily closed to allow your windows to open more.



operation: **window hinges**

OPEN-OUT WINDOW

STANDARD FRICTION HINGE

1. Adjustment is available on certain hinges by means of a screw located within the plastic shoe.
2. The friction shoe should be adjusted to give the required degree of resistance.
3. Anti-clockwise decreases resistance, clockwise increases the resistance.
4. Care should be taken not to over or under tighten.

SIDE HUNG RESTRICTOR WINDOW SYSTEM

This window is fitted with Defender Restricted Friction Hinges with restricted opening for safety.

1. To fully open the window, firstly draw the window slightly towards you then depress the lever and push the window open to release the restrictor mechanism
2. To reset the restrictor depress the lever, pull the window in and the mechanism will auto-relocate

CAUTION: When moving the window grasp frame, do NOT put force on the glass.

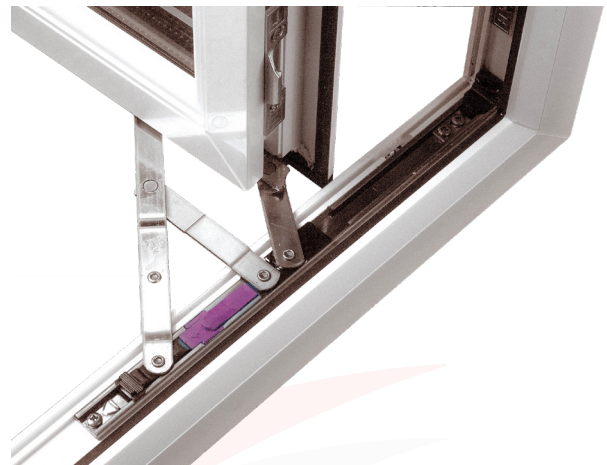
EASY CLEAN HINGE FRICTION STAY

To move the sash into the easy clean position:

1. Open the window approximately 10"-12" (250-300mm)
2. Locate and slide the coloured guide component into the front location area
3. Using the window handle, continue to open the window to its full extent. This will activate the hinge guide and allow access for cleaning.

4. When you have finished cleaning your window, simply close the vent fully using the handle and then re-open the vent fully to relocate the coloured guides into their primary position.

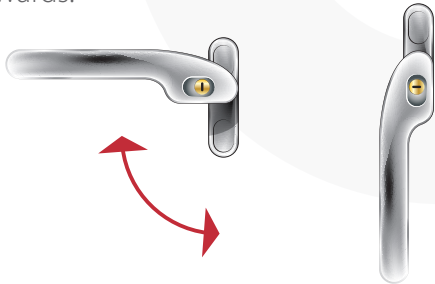
NOTE: both upper and lower hinges need locating



ALUMINIUM WINDOWS

Open-out Windows

To operate an open-out window, unlock with key and depress button. Turn the handle through 90° to disengage the locking mechanism and open the window by pushing outwards.

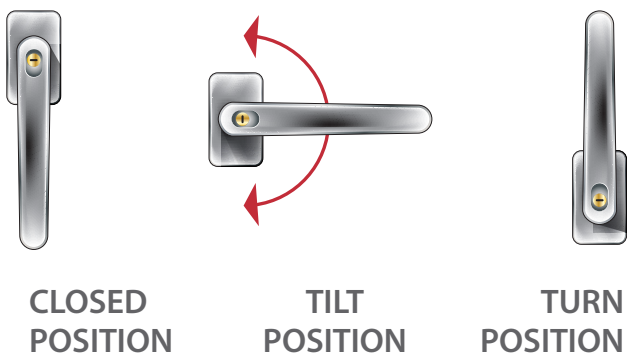


Tilt and Turn windows

Tilt and turn windows have two modes of operation: a tilt mode for ventilation and a turn mode for cleaning or emergency exit use. Locking is by a number of cams (espagnolettes) located on a sliding mechanism around the perimeter of a window vent. When the window is shut, with the handle in the closed position, the cams are engaged in keeps fitted around the window frame.

Note that these windows can be supplied in either tilt-before-turn or turn-before-tilt mode. If you are in any doubt as to the sequence of operation, please contact your installer.

The handle of a tilt-before-turn window can be placed in three positions.



1. The window must always be fully shut before changing the handle position,
2. In the closed position, the handle points vertically downwards.
3. To TILT the window, turn the handle through 90° until it is horizontal then pull the window inwards. The base of the window remains hinged to the frame whilst the top tilts inwards for ventilation.
4. To TURN the window from the TILT position, close the window and turn the handle 90° to the vertically upward position and pull the window inwards. The side remains hinged to the frame whilst the window can be opened inwards to any required position.



operation: doors

RESIDENTIAL DOORS

Doors are fitted with lever/lever or lever/pad handles as standard.

The lock mechanism is engaged by lifting the handle.

TO LOCK

1. Close the door and the latch engages
2. Lift handle until you feel resistance, then continue action to overcome the resistance to engage the lock mechanism.
3. Once engaged release the handle
4. Turn the key to fully lock

NOTE: If key will not turn, re-lift handle or pad to maximum position and then turn the key.

TO UNLOCK

5. Turn the key to unlock.
6. Push handle down to disengage the lock mechanism and open the door



IN-LINE PATIO DOOR

Once unlocked the opening leaf simply moves from side to side.

1. Turn the key to lock and unlock the door mechanism.
2. Lift the lever on the handle.
3. To unlock, reverse procedure.



operation: doors



BI-FOLD DOORS

To ensure years of trouble free use from your bi-fold doors it is recommended that you read and fully understand the operating instructions as follows:-

OPENING THE DOORS

1. Insert the key into the lead door and turn through 360° to release the deadbolt in the multipoint lock.
2. Operate the door handle in a downward motion to release the multipoint locking system and door latch.
3. Open the lead door fully through 180° and ensure that the magnetic door stays are holding the door fully open.
4. (This will help the doors glide more easily)
5. Release the shoot bolts on the slave doors by turning the shoot bolt lever through 90° and leave in this position.
6. Push the doors away from you (if the doors open out of the room) or pull the doors towards you (if the doors open into the room) to start the folding operation.
7. At the hinge side of the lead door, guide the doors along the track system until they are fully open.
8. (Repeat 2 and 3 as necessary if you have more than 3 doors in one direction).



CLOSING THE DOORS

1. Guide the lead door at the hinge side along the track
2. (Do not use the lead door handle to drag the doors along the track as it will cause the doors to operate in an accordion type motion and restrict the effectiveness of the running gear.)
3. Keep the lead door located on the magnetic door stays.
4. Use the 'D' handle (if fitted) to pull the doors closed.
5. Turn the shoot bolt lever in a downward motion through 90° to locate the shoot bolts into the track.
6. (Do not use the shoot bolt lever to pull the doors closed. No warranty claim will be accepted in respect of this)
7. Using the lead door handle, pull the door closed until it latches then lift the handle upwards to engage the multipoint lock and turn the key clockwise through 360° to engage the deadbolt in the multi-point lock.



external condensation

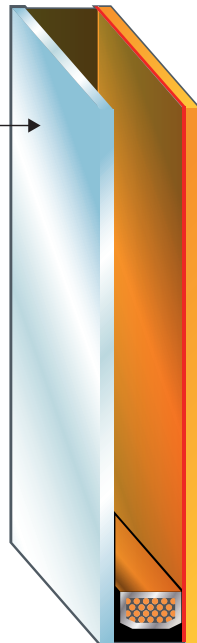
Glass stays **cooler outdoors** - the insulated double glazing keeps the heat indoors

Warm, moist air outdoors cools overnight...

...making contact with the **cooler outer glass pane,**

...this moist air **condenses**

...and forms the covering of water droplets we commonly refer to as **condensation**



Glass stays **warmer indoors** - the insulated double glazing keeps the heat indoors

The **drier, warmer** air indoors...

...is in contact with the **warmer, insulated glass pane**

...so **no condensation** occurs*

**the only exceptions to this would be in kitchens, bathrooms or occasionally in bedrooms where you would find higher levels of moist air*

CAUSES

An efficient double (or triple) glazed window traps warm air in the cavity between the panes of glass. This prevents the glass cooling down overnight as the ambient temperature drops.

The warm moist air from the previous day cools overnight as it comes into contact with the warm glass, this allows the air to condense and return to it's liquid form. **This is a clear indicator of a highly-effective insulation system.**

how to view glass

Double glazing provides a high standard of vision. The following is a guide to the quality that can be expected. Transparent glass used in the manufacture of insulating glass sealed units is identical to that used traditionally for single glass and will, therefore, have a similar level of quality.

A PROFESSIONAL CHECK

Stand in the room no less than 2 metres away from the panes and look directly through them. For toughened, laminated or coated glasses, stand no less than 3 metres away.

Do so in natural daylight, but not looking directly towards the sun and with no visible moisture on the surface of the glass. Where it is not possible to stand at the required distance, then stand as far away as you can from the panes.

Exclude from the check a 50mm wide band around the edge of the glass. minute particles.

WHAT TO EXPECT

Flat transparent glass, including laminated or toughened (tempered) or coated glass is acceptable if the following are neither obtrusive nor bunched:

1. bubbles or blisters
2. hairlines or blobs
3. fine scratches under 25mm long
4. minute particles

internal condensation

CAUSES & CURES

Condensation is moisture-laden air converted into water. The atmosphere in which we live is generally invisible. The warmer the air is the more moisture it can hold, when its limit is reached and the warm air makes contact with a cold non-absorbent surface, it becomes chilled and sheds the surplus moisture in the form of water droplets, usually on glass surfaces.

LIVING ROOM

1. Allow the room's warmth to reach windows by positioning the curtains approximately 150mm from the glass.
2. Where possible, avoid glazed or non-absorbent wall coating.
3. Where flues have been blocked off, wall vents are most helpful.
4. Vent holes below gas fires help to facilitate ventilation.
5. Open windows for short periods each day to allow air-exchanges.

BEDROOM

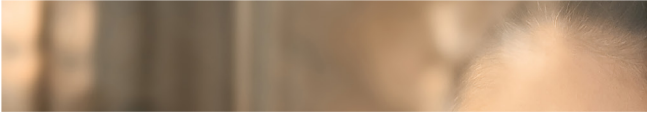
1. The prime cause for condensation in the bedroom is not allowing for the night time drop in outside temperatures.
2. Extend the central heating programme or other heating system according.
3. Ventilate by opening the windows at least once a day to allow air-exchanges.

BATHROOM

1. To stop condensation forming and moisture finding it's way into the rest of the house, ensure that you ventilate by opening the window.

KITCHEN

1. Close door ways into the remainder of the house and keep a window open.
2. Extractor fans etc, can help



The obtrusiveness of blemishes is judged by looking through the glass, not at it, under natural light. It must be understood that the glass used in double glazing is not ground optically flat, and so as a consequence, blemishes are a possibility.

SPECIAL GLASS

Toughened glass may show visual distortions which are accentuated by reflections in double glazing. Such surface colourations and patterns do not indicate a change in physical performance.

Laminated glass may have a few more blemishes due to it being made of several layers. Legally, glass intended for use as a safety glass must display a permanent safety mark which is applied before installation, but remains visible after installation.

The mark must comply with the requirements of the British Standard BS6206 Specification for Impact Performance Requirements for Flat Safety Glass and Safety Plastics for Use in Buildings, or it's successor.

DOUBLE REFLECTION

This occurs in certain light conditions. It is caused by multiple surface reflections in double glazing which may vary from pane to pane.

BREWSTER'S FRINGES - THE RAINBOW EFFECT

Small transitory rainbow effects are sometimes produced by the glass deflecting light. Their appearance is due to high quality flat glass sheets being placed parallel to each other.

PATTERNED GLASS

The above does not apply to patterned glass as its manufacturing process is different.

WindowWISE terms and conditions...

1 Consumer Code of Good Practice

Window Wise (Sussex) Ltd (co. reg. no. 03045315) is a member of the GGF (Glass & Glazing Federation) and as such we choose to support the GGF Code of Good Practice as promoted by the Glass and Glazing Federation and undertake to work within the guidelines of this and any other GGF Code of Practice. A copy of the Code is carried by our representative and/or is available at our office and showroom. In the case of any dispute arising we will provide details of the GGF's Conciliation Scheme and The Glazing Arbitration Scheme (TGAS) administered by CEDR.

2 FENSA

Window Wise (Sussex) Ltd is a FENSA (Fenestration Self Assessment Scheme) registered company self certifying the necessary compliance with regard to current building regulations. A certificate of compliance will be issued to you, direct from FENSA within four weeks of the installation being completed.

3 Where contracts are negotiated away from our business premises, if you are unhappy with your contract for any reason it can be cancelled and a refund of the deposit can be obtained by taking or sending a letter to us at 3a & 4 Commercial Square, Haywards Heath, RH16 1DW, to be received by us within 7 calendar days following the date on which the contract was signed. It is recommended that you send any such cancellation letter by recorded delivery. Upon receipt of such an instruction the company will accept cancellation and refund the deposit in full.

Products which are not made to measure – in addition to the right to cancel without charge up to 7 calendar days from the date of contract, you have a right to cancel the contract up to 14 calendar days after the date of delivery. However, you agree that the survey, erection of any necessary access equipment and installation work for such products may start before the end of this 14 days cancellation period. If you cancel we will collect the products delivered but not installed and we will charge you our reasonable costs of collection. We will also charge you our reasonable costs for the survey, access equipment and installed products provided up to the point of cancellation.

4 Confirmation of the contract is subject to a detailed survey by the Company; this survey will be completed within 15 working days of the date indicated on the contract. The Company and the customer may in consequence, by providing a valid reason in writing, cancel the contract, which shall become null and void. Under such circumstances any deposit paid by the customer will be returned in full by the Company.

5 a The installation should be allowed to commence within the estimated installation period (as detailed on the contract). If within 6 weeks of the end of the estimated installation period, you are unable to accept an appointment for installation, 80% of the purchase price is then payable and the installation or delivery then will follow as soon as is reasonably practicable by agreement, with the remaining 20% balance payment due on completion of the work.

b If the work is not commenced within the estimated installation period stated in the contract, you may contact us, requiring the work to be completed within six weeks or any other period agreed (preferably in writing). If the work is not completed within this

extended period, you may cancel the outstanding work covered by the contract without penalty to yourself by sending a letter advising of your wishes. We recommend that you send this letter by recorded delivery. In addition, you will be entitled to a refund of any monies which represent a payment for the installation of materials by us in excess of any work actually carried out by ourselves. However, if we carried out any work to a value which exceeds any payment made by you we will be entitled to the payment of the difference. In the event of cancellation, you are entitled to deduct any additional amount which can be shown if you have to pay more than the purchase price to others to complete the installation. In the event of no agreement being achieved refer to clause 1.

c Window Wise (Sussex) Ltd shall not be liable for any delay in the completion of the work which arises from causes beyond our control (for example fire, flooding, civil disturbances, strike action by others, criminal damage and acts of war).

d You or we are entitled to cancel this contract in the event of any serious breach of contract by you or us (for example as in 5b, refusal to comply with the Building Regulations or refusal by us to carry out a reasonably required correction of defects).

6 The balance of the purchase price is to be paid when you are reasonably satisfied that the products have been installed in accordance with the terms of the contract. Retention or part retention of the balance for any reason should be notified to the company in writing, a disproportionate, unjustifiable retention is not acceptable.

7 Window Wise (Sussex) Ltd shall retain ownership of any goods which have not yet been fixed to your property, until the purchase price has been paid in full.

8 Any known defects in the building shall be brought to the company's notice by the customer and the appropriate remedial work will need to be discussed. Particular attention should be made to existing cavity trays and lintels above the windows and doors to be replaced, as once the units have been installed the fabric of the building and the efficient functioning of such trays is not covered by the guarantee. Any defects noticed by the company's representatives should be remedied before the installation, or agreement should be obtained to remedy such faults upon installation. The cost of such work as is deemed necessary is not included in the original cost of the contract unless specified.

9 a All existing doors, windows and/or frames replaced and all associated debris and rubbish will be removed unless you ask us to leave them on your premises.

b Window Wise (Sussex) Ltd will only be liable for any damage caused to your property which occurs during the completion of the contract and only if such damage was caused by us by not exercising reasonable care and skill.

10 a Regarding the quality and description of the goods and/or services:- Window Wise (Sussex) Ltd guarantees to repair where deemed to be practicable and appropriate, and if not, to replace, free of all charges for labour and materials, any product including any insulated glass unit which develops a fault, (including condensation between the glasses of the units) and the construction of the base of a conservatory if included in the installation, due to defective



...continued

materials or workmanship within ten years of the date of installation. You must notify us of any claim under the terms of this guarantee within 28 days of discovery of the fault, preferably by sending us a recorded delivery letter. Only products and workmanship supplied directly to the customer by Window Wise (Sussex) Ltd will be covered by the guarantee. No right to transfer to any third party is accepted, except where the goods have been sold to the owner of the building and become attached as a permanent fixture. The guarantee, by chargeable transfer and written notification shall then apply to the subsequent purchasers of the property within the confines of the terms and conditions of the guarantee for the remaining term of the guarantee from the original date of installation.

b Despite the fact that your statutory rights remain unaffected, this guarantee does not extend to:-

i Defects arising either directly or indirectly from misuse (whether accidental or wilful), fair wear and tear, accidental damage (however caused) leakage or failure due to excessive abnormal weather conditions (e.g. storm water flood etc.), settlement or other associated problems that may arise with the structure of the main building or other conditions to it.

ii Minor imperfections within the glass and outside the scope of the visual quality standards of the GGF or the spontaneous breakage of glass by thermal stress fracture or howsoever caused.

iii Damage due to misuse, neglect or lack of maintenance by you, or from causes beyond our control (for example fire, flooding, civil disturbance, criminal damage or acts of war).

iv Specialist items installed, for example electrical ventilators, batteries etc. , where the manufacturer's normal guarantee will apply, usually for a period of one year. Electrically operated conservatory roof vent motors are covered for a period of five years.

v In respect of PVCu door panels and all standard ironmongery fittings which become defective after five years of purchase. Any items of brass, all letter-plates and cat flaps are only covered for one year.

vi Any work(s) carried out by others associated with this installation or to those parts of this installation affected by work(s) by others, other than work(s) carried out by this company or its employees and sub-contractors.

vii The company can not guarantee that condensation will be either eliminated, reduced or prevented by the installation of its units other than that between the two pieces of glass forming the sealed units. Any replacement made under the guarantee may vary from those originally supplied and may be subject to variation and modification to the original product design and specification. Replacement components changed under the terms of the guarantee will only be covered for the remaining term of the original guarantee.

viii Conservatory base-work attributed to subsidence.

11 Where openings deviate from the square and level, they will be corrected by such means as are deemed by the company to be appropriate in the particular case. Aluminium windows and doors will be fixed to a hardwood timber frame unless otherwise specified. PVCu windows and doors will be fitted direct to the brickwork or the fabric of the building. Where hardwood products are installed

the company will not accept liability for faults which subsequently arise from neglect by the customer to apply a coat of recommended preservative once yearly to external surfaces. Interior timber will be softwood unless otherwise specified and will be primed only.

12 Every reasonable precaution to protect property in which they are working will be taken by the installers and they will endeavour to leave the property clean and tidy. All reasonable care will be taken to prevent damage to internal and external tiles, plaster, rendering, brickwork and decorations. The company shall not be responsible for removing or replacing wires or cables; therefore the customer should ensure that these are removed prior to the start of the installation.

13 The removal and replacement of curtains, curtain tracks, blinds and pelmets unless included as a charge noted in additional information, are the responsibility of the customer.

14 The company will accept no responsibility to cut or refit customer's carpets or any other floor coverings.

15 The company undertakes to make good internally and externally adjacent to new frames providing the existing fabric of the building is in sound condition (excluding decorations).

16 Interior window boards will not be supplied or replaced unless specified on the contract.

17 The Company pursues a policy of continual improvement and development and reserves the right to make minor variations to specifications. Sample windows and doors are intended to demonstrate the workings of a typical window/door and the materials to be used. The windows manufactured to complete an installation may have minor and technical changes which are unavoidable deviations from the original specification.

18 The withholding of any balance due to the company shall be permissible only in connection with any substantial defect notified in writing to the company within 14 days of completion of the work. Any amount being withheld must be proportionate and relevant to the nature of any complaint, unsatisfactory product or workmanship.

19 In the event of non-payment for any reason other than non-completion of the work, interest on the amount due will be payable to the company at a rate of 3% per annum above the base lending rate of Barclays Bank PLC from the date of completion to the date of receipt by the company.

20 Pattern glass obscuration and privacy:- When patterned glass is being used to provide privacy, the degree of obscuration is important. Where obscuration is the main requirement it is advisable to see a sample of the glass before making your choice. However as a guide, all Pilkington pattern glasses are given an obscuration classification.

21 No guarantee can be given against minor blemishes and imperfections in clear glass.

22 This document includes the full terms of the agreement. If any amendments to this contract are required it is preferable they be confirmed in writing by the customer and an authorised representative of the company.

23 Nothing in these conditions will reduce your statutory rights relating to faulty or misdescribed goods and services. For further information about your statutory rights contact your Local Authority Trading Standards Department or Citizens Advice Bureau.

Your Guarantee

from WindowWISE

Our aim is to achieve your complete satisfaction and peace of mind, therefore Window Wise will only ever use quality materials and products, installed by skilled professional and experienced installers. In accordance with our terms conditions and warranties, Window Wise (Sussex) Ltd provides a ten year guarantee against defective workmanship, faulty products or materials, from the date of the completed installation.

- Any justifiable complaint should be notified immediately to the Company and confirmed in writing within 7 days.

- Only products and workmanship supplied directly to the customer will be covered by the guarantee. No right of transfer to any third party is accepted, except where the goods have been sold to the owner of the building and become attached as a permanent fixture, the guarantee shall apply to the subsequent purchasers of the building within the confines of the terms and conditions of the guarantee providing Window Wise has been officially notified in writing by the conveyancing solicitors and that the appropriate administration charge has been paid. The company agrees to replace or repair free of charge any materials, products or workmanship which develop a fault on the following basis:

(a) Only products and workmanship supplied by Window Wise, and subject to balance received and paid in full to Window Wise shall be covered by the guarantee.

(b) All standard ironmongery fittings, including handles, hinges and locking mechanisms which become defective within FIVE years of purchase. Any items of brass, all letter plates and catflaps are only covered for ONE year.

(c) Where the customer has specified the use of 'non-standard' product, the Company reserves the right to revoke the guarantee of liability on the part of the Manufacturer or Supplier of the specified product as is appropriate. (N.B. For the avoidance of doubt, any 'non-standard' product will be clearly indicated on the contract.)

(d) Specifically excluded from the guarantee are defects arising either directly or indirectly from misuse (whether accident or wilful), fair wear and tear, accidental or deliberate damage (however caused), leakage or failure due to excessive abnormal weather conditions (e.g. storm water flood etc.), settlement and other problems that may arise within the structure of the main building or other conditions to it.

(e) Any replacement made under the guarantee may vary from those originally supplied and may be subject to variation of the product, design and specification at any one time. Statutory rights remain unaffected.

GGF Consumer Code of Practice

Window Wise (Sussex) Limited is a member of the Glass and Glazing Federation (GGF)

Consequently we support the Consumer Code of Practice as promoted by the GGF and undertake to work within the guidelines of this and any other GGF Code of Practice. A copy of the Code is available at our Office. In the case of any dispute arising we will provide details of the GGF's Conciliation Scheme and The Glazing Arbitration Scheme (TGAS) administered by CEDR.

Window Wise (Sussex) Limited is a FENSA registered company, self certifying compliance with current building regulation requirements. Within six weeks of your installation being completed you will receive a FENSA certificate, this certificate is to be retained safely and passed on to the new owners of the property when the property changes ownership.

The Window Wise Guarantee is fully transferrable with the sale of the property, please note this will incur an administrative charge.



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Home Improvements
since 1990