

The Installation Process

■ Times and access

Our fitter(s) will arrive between 9.00 am and 9.45 am. (Fitters almost invariably travel via our workshops as equipment and windows/doors are not kept in vehicles overnight). If, for any reason, they should be delayed, you will be contacted. A normal working day will finish at around 4.30 pm - 5.00 pm, although occasionally it may be necessary to stay a little later. Particularly during busy periods, works may also be carried out on Saturdays but please inform us if this is not convenient. Our customers normally leave a set of keys with our team, which are held securely until the works are completed. Please let us know, however, if you wish to make alternative arrangements.

■ Scaffolding

Where scaffolding is required, the platform(s) will be erected a day or two before the fitting commences, although we are not able to specify an exact time as this is carried out by a specialist contractor. The contractor will be given your contact details, and/or we can give you their details so a mutually convenient time can be arranged. The scaffolding will be removed once the works have been completed, usually within one week. The scaffolding is not lit or alarmed, unless you specifically request that it is, for which an additional charge would apply.

■ Use of electrical equipment

Power tools will be used and we will require the use of your electrical supply. Whilst noise will be created throughout the fitting process, due consideration will be paid to you and your neighbours. "Construction type noise" will be kept to the minimum that is practically possible.

■ Protection of furniture and flooring and clearing of dust and debris

Most of the time, installing windows and doors involves building work, so please be prepared for some dust and debris. We will come equipped with dust sheets and light protective plastic to protect your carpets/flooring and furniture in the vicinity of the installation(s). Wherever possible/required, installation areas will also be protected by a ZipWall. Should you require additional dust sheets or protection beyond the immediate work areas, we would request that you organise such protection at your cost. Should we be required to provide additional protection, additional charges will apply. We will try to keep the disruption to a minimum and will clean up at the end of each day. On completion of the works, the old frames and any arising debris will be removed and disposed of and the working areas will be tidied and vacuumed. Although every endeavour will be made to be as thorough as possible, note that there may still be some dust, even outside the immediate work areas. We will not be able to carry out the cleaning of your property beyond the work areas and will not be able to cover the cost of any personal or professional cleaning of your property and/or fixtures/fittings/furniture/ornaments/books/equipment/soft furnishings, etc. We would ask that you remove any items from the work area or close to the work area which you do not want to be affected by dust. Once our works are completed, we will remove our floor protection and our dust sheets. We cannot be held responsible for any damage that may be caused if you or others remove these.

■ Furniture and fittings, ornaments, valuables, curtains, pelmets, rails, blinds, shutters:

As outlined above, we will cover up your furniture in the immediate work area but it is advisable that you move furniture away from work areas prior to fitting. We would also advise that the immediate area be cleared of fragile items and any items of value, including any unfixed items such as electrical equipment, ornaments, books or loose rugs. We cannot accept responsibility for the breakage or damage of said items if they have not been removed as requested and works will be delayed if any such items have not been removed.

We would be grateful if you could remove curtains, pelmets, blinds, shutters and related fittings from work areas prior to fitting and ask that you refit these once the installation has been carried out. Whilst we are happy to remove and refit these if you prefer, additional charges will apply. Curtains, rails, pelmets, blinds, shutters would be fitted as accurately as practically possible to the new installations. Although the utmost care would be taken and in the unlikely event thereof, we cannot be held responsible for any damage/marks/scuffs or operational faults that may be caused to the shutters / shutter frames / curtains / pelmets / blinds and related fittings when removing and refitting these.

On occasion, particularly if uPVC or aluminium windows are being replaced with timber windows, alterations may need to be made to the heights and / or widths of curtains, blinds, shutters/shutter frames, as the internal measurements may not match those of the new installations. Adjustments or alterations that may need to be made to the curtains, blinds, shutters/shutter frames would need to be arranged by you at your cost with an independent specialist.

■ Bushes, trees, plants, foliage, climbers

We would ask for access to be as clear as possible to areas where works are being carried out, internally and externally. Where possible, we would ask that bushes, trees, plants, foliage, climbers which obstruct the areas be cleared / pruned by you, as required, prior to works commencing. Should these obstruct the areas, and although great care would be taken, we cannot be held responsible for any damage that may be caused to these whilst works are being carried out.

e info@spstimmerwindows.co.uk w www.spstimmerwindows.co.uk t 020 8879 3443

Showroom 61 Revelstoke Road, Wimbledon Park SW18 5NL Head Office 23 Wates Way, Mitcham, Surrey CR4 4HR



■ Plaster and brickwork

Occasionally, there may be some damage caused to the internal plasterwork or external brickwork, as most of the existing windows in period properties will have been plastered around after the previous installation or even “built in”. Things such as “live” plaster and bricks will be rectified during or after the installation process. This is usually done the day after a frame has been fixed into its position. Very occasionally, a building may have hidden defects, which may necessitate additional work and for which additional charges will apply. Where such defects are identified, we would advise on how they may be remedied and would inform you of any additional costs that would be incurred.

■ Radiators

If radiators directly obstruct the installation area, these will need to be removed prior to fitting. We can make arrangements to have these removed by our appointed plumber, for which additional charges will apply, or you can make independent arrangements at your cost for their removal and refitting. If you do not wish to have the radiators removed, any making good that may be required to the areas obstructed by the radiators cannot be carried out by us.

■ Telephone cables, TV aerial leads, entry phone systems, electric cables and burglar wires/sensors/key pads

Occasionally, old windows / doors have these passing through the frames. If this is the case, our fitters will, where possible, and as they see fit, carefully re-route the cables between the new window / door frames and the wall, and reconnect these as closely as possible to the new installations using the existing cables (using cable clips, fixed to the frames or as is deemed suitable by our fitters. Otherwise, cables will be left free for your independent specialist to adjust/reconnect). We will not extend, shorten, remove cables, or re-site cables or control boxes. If any of the above will be affected by the window/door installation/s, we recommend that you have these repositioned by your specialist supplier prior to the works being carried out and advise that redundant cables are removed or disconnected by others prior to installation. Particularly in the case of alarms, disconnection prior to and reconnection after installation by your independent specialist is recommended. If you would like us to re-route any cables or wires, as described above, we will do so with care and as is deemed suitable. In the unlikely event that any faults subsequently occur with any of the above, including telephone/internet/alarm disconnection, we are unable to accept responsibility for these and for any costs that may be incurred to rectify the said fault (s).

■ Making good

During the installation process, we will inform you as to when you can expect our decorator(s) to arrive to start the finishing process of the windows / doors that will have been installed. If damage is caused to the internal decoration of frame surrounds, the area will be filled, sanded and painted. We will include the decoration of walls to c. 50 mm with either white emulsion or paint supplied by client. Additional charges will apply if you would like us to supply coloured paint (please specify brands/colour codes). Existing paintwork is matched as closely as possible but a 100% colour match cannot be guaranteed. Where wallpaper is frayed or damaged, every effort is made to make good but additional charges will apply if you would like us to re-wallpaper these areas.

Externally, where we are applying a traditional sand and cement pointed joint between new frames and masonry/brickwork, a colour match to original, existing or new pointing cannot be guaranteed. If you are having your masonry/brickwork restored/repointed by others, we would recommend that the same company carries out the pointing around your window/door frames to ensure consistency in style and colour. Please advise in advance if others will be restoring/repointing your masonry/brickwork.

Once our windows/doors have been installed, we would ask that these be suitably protected if other works are being carried out to your property by other trades. We cannot be held responsible for any damage that may be caused to our installations by others, and charges would apply if our installations have to be cleaned or repaired by us as a result of other works, before or after our works have been completed.

Unless specified otherwise on our quotation, no allowance has been made for building works, including to create/modify structural openings, electrical/plumbing works, brickwork, tiling, roof works, lead work, pebble dashing, guttering, the refurbishment/decoration/replacement of external stone sills/reveals, surrounding or abutting wood work including any cornices, soffits, fascia boards. Should such works be required, which may only become apparent once works have commenced, we would quote according to requirements.

■ Pets

We would ask that pets are kept away from work areas. Our operatives will be focused on their work and are not able to assume responsibility for the management of pets, including their whereabouts and needs. Note that windows/doors may remain open during access, removal, installation and decoration periods.

■ Access to WC facilities

Our operatives would appreciate access to WC facilities at your property. If you could let our operatives know what the WC arrangements are should access be required. If a particular WC is not to be used, please inform our operatives or leave a note or sign to clarify this. If you would prefer our operatives not to use your facilities, please do kindly let us know in advance. If facilities cannot be provided, portable facilities may need to be arranged, the hire and delivery charges for which would be passed on at cost and for which a £50 administration charge would apply.

■ SPS Timber Windows sign boards

We may leave SPS Timber Windows sign boards outside your property during the installation process. If the sign boards have not been removed within 2 weeks of the installation having been completed, please let us know and we will arrange to have these removed.

We would also draw your attention to the “General Information” and to our Terms and Conditions accompanying our quotation.

Thank you