



THE SASH
WINDOW
WORKSHOP

SUPPLY ONLY WINDOW AND DOOR DELIVERY, STORAGE AND FITTING GUIDELINES

Delivery of windows and doors

Windows and doors will be delivered wherever possible in single units. Larger windows and doors may be delivered with sashes/ doors supplied separately for fitting on site by the customer.

Frames where required may be delivered in kit form for assembly on site – the customer is responsible for specifying that frames are required in kit form.

All surface mounted furniture will be pre fitted but may be supplied separately if damage in handling or installation is deemed likely.

Unloading

We will deliver windows to a point on a safe hard road surface nearest to the delivery address.

The customer is responsible for supplying the necessary labour or mechanical handling to unload and store the products in a safe and correct manner.

Checking your delivery

Please check the delivery to ensure that products are in good condition and sign off the products as matching to your order and in good condition. This will not affect warranties. If there are any issues please contact us immediately.

Storing your windows and doors

Windows and doors should be stored in a clean and dry area where they will not be damaged. Please do not store windows / doors:

- In areas of high humidity i.e. recently plastered room
- In excessive sunlight or heat
- In complete darkness (in this case paint may discolour)
- Laid flat on painted surfaces

Packaging must be removed if windows are stored for more than 2 months prior to installation.

Damp Unventilated Environments

Do not fit or store your windows in recently plastered rooms or in enclosed rooms where moisture content is very high. A wet internal unventilated environment may well damage paint surface or cause movement in the timber. Installation of windows into these environments without prior consultation may invalidate the warranty.

Protecting windows and doors that have been fitted

It is essential that windows and doors are protected at all times from site damage. This includes wet trades, dust, dirt and pollutants. If windows or doors are exposed to these hazards, glass, paint finish, weather seals and hardware may be damaged. Windows and doors must be treated with care. Fitted windows and doors should be fully covered once fitted.

Fixing items to windows

If items are to be fixed to window frames such as shutters then care must be taken. Whilst very durable, Accoya and Tricoya have a low moisture content and are quite brittle, damage to the timber might occur if incorrect or inappropriate fixing is carried out. Some golden rules:

- Never fix to or through a hollow box frame
- Always pilot holes before screwing into the timber

Cleaning windows

If windows need to be cleaned following installation or a build project, please clean with a mild detergent and use a minimum amount of water. Wipe off any excess water post cleaning. Never use a hose or pressure washer on your windows or doors.

Fitting your windows and doors

The following is a brief guide to do's and don'ts when installing TSWW products. This information is for advice only and is not a definitive instruction, it based on long term experience and good practice. TSWW takes no responsibility for any issues caused by following this advice.

General installation advice

- Windows will come wherever possible with sashes/doors pre hung and ready to fit into an opening.
- Windows/doors are heavy and it is likely that two people (maybe more) will be needed to lift them into position.
- Windows should be fitted by someone experienced in the installation of traditional windows and doors.
- Windows and doors should be fitted into pre-existing openings and not built in.
- Opening should be approximately 10- 15mm larger than the window required, this enables a simple fit and allows for a good external weather seal either with a silicone seal or cement fillet externally.
- Use a DPM under the cill and up the sides of the window and door by 300mm.
- Do not use the window frame for access without protection, or as a rest for a scaffold pole.
- Do not use excessive amounts of foam as this may deflect the window frames.
- When fitting Accoya products only stainless steel screws and fixings must be used externally or in areas internally with high moisture, e.g. bathrooms.
- If the paint finish is damaged in any way thereby exposing the timber, proper repairs must be undertaken, exposed areas must be end sealed and touched up with primer undercoat and top coat.
- An on-site fitting instruction and advice service is available at extra cost.

Fitting sash windows

- Traditional windows should be fitted with counter opposing, folding timber wedges evenly spaced around the box frame.
- Spiral hung windows should be fitted using stainless steel straps – fitted to the frame and the internal brickwork.
- Once fixed in place and square, fill the void behind the box frame with expanding foam. Take care not to use too much foam, as this may cause deflection in the frame.
- Do not use any form of mechanical fixing or screw through the hollow box section.
- Seal carefully externally with a mastic point or with traditional cement pointing.

Large sash windows

- Windows over 25kg will come with sashes supplied separately and will need to be hung once the frames are correctly fitted.
- Sash Weights will be corded and left in the box, all staff and parting beads will be pre-cut and ready for fitting.
- Spring balances will be supplied with the window for fitting by a competent person on site.
- Sashes are hung by simply passing the sash cord through a hole and knotting it off – no specialist tools are required.

Fitting casement windows and doors

- Windows should be packed/ wedged evenly within the existing opening.
- It is important to ensure that frames are fitted absolutely square and level within the opening, and distortion may prevent doors or casements opening or closing properly.
- Either fix on stainless steel straps or screw through the frame and packing points directly into the brickwork using a Fischer fixing or similar in stainless steel.
- Fixings on the jambs should be close to the hinge points often underneath the hinges. For larger windows fix at the head and cill.
- Screw holes must be plugged, filled (with a quality two part filler) and touched up after fitting.

Large windows

- Windows / doors over 2.5m² will come with sashes/ doors supplied separately and will need to be hung once the frames are correctly fitted.
- Doors / casements will be marked as for their openings.
- Hinges will be pre-cut and should not need adjustment – if it seems adjustment is required, please check that the frame is fitted squarely.

Further Advice

TSWW has a very experienced fitting department, if you have any issues or questions, please call us on 01344 868668.