



What happens during windows/doors installation?

DM Window Solutions Ltd.

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Phone: 0203 174 0208

Fax: 0208 543 2299

E-mail: info@dmwindowsolutions.co.uk

Web: www.dmwindowsolutions.co.uk



DM Window Solutions Ltd has a great experience in supply and fitting premium quality timber windows and doors. We do our best to be flexible and work to your requirements at all times, within the limits of our Terms & Conditions of course. Should you have any specific concerns which are not covered by this Guide, please do not hesitate to contact us on 0203 174 0208 or e-mail to: sales@dmwindowsolutions.co.uk.

Before the team of our fitters arrives

Effective preparation is the key to a smooth installation. Therefore, we would like to ask you to prepare the following prior to our visit:

Remove all curtains, curtain fittings, panelling and shutters from around the windows and doors to be replaced.

- Move furniture, furnishings, electrical equipment and any household objects away from the working area.
- Clear access routes to and from the windows/doors for replacement.
- Arrange for the removal of cables and wiring routed through your existing windows/doors frames. If we need to remove any of them during the installation, we cannot take the responsibility for any damage that may occur.
- Arrange for the removal of any radiators, pipes or security grills.

In the instances that you are unable to carry out some of the tasks yourself, we may be able to do it for you. In that case, please call us on 0203 174 0208 or e-mail to sales@dmwindowsolutions.co.uk to discuss it further.

While we are at your property

The time allocated to your installation is an estimate only and it may change due to issues arising during the fit. We would like to ask you to be patient. We will do our best to resolve any problem as quickly and efficiently as possible. However, the job may be completed earlier or later than planned and we cannot take any responsibility for any loss arising from it.

- Our fitters working hours are 8 a.m. to 5 p.m. If you have to leave your property on the day and time of arranged installation, please do inform us well before to avoid being charged for our time.
- It is also possible to forward us the keys and instructions. We will make sure your property is secured after leaving the place and the keys return as soon as possible.



Registered Company 33641





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Cleaning

Windows/doors installation might be a messy and dusty job. If you have any special requirements or things we should be aware of (i.e. white carpet) please do inform us prior to the visit.

The team of our fitters will:

- Cover the area of immediate surrounding for the windows/doors and the access routes with dust sheets and use the dust extractors if necessary.
- Cover electrical equipment with plastic sheets as appropriate.
- Clean the area immediately surrounding the work place to a satisfactory standard using a vacuum cleaner and brushes every day.

Things to be aware of

Following our experience we would like to draw your attention to:

1. Blown Plaster/Damp Problems

Plaster which has "blown" due to historic or present damp problems will require repair and is outside the scope of "making good". Blown plaster may not always be apparent prior to installation. We will inform you as soon as possible if we come across it and if you wish, we will provide a quotation for the required works.

2. Structural Defects

Occasionally, structural defects in a property become apparent during the course of installation. These can include, but are not limited to, damp, dry rot, woodworm, hidden lintel problems and subsidence, uneven walls. Where such defects are identified we will advise on a remedy. However, we will not accept liability for any repair costs incurred.

3. Roof Tiling & Flashing

We do not undertake to remove or replace roof tiles or flashing as part of our normal installation service.

4. Decorative Features

We recognise that many older properties feature interior detailing which is both attractive and valued. If you have any concerns with respect to a specific feature of your property, please ensure that this is brought to our attention before installation commences in terms of finding a satisfactory fitting solution. Whilst we always take every reasonable care to minimise any disruption to your house, we cannot accept any liability.

5. Humidity

Humidity on the inside of the house will cause condensation which will settle on your window frames and cause damage. In case of new plastering or in households where there is a problem with humidity, we strongly recommend using a dehumidifier. Please, be aware that it is natural that the timber windows will expand





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and contract due to differing temperatures and humidity levels. We are not to be held responsible for any damage done to the windows through the lack of the humidity control in the property.

After installation

We recommend the following straightforward maintenance regime for all of our timber products:

- Cleaning of frames should be carried out using a mild, water-soluble cleaner suitable for painted timber finishes.
- All glazed surfaces should be cleaned using appropriate window cleaning products.
- Windows and doors should be thoroughly inspected once a year for any cracks or splits in the painted finish. These can be occasionally caused by natural movements of the underlying wood. Every such occurrence should be sanded clean, left to dry and then touched up with the appropriate paint or varnish.

Insurance and Guaranties

On completion of the installation for the replacement windows you are asked to inform us if you wish to have the FENSA Certificate and Warranty Certificate to be forwarded to you. If positive, we will arrange the Certificates for you.

It is advisable to add your new windows and doors to your home insurance policy.

