

After your windows are fitted

We recommend the following straightforward maintenance regime for all of our 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 proprietary window cleaning products.
- Windows and doors should be inspected at least annually for any cracks or splits in the painted finish; these are occasionally caused by natural movement of the underlying wood. Any such occurrences should be sanded clean, left to dry thoroughly and then touched up with the spare paint provided.

Insurance and Guarantees

On completion of the installation we will arrange for your FENSA certificate to be forwarded to you.

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



individual design, quality & value

Ayrton
WINDOWS & DOORS

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Installation and
Maintenance Guide

Ayrton
WINDOWS & DOORS

We have been manufacturing and fitting superior quality timber windows and doors for more than 20 years. We do our best to be flexible and work to your requirements at all times, within the scope of our terms and conditions. If you have any specific concerns which are not covered by this Guide, please contact us on 0208 877 8920.

Before we arrive

Effective preparation is the key to a smooth installation. As part of this we would ask that you address the following prior to our arrival:

- Remove all curtains, curtain fittings, paneling and shutters from around the windows to be replaced.
- Move furniture, furnishings, electricals and household objects away from the working area.
- Clear access routes to and from the windows to be replaced.
- Arrange for the removal of cables and wiring routed through your existing window frames.*
- Arrange for the removal of any radiators, pipes or security grills.

In some instances, we may be able to carry out one or more of the above tasks on your behalf.

Please contact us if you wish to discuss this further.

* If we need to remove cables during installation, we cannot take responsibility for any damage that may occur.

While we are with you

The time allocated to your installation is an estimate and may change due to issues arising during the fit. Please be patient, we will endeavour to resolve any problem quickly and efficiently. However, the job may be completed earlier or later than planned and we cannot take responsibility for any loss in this instance.

- Our fitters will normally arrive by 8.30 each day. If you need to leave home before this time, please advise us so we can arrange for an earlier start time.
- Alternatively, you can forward keys and instructions to us; we will ensure they are held securely and returned promptly.
- Fitters work until 4-6 pm each day. If you wish to discuss the day's progress, they will advise you in advance of their expected completion time.

Cleaning

Installing windows can be dirty and dusty work, and if you have any special issues we should be aware of (such as white carpets) please contact our customer services team on 0208 877 8920 immediately.

In general, our fitters will:

- Cover the area immediately surrounding the windows and the access routes to them with dust sheets.
- Cover electrical equipment with plastic sheets as appropriate.
- Clean up the area immediately surrounding the windows to a thorough standard, each day with vacuum cleaners and brushes.

Things to Note

Our experience with older properties has led us to highlight the following points:

Blown Plaster/Damp Problems

Plaster which has "blown" due to a historic or present damp problem will require repair and is outside the scope of "making good". Blown plaster may not always be apparent prior to fitting; we will inform you as soon as possible if we encounter it and will provide a quotation for the required repair work if you wish.

Structural Defects

Very 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. Where such defects are identified we will advise on a remedy, but will not accept liability for any repair costs incurred.

Roof Tiling & Flashings

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

Decorative Features

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