



# LONDONBOXSASH

## WINDOWS

1-4 LOWER GREEN WEST, MITCHAM, SURREY, CR4 3AF  
TELEPHONE: 020 8648 4230 FAX: 0208 646 5911  
EMAIL: INFO@LONDONBOXSASH.COM  
WWW.LONDONBOXSASH.COM

### FREQUENTLY ASKED QUESTIONS

1. **Do you manufacture your own windows?** – Yes all our windows are manufactured by our skilled team of master craftsmen, at our factory in Mitcham.
2. **Can you match all the windows original features?** – Yes, we match all the original features of the existing windows, including glazing bar configurations, sash horns, architraves, nosing and any bespoke features that the window may have.
3. **Do your windows comply with current building regulations?** – Yes, our windows exceed current building regulations with regards to U-Values and performance.

### TIMBER

1. **What type of timber do you use?** – 95% of our double glazed sash windows are made using Accoya® wood. We also offer a redwood as a cheaper option.
2. **What are the benefits of using Accoya® wood over other timbers on the market?** – Accoya® wood has many benefits over more traditional timbers. Not only is produced from sustainably sourced timbers, it's class 1 on the durability scale, matching or exceeding the performance of nature's most unsustainable hardwoods. Please see benefits below
  - **Dimensionally Stable** – Swelling and shrinkage is reduced by 75% or more
  - **Paint Finish** – Paints finishes last 3 or 4 times longer, greatly reducing maintenance costs
  - **Outstanding Durability** – Warranted to last at least 50 years against rot
  - **Insect Barrier** – Accoya® wood is indigestible to insects and microorganisms and therefore more resistant to decay. Accoya® wood is virtually rot proof
  - **Naturally Beautiful** – The process does not compromise the wood's natural beauty
  - **Non-Toxic & Recyclable** – Accoya® wood is non-toxic, protecting the environment from the harmful effects of poisons leaching out of typical wood treatment
  - **From Sustainable Sources** – Sustainably sourced, including FSC, PEFC and other regionally certified woods
  - **UV Resistant** – Accoya® wood has superior resistance to UV degradation when translucent coated and its natural appearance lasts longer
  - **Retained Strength & Hardness** – The process does not compromise the wood's strength. Hardness is increased
3. **How long is the timber guaranteed against rot for?** – If we use Accoya® wood for the manufacture of the windows, they're guaranteed for 50 years against rot.
4. **Is Accoya® wood a hardwood or a softwood?** – Accoya® wood, although made from sustainably sourced softwood, is more durable than teak and the world's other most durable hardwoods.

### GLASS & GLAZING

1. **What type of glass do you use?** – Our windows are glazed to "A" rated specifications, exceeding the latest building regulation requirements.

The windows are glazed with 24mm double glazed units, comprising of low "E" glass, argon filled 'Swisspacer' bar and Pilkington Optiwhite extra clear, low iron glass, provide an indicative "U" value of 1.4 W/m<sup>2</sup>K. Our sashes incorporate our unique drained & vented rebates to prevent premature failure of glazing unit seals by allowing any trapped moisture to escape through small concealed drainage holes, which has allowed us to double our guarantee against premature failure.

We can also incorporate a variety of other glass options to suit specific requirements.

- Toughened glass or laminated glass
  - Acoustic glass – Double-glazed units can incorporate acoustic insulating 6.8mm laminated glass (35db Rw). This product combines two sheets of clear glass bonded together with a totally transparent interlayer. The interlayer absorbs sound and reduces the level transmitted through the glass, helping to keep noise in or out.
  - Obscured or textured glass
2. **How thick is the glass?** Our double glazed units are 24mm thick, we also offer a slimline unit which is 12mm thick for listed buildings.
  3. **How long are your sealed double glazed units guaranteed for?** – Our sealed units are guaranteed for 10 years against premature breakdown, when glazed using our drained and vented system.
  4. **How are your windows glazed?** – Our windows are glazed using our unique drained & vented system, which prevents premature failure of the double glazed units.

### DRAUGHT PROOFING

1. **Do your windows come fully draught proofed?** - The '50 Year Sash Windows' come fully draught sealed. They have a perimeter brush pile polypropylene stripping, discreetly contained within concealed carriers installed to all staff and parting bead, maximising thermal efficiency.

### WINDOW FITTINGS & SECURITY

1. **What security features do your sash windows include?** – Our sash windows are all fitted with high quality pulleys, sash cords and weights. In addition to our lockable fitch fasteners, security is provided with a set of sash stop locks fitted to each opening window. The upper locks enable the windows to be securely opened to a ventilation position, typically 100mm.

### INSTALLATION

1. **Does your company take full responsibility for the installation?** – We have all our own installers and take full responsibility for your project from raw material through to the final touches of the installation.
2. **What do you need from us the customer prior to installation?** – We require furniture and blinds be removed from the underneath or around the windows, so our installers can move freely to remove existing box frames and fit the new.
3. **Who will be installing our windows?** – We have a team of polite, highly skilled craftsmen, who between them have over 30 years of experience installing windows and doors.
4. **What if a problem occurs after the job is complete?** – In the unlikely case that a problem occurs after the job is complete, we aim to have someone out to you within a week to remedy the situation.

### NOTES