



**Schedule
of works**



CORE

sash windows

casements • doors



020 3302 2060 

020 8519 2763 

www.coresashwindows.co.uk 



What is the process?

- Estimate:* Within 48 hours of the site visit, we'll send you back your estimate which details the work involved.
- Lead-in:* Once we've carried out production measurements and received a deposit, we'll order your items. We should be installing in around 8-10 weeks from this point.
- Work:* Each of our clean and conscientious teams are headed by a site manager who will be your immediate point of contact and will ensure that all your needs are taken into account.
- Aftercare:* Our surveyors are on hand to answer any questions you might have, and we'll send you some documents to keep you informed.
- Referrals:* We operate a referral scheme whereby we can offer up to £400 of John Lewis vouchers, depending on the size of the newly placed order.



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Engineered Timber

Engineered Timber is formed of the flawless cuts from the solid timber glued and compressed together, and consists entirely of the best parts of the solid timber.

How will this benefit me?

- There are no imperfections or weak spots in Engineered Timber. Properly maintained, an Engineered Timber product will last a lifetime.
- As Engineered Timber is made from smaller pieces, there is no need to source one, whole, flawless piece of wood.
- The layers are glued and compressed together in alternating grains. Wood naturally expands and contracts; whole wood will twist all in the same direction and this can cause warping, whereas the layering effect ensures that Engineered Timber is always pulling against itself, thereby preventing this warping.
- There is also 25% less waste with Engineered Timber windows when compared with solid timber, meaning that Engineered Timber is both more sustainable, and more environmentally friendly.

Solid timber is burdened by natural imperfections. This means one of two things:

- The wood you receive WILL have imperfections in it. At best, these will simply be visible imperfections such as knots, whilst at worst these could be cracks or weak points in the wood. If it is the latter, over time these cracks or weak points will give in to the stress that windows are placed under (extreme temperature differences, expansion and contraction, withstanding the elements). This will noticeably reduce the service life of your windows.
- The manufacturer will need to source large pieces of timber that are literally flawless throughout. This is difficult, and as you can imagine, as you increase the size requirement of a single piece of timber (some windows can be up to 2.5 metres in height!) then the abundance of appropriate flawless timber greatly decreases. This increases the cost to the consumer.

Take a look at this small piece of engineered timber. You can clearly see the alternating grains which help the timber last longer and prevent warping.





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Glass types & specifications

Our ClimaGuard Double Glazed Units are manufactured by Guardian; a world leader in high performance glass.

Thanks to a Low-Emissivity coating, these ClimaGuard Double Glazed Units are designed for optimal energy efficiency, and help to retain thermal energy by reflecting heat back to its source.

By reflecting expensive radiator heat back inside during the Winter months and reflecting heat from the sun back outside during the Summer, our Low Emissivity Double Glazed Units ensure that you stay comfortable whatever the season, as well as helping to significantly reduce both your carbon emissions and your energy bills!

Along with all the great benefits of ClimaGuard, our Double Glazed Units are additionally available in toughened, laminated, satin and acoustic (sound reducing) options:

*All Technical Specifications are calculated in accordance with EN410. Illustrated specifications are standard, but alterations are available upon request.



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Sash Only Replacement



total thickness = 20 mm

Glazing from external to internal:

Pane 1		Pane 2
4 mm	Float Glass ExtraClear	4 mm
		ClimaGuard Premium2 Float Glass ExtraClear
Spacer 1 - 12 mm		
10%	Air	
90%	Argon	

Results

Visible light (EN 410 - 2011)

transmittance [%]	$\tau_v = 81,9$
reflectance external [%]	$\rho_v = 12,4$
reflectance internal [%]	$\rho_{v'} = 12,6$
general colour rendering index [%]	$R_a = 98,1$

Thermal properties (EN 673 - 2011)

U-value [W/(m ² K)]	$U_g = 1,3$
slope $\alpha = 90^\circ$	

Solar energy (EN 410 - 2011)

solar factor [%]	$g = 63,9$
shading coefficient [g/0.87]	$sc = 0,73$
direct transmittance [%]	$\tau_e = 58,0$
direct reflectance external [%]	$\rho_e = 28,1$
direct reflectance internal [%]	$\rho_{e'} = 28,0$
direct absorption [%]	$a = 13,9$
UV transmittance [%]	$\tau_{uv} = 37,0$
secondary internal heat transfer factor [%]	$q_i = 5,9$

Other data

estimated sound reduction index [dB]	$R_w = \text{NPD}$
(EN 717-1)	$C = \text{NPD}$
	$C_{tr} = \text{NPD}$

Materials



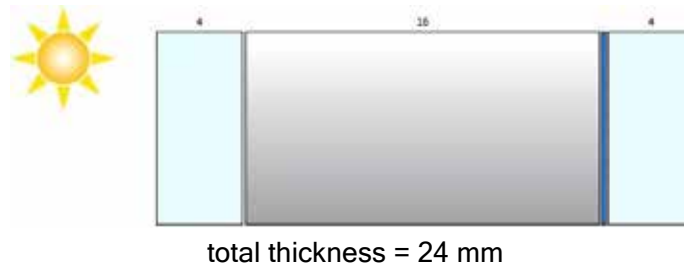
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Full Box, Casement and Door Replacement



Glazing from external to internal:

<p>Pane 1</p> <p>4 mm Float Glass ExtraClear</p> <p>Spacer 1 - 16 mm</p> <p>10% Air 90% Argon</p>	<p>Pane 2</p> <p>4 mm ClimaGuard Premium2 Float Glass ExtraClear</p>
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Results

Visible light (EN 410 - 2011)

transmittance [%]	$\tau_v = 81,9$
reflectance external [%]	$\rho_v = 12,4$
reflectance internal [%]	$\rho_v = 12,6$
general colour rendering index [%]	$R_a = 98,1$

Thermal properties (EN 673 - 2011)

U-value [W/(m ² K)]	$U_g = 1,1$
slope $\alpha = 90^\circ$	

Solar energy (EN 410 - 2011)

solar factor [%]	$g = 64,0$
shading coefficient [g/0.87]	$sc = 0,74$
direct transmittance [%]	$\tau_e = 58,0$
direct reflectance external [%]	$\rho_e = 28,1$
direct reflectance internal [%]	$\rho_e = 28,0$
direct absorption [%]	$a = 13,9$
UV transmittance [%]	$\tau_{uv} = 37,0$
secondary internal heat transfer factor [%]	$q_i = 6,0$

Other data

estimated sound reduction index [dB]	$R_w = \text{NPD}$
(EN 717-1)	$C = \text{NPD}$
	$C_{tr} = \text{NPD}$

Materials



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Safety Glass

Building Regulations require Toughened Glass to be provided, by law, in areas where human impact is seen as a reasonable hazard. This includes windows where the glass panes are at a height of 800mm of the floor or lower, glazed areas of a door within 1500mm of the floor, or in a product within 300mm of a door. Many customers, however, also choose to upgrade to Toughened Glass even where there is no legal requirement, purely for the peace-of-mind and security that the increased strength brings.

Toughened:

The same high quality float glass used in our standard Double Glazed Units undergoes an additional tempering process, resulting in a glass that is significantly tougher than its un-tempered counterpart.

The increased compressive stresses imparted by the tempering process means that if a Toughened Glass pane is broken, the glass breaks into small, harmless cubes instead of larger, jagged shards.



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Sash Only Replacement



total thickness = 20 mm

Glazing from external to internal:

<p>Pane 1</p> <p>4 mm Float Glass ExtraClear (tempered)</p>	<p>Pane 2</p> <p>4 mm ClimaGuard Premium2 (tempered) Float Glass ExtraClear</p>
<p>Spacer 1 - 12 mm</p> <p>10% Air 90% Argon</p>	

Results

Visible light (EN 410 - 2011)

transmittance [%]	$\tau_v = 81,9$
reflectance external [%]	$\rho_v = 12,4$
reflectance internal [%]	$\rho_v = 12,6$
general colour rendering index [%]	$R_a = 98,1$

Thermal properties (EN 673 - 2011)

U-value [W/(m²K)]	$U_g = 1,3$
slope $\alpha = 90^\circ$	

Solar energy (EN 410 - 2011)

solar factor [%]	$g = 63,9$
shading coefficient [g/0.87]	$sc = 0,73$
direct transmittance [%]	$\tau_e = 58,0$
direct reflectance external [%]	$\rho_e = 28,1$
direct reflectance internal [%]	$\rho_e = 28,0$
direct absorption [%]	$a = 13,9$
UV transmittance [%]	$\tau_{uv} = 37,0$
secondary internal heat transfer factor [%]	$q_i = 5,9$

Other data

estimated sound reduction index [dB]	$R_w = \text{NPD}$
(EN 717-1)	$C = \text{NPD}$
	$C_{tr} = \text{NPD}$

Materials



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Full Box, Casement and Door Replacement



total thickness = 24 mm

Glazing from external to internal:

<p>Pane 1</p> <p>4 mm Float Glass ExtraClear (tempered)</p>	<p>Pane 2</p> <p>4 mm ClimaGuard Premium2 (tempered) Float Glass ExtraClear</p>
<p>Spacer 1 - 16 mm</p> <p>10% Air 90% Argon</p>	

Results

Visible light (EN 410 - 2011)

transmittance [%]	$\tau_v = 81,9$
reflectance external [%]	$\rho_v = 12,4$
reflectance internal [%]	$\rho_v = 12,6$
general colour rendering index [%]	$R_a = 98,1$

Thermal properties (EN 673 - 2011)

U-value [W/(m²K)]	$U_g = 1,1$
slope $\alpha = 90^\circ$	

Solar energy (EN 410 - 2011)

solar factor [%]	$g = 64,0$
shading coefficient [g/0.87]	$sc = 0,74$
direct transmittance [%]	$\tau_e = 58,0$
direct reflectance external [%]	$\rho_e = 28,1$
direct reflectance internal [%]	$\rho_e = 28,0$
direct absorption [%]	$a = 13,9$
UV transmittance [%]	$\tau_{uv} = 37,0$
secondary internal heat transfer factor [%]	$q_i = 6,0$

Other data

estimated sound reduction index [dB]	$R_w = \text{NPD}$
(EN 717-1)	$C = \text{NPD}$
	$C_{tr} = \text{NPD}$

Materials



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Laminated Glass

Two 3mm panes of float glass are sandwiched together using a thin sheet of PVB (polyvinyl butyral), resulting in a 'composite pane' roughly 6.5mm thick. One of these 'composite panes' is then used to replace one or both of the two 4mm panes in a standard Double Glazed Unit.

This PVB layer ensures that the glass panes stay 'glued' together, even if exposed to extreme force, which not only makes Laminated Glass a great alternative to Toughened Glass, but also means that it is incredibly difficult for a burglar to 'break through' a Laminated Double Glazed Unit. The increased pane thickness also provides an extra level of sound insulation, in addition to the already increased sound reduction that comes naturally from Double Glazing, making it perfect for helping to block out the constant drone of London traffic.



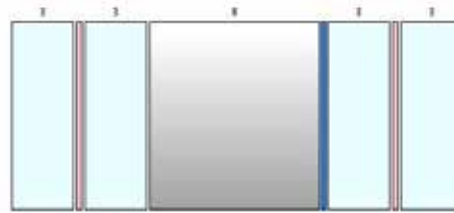
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Sash Only Replacement



total thickness = 20,76 mm

Glazing from external to internal:

Pane 1

3 mm	Float Glass ExtraClear
0,38 mm	PVB Clear
3 mm	Float Glass ExtraClear

Pane 2

	ClimaGuard Premium2
3 mm	Float Glass ExtraClear
0,38 mm	PVB Clear
3 mm	Float Glass ExtraClear

Spacer 1 - 8 mm

10%	Air
90%	Argon

Results

Visible light (EN 410 - 2011)

transmittance [%]	$\tau_v = 80,4$
reflectance external [%]	$\rho_v = 12,0$
reflectance internal [%]	$\rho_v = 12,2$
general colour rendering index [%]	$R_a = 97,5$

Solar energy (EN 410 - 2011)

solar factor [%]	$g = 59,9$
shading coefficient [g/0.87]	$sc = 0,69$
direct transmittance [%]	$\tau_e = 53,0$
direct reflectance external [%]	$\rho_e = 23,2$
direct reflectance internal [%]	$\rho_e = 23,4$
direct absorption [%]	$a = 23,8$
UV transmittance [%]	$\tau_{uv} = 0,6$
secondary internal heat transfer factor [%]	$q_i = 6,9$

Thermal properties (EN 673 - 2011)

U-value [W/(m ² K)]	$U_g = 1,7$
slope $\alpha = 90^\circ$	

Other data

estimated sound reduction index [dB]	$R_w = \text{NPD}$
(EN 717-1)	$C = \text{NPD}$
	$C_{tr} = \text{NPD}$



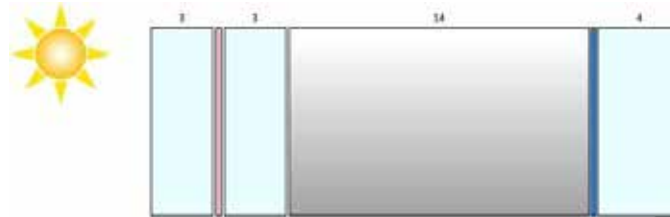
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Full Box, Casement and Door Replacement



total thickness = 24,38 mm

Glazing from external to internal:

Pane 1		Pane 2	
3 mm	Float Glass ExtraClear	4 mm	ClimaGuard Premium2
0,38 mm	PVB Clear		Float Glass ExtraClear
3 mm	Float Glass ExtraClear		
Spacer 1 - 14 mm			
10%	Air		
90%	Argon		

Results

Visible light (EN 410 - 2011)		Solar energy (EN 410 - 2011)	
transmittance [%]	$\tau_v = 81,1$	solar factor [%]	$g = 60,2$
reflectance external [%]	$\rho_v = 12,0$	shading coefficient [g/0.87]	$sc = 0,69$
reflectance internal [%]	$\rho_v = 12,4$	direct transmittance [%]	$\tau_e = 54,6$
general colour rendering index [%]	$R_a = 97,8$	direct reflectance external [%]	$\rho_e = 23,3$
		direct reflectance internal [%]	$\rho_e = 27,8$
		direct absorption [%]	$a = 22,1$
Thermal properties (EN 673 - 2011)		UV transmittance [%]	$\tau_{UV} = 2,6$
U-value [W/(m ² K)]	$U_g = 1,1$	secondary internal heat transfer factor [%]	$q_i = 5,6$
slope $\alpha = 90^\circ$		Other data	
		estimated sound reduction index [dB]	$R_w = \text{NPD}$
		(EN 717-1)	$C = \text{NPD}$
			$C_{tr} = \text{NPD}$

Materials



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Acoustic Glass

Two panes of high quality float glass (the same used in our standard Double Glazed Units) are sandwiched together with thick sheet of PVB (polyvinyl butyral) to form an 8.5 mm 'composite pane'. This composite pane then replaces one of the 4mm panes in our Standard Double Glazed Units.

An Acoustic Double Glazed Unit provides increased sound reduction, compared to a Standard Double Glazed Unit, due to an additional 4mm pane of glass and increased sound reduction, compared to a Laminated Double Glazed Unit, due to an additional 0.12mm of PVB (polyvinyl butyral) membrane.

Furthermore, different thicknesses of glass are more effective at reducing certain frequencies of sound. This is due to sound having different wavelengths, and thus, different distances that the wave must travel in order to complete a full 'wave'. So, by including different panes of different thicknesses (1x 8.5mm composite pane & 1x 4mm pane) within the DGU, you are increasing the range of frequencies at which the unit can effectively reduce sound.



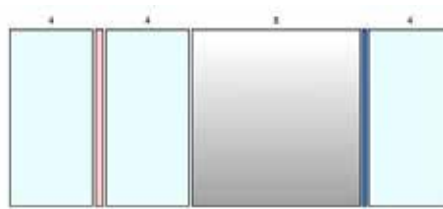
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Sash Only Replacement



total thickness = 20,5 mm

Glazing from external to internal:

Pane 1

4 mm	Float Glass ExtraClear
0,5 mm	PVB SR
4 mm	Float Glass ExtraClear

Pane 2

4 mm	ClimaGuard Premium2
	Float Glass ExtraClear

Spacer 1 - 8 mm

10%	Air
90%	Argon

Results

Visible light (EN 410 - 2011)

transmittance [%]	$\tau_v = 80,8$
reflectance external [%]	$\rho_v = 12,2$
reflectance internal [%]	$\rho_v = 12,5$
general colour rendering index [%]	$R_a = 97,4$

Solar energy (EN 410 - 2011)

solar factor [%]	$g = 59,2$
shading coefficient [g/0.87]	$sc = 0,68$
direct transmittance [%]	$\tau_e = 53,7$
direct reflectance external [%]	$\rho_e = 22,1$
direct reflectance internal [%]	$\rho_e = 27,8$
direct absorption [%]	$a = 24,2$
UV transmittance [%]	$\tau_{uv} = 2,6$
secondary internal heat transfer factor [%]	$q_i = 5,6$

Thermal properties (EN 673 - 2011)

U-value [W/(m ² K)]	$U_g = 1,7$
slope $\alpha = 90^\circ$	

Other data

estimated sound reduction index [dB]	$R_w = \text{NPD}$
(EN 717-1)	$C = \text{NPD}$
	$C_{tr} = \text{NPD}$

Materials



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Full Box, Casement and Door Replacement



total thickness = 24,5 mm

Glazing from external to internal:

Pane 1		Pane 2	
4 mm	Float Glass ExtraClear	4 mm	ClimaGuard Premium2
0,5 mm	PVB SR		Float Glass ExtraClear
4 mm	Float Glass ExtraClear		
Spacer 1 - 12 mm			
10%	Air		
90%	Argon		

Results

Visible light (EN 410 - 2011)		Solar energy (EN 410 - 2011)	
transmittance [%]	$\tau_v = 80,8$	solar factor [%]	$g = 59,2$
reflectance external [%]	$\rho_v = 12,2$	shading coefficient [g/0.87]	$sc = 0,68$
reflectance internal [%]	$\rho_v = 12,5$	direct transmittance [%]	$\tau_e = 53,7$
general colour rendering index [%]	$R_a = 97,4$	direct reflectance external [%]	$\rho_e = 22,1$
		direct reflectance internal [%]	$\rho_e = 27,8$
		direct absorption [%]	$a = 24,2$
Thermal properties (EN 673 - 2011)		UV transmittance [%]	$\tau_{uv} = 2,6$
U-value [W/(m²K)]	$U_g = 1,3$	secondary internal heat transfer factor [%]	$q_i = 5,5$
slope $\alpha = 90^\circ$		Other data	
		estimated sound reduction index [dB]	$R_w = \text{NPD}$
		(EN 717-1)	$C = \text{NPD}$
			$C_{tr} = \text{NPD}$

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Satin Glass

A Satin Double Glazed Unit can be made from any Standard, Toughened, Laminated or Acoustic Unit mentioned above, and serves to obscure the view of whomever tries looking through the Unit whilst having no negative impact on the level of natural light that is allowed to enter.

The Satin effect is produced by sandblasting one side of one of the glass panes in the unit, which is then fitted internally facing to ensure a smooth exterior finish. This type of glass is perfect for any room where privacy is a priority, such as a bathroom or WC, and can be added to individual sashes within a window for increased flexibility.



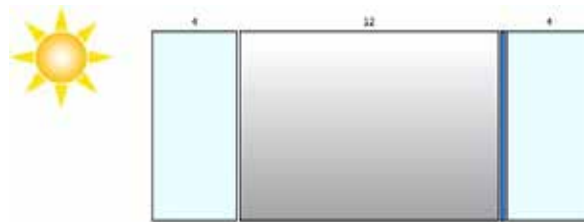
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Sash Only Replacement



total thickness = 20 mm

Glazing from external to internal:

<p>Pane 1</p> <p>4 mm Float Glass ExtraClear</p>	<p>Pane 2</p> <p>4 mm ClimaGuard Premium2 Float Glass ExtraClear</p>
<p>Spacer 1 - 12 mm</p> <p>10% Air 90% Argon</p>	

Results

Visible light (EN 410 - 2011)

transmittance [%]	$\tau_v = 81,9$
reflectance external [%]	$\rho_v = 12,4$
reflectance internal [%]	$\rho_v = 12,6$
general colour rendering index [%]	$R_a = 98,1$

Solar energy (EN 410 - 2011)

solar factor [%]	$g = 63,9$
shading coefficient [g/0.87]	$sc = 0,73$
direct transmittance [%]	$\tau_e = 58,0$
direct reflectance external [%]	$\rho_e = 28,1$
direct reflectance internal [%]	$\rho_e = 28,0$
direct absorption [%]	$a = 13,9$
UV transmittance [%]	$\tau_{uv} = 37,0$
secondary internal heat transfer factor [%]	$q_i = 5,9$

Thermal properties (EN 673 - 2011)

U-value [W/(m ² K)]	$U_g = 1,3$
slope $\alpha = 90^\circ$	

Other data

estimated sound reduction index [dB]	$R_w = \text{NPD}$
(EN 717-1)	$C = \text{NPD}$
	$C_{tr} = \text{NPD}$

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Painting

Teknos of Finland is one of the leading European providers of water-based timber coatings, which is why we use Teknos microporous paints as standard for all replacement joinery and as part of any repair or restoration service.

Teknos coatings use a resin system, which results in a flexible, durable and breathable finish, allowing the timber to move naturally through the seasons whilst minimising the cracking and peeling associated with traditional solvent-based coatings. Furthermore, these coatings provide a bacterial, mould, and UV resistant finish to ensure a healthy lifespan and long-lasting finish.

All of our new joinery receives two spray-finished undercoats of primer to enhance adhesion for subsequent coats, and two spray-finished topcoats to provide a strong, yet flexible, microporous surface, which is crucial to the longevity of your windows and doors. As an added bonus, Teknos microporous paints are available in over 200 RAL colours, so you'll be spoilt for choice!

Materials





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Pros & Cons

Sash Only & Full Boxes

Sash Only (Refurbish existing boxes and replace the sliding sashes)

Pros

- Slightly cheaper than the full box.
- Reduced potential for disruption to shutters and paneling.

Cons

- FENSA doesn't issue certificates for this service.
- 10 year guarantee on new parts only. Refurbishment works come with a 2 year guarantee.
- The exterior paintwork will require more maintenance and will need to be repainted more regularly.
- Sashes can be a bit stiff to open depending on how level the box frame is and the available space in the channels. This can cause scraping of the paintwork in the channels.
- Occasionally there can be unseen obstructions inside the box, potentially limiting the opening. Clearing these obstructions takes time, so this is not included in our standard service.
- If the box is not level, the upper and lower sides of the sashes will not be parallel and the weights may become entangled if the window isn't opened carefully. (Please note that the sash window meeting rails will always be straight and level).

Full Boxes (Replacement of box frame and sashes)

Pros

- FENSA issues certifications for this service.
- Usually quicker to fit.
- 10 year Insurance backed guarantee.
- There should be no issues with weights becoming entangled as the box will be fitted level by ourselves.
- Windows will open easier and won't cause scraping of the paintwork in the channels.
- Factory spray finished paintwork will last longer, require less maintenance and the woodwork will need to be repainted less frequently.woodwork.

Cons

- Can be more expensive
- Can be more disruptive than the sash only option.
- Can affect the positioning of existing shutters and panelling.



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Schedule of works - Box & sashes

- Remove & dispose of existing box frames & sashes.
- Supply & fit new box frame with double glazed top & bottom sashes – New box & sashes will be manufactured from engineered, finger jointed laminated timber and be preservative & fungicide treated.
- Box frames & sashes will be spray primed with 2 coats of Teknos micro-porous base primer and spray finished with 2 coats of Teknos micro-porous aqua top coat - Standard RAL colour 9016 'Traffic White'. Wide range of alternative colours are available on request.
- Standard double glazed units will comprise of 4mm float glass, a 16mm cavity filled with 90% Argon gas/10% air, white warm edged thermal super spacers and 4mm Guardian ClimaGuard low emissivity glass. Other glazing options are available on request.
- New lead weights or spiral balance springs (where applicable) to be supplied & fitted.
- Sashes to be hung on white waxed cotton sash cords.
- Aquatex A10 weatherseal (white) will be fitted to sides of top & bottom sashes, top of top sash and bottom of bottom sash.
- Aquatex D slot weatherseal (white) will be fitted to meeting rails.
- New architrave will be supplied & fitted
- New bull-nose sills or window boards will be supplied & fitted.
- All surrounding interior plasterwork will be made good where necessary. Paintwork on surrounding interior walls will be touched up where plasterwork has been made good. *Wall paint must be supplied by client.
- New windows will be pointed on the exterior using the traditional sand & cement method. *Silicone sealant will only be used if requested by client.
- New box frames and sashes will be decorated with 1 extra coat of Teknos micro-porous top coat in-situ.
- New polished chrome or polished brass hardware will be supplied & fitted comprising of: 1 x locking sash fastener, 2 x sash lifts, 2 x D handles & 2 x security sash restrictors
- All work areas will be fully protected and vacuumed each evening.
- All glass and work areas will be cleaned on completion.
- All rubbish will be removed from site on completion.



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Schedule of works - Sash Replacement

- Remove & dispose of all staff & parting beads.
- Remove & dispose of existing single glazed sashes.
- Burn off heavy paint from all woodwork – box frames, hardwood sills, architrave, bull nose sills and window boards.
- Sand down all of the above woodwork.
- Carry out any necessary box and timber repairs, splice in new timber where necessary & fill all cracks with epoxy resin.
- Once resin is dry, re-sand all woodwork.
- Supply & fit 4 x new wheeled pulleys.
- Prime all woodwork with Teknos micro-porous base primer.
- Supply & fit new double glazed top & bottom sash – sashes will be manufactured from engineered, finger jointed laminated timber and be preservative & fungicide treated.
- Sashes will be spray primed with 2 coats of Teknos micro-porous base primer and spray finished with 2 coats of Teknos micro-porous aqua top coat - Standard RAL colour 9016 'Traffic White'. Wide range of alternative colours are available on request.
- Standard double glazed units will comprise of 4mm float glass, a 12mm cavity filled with 90% Argon gas/10% air, white warm edged thermal super spacers and 4mm Guardian ClimaGuard low emissivity glass. Other glazing options are available on request.
- New lead weights or spiral balance springs (where applicable) will be supplied & fitted.
- Sashes will be hung on white waxed cotton sash cords.
- New staff & parting beads will be supplied & fitted with draught seals.
- Aquatex A10 weatherseal (white) will be fitted to staff beads.
- Aquatex D slot weatherseal (white) will be fitted to parting beads & meeting rails.
- All woodwork – box frames, hardwood sills, architrave, bull nose sills and window boards will be decorated with 2 coats of Teknos micro-porous top coat.
- New sashes will be decorated with 1 extra coat of Teknos micro-porous top coat in-situ.
- New polished chrome or polished brass hardware will be supplied & fitted comprising of: 1 x locking sash fastener, 2 x sash lifts, 2 x D handles & 2 x security sash restrictors
- All work areas will be fully protected and vacuumed each evening.
- All glass and work areas will be cleaned on completion.
- All rubbish will be removed from site on completion.

* In the sash replacement / full restoration service the original frame & the sill that have been exposed to the elements over a long period of time can have excessive moisture which can cause paint to crack or blister. While we will try our best to dry the timber as much as we can during refurbishment, this moisture may resurface.

**Draught proofed single glazed windows may be prone to increased levels of condensation during colder months, especially in warmer rooms such as bedrooms and kitchens or rooms with high moisture levels such as bathrooms.



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Sash window furniture

Our furniture is designed with a focus on security and usability, while still maintaining the traditional, timeless style of Victorian & Georgian sash windows.

Please note that hardware is only fitted to opening windows



Handles

The handles are fixed to the bottom of the top sash to provide a convenient means of operation



Lifts

Fixed to the front of the bottom sash, thick and durable sash lifts are the recommended way of opening your sash windows.



Fitch fastener

Our full box sash windows all come with fitch fasteners. This fastener is key lockable.



Hook fastener

If you have chosen sash replacement, you'll receive a hook fastener as standard. Again, this fastener is key lockable



Restrictor locks

For added security, these locks are secured into the top sash at a height of 100mm from the top of the meeting rail in order to restrict the opening of the window. These can also be installed directly above the meeting rail to keep the window completely locked.



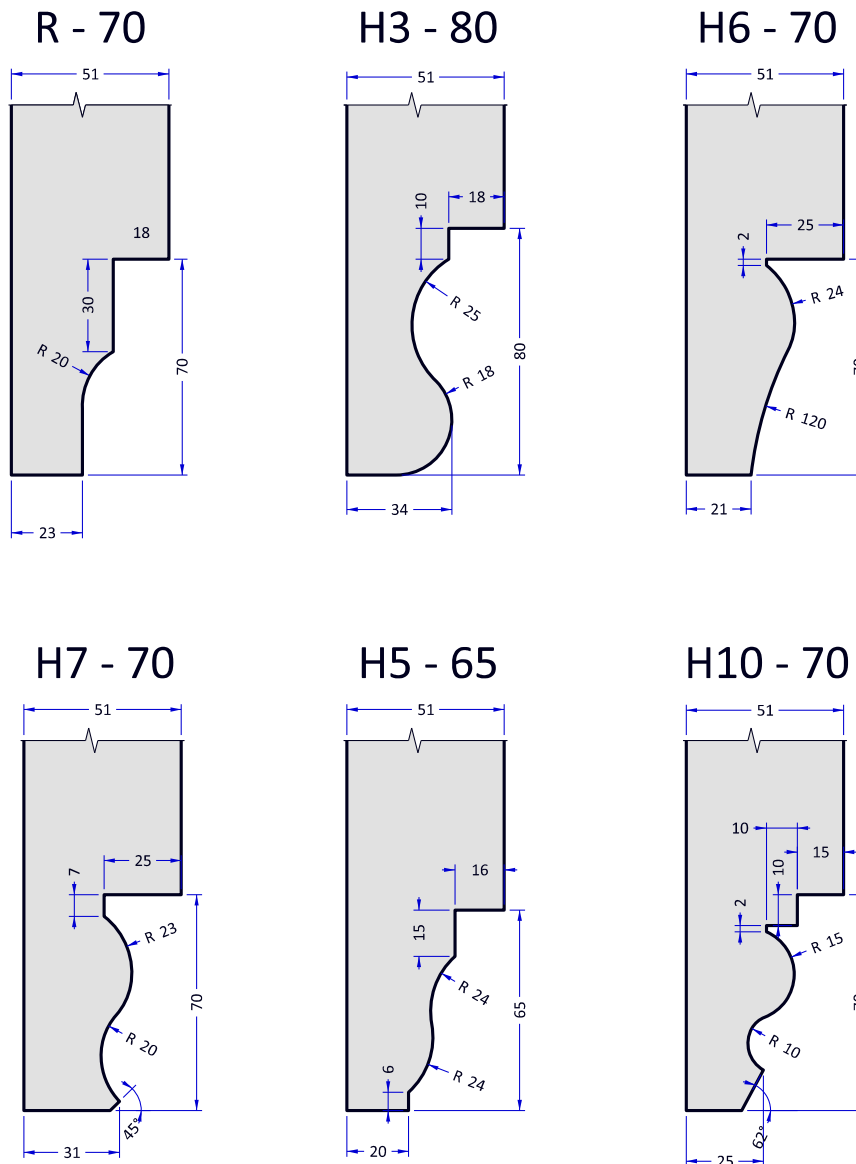
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Horn Types & Specifications



Services



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Schedule of works - Casements & doors

- Remove & dispose of existing window/door frames & sashes.
- Supply & fit new frames with double glazed window/door sashes – New frames & sashes will be manufactured from engineered, finger jointed laminated timber and be preservative & fungicide treated.
- New windows/doors will be supplied with polished chrome, satin chrome or polished brass locking handles & multipoint locking systems
- Window/door frames & sashes will be spray primed with 2 coats of Teknos micro-porous base primer and spray finished with 2 coats of Teknos micro-porous aqua top coat - Standard RAL colour 9016 'Traffic White'. Over 200 alternative colours are available on request.
- Standard double glazed units will comprise of 4mm float glass, a 16mm cavity filled with 90% Argon gas/10% air, white warm edged thermal super spacers and 4mm Guardian ClimaGuard low emissivity glass. Other glazing options are available on request.
- Aquatex A10 weatherseal (white) will be fitted to all opening sections
- New architrave will be supplied & fitted (where applicable)
- New bull-nose sills or window boards will be supplied & fitted (where applicable).
- All surrounding interior plasterwork will be made good where necessary. Paintwork on surrounding interior walls will be touched up where plasterwork has been made good. *Wall paint must be supplied by client, except for standard white emulsion which can be supplied by us.
- New windows will be pointed on the exterior using the traditional sand & cement method. *Silicone sealant will only be used if requested by client.
- New window/door frames and sashes will be decorated with 1 extra coat of Teknos micro-porous top coat in-situ.
- All work areas will be fully protected and vacuumed each evening.
- All glass and work areas will be cleaned on completion.
- All rubbish will be removed from site on completion.



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Handles & locks

Our handles and locks are an integral part of the multi-point locking system, which is a much more secure way of locking a door or casement window. The system uses multiple 'points' of locking, as well as a central deadbolt; meaning that any force applied to the door is spread across the multiple points, reducing impact.



Door locks

A high quality key lock for your multi-point system provides peace of mind and security. The key operates the main deadbolt, which is then bolstered by the other bolts which are operated by the handle. Key operated multipoint locking systems are also available without handles.



Casement handles

Our casement handles also operate a multi-point locking system. Better security and modern manufacturing precision mean that you'll be warmer and safer than in the past. All casement handles are available in locking and non-locking versions.



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ProSecure Door Handles

Enhanced security door handles that provide protection against the latest methods of forced entry and comply to the new enhanced security performance standard TS007: 2012.

Acting as a visual deterrent the Secured by Design logo etched onto the ProSecure handle backplate offers passive security protection.

Chamfered backplate shoulders provide anti-grip protection for mole grip resistance.

An integrated cylinder guard is visibly raised within the backplate and encases the cylinder to provide anti-snap protection. In addition, the cylinder face is also shielded with a slotted, rotating disc providing an effective barrier against cylinder drilling and unplugging. For ease of fabrication the disc is captive within the backplate.

A deep-drawn steel subframe provides reinforcement inside the zinc alloy backplate, providing strength and stability without the need to lengthen the backplate.

Ergonomic universal lever/lever or lever/pad options are available to suit both left or right handed doors. Finger grips offer comfort during use.

Handlesets are available in two backplate sizes, 220mm and 240mm, to suit most locking systems. A spring module is fitted as standard for use with sprung and unsprung door locks.

ProSecure door handles are supplied complete with two sizes of fixing screws and two spindles to suit all common door thicknesses.

The ProSecure door handle range has been successfully tested to TS007:2012 and has achieved BSI's two star Kitemark™ accreditation.

The handle range has also been independently tested at the UKAS accredited Mila Test Centre, Exova Warrington and British Standards Institute to the operational reliability requirements of PAS 023, the enhanced security requirements of PAS 024, has achieved the salt spray test requirements of BS 6375: parts 1 and 2, achieving 480 hours weather resistance, and meets the Official Police Preferred Specification requirements of Secured by Design.

Additionally the range has been tested to BSEN1906: grade 4, successfully achieving 200,000 cycles under load.

ProSecure door handles are suitable for PVCu, Composite, GRP and timber doors and are available in a choice of 6 finishes that suite with other Mila window and door products for a coordinated look.



Services

10 years	2 years	10 years	5 years		
Mechanical Guarantee	Labour Guarantee	Surface Finish (powder coated) Guarantee	Surface Finish (plated) Guarantee		

The ProSecure handle range protects against 4 common types of attack:

- 1 Handle Snapping**
Steel reinforcement technology within the backplate provides jemmy resistance. Chamfered backplate shoulders provide anti-grip protection.
- 2 Cylinder Snapping**
An integrated cylinder guard, visible within the raised backplate design, encases the cylinder to protect it from attack.
- 3 Cylinder De-plugging**
An integral anti-plug disc, captive within the backplate, locates directly over the cylinder face to shield it from attack.
- 4 Cylinder Drilling**
An anti-drill disc spins if attacked with a drill, preventing the drill bit from penetrating the cylinder.



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The latest enhanced home security in the palm of your hand

The ProSecure handle range combines visible security features with concealed reinforcement technology, providing dual protection against cylinder snapping and handle snapping.

Services





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KM535608

successfully test to
TS007,
achieving a 2 star
Kitemark™

Security protection burglars can see, combined with concealed patented technology they can't

Anti-grip chamfered backplate shoulders provide mole-grip resistance



Secured by Design



Police Preferred Specification

Visual deterrent

Police Preferred Specification, the Secured by Design logo is etched onto backplate

Steel reinforcement technology concealed within the standard backplate size provides stability and strong jimmy resistance whilst maintaining aesthetics - no need for an extra-long backplate

Tested to 200,000 cycles for operational reliability - more than 4 times that of a standard handle.

Anti-drill rotating disc shields the cylinder face from attack, preventing a drill bit from penetrating the cylinder

Anti-snap integrated cylinder guard, visible within the raised backplate design, encases the cylinder and is proven to protect it from attack - removing the need for an anti-snap cylinder

Services



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Technical Specification

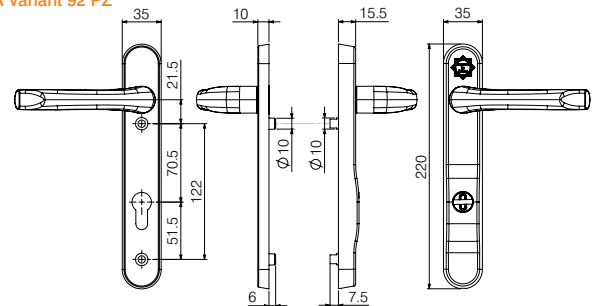
- Type** High security door handles
- Material** Zinc alloy and steel
- Pz** 92, 92/62
- A Variant** 220mm backplate
- E Variant** 240mm backplate
- Lever Options** lever/lever,
lever/pad,
- Cycles** 200,000
- Salt Spray** 240 hrs (plated finishes)
480 hrs (powder coated finishes)
- Accreditations** TS007 BSI Kitemark™ (KM535608) 2 star rating,
PAS 024 (enhanced security),
PAS 023 (operational reliability),
BS EN1906: Grade 4
BS EN1670: Grade 5,
Secured by Design (Official Police Preferred Specification)

Tested at the following
UKAS Accredited

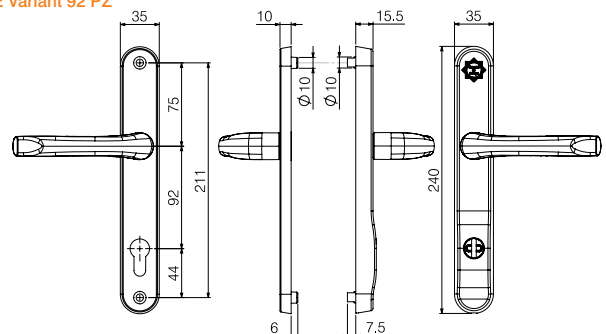
Test Houses Exova Warrington
Mila Test Centre
British Standards Institute (BSI)

Finishes Polished chrome, polished gold, smokey chrome, brushed satin chrome, white, black

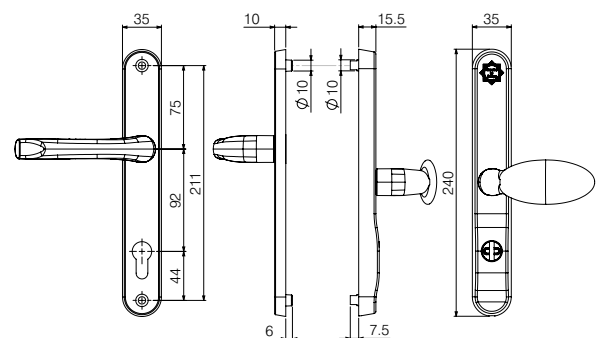
A Variant 92 PZ



E Variant 92 PZ



E Variant 92/62 PZ



6 Finishes



polished chrome



polished gold



smokey chrome



brushed satin chrome



black



white

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Our multi-point locks are always secure.

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Automatic multipoint lock AS 3500.

The AS 3500 automatic multi-point locking system is a contactless solution without release latches in the auxiliary lock case. When the door is open, the hook bolts are sunk into the face plate.

When the door is closed, the hook bolt is activated by a trigger which is independent of the airgap and lock upwards.

Benefits for fabricators:

- Magnetic trigger can be clipped onto the frame part
- Hook bolt secured with back pressure
- Can be used DIN right or DIN left by switching the main lock latch
- Retrofittable A-opener motor
- Retrofittable T3 door arrester (internal operation only)
- Retrofittable daytime release

Benefits for users:

- Insurance protection on door closure
- Quiet locking sound thanks to magnetic technology
- Secondary sash made of high-quality stainless steel
- Main lock with maintenance-free seal latch
- Maximum flexibility – from opening door with a lever handle and key to activation via an access control system or button on an intercom system
- Protection from unwanted guests through optional door arrester
- Leave the house without a key through the daytime release



MAGNETIC TRIGGER IS SIMPLY CLIPPED ON.
VDS TESTING INSTITUTION CLASS C CERTIFICATE.

Services



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Service	Double glazing				Renovation	Draught proofing
	Full box	Sashes only	Doors	Casements		
Full painting inside & out with TEKNOS microporous paint	✓	✓	✓	✓	✓	Touch up only
Draught proofing	✓	✓	✓	✓	✓	✓
New staff & parting beads	Included with box	✓	N / A	N / A	✓	✓
All box and sill repairs	N / A	✓	N / A	N / A	✓	✗
Renovation of box and frame sill	N / A	✓	N / A	N / A	✓	✗
Renovation of sashes	N / A	N / A	N / A	N / A	✓	✗
New sash cords	✓	✓	N / A	N / A	✓	✓
Build or plane to fit badly fitting sashes	N / A	N / A	N / A	N / A	✓	✓
New pulleys	Included with box	✓	N / A	N / A	✓	✗
Replace loose and missing putty	N / A	N / A	N / A	N / A	✓	✓
Renew putty where required	N / A	N / A	N / A	N / A	✓	✗
New lead weights	✓	✓	N / A	N / A	Add-on	✗
Make good interior plaster work	✓	N / A	✓	✓	N / A	N / A
New architrave and bull nose sill	✓	✗	Where applicable	Where applicable	✗	✗
Exterior pointing / sand & cement pointing	✓	✓	✓	✓	✗	✗
Window fastener - polished chrome / brass finish	✓	✓	N / A	N / A	✓	✗
Window lifts - polished chrome / brass finish	✓	✓	N / A	N / A	✓	✗
'D' handles - polished chrome / brass finish	✓	✓	N / A	N / A	✓	✗
Restrictors / bolts - polished chrome / brass finish	✓	✓	N / A	N / A	✓	✗
Multi point locking system	N / A	N / A	✓	✓	N / A	N / A
Handles	N / A	N / A	✓	✓	N / A	N / A
Rubbish removal	✓	✓	✓	✓	✓	✓
Dust barriers	✓	✓	✓	✓	✓	✓
Rooms vacuumed	✓	✓	✓	✓	✓	✓
Glass cleaned upon completion	✓	✓	✓	✓	✓	✓
Written guarantee	10 years	10 years (new joinery)	10 years	10 years	2 years	2 years
Insurance backed guarantee	✓	✓	✓	✓	✗	✗
FENSA certificate	✓	✗	✓	✓	✗	✗
VAT rate	20%	20%	20%	20%	20%	5%

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Core Sash Windows - Terms & Conditions

(Current on 01/04/17)

1. Definitions

- 1.1 In these Terms & Conditions, the following words shall have the meaning assigned below:
 - (a) "Core Sash Windows" - Core Building and Carpentry Services Ltd (Registered No 6134570) trading as Core Sash Windows, 8 Painsthorpe Road, London, N16 ORB.
 - (b) "We/Our/Us" - Core Sash Windows
 - (c) "The Client" - Any person engaging Core Sash Windows to carry out work to any property they own or purport to have appropriate authority / agency over.
 - (d) "You/Your" - The client

2. Application of these Terms & Conditions

- 2.1 These Terms and Conditions contain the full and complete understanding between You and Us. You may request any changes to these Terms & Conditions and We will agree to consider making them. Any variation to these Terms and Conditions must be agreed in writing and We will send You a copy.
- 2.2 By You pressing the "Accept Button" located on an online quotation provided to You by Us on our database, You enter into a legally binding contract with Us and these Terms and Conditions will be applicable. Unless agreed in writing, no other Terms and Conditions, oral or written, will have effect.

3. Quotations and Orders

- 3.1 Any quotation given by Us is valid for 14 days from the date it is given to You.
- 3.2 It is Your responsibility to ensure the accuracy of the description of the Goods and Services as detailed in the Quotation and to inform Us, in writing, of any amendments required.
- 3.3. We reserve the right to make minor and/or technical changes to the Goods or Services where such minor and/or technical changes are unavoidable deviations from the original specification.

4. Cancellation of the Contract

- 4.1 Where You are an individual, The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 apply to the Contract. In these circumstances you have the right to cancel the Contract within fourteen days of entering into the Contract.
- 4.2 You can cancel the Contract by completing and returning to us the Cancellation Form at Schedule A or by emailing us at info@coresashwindows.co.uk or by telephone on 02033022060.
- 4.3 If you require Us to begin undertaking performance of the Contract before the fourteen days has expired and the Contract is fully completed, you will not be entitled to cancel the Contract pursuant to the Regulations.



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4. Cancellation of the Contract (continued)

- 4.4 If you require Us to begin undertaking performance of the Contract before the fourteen days has expired and you wish to exercise your right to cancel the Contract, you will be required to pay Our reasonable costs and losses in accordance with the Regulations and for any Goods already ordered and paid for.
- 4.5 Where the Contract requires the supply of Goods that are made to Your specification including, but not limited to, new made to measure Goods, these Regulations will not apply.
- 4.6 We will be entitled to retain part or all of Your Deposit to cover any such losses and costs.
- 4.7 If You do not exercise (where applicable) any right to cancel the Contract, You have no right to cancel the Contract unless We agree to cancel the Contract at Your request. In such circumstances, You agree to pay any reasonable losses and costs We suffer because of Your cancellation including (without limitation) any manufacturing costs and any loss of profit. We will be entitled to retain part or all of Your Deposit to cover any such losses and costs.

5. Price and Payment

- 5.1 The Price is calculated on the understanding that the property is structurally sound and that there are no factors that would make Our performance of this Contract more difficult than might reasonably have been anticipated at the time You enter into the Contract. If You are in any doubt about the condition of the property, You are advised to obtain Your own independent survey prior to accepting the quotation.
- 5.2 If any technical problems with the property are discovered at the time of installation of the Goods which were not, or could not have reasonably been found during Our non-destructive survey of the property (which related to the installation of relevant Goods and Services), We reserve the right to increase the Price to cover any additional work required and agree to give You notice in writing of any such increase. Such notice will include an explanation as to the reason for the increase in the Price.
- 5.3 If We give You notice pursuant to clause 5.2 of these Terms and Conditions, You have the right to cancel the Contract within 14 days of receiving such notice but You agree to pay Us for any Services already performed and for any Goods that have already been purchased by Us in anticipation of the works, installed and/or or manufactured in readiness for installation pursuant to the Contract and You will be obliged to take delivery of those Goods at the property. We will be entitled to retain the Deposit by way of payment (or part-payment as the case may be) of any amount due from You to Us.
- 5.4 The Price payable is as shown on Your quotation and invoice and the dates on which payments are due are as prescribed in clauses 5.6.1, 5.6.2, 5.6.3 and 5.6.4 below. The Price does not include the cost of any scaffolding necessary for Us to provide the Services. You agree to pay the costs of any scaffolding in addition to the Price as set out in clause 7.6 below.
- 5.5 Unless stated otherwise on Your quotation and or invoice, the Price takes into account any discount, rebate or offers. You will not be entitled to any reduction in Price if We make any promotional offers on Goods and Services after the date of Your invoice.



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5. Price and Payment (continued)

5.6 Unless expressly stated otherwise on the Quotation, You agree to make payment as follows:

Supply and Comprehensive Fitting of New Windows and Doors:

- 5.6.1 An insurance backed deposit of 25% of the invoice total on the day a booking is confirmed and before any joinery is ordered.
- 5.6.2 A second stage payment of 40% of the invoice total payable once the joinery has been produced, and prior to Our organising a Start Date.
- 5.6.3 A third stage payment of 30% of the invoice total when new window and/or door frames are secured to the property and any sashes, casements or doors are positioned within the frames (even if the windows and or doors are not yet fully operational).
- 5.6.4 A Final Balance of 5% of the invoice total on substantial completion which You agree will be when all new/existing windows/doors are installed/re-installed and operational. We agree to return within a reasonable period of time to address any snagging issues that arise within one week of the works having been completed (unless We are still on-site in which case any snagging will be undertaken immediately) and upon You notifying Us in writing, preferably by email. You agree that any snagging works post/during installation do not constitute grounds to withhold full and final payment(s).

All other Products and / or Works, including Draught proofing and Full Restoration Services, Supply-Only, Shutters, Masonry Painting, etc:

- 5.6.5 A deposit of 50% of the invoice total on the day a booking is confirmed and before any joinery is ordered.
- 5.6.6 A final balance of 50% of the invoice total upon delivery (in the case of Supply Only), or upon substantial completion (in the case of all other Works). You agree that 'substantial completion'; will be when all products are installed and operational. We agree to return within a reasonable period of time to address any snagging issues that arise within one week of the works having been completed (unless We are still on-site in which case any snagging will be undertaken immediately) and upon You notifying Us in writing, preferably by email. You agree that any snagging works post/during installation do not constitute grounds to withhold full and final payment(s).
- 5.6.6B We may, at Our sole discretion, agree to delay finishing touches (such as painting, architrave, etc) at Your request. You agree that any delays to full completion, as a result of Your request(s), do not warrant You with-holding the Final 5% payment (as per 5.6.4). In such a situation, We require Final 5% payment before we leave site as per Your instruction. Failure to make this payment will result in Us completing the Works in line with Our standard schedule, and thereby enforcing Our right to the Final 5% payment as per Section 5.6.



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5. Price and Payment (continued)

- 5.7 In the event that We supply incorrectly sized or otherwise incorrect item(s) from those required, we will, insofar as it is possible, proceed with the works and arrange for correctly sized items or otherwise correct items to be supplied. You agree that Your obligations in relation to the payment terms detailed in clause 5.6 will remain in operation at all times which includes, for the avoidance of doubt, any time when this clause 5.7 may be engaged.
- 5.8 Payment must be made by bank transfer or credit/debit card. We do not accept payment by way of cash. For security reasons, credit card payments must be telephoned to Our accounts department.
- 5.9 There will be no additional fee for most credit/debit card payments, with the exception of, but not limited to, American Express, Mastercard World and Visa Corporate. The use of the aforementioned cards will incur the following additional charges:
American Express - 2%
Mastercard World - 2.5%
Visa Corporate - 2%
- 5.10 If You fail to pay any sum owed to Us under the Contract by the date it falls due then, with out limiting any other right or remedy available to Us, We may:-
- 5.10.1 Cancel the Contract. This shall not obviate Your obligation to make payment under the Contract;
- 5.10.2 Suspend any further deliveries of Goods or the provision of Services to You. Such suspension shall not obviate Your obligation to make payment under the Contract;
- 5.10.3 Attribute any payment made by You for any goods or services supplied under the Contract and any other contract between You and Us either towards a payment due under this Contract or otherwise towards any other debt owed by You to Us as We see fit; and/or
- 5.10.4 Apply interest on such outstanding sum from the due date for payment at the annual rate of 3% above the base lending rate of HSBC Bank plc, accruing on a daily basis until payment in full is made, whether before or after any judgment.



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6. Parking & Congestion Charging

- 6.1. Visitors parking vouchers (where there is no free parking available on-site) for two vans must be provided by You for the duration of the works. Where these vouchers are not provided, You will be charged for any pay and display charges or parking fines incurred by Us while work is on-going.
- 6.2. Congestion charges (where applicable) are payable by You.
- 6.3. VAT, at the prevailing rate, will be charged on any parking tickets, trades parking permits and/or parking vouchers not provided by You and which have been purchased by Us.

7. Delivery of Goods and Preparation for Installation

- 7.1. We do not accept liability for any loss or damage suffered as a result of a delay in the delivery of the Goods in circumstances where there has been no breach of a legal duty of care owed by You to Us or where such loss or damage was not reasonably foreseeable.
- 7.2. You agree to allow Us access to Your property to deliver the Goods and provide the Services as soon as practicable after You have been advised that the Goods are ready. If You have not given Us access to Your property for this purpose within 30 days of being informed that the Goods are ready for delivery then (without affecting any other rights We may have), You must immediately pay the whole of the outstanding balance of the Price. We will be entitled to recover from You any reasonable losses, costs and expenses We incur as a result of Your failure to take delivery of the Goods including (without limitation) any costs of storage of the Goods.
- 7.3. You will be responsible, at Your own expense, for the removal, replacement and/or alteration (if required) of any fixtures and fittings or other items that We require to be moved in order to install the Goods and supply the Services including, but not limited to, curtains, shutters, grills, blinds, pelmets, and soft furnishings, the lifting and refitting of carpets, the repositioning of telephone or burglar alarm fittings and any other electrical connections, aerials, gas or after installations. If, for whatever reason, You do not comply with Your obligations under this clause, We reserve the right to postpone or suspend the supply of the Services until You have done so.



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7. Delivery of Goods and Preparation for Installation (continued)

- 7.4. If the supply of Goods or Services is interrupted or delayed by You, We reserve the right to increase the Price to reflect any additional time Our fitters are engaged in providing the Services. Any such increase in the Price will be calculated at the rate of £450 per fitter per day inclusive of VAT.
- 7.5. By entering into the Contract, You authorise Our fitters to move items, as detailed in, but not limited to, clause 7.3 at Your risk. If Our fitters move any such items this may result in an increase in the Price to cover Our additional time spent in doing so. We will notify You of any such increase before Our fitters move any such items unless it is impractical to do so without delaying the supply of the Services, in which case any such increase will not exceed 2% of the Price. If Our fitters move any of Your items under clause 7.3 they will use reasonable care and skill while doing so. We accept no liability for damage and/or breakages for any items moved, reinstated and/or reinstalled by Our fitters under clause 7.3.
- 7.6 If scaffolding is required for the installation of the Goods, We will inform You prior to Your acceptance of Your Quotation. You will be required to meet the cost of the scaffolding unless We otherwise expressly agree in writing. We will arrange for the provision of scaffolding as Your agent at Your request (this service is charged at 20% of the scaffolding contractual cost) and the contract for provision of any such scaffolding will be between You and the scaffolding supplier. Accordingly, You will be directly responsible for paying any such supplier.

8. Specification of Goods and Services

- 8.1. When Our basic “Draught Seal” is ordered, We will not decorate (or redecorate) any existing window/door frames, sashes, architraves, liners or window board on which We work. We will touch up any bare timber with white paint or any paint supplied by You.
- 8.2. We agree to make good to a standard, which will accept redecoration, any damage We cause in the course of Our work to sound plaster, coving, render or brickwork which immediately surrounds any window or door on which We work. If We have agreed to redecorate any new interior plasterwork undertaken by Us, the paints must be supplied by You.
- 8.3. You are responsible for ensuring that Your property is structurally sound, in good condition and free from material defects. We cannot be held responsible for any damage caused or extra work required (at Your cost) if this is not so.
- 8.4. We will take reasonable care to keep intact any panes or frames from old windows and doors and any secondary glazing or tiling that You tell Us You wish to retain. You agree that such items are fragile and prone to breakage on removal and that We will not be liable for any damage or total loss of such items during, or following, their removal. Any tiling or tiles that You ask Us to replace, or tiling or tiles that need to be replaced due to breakage during an installation must be supplied by You. Coloured grout, tile adhesive and tile spacers must also be supplied by You.



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8. Specification of Goods and Services (continued)

- 8.5. Any specifications, statistics, advice or other information given to You by Us regarding any glass We supply is either quoted from or based on information provided to Us by the manufacturer and relates solely to the glass itself. Such specifications, statistics, advice and information do not relate to or take account of the acoustic properties or performance of Your building so it is possible that the installation of the glass may not meet Your expectations in relation to noise reduction or sound proofing. We do not accept liability in this regard.
- 8.6. Unless otherwise specified by You, any sash horns provided to You by Us will be in the H3 style as specified in Our Schedule of Works, which is provided to You upon receiving Our quotation.

9. Risk, Title and Insurance

- 9.1. Risk of damage to or loss of the Goods shall pass to You at the time of delivery of the Goods to Your property. It is Your responsibility to insure the Goods from the time they are delivered to Your property.
- 9.2. Ownership of the Goods will pass to You once We have received payment in full. Until then, the Goods remain Our property. This does not prevent Us from recovering payment from You of any amounts due under the Contract.
- 9.3. Any Guarantee and/or Warranty will only be validated and activated once full payment of the contract(s) has been received by Us from You.

10. Limitation of Liability

- 10.1. The following provisions set out the limits on Our liability (including any liability for the acts or omissions of Our employees, agents and/or sub-contractors) to You in respect of any breach of these Terms and Conditions, any use made by You of any of the Goods or of any product incorporating any of the Goods, any representation, statement or act or omission of the Company including negligence arising under, or in connection with, the Contract.
- 10.2. Nothing in these conditions excludes or limits Our liability, for death or personal injury caused by Our negligence or under Part 1 of the Consumer Protection Act 1987 or for any matter which it would be illegal for Us to exclude or attempt to exclude liability or for fraud or fraudulent misrepresentation or for any liability incurred by You as a result of any breach by Us of the condition as to title or the warranty as to quiet possession implied by either section 12 of the Sale of Goods Act 1979 or by section 2 of the Supply of Goods and Services Act 1982.



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10. Limitation of Liability (continued)

- 10.3. Subject to clause 10.2:
- 10.3.1. Our liability for any breach of the Contract or negligent act or omission or any other claim You may have against Us relating to the Contract shall be limited to reimbursing the Price (or that part of the Price that has been received by Us) together with any reasonable losses, costs and expenses incurred by You as a direct result of Our breach of the Contract or negligence or other act or omission; and
- 10.3.2. We will not be liable to You for any pure economic loss, loss of profit, loss of business or depletion of good will whether direct or indirect, or for any loss or damage which was not reasonably foreseeable or contemplated by Us at the date of the Contract.
- 10.4. If the performance of Our obligations under the Contract is prevented or delayed by any act or omission of yours or Your agents, subcontractors, consultants or employees, We shall not be liable for any costs, charges or losses sustained or incurred by You arising directly or indirectly from such prevention or delay.
- 10.5. If You fail to fulfill any of Your Obligations, as outlined in Clause 11 below, We will not be responsible for any remedial work, or any resulting costs, that may arise. This includes, but is not limited to, reversal of the Works as enforced by a Local Authority or any fines / punishments that may be imposed due to breach of local Regulations or a lack of Planning Permission.

11. Your Obligations

- 11.1. In order for Us to perform Our obligations under the Contract You will, at Your expense:
- 11.1.1. Comply with Our reasonable requests relating to the supply of the Goods and the Services, including but not limited to any requests relating to compliance with health and safety rules and regulations;
- 11.1.2. Provide Our employees, with access as reasonably required to washing and toilet facilities at Your property;
- 11.1.3. Prepare and maintain Your property for the delivery of the Goods and the supply of the Services (including identifying, monitoring, removing and disposing of any hazardous materials from Your property in accordance with all applicable laws, before and during the supply of the Services) and inform Us of any such actions that You have carried out, inform Us of all health and safety rules and regulations and any other reasonable security requirements that apply at Your property; and



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11. Your Obligations (continued)

- 11.1.4. Obtain and maintain all necessary licenses and/or consents, including but not limited to planning permissions, listed building consent, building regulations consent, and comply with all relevant legislation in relation to the supply of the Goods and Services. We take no responsibility nor accept liability for any loss, financial or otherwise, caused by Your failure and/or omission to obtain the necessary licenses and/or consents.
- 11.2. If, at Your request, We manufacture and/or supply the goods and services prior to You obtaining any of the licenses or consents referred to in clause 11.1.4, You will have to pay the Price even if any such licenses or consents are subsequently not granted.
- 11.3. To comply with Our payment terms.

12. Assignment

- 12.1. We may assign the Contract or any part of it to any person, firm or company provided Your rights under the Contract will not change as a result of such assignment.
- 12.2. You shall not be entitled to assign the Contract or any part of it without prior written consent from Us.

13. Force Majeure

- 13.1. We will not be in breach of Our obligations under the Contract if We are prevented from and/or delayed in the carrying on of Our business or the performance of Our obligations under the Contract by any circumstances beyond Our reasonable control including, without limitation, acts of God, governmental actions, war or national emergency, acts of terrorism, protests, riot, civil commotion, fire, explosion, flood, epidemic, lock-outs, strikes or other labour disputes (whether or not relating to either party's workforce), or restraints or delays affecting carriers or inability or delay in obtaining supplies of adequate or suitable materials, provided that, if the event in question continues for a continuous period in excess of 60 days, You will be entitled to give notice in writing to Us to cancel the Contract.

14. Variation

- 14.1. No variation of these Terms and Conditions shall be valid unless it is in writing and signed by both You and Us.



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15. Waiver

- 15.1. Failure to exercise, or any delay in exercising, any right or remedy provided under this agreement or by law shall not constitute a waiver of that (or any other) right or remedy, nor shall it preclude or restrict any further exercise of that (or any other) right or remedy
- 15.2. No single or partial exercise of any right or remedy provided under this agreement or by law shall preclude or restrict the further exercise of any such right or remedy.
- 15.3. A waiver (which may be given subject to conditions) of any right or remedy provided under this agreement or by shall only be effective if it is in writing and shall apply only for the specific circumstance for which it is given. It shall not prevent the Party who has given the waiver from subsequently relying on the right or remedy in other circumstances.
- 15.4. Unless specifically provided otherwise, rights arising under this agreement are cumulative and do not exclude rights provided by law.

16. Severance

- 16.1. If any clause contained in these Terms and Conditions (or part of any clause) is found by any court in England or Wales or other authority of competent jurisdiction to be invalid, illegal or unenforceable:
 - 16.1.1. That provision or part-provision shall, to the extent required, be deemed not to form part of these Terms and Conditions;
 - 16.1.2. The validity and enforceability of the other clauses of these Terms and Conditions shall not be affected; and
 - 16.1.3. The parties shall negotiate, in good faith, to amend such provision such that, as amended, it is legal, valid and enforceable, and, to the greatest extent possible, achieves the parties' original commercial intention.

17. Law and Jurisdiction

- 17.1. These Terms and Conditions and any dispute or claim arising in connection with them shall be governed by the laws of England and Wales and shall be subject to the exclusive jurisdiction of the Courts of England and Wales.
- 17.2. You agree to indemnify Us for any costs incurred and associated with the recovery of any unpaid sums from You and/or the enforcement of the Contract including, but not limited to, the cost of debt recovery agents and legal costs. You agree to indemnify Us for all costs regardless of the value of any claim and any track which it may be allocated to including the small claims track.

18. Complaints

- 18.1. Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Ombudsman Services Ltd for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact Which? Trusted traders in the first instance on 0117 981 2929.



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Schedule A Cancellation Form

To: Core Sash Windows, Unit 3, 10-12 Marshgate Business Centre, London, E15 2NH.

I/We [*] hereby give notice that I/We [*] cancel my/our Contract for the supply of the following service:

Date service requested:

Name of Consumer:

Address of Consumer:

Signature of Consumer:

Date:

[*] Delete as appropriate



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Guarantee

Core Sash Windows warrants that the Services shall be supplied using reasonable skill and care and that upon delivery and for a period of up to 10 years from the date of installation the Goods shall be of satisfactory quality within the meaning of the Sale of Goods Act 1979, reasonably fit for the purpose for which they are supplied and free from defects in material and workmanship.

We shall provide guarantees in accordance with the following schedule:-

- Product Guarantee Details Time from Delivery / Installation.
- Draught-seal and repair Workmanship, materials and repair or refurbishment work, 2 years.
- Furniture / mechanical devices The longer of Manufacturers guarantees or Core Sash Windows guarantee of 10 years.
- Double glazed units sealing failure including misting and excluding breakage or cracking, 8 years.
- New joinery workmanship / timber frames - Engineered Redwood, 10 years.

NB. Timber is a natural material that expands and contracts according to ambient weather conditions. We cannot guarantee any new door or frame against minor twisting and distortion (+/-10mm) as a result of timber movement. All other warranties remain valid.

These guarantees are given by us subject to the following conditions:-

- We shall be under no liability in respect of any defect in the window(s) and/or door(s) supplied arising from fair wear and tear, failure to follow any instructions supplied to you in relation to the window(s) and/or door(s), defective brickwork or render, misuse, alteration or repair of the window(s) and/or door(s) without the Company's express prior approval.
- We provide a guarantee against the failure of any factory spray painted finish (white or pastel shades only) on new products fitted by ourselves, for a period of five years from the date of installation and subject to the following:- You will clean window(s) and/or door(s) regularly to prolong their life and regularly check paintwork for small cracks etc. You must also notify us immediately should you notice any cracking.
- You will not allow abrasive tools, strong detergents, ammonia, bleach or other harsh cleaning chemicals to come into contact with the glass or any finished surfaces of the window(s) and/or door(s).
- We adhere to the visual standards of the Glass and Glazing Federation (GGF) and the guidance outlined in the 'Quality of vision - double glazing' publication and cannot guarantee against any imperfection or variation inherent in the glass making or glass toughening process. The 'quality of vision' publication is available on request.
- Any claim by you for a defect in breach of any of these guarantees must be notified to us as soon as reasonably practical after the fault or damage is discovered. In order to avoid any confusion or delay, notification should be made to us in writing, preferably by email.

You must maintain the window(s) and/or door(s) as set out in these guarantee conditions and in our aftercare document (available on request), particularly in relation to paint finishes. Failure to maintain the window(s) and/or door(s) in accordance with the relevant guarantee terms or maintenance schedule will invalidate any guarantee given by us in relation to such window(s) and/or door(s).

INSURANCE BACKED GUARANTEES & DEPOSIT PROTECTION

Core Sash Windows issues an insurance backed guarantee (IBG) and deposit protection plan for new double glazed sashes and new windows & doors that meet Document L legislation under FENSA guidelines. The IBG is provided through GGFI. The IBG mirrors terms of Core Sash Windows' Warranty in the event that the company ceases to trade for a period up to 10 years from completion of the work.



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FENSA Certification

FENSA is the industry standard for installers who self-certify compliance with building regulations. Our ability to self-certify your installation means that that you don't need to certify with the local authority or arrange an assessment with building control, saving you time and money.

FENSA is also a trusted brand who carry out inspections on all the companies that are registered with them, ensuring that you'll be getting a high-quality installation.

NB: This certification is only required where a frame is replaced. Services that do not require this are draught proofing, restoration and sash only replacements.

10945935	IMPORTANT INFORMATION OVERLEAF
FENSA	
The 0 window(s) / 2 door(s) installed at	
123 High Street N1 2AB	
On 15/08/2012	
are certified by the Installer	
Reg No: 32463 Core Building & Carpentry Ltd t/a Core Sash Windows	
to be compliant with sections 4 & 7 of the Building Regulations 2000	
The Fenestration Self Assessment Scheme	

If the address, window/door count or installation date is incorrect please contact your installer directly



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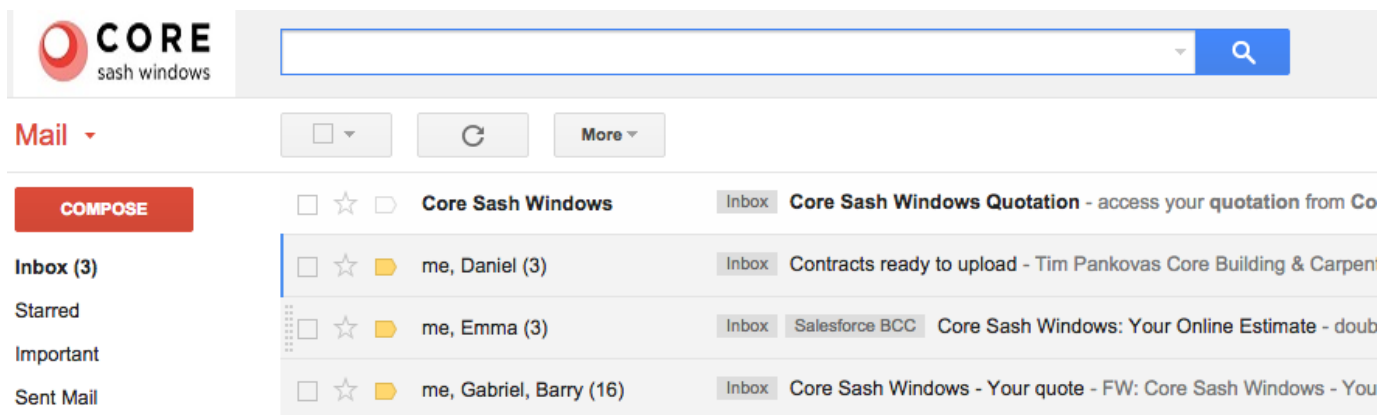
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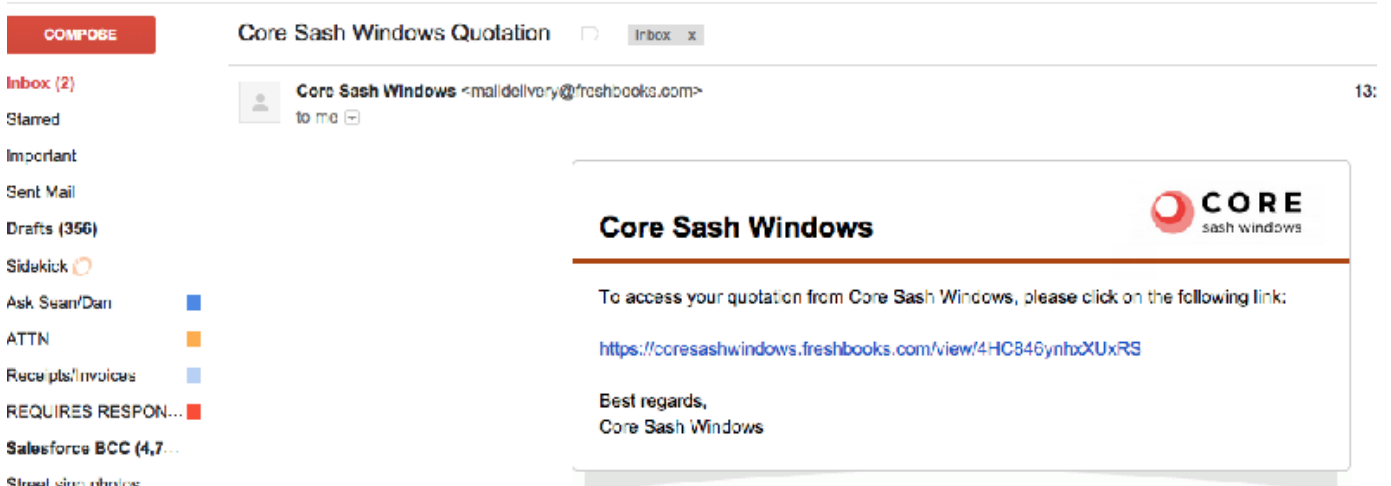


How to access your estimate

1. Firstly, you should receive an email with a link to the quote.



2. Once you've opened the email, you'll find a link. This will take you to your estimate.



Help



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3. When you click on the link, you'll be taken to this page. Click the 'Estimates' tab to view all active quotes. If you have requested multiple options, they will be listed here. To open your quotation(s), click the blue estimate number(s) in the left column.

The screenshot shows the CORE sash windows website interface. At the top, there is a navigation bar with the CORE logo and the text 'sash windows'. To the right of the logo, there are links for 'Profile' and 'Log out'. Below the navigation bar, there are three tabs: 'Home', 'Estimates', and 'Documents'. The 'Estimates' tab is selected. Below the tabs, there is a sub-tab labeled 'All Estimates'. The main content area is titled 'Estimates'. At the top of this area, there is a 'Print' button and a search bar. Below this is a table with the following columns: 'Estimate', 'Description', 'Date', 'Total', and 'Status'. The table contains one row with the following data: '000047049', 'Living Room Front: Supply & fit new box...', '13/03/2015', '4,218.62 GBP', and 'open'. The estimate number '000047049' is highlighted in blue. Annotations with arrows point to the 'Estimates' tab, the 'All Estimates' sub-tab, and the blue estimate number.

Estimate	Description	Date	Total	Status
000047049	Living Room Front: Supply & fit new box...	13/03/2015	4,218.62 GBP	open





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Home Estimates Documents

All Estimates

Estimate: 000047049

Accept

Request Changes

PDF

Print

OPEN

Core Sash Windows
11 Hague Street
London
E2 6HN
United Kingdom
VAT Number GB 974359182

Tim Pankovas

Quotation #	000047049
Quotation Date	March 13, 2015
Quotation Total	£4,218.62 GBP

Item	Description	Unit Cost	Quantity	Line Total
23DGBSWTGB	Living Room Front: Supply & fit new box frame with Engineered Oak Sill & Engineered Timber double glazed sash(es) Toughened glass in bottom sash(es) Full draught sealing of opening window(s) with Aquatex Weatherseal System New lead weights New architrave Making good of surrounding plasterwork Exterior pointing New polished chrome hardware & security fittings Full decoration with Teknos micro-porous paints - RAL colour 9016 **Style: 2 over 2**	1,757.76	2	3,515.52
		Subtotal		3,515.52
		Standard VAT 20%		703.10
		Quotation Total		£4,218.62 GBP

Terms
 Please note, all prices quoted are based on quantity of work
 Price quoted is valid for 14 days only

By clicking the 'Accept' button at the top of your quote, you confirm that you have read and agree to our contract terms and conditions which can be downloaded by clicking on the link below:

<http://www.coresashwindows.co.uk/wp-content/uploads/2013/10/Core-Sash-Windows-Contract-Terms-and-Conditions-2013-2014.pdf>

Click to accept

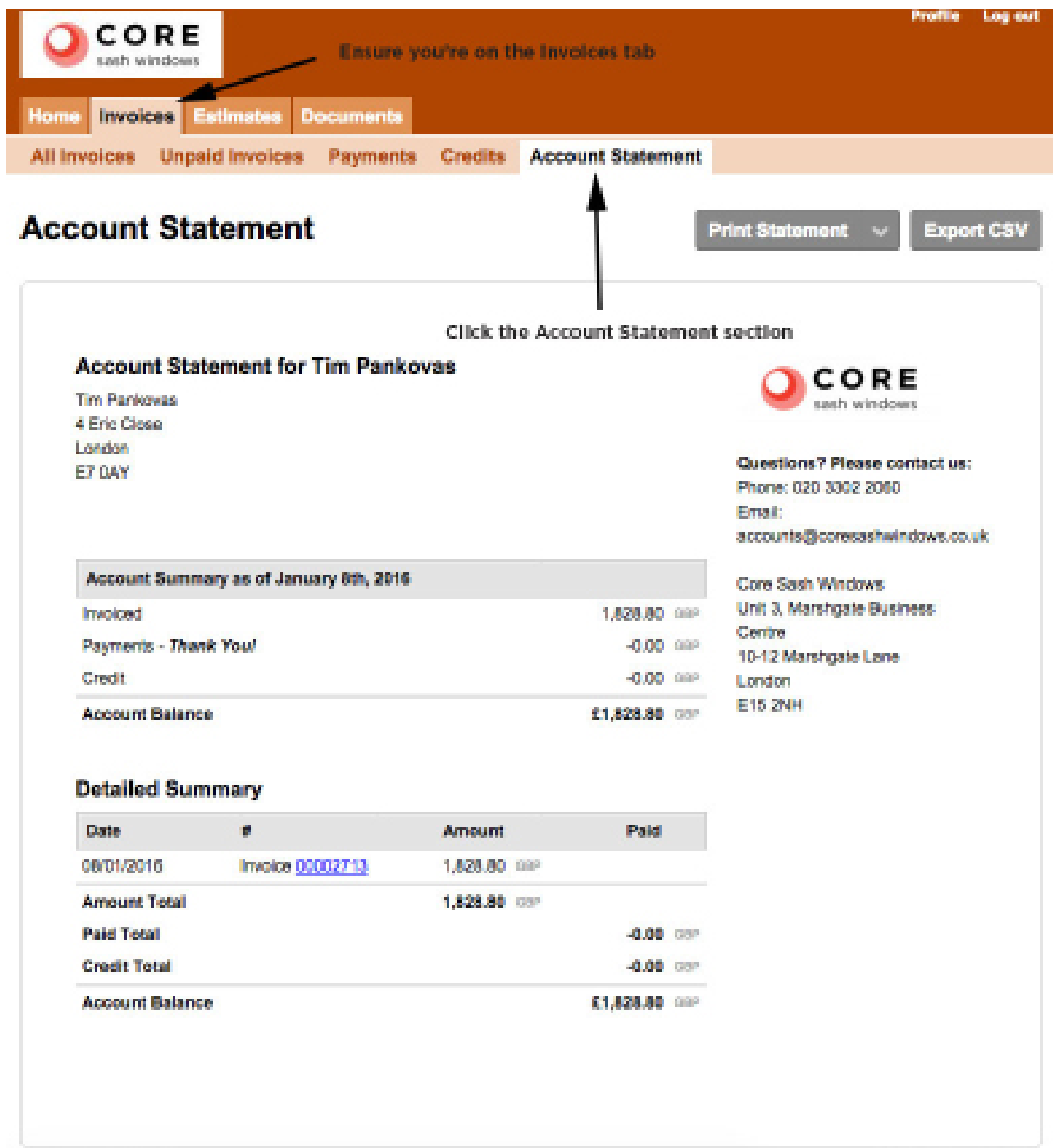
Our contract

4. Your quote should look like this. Click the accept button to accept the order and click the link at the bottom to view our terms and conditions. **NB** - By clicking 'accept' you confirm you have read and accept the contract terms and conditions and payment terms.

Help

How to access your account statement

Once you've accepted your quote, if you'd like to take a look at your payment status then simply click the 'Account Statement' tab in the 'Invoices' section.



Profile Log out

Ensure you're on the Invoices tab

Home Invoices Estimates Documents

All Invoices Unpaid Invoices Payments Credits **Account Statement**

Print Statement Export CSV

Click the Account Statement section

Account Statement for Tim Pankovas

Tim Pankovas
4 Eric Close
London
E7 0AY

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Questions? Please contact us:
Phone: 020 3302 2060
Email:
accounts@coresashwindows.co.uk

Core Sash Windows
Unit 3, Marshgate Business
Centre
10-12 Marshgate Lane
London
E15 2NH

Account Summary as of January 8th, 2016	
Invoiced	1,828.00 GBP
Payments - Thank You!	-0.00 GBP
Credit	-0.00 GBP
Account Balance	£1,828.00 GBP

Detailed Summary			
Date	#	Amount	Paid
08/01/2016	Invoice 00002713	1,828.00 GBP	
Amount Total		1,828.00 GBP	
Paid Total			-0.00 GBP
Credit Total			-0.00 GBP
Account Balance			£1,828.00 GBP

