



SEHBAC

**Important
Customer
Information**

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SEHBAC CUSTOMER CARE

This booklet has been produced to inform you of the service you can expect from SEHBAC Windows and Doors.

SEHBAC is a company that cares. We care about our customers. We care about the quality of our products and our workmanship, and we care about our good reputation, a reputation that we are proud of as it has been earned by offering good service to our customers over many years. We also care after our work is done by giving you a 10 year guarantee.

PRIOR TO SURVEY

We will contact you by 'phone or letter to arrange a convenient time for our surveyor to call to conduct your survey. This is where we would appreciate a little help from you. Please move the furniture to allow our surveyor easy access to the windows and doors and any obstructions such as secondary double glazing directly fixed to existing frames as this can, under circumstances, prevent accurate measurements (particularly on bay windows) needed to manufacture your order correctly.

The same process should apply to all areas for the survey of the roof line products. Please make sure that the person who knows most about your installation requirements is available to answer any queries that may arise. If the installation is in a new construction or in a building under construction then it is important to make sure your builder or architect is present. It may also be necessary to make some alterations on a variation of contract form (VOC), which will need your signature to enable us to proceed without further delay.

It is extremely important for us to fully and clearly understand your requirements so that we may install your windows and doors with the maximum efficiency and with the minimum of disruption. Your survey can be carried out Monday to Friday, between the hours of 8am and 6pm (this may vary in the winter).

THE SURVEYOR'S VISIT

We would like to give you an exact arrival time but this can depend on many factors; weather, traffic conditions and delays. We won't rush your survey, so if it takes a little longer and we are running late, we ask you to give us some leeway, although every effort will be made to arrive at the appointed time.

Please be available one hour prior to the survey and at least one hour after to allow the surveyor time to complete his work. If you need to change the survey date or time please advise us at least 24 hours before the appointed date or this could cause a delay of up to 10 working days before our surveyor can call again. This would possibly affect your quoted delivery period.

Our surveyor may need to chip away small areas of plaster or rendering to take the required measurements. This will be made good at the time of installation, or by our service team should the installation not be approved by the surveyor.

Our surveyor may advise the removal of obstructions such as radiators, secondary glazing, electrical fittings and burglar alarms before the installation so that work can proceed without delay, and to instruct British Telecom to re-route any lines that pass through the window or door frames. Generally we can re-fix BT brackets to fascias etc, however we are unable to move or re-fix main power cables, which must be attended to by the electricity supply company.

If you have any special requirements that have been discussed with your sales consultant but not referred to specifically on your order form please bring these to the attention of our surveyor. We can, at a modest cost, provide a service to assist you in moving obstructions, heavy furniture, or anything that you may have difficulties with yourself.

NOTE: If you are having Tilt/Turn windows installed, curtains will need at least 100mm (4 inches) clearance from the frame when replaced, as the windows open inward.

Once our surveyor has all the measurements they will be passed on to our factory where we manufacture your order, so this is the last chance you have to make any change, from now onwards we cannot accept any alterations to the manufacturing specifications.

THE INSTALLATION

We will contact you by 'phone or letter to arrange a convenient date and time for your installation. Again as with the survey, we do ask you to give some tolerance on the arrival times as we promise you we will not leave your job until we have done all we can, and this of course applies to the job prior to yours.

Again we would appreciate a little more of your help prior to the appointed installation date. Please move furniture back so that it will not hinder the installation and we strongly recommend that you move fragile objects away from the working area to avoid accidental breakage. Please remove curtains, tracks, secondary glazing, and any other item that may have been requested by the survey. Please also remove any plant pots/tubs etc, that may obstruct ladder access for roof line products. (Where scaffolding is erected for health & safety / access reasons, please allow 7-14 days for removal following completion.)

When our installation team arrives they will attempt to park their vehicle within the boundaries of your property and off the public highway. This is because we wish to reduce the risk of accident by having to transport unloaded goods across the public highway. We may ask you to move your own vehicle on to the highway to enable us to park.

Our installers will often need to agree with you a "Safe Temporary Area" for your new products (this could be a garage) please make this area out of bounds to you and your family whilst any products are there. We will lay protective dust sheets inside the front entrance door, stairs, access corridors and working areas. Please be aware, especially on stairs that their presence increases the risk of tripping. Please take extra care and if possible avoid the area until we have finished.

It is very likely that we will need to erect temporary access equipment to enable us to safely install your new products. Please stay well away from this equipment. Do not use it yourself or allow others to do so without authorisation from our installers.

Prior to any work commencing, the installation team will inspect the areas in which the products are to be installed. They will inform you of any existing defects and ask that you sign a Pre-Installation Check List to confirm that these defects were present before work commenced.

Removing your old windows and doors, fascias and barge boards is potentially the most dangerous part of the whole operation. Our installers will issue precise instructions as to your safe proximity. Please adhere to the advice given.

We provide dust sheets to protect the immediate working area. However, it may be necessary for you to cover other furniture and carpets to protect these, especially as we may need access through the house.

Please note that we cannot be responsible for any damage to telephone cables that go through or are attached to existing frames. These should have been previously removed by the appropriate authorities. If a delay is caused by cables or other items not being removed a supplementary charge may be levied.

CONSERVATORIES

SEHBAC Conservatories are built to an equally high standard as our windows and doors, and provide you with the joys of the garden within the comforts of your own home, a place to enjoy the sunshine at any time of the year. We build your conservatory to your exact requirements, following of course, all the correct building procedures.

Most conservatories will need proper foundations that have to be excavated and filled with concrete before we can brick up to floor level and above. At this stage we can incorporate electric wiring, ducting, or pipe work that may need to be concealed. This is dependent upon your individual specifications. The oversite, or slab as it is often called, can then be laid, and when completed provides a solid foundation to start your conservatory. You can expect these works to take 3-10 days depending on size, construction specification and of course the English Weather. It may be 7 to 14 days following building work before the installation is carried out.

To actually erect your conservatory is a straight forward process but it still involves a high degree of skill and expertise to assemble all the components that we have made for you in our factory into a conservatory to be proud of. Please allow 2 – 7 days (dependent on style) for the conservatory installation.

Following erection of the structure the final stage is to complete the electrical work, heating, plastering and flooring tiles if applicable. Please allow 7 – 28 days* (dependent upon number of trades) for final completion. With any new building work a drying out period is required when maximum air circulation is essential to assist the process. Never use excess heat to speed the drying process, although in certain cases we do recommend the use of humidity control equipment.

* Certain floor covering may require more than 28 days from completion before laying.

PAYMENT

Your SEHBAC installation is authorised to collect the outstanding balance of your account when your installation is complete (clause 7 in Terms and Conditions). In the event that an area of work still needs to be completed or a query has arisen, it is accepted you may wish to withhold a proportionate amount of the balance. Please ensure in advance that your money is available on the day to pay the installation team. If you are using a home improvement loan please make sure that all the relevant documents are signed. You will be advised by the finance company of the date of the first payment. Payment using credit card will require a 2% surcharge.

FOR YOUR PEACE OF MIND

SEHBAC are members of FENSA which stands for the Fenestration Self-Assessment Scheme. It has been set up by the Glass and Glazing Federation, with Government approval, in response to the new Building Regulations for England and Wales.

LOW 'E' GLASS

To adhere to the Building Regulations, Low 'E' emissivity glass is used to enhance the thermal performance of replacement windows and doors.

SAFETY GLASS

To avoid accidents we only used toughened safety glass or laminated glass in patio doors, residential doors, conservatories, and in all areas of low level glazing, or where applicable in accordance with BS6262.

SAFETY CERTIFICATE

A Safety Certificate is issued if the following items are required:-

- Toughened safety glass
- Quick exit hinges
- Child safety hinges
- Legal requirements for gas boiler ventilation

OUR 10 YEAR GUARANTEE

SEHBAC care about you as a valued customer, the quality of our workmanship and our good reputation, so we are at your service for the next 10 years under the terms and conditions of your Guarantee. As long as all the conditions of our contract have been discharged we will indemnify you and replace or repair any item found to be defective through failure of material or workmanship on the products we produce.

The Guarantee is transferrable subject to an inspection/administration fee.

THE FACTS ABOUT CONDENSATION

What is condensation? It is moisture suspended in the warm air of your home that reacts when in contact with a cooler surface and produces condensation, the warmer the air, the more moisture it can hold and the more condensation it can produce.

Airborne moisture is a natural phenomenon and is present all year round. Take a bottle of milk from the fridge on a hot day and beads of water will often appear on the glass surface, this is not the bottle leaking, but condensation. Everyday we produce a considerable amount of moisture simply by washing, cooking, bathing, boiling kettles, and even breathing.

So what is the solution? You can increase the room temperature and ventilate which is the same principle you use when your car windows steam up, but in the home this approach is more dependent upon the weather. Alternatively we have found the use of humidity control equipment a far better solution. Not everyone suffers the effects of condensation as its manifestation can depend upon so many factors, including your lifestyle.

HOW TO LOOK AFTER YOUR NEW WINDOWS & DOORS

Following these guidelines will assist in keeping your installed units looking good and working effectively for many years to come.

1. Cleaning PVC-U Products

Never use anything abrasive, this will scratch the surface which will trap the dirt. Wash the frames with a mild solution of washing-up liquid. If any stubborn marks remain, lightly rub with cream cleaner. DO NOT use on every occasion, as this will remove the shine from the PVC-U.

2. Hardwood

To keep your hardwood in tip-top condition will probably only require a wash down with clean warm water and left to dry naturally. However, annually another coat of microporous sealant will need to be applied to maintain protection from the elements. Make sure the surface is clean, dry and dust free before application and only use microporous sealants as they allow the wood to breathe. We recommend Sikksens Cetol Filter 7 Teak or Mahogany which is available through most builders merchants such as Jewsons and Marlows.

3. Glass

Any type of glass cleaner is suitable, except where Rytex Clearshield or similar has been used – refer to manufacturer's instructions.

4. Locks / Adjustments

Twice a year, spray WD40 or similar silicone based products into all moving parts where metal contact occurs around your doors and windows. This will help keep them operating smoothly. If you need to tighten or loosen the friction hinges fitted to your windows simply open the window, insert a small screwdriver into the head of the adjusting screw on the hinge and turn slowly until you have achieved the desired effect. Should all parts fail due to lack of maintenance, a service charge may apply.

5. Residential Doors

The mechanisms that operate front and back doors are almost identical so these instructions apply to both. Whilst the door will hold closed on the latch alone, it is not intended to be either draught proof or secure. To achieve draught proofing, the handle should be lifted to almost vertical and then allowed to return to horizontal. This engages the mechanism into steel plates on the frame.

6. Drainage

After a heavy shower of rain, you may find some water lying in the bottom of your door and window frames. This is nothing to worry about as this will drain away or evaporate through drainage holes in the base.

7. Furniture

Door and window finishes vary, some have a polished factory finish with a protective colourless coating of lacquer. The life of the protective coating is dependent upon the atmospheric conditions in your region or damage caused by jewellery etc. breakdown can occur at any time and is not indicative of defective manufacture, ON NO ACCOUNT must any type of abrasive cleaner be used.

8. Lead Work

As with any new lead work, when exposed to rain, it will start an oxidation process which shows as white or mottled staining on the lead work. When this process is complete, the lead will be dark grey in colour and will no longer stain. This process will take a few months to complete.

9. Guttering

To ensure effective drainage, leaves and debris should be cleared from guttering on houses and conservatories.

AFTER SALES & EMERGENCIES

Thank you for choosing SEHBAC for your new PVCU windows, doors, fascias or conservatory. With very little effort, you should be able to keep them working and looking new for many years to come.

If you have a problem, please check the relevant section to see if there is a simple solution, and if not, please give us a call. In many cases we are able to give advice over the telephone, but failing that we will arrange for our Service Engineer to call as soon as possible.

Please provide your contact number and precise details of fault. In the event that the fault represents a security risk to your home your enquiry will receive priority attention.

Our Service Engineer will inspect and attempt to repair, however if the fault has occurred by misuse or neglect then our engineer will immediately advise you of the likely cost to repair.