

# Pembroke & Nash

*Traditional Timber Sash Windows*



## ❖ QUALITY TIMBER SASH WINDOWS

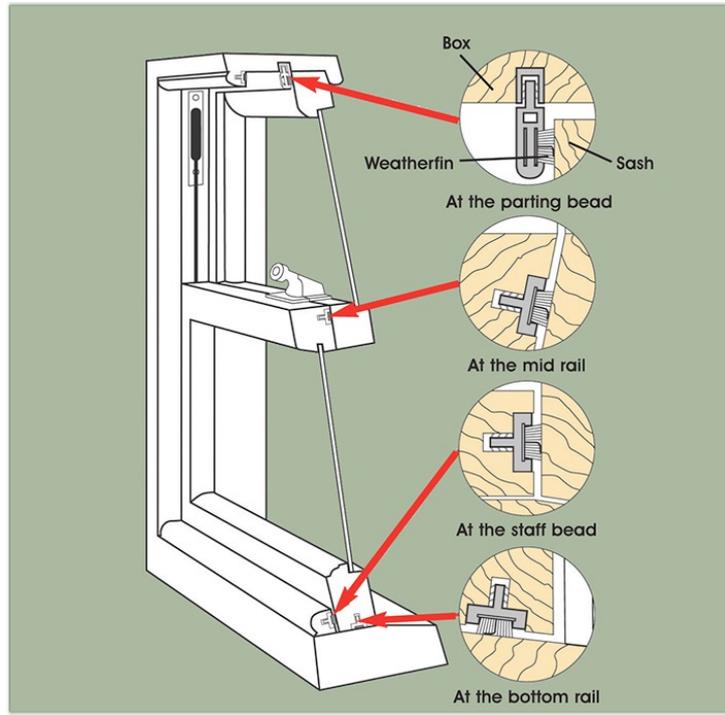
Thank you for asking Pembroke & Nash to provide you with a quote. Our policy is to always be upfront about costs, not to offer fake discounts and to always carry out the works to the highest of standards. Warranties are provided on completion of works.

New sashes and additional joinery will come with a **10 year INSURANCE backed Guarantee**. Draught proofing alone will come with a 5 year warranty.

The quotation that we sent was as you requested and in addition to this you will have some alternative cost options for price comparison for glass / gas types. read on further information on,

- Draught proofing in detail.
- Repairing of sash windows.

- A brief description of what is included within the quotation.
- There is additional information explaining double glazing and the different double glazed units available.
- We are only to happy to go through the details listed, either in person, on the phone or via email. Just get in touch. Thank you for asking us to quote and we look forward to your feedback.
- Have you asked for factory spray finished sashes? Please contact us for further details.
- Planning permission may be required, have you checked?



What is included within the quotation?

Draught proofing of a traditional window will include the window being re-worked & re-balanced.

On your quotation schedule you will have a cost for draught proofing your existing windows or draught proofing to include new double glazed sashes.

New sill sections / box repairs will be quoted separately, as will new sash leaves if required. If you are retaining your existing sashes then new panes of glass will also be detailed if they need replacing.

The diagram (On the left) shows where draught seals can be installed. Each window will have seals fitted as per the carpenter's assessment. The bottom rail seal is only fitted if there are considerable gaps between the sash & the sill section that cannot be planed out.

The top sash will have a seal fitted if your window does not have a top parting bead.

### DRAUGHT PROOFING WITH TIMBER BEADS

At Pembroke & Nash we are meticulous in the design of our draught proofing system and conscientious in our refurbishment work. Our beads are constructed with concealed draught proofing in mind. We use hidden brush piles which are machined into the sashes and beading that fits around your window. All of the beading we use is timber, so can be painted with the rest of the window, unlike some of the cheaper plastic staff & parting beads that others use. The correct brush will be utilised once the gaps around the window have been assessed.

- Draught weather pile seals are machined into the top sash or top parting bead.
- Draught weather pile seals are machined into the meeting rail of the lower sash.
- Draught weather pile seals are machined into the parting bead.
- Draught weather pile seals are machined into the perimeter staff bead.
- Casement windows & doors will have draught seals machined in around the perimeter of the frame and within the rebates.

There is a British Standard (BS7386) that covers Draught Proofing. Our system is compliant with this.



Brush Pile Weather Seal



Parting bead with Brush Pile Weather seal



Staff Bead With Brush Pile Weather seal

## REPAIRING WOOD WINDOWS AND DOORS

The base of doors and their frames are particularly susceptible to wet rot as are the lower horizontal rails and sills of windows but such decay can be repaired using carpentry techniques. Repairs will usually be weaker than the original joint and repaired sections may also expand and contract at slightly different rates, putting strain on the junctions and leading to cracks which may then foster further decay. Regular maintenance of repaired windows is particularly important.

The approach to the repair will depend upon the extent of the decay, the performance requirements, and the significance of the original material. If a window or door is historically or visually important, and not likely to be subject to heavy wear and tear, it is usually best to keep as much as possible of the original material and splice in sections of new timber. Where a decayed window or door is in poor condition and not particularly important historically, it may be appropriate and more economic to replicate it completely in carefully selected, good quality new timber, perhaps salvaging just the glass if this is of historic interest. The decision will depend on how effective and long-lasting the repair is likely to be. Repairs using epoxy resin can in many cases be used alongside carpentry repairs to prolong the life of doors and windows.



*Sill replacement on a Regency - Venetian Sash Window in Belgravia W1 (Listed Grade II\*)*

Repair works will be noted on your quotation schedule unless they are minor, in which case our carpenters will repair as a matter of course. New sill sections are hardwood and whenever new timber is required this will be treated. Wood fillers and epoxy resin (Window Repair Care Resin) will be used if the decayed area is small, large areas will have new timber fitted into place.



## In Brief;

1. Dust sheets are laid out in the work area. Protection is laid down in the access ways such as stairs and hallways.
2. Sashes are removed, repaired and planed (Renovation work only).
3. Missing putty will be replaced (Renovation work only).
4. Repairs are carried out as per our description and as per quotation.
5. New double glazed sashes will be fitted if quoted.
6. Draught proofing fitted by means of routing as per our Draught Proofing description.
7. The windows are balanced and sash weights are adjusted as necessary.
8. The pulleys are checked and oiled as necessary.
9. New wax cottoned sash cords with nylon inserts are fitted to weights.§
10. Draught proof staff / parting bead fitted.
11. All new timber is treated & primed using Dulux Weathershield Preservative primer.
12. The window is put back together with draught proofing seals fitted.
13. The movement and function of the sashes is checked and final adjustments made.
14. New window furniture is fitted & checked.
15. The work area is cleared and tidied up. All waste materials are removed.

**A full factory spray paint finish of new sashes is available, but will be quoted separately. We can also quote to decorate the windows, including the existing frames and surrounds. All of our work is carried out as per our terms and conditions, which are detailed at the end of this specification.**

- Q. Do we require scaffold?
- A. Generally no, but if we do then we will let you know in the quotation.
- Q. Is rubbish disposed off?
- A. Yes. We utilise most of the old materials, glass is recycled and the timber is used for heating.
- Q. Do I need to be home when the work is carried out?
- A. Most of clients leave us to it with a very trust worthy team.



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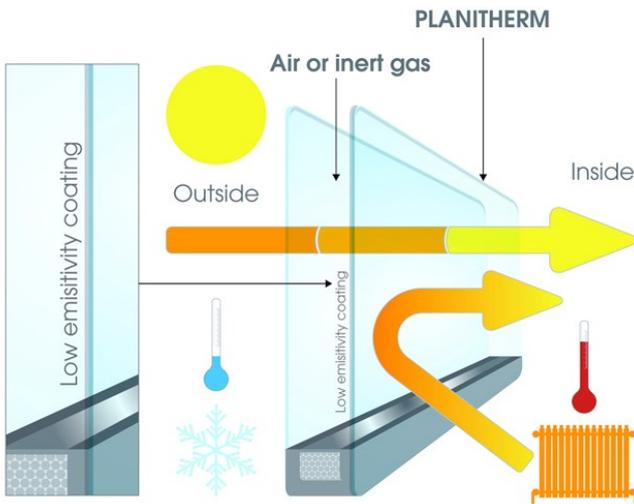
*Don't just take our word for it. See what our customers say on.....*

New double glazed sashes to fit into your existing box frames. The box frame is the part of the window where the weights are kept and all of the moldings are attached. The sashes are the parts that slide up and down and hold the glass. Replacing ONLY the sashes is a lot more cost effective than replacing the whole box sash window. This saves hugely on materials, labour & mess. Traditional double glazed sash upgrades are made from treated Redwood. The original boxes are softwood so the additional expense of hardwood or Accoya is not necessary.

Energy Index (kWh/m <sup>2</sup> /year) <small>(Energy Index certified by BREC and based on UK standard window. The actual energy consumption for a specific application will depend on the building, the local climate and the indoor temperature)</small>	<b>8</b>
The climate zone is:	<b>UK</b>
Thermal Transmittance (U <sub>window</sub> ) Solar Factor (g <sub>window</sub> ) Effective Air Leakage (L <sub>window</sub> )	1.4 W/m <sup>2</sup> .K 0.47 0.00 W/m <sup>3</sup> .K

This diagram shows you how heat reflective glass traps the heat.

**Double glazed unit with PLANITHERM**



Noise pollution can be one of our client’s biggest issues when looking at replacing their windows, especially if noise is stopping you from sleeping. The best way to reduce noise is to disrupt the vibration. If the double glazed sealed unit is constructed using two different thicknesses of glass i.e. 6.4mm external pane and 4mm internal pane then this will cut down the audible sound, also a non-metallic Thermal spacer bar will absorb some of the sound vibration, thus further reducing noise. We would have included a costing for your information within the quotation under “Laminate + Krypton + thermal + Planitherm” for further information on this please see our website or contact us.

Chart detailing U values for different Inert gases inside your Double Glazed Unit

Cavity size	Inert Gas			
	Air	Argon 90%	Krypton 90%	Xenon 90%
6	2.5	2	1.5	1.2
8	2.1	1.7	1.2	1.1
10	1.8	1.5	1.1	1.1
12	1.7	1.3	1.1	1.1
14	1.6	1.2	1.1	1.1
16	1.4	1.2	1.1	1.2
18	1.4	1.2	1.1	1.2
20	1.4	1.2	1.2	1.2

The chart above lists the U value of a double glazed unit with Planitherm glass / No Gas (Air), Argon Gas, Krypton Gas & Xenon Gas. For instance a double glazed unit with a 6mm cavity (Space between the two panes of glass) has a U value of 2.5 if you add Argon then this is reduced to 2 and reduced again to 1.5 with Krypton gas. For reference a single glazed traditional sash window has a u value of around 5.5. The lower the U value the higher the thermal rating.

Is Krypton gas worth the extra cost over Argon? Krypton adds around 10% to the cost of new sashes, over and above the cost of Argon. If you are upgrading form a single glazed window to a double glazed window with Planitherm glass and Argon gas then the difference from single glazing is immense. Argon is fitted as standard. If Krypton inert gas is within your budget then the answer to the additional cost is yes, but if it is not then Argon and Planitherm makes a huge difference from single glazing and you probably would not notice the additional 25% in performance that krypton may add. The energy saved and reduced bills would eventually absorb the additional cost of Krypton gas. Please see the chart below to give you further information. Xenon Gas is bought to order so prices vary, it is very expensive hence it is not kept as a stock item..



## THE INSTALLATION OF NEW TIMBER SASHES FITTED WITH DOUBLE GLAZED UNITS

The installation of new double glazed sashes to be fitted into your existing box frames will consist of the draught proofing work & repair works as detailed on Page 2, 3 & 4.. It will also include the supply and fit of new double glazed sashes. The sash weights will need to be upgraded to counter balance the additional weight of two panes of glass over the original one. Double glazing is explained on Page 5. The new double glazed sashes will be **treated against fungal attack** and then factory primed with a **microporus primer**. The new sashes will be constructed out of a joinery grade Redwood Timber that is FSC sourced. Hardwood sashes are not worth the additional 30% cost over Redwood, Why? The original box frames are nearly always Redwood and the additional weight of hardwood can cause problems with the weights. The Redwood sashes, if looked after will have the same long life as the box frames. Accoya is only used in complete new windows i.e. where sashes and the box frames are required. Sash upgrades do not come under "Document L" of the new windows building regulation. If the glass in the sashes is less than 800mm from the floor then the glass will be toughened as a matter of course.

### ARGON GAS + PLANITHERM

Argon gas within a planitherm / low e unit accounts for 80% of our double glazed sash orders. So this alone is an indication on how good these units are. If you are upgrading from single glazing then the difference between a single pane glass and these units is immense. Single glazing has none or very little insulation. Condensation with heating being left on constantly should be a thing of the past. We **RECOMMEND** the Argon unit for value & performance.

### KRYPTON GAS + PLANITHERM

Krypton gas within a planitherm unit is not as popular as argon due to cost. But as you can see by the U value chart (Pg.5), Krypton gas will make a DG unit in a standard 40mm stock sash 25% more thermally efficient. This is a considerable amount, but as the thermal insulation of an Argon unit is so good, you probably would not notice the additional insulation. But if your budget allows, the Krypton units are superior & you will eventually reap the additional cost back in utility savings.

### LAMINATE + KRYPTON GAS + THERMAL SPACER + PLANITHERM

This combination of glass, gas and T spacer bar equates to what we call a super unit. These units are primarily offered as a solution for excessive noise pollution. The laminated glass combined with the thermal spacer will deflect noise considerably more than a heat reflective unit. Cost is the major factor, we can also offer these units with Xenon gas and a specialist **Optiphon** glass, price on application.

Would you like to go ahead with the quote or discuss any of the items further? Then get in touch via email [contact@pembrokenash.co.uk](mailto:contact@pembrokenash.co.uk) For Brighton & Sussex please call us on **01273 855546**.

## IRONMONGERY (WINDOW FURNITURE)

Adding window furniture is the final part of the window installation. Fasteners & sash pulls will beautifully enhance any new window. We believe that the furniture finishes of the window so we always included brass, chrome or satin locks & lifts within the window cost. Casement windows will have stays fitted, doors will have security bolts and insurance approved 5 lever lock and lever. Please ask for clarification on your specific order. Other finishes and styles are available, additional cost may be incurred for these.

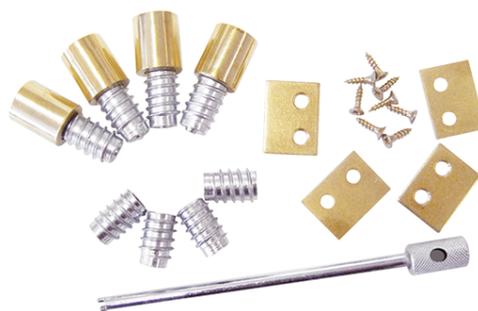
- Brighton Fastener (Fitted to renovation only sash windows)



- Sash lift fitted to all of sash windows



- Fitch fastener (fitted to double glazed sashes).



- Acorn stop locks allow ventilation whilst not allowing the window to open further than required. They can also prevent intruders / children from opening the windows fully, when you are not in the room. (These can be fitted for an atonal cost).

**Start dates & times.** An estimated lead time is always given with a works order. We will normally contact you 7 – 14 days prior to work beginning. We will always take into consideration our clients schedule and dates, but due to working on properties that are extremely old, unforeseen delays do occur. If we have quoted and then been instructed by you in writing to submit a **Planning** application, then the lead time for the work will start when the planning has been approved and not when the planning has been submitted.

**Window dressings** such as blinds / curtains / plantations shutters need to be removed prior to works commencing. We can remove these at an additional cost, this will need to be agreed with our office team via email at least 48 hours before works commence. There may be an additional cost for this service. If prior notice is not given, we may cancel the job or agree a time charge. Our guys are helpful and will work with you on this. Please note that we will not accept liability for any damage should we remove these items. **If the quotation is for Complete new windows** rather than sash upgrades, then we cannot guarantee that the existing window dressing / shutters / blinds will fit as per before the windows are replaced.

The **area** immediately in front of the window needs to be clear to an area of at least 1.2m (4ft) or more. We require a clear path to the windows as quoted, free of furniture and ornaments to carry through our materials. We also request that ornaments which are on display are moved to a safe place so they are not accidentally knocked.

**Dust:** We will cover the working area, if you would like a full cover up service this can be arranged. Please contact our office for further details. Please note that due to the nature of our work, dust will travel in the air and may settle in areas that are not covered.

**Access** to work is requested between the hours of 8am and 5pm. If you would like to arrange for keys or an earlier start time on the first day just drop us an email. If there are time restrictions, please let us know and we will try and work around these for you. Delayed access is chargeable at £38 + VAT per hour per man.

A **satisfactory completion form.** Our carpenter will go over the works with you and go through the checklist. Once you are happy with the works we will ask that you sign the works form. If you are not available to go over the works, the finished checklist may be left for you.

**Decoration** is NOT covered by the quotation. When we work on windows we will generally sand the boxes and remove excessive paint on them to allow the sliding / opening function of the windows. This is done at the carpenters' discretion. We have NOT allowed to prepare the windows for decorating or strip the paintwork from the internal mouldings on the sashes, we will however prime any new timber that we install. Decoration can be quoted for as a separate job, we can also pre paint and **factory finish** your new sashes & windows for an additional cost prior to installation. This will add to the lead time. Please note that if the windows are listed building specification or single glazed, then putty can take some weeks before it is dry enough to paint.

**Deposits** may be required; this is dependent on the works. As a new window is bespoke this will require a deposit. Larger renovation jobs will also require deposits.

**Payment** of works will be requested on completion with larger jobs having an interim invoice. An invoice will be sent to you via email once our team have confirmed that the works are on schedule or finished. Once the **invoice** has been sent our terms are that payment is made by bacs within 48hrs. If you would like to pay by cash this will need to be given to our carpenter on the final day of work. A receipt will be instantly emailed to you once this has been done. Or if you would like to pay by cheque please give this to our carpenter also. Unfortunately, we do not take debit or credit cards. Warranties are provided on completion of the works and once full payment has been made.

New sashes and additional joinery will come with a **10year insurance backed warranty**. Draught proofing alone will come with a 5 year warranty. Existing joinery / box frames that we work on cannot be covered by our warranty. Copies of warranties and Insurance Backed Warranties are available for inspection.

**Window furniture** comes in polished brass or polished chrome as standard. "Brighton" fasteners will be fitted to single glazed windows and "fitch" fasteners to double glazed. Sash pulls will be fitted to operational windows as per quotation.

There are literally dozens of finishes and different styles of locks that we can fit for an additional cost. **Security locks** can also be fitted, as can external D handles to the top sash or sash eyes and poles for those tall windows. Please ask us for a specific quote on these. We are happy to help.

**Removal of waste** materials that are associated with the works will be removed. The cost of this is automatically included within the quotation.

A quotation will always require a **site survey** unless the job is very straight forward. If a guide price has been emailed to you without a site survey, then we cannot confirm the costing until the site survey has been carried out. Site surveys are free to the property owner. Our surveyors are very adept at spotting rot even when windows are shut as tell tell signs can be visible on the window joints. If the windows were painted shut at the time of the survey or access / movement of the window was restricted, then we reserve the right to amend the quote once the window have been dismantled by our onsite carpenters. If this is the case and it is found that **additional works** are required, we will always notify you before the additional works are carried out. On occasion it is found that sash weights are missing or underweight. New weights will be charged at £1.85 + VAT per lb. New pulleys / hinges fitted - £15 + VAT / If your new windows are to be double glazed then we would have allowed to increase the weight of your existing sash weights.

The **Cancellations** of contracts must be notified to us in writing by email [contact@pembrokenash.co.uk](mailto:contact@pembrokenash.co.uk) followed up by a telephone call. We have a standard 14 day cooling off period on all contracts unless these terms are waived for emergency or fast tracked works. Should you wish to cancel your contract, generally we would ask for the cost of any bespoke materials to be covered once the cooling off period is over,

**Replacement glass** if quoted on the refurbishment of old sashes will be quoted as 3-4mm float unless otherwise specified. Other glass types are available and can be costed such as “Historic cylinder” which is handmade and wavy, laminated for security or obscure for bathrooms. We also can supply specialist patterned glass. From time to time hair line cracks can sometimes show themselves when old windows are removed. If this is the case and you feel the glass needs to be replaced, we may charge for this. This will be at the onsite carpenter’s discretion. Putty will be replaced if missing, but complete putty renewal will not be included within the quote. A full putty renewal quote can be given which will most likely incur additional glazing costs.

**Materials:** Replaced sill sections will be hardwood, they will also be bevelled and stepped to allow for the rain to run away, thus help prevent a reoccurrence of rot - new double glazed sashes will be joinery grade Treated redwood, your existing sashes & box frame are usually redwood - repairs will normally be Redwood also, but we may use oak or other hardwoods if the job requires, such as works on listed buildings. This will be noted as an addition in your quote if specific woods are required. Please contact our office if you would like further information on this. Complete new windows will have the materials listed on the quotation. Window furniture will be lacquered to reduce tarnishing.

**Double glazed units** that are fitted to your windows will be made according to your window profile or requirements. For example, if we are installing sash upgrades, the double glazed unit thickness will be dependent on your existing window stock size. A standard Victorian sash is 40mm thick, this will allow a double glazed unit of a 14mm 4-6-4 or 16mm 4-8-4 configuration dependent on the moulding. A complete new Windows that needs to comply with building regulations such as a new box frame and sashes will have a 24mm 4-16-4 double glazed unit configuration. Once a full measurement survey has been carried out we will be able to tell you which thickness unit will be installed. Please see the u value chart for performance details. The moulding detail on the inside will be reduced to allow for the extra space a double glazed unit requires. Samples of all the above are available upon request.

Once the new windows have been **delivered** they will become your responsibility. The windows and any materials supplied will remain our property until full payment has been made. Please note that once installed, it is your responsibility to check for defects, as it has been known for independent decorating contractors or even clients to scratch or damage our new windows by accident. This will not be covered under the terms of our warranty.

All email enquires can be sent to our office email address [contact@pembrokenash.co.uk](mailto:contact@pembrokenash.co.uk)

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