A close-up photograph of a hand operating a silver-colored window handle. The handle is mounted on a white-painted wooden window frame. The hand is positioned on the right side of the handle, pulling it upwards. The background is a bright, out-of-focus window pane.

At Bereco, we don't just make great timber windows and doors; we install them too.

We pride ourselves on Delivering the Difference in all that we do, and our installation service is no different. This guide will take you through what to expect from us when you choose the supply and installation of your new windows and doors from Bereco.



Bereco

Survey & Installation Guidelines

What to expect when having your timber windows and doors installed by Bereco



Before installation

Our Customer Relationship Manager will contact you to organise the survey of your windows and doors. Once we have received payment, we will confirm the date for your survey and let you know what to expect during the surveying process.

Our installation team will survey your home themselves, ensuring that they know exactly what is required for when they return to carry out the installation of your new windows and doors. All surveys take place on the morning of the allotted date, with our surveyor arriving at your home between 8am and 9am. You, or someone who can make decisions about your new windows and doors and your property, must be present for the whole duration of the survey, and we will need full access both inside and outside. We will give you an estimated time of how long we will need to be at your home when we confirm the date of our survey, as this will vary depending on the number of windows and doors you are having replaced.

Our surveyors will introduce themselves on arrival and will be wearing official Bereco Installation Partner Workwear so you can easily identify them as members of our survey team. They will invite you to walk around the property to identify all the locations where they will be replacing windows and doors and agree on how they will refer to them on your order. Our surveyors will always seek your permission before conducting the survey, where it may be intrusive and involve removing existing trims, plaster, or render.

Once they have completed the walk around with you, our team will get to work and conduct a complete survey of all the identified openings. They will not need your support or accompaniment for this part of the visit.

Once completed, our surveyor will run through the survey findings, highlighting anything that has changed significantly from our quotation and discussing any key areas that may impact replacing your windows and doors. This may include any alternations to internal plaster lines, the provision for cill extensions, cill horns, decorative trims, window boards, scaffolding to access hard to reach openings, and the need for skip hire (on larger projects). They will also discuss clearing the work area ready for installation day, covering things such as removing doorbells, alarm sensors, curtains and blinds, furniture and any other fittings or furnishings to allow access for the works to be carried out. The team will also ask you to choose the colour of your external silicone from our range of window sealants.

Upon completing your survey, our surveyor will send the report to your personal Design Consultant, who will update your quotation and send you your contract to be signed via e-signature within two working days.



The day before Installation

We will contact you the day before installation to confirm the team's expected arrival time. In most cases, we aim to arrive with you between 8am and 9am. If the team are running late, they will call you directly to let you know.

Production

Once the survey has been completed, our design team will update your quotation with the final sizes, adding any additional requirements and ensuring you are happy with every element of the specification. When you are ready, they will send a sales confirmation with a proforma invoice.

As soon as the confirmation is signed and the deposit is paid, the order will be passed to production. Our Customer Relationship Manager will contact you within the first two weeks of production to introduce themselves and provide a preliminary installation date. Two mid-production updates will follow and a final delivery and installation date will be provided a week before installation. At this point, we will request the final balance payment from you.

Delivery

In most cases, we will deliver your new windows and doors before installation on a curtain sided wagon with mechanical offloading. Doing this allows for the delivery of larger items and means all products are securely palletised to ensure that they are delivered safely.

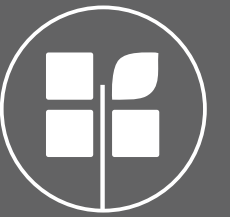
Our team will coordinate this with you to ensure that the products are delivered at a suitable time and are stored correctly if necessary.

On arrival

You will recognise your foreman as the lead surveyor from your survey. They will be heading up your installation team and looking after you and your home throughout the installation process. Your foreman will introduce you to any other members of the installation team, all of whom will be wearing official Bereco Installation Partner Workwear so you can easily identify them. Upon arrival, they will wear protective shoe coverings to ensure that your floors and walkways are protected. All floors, surfaces and heavy furniture in active work areas will be covered and protected using clean dust sheets and protective coverings, including adhesive films for floors and carpets.

Your foreman will ask you to do a short walk around the property. They will outline the plans for the replacement and, if necessary, point out anything that may need to be done before work commences. All active work areas must be clear and ready for work to start upon our team's arrival each day we are at your home. Please note that in the event of a delay to the works commencing due to obstruction in the active work areas, additional charges may be incurred if it extends our time at your home.

Installation Process



Removing existing windows

We never remove an item without being sure its replacement will fit. Before removing an existing window or door, our team will measure and check your new windows and doors and the existing opening against the survey to ensure that everything is correct and ready for replacement. In the unlikely event that an issue arises, the team will immediately report it to our Customer Relationship Manager, who will take prompt action to minimise any disruption to the completion of the works.

We use appropriate care to preserve your home's internal and external finish when removing existing windows and doors, but it can be a dusty job. Our team will take all the precautions they can to protect your home from the accumulation of dust, particularly if it is necessary to cut back the plaster line because your new windows are deeper than your old windows.

When removing an existing window or door, we will do so with the utmost care and attention to minimise damages to any external brickwork, render or cladding and the internal plaster and décor of your home. Should we discover any latent defects within the building envelope that were not identified upon survey and included in our contract, we will inform you immediately and agree on a course of action.

We will start by first removing the glass and disposing of it carefully, ready for recycling, and then removing the frame, which may involve using hand tools to remove frame fixings that are holding the frame into place. In some cases, your existing windows may have been fitted using metal straps hidden behind the existing plaster on the window reveal. In that case, our installers will need to carefully cut out the plaster around the straps to allow access to remove them. After removing the frame, our installers will clean and vacuum the immediate area around the opening and clean and tidy the external areas, including removing any old sealant lines. Please note that all Bereco windows and doors are non-load bearing. Any window and door openings that don't feature structural lintels will be pointed out to you upon survey, and we will discuss and agree upon an action plan with you for these windows and doors. Our installation teams carry Acrow props, which they can use to support the window & door lintels in the event of any issues post removal of the existing frames during the replacement.

Fitting new windows

We observe strict standards when fitting new windows and doors. We will prepare each opening before fitting your new windows and doors. Where applicable, our team will use an insulated cavity closure to seal off the cavity wall and prevent any thermal bridging. They will fit a damp-proof membrane to the underside of all windows and doors before installation.

Our installers always use the most appropriate fixing methods for your home to fix your windows and doors, favouring the use of straps rather than fixing directly through the frames. Where strap fixing is not suitable (property and product depending, which they will discuss with you at the time of survey), they will use direct fixings through the frame that anchor into the window reveal. When using this method, they will ensure that all fixings are countersunk, with the fixing holes filled and painted to conceal their use. In either method of fixing, we will use only premium quality corrosion resistant fixings and will always drill pilot holes to ensure their precise location and to minimise the likelihood of damage to the timber.

Our installers will ensure windows and doors are plumb and level using laser levels for complete accuracy, applying packers as required to achieve this and ensure that all mullions are supported. They will apply fixings 150mm in from each corner of the frame and then at 450mm centres up the height of the frame. They will also apply fixings at the head and the cill if the frame exceeds 1250mm in width (900mm for sash windows), which they will discreetly position under the keeps.

After fixing, our team will apply a minimal expansion gap-filling foam to fill the air gaps around the frames as insulation. This foam sets firm and is coverable within 120 minutes of application. Any excess from the application is removed and cut back flush with the frame, ready for sealant and plaster to be applied to complete the installation.

The finishing touches

INTERNALLY

Our installers will pull the frames tight back to the existing plaster line where possible. Where gaps are 5-7mm (our recommended gap around the frames), they will fill the joint between the plaster and the frame with a smooth line of decorators caulk ready for final decoration by yourself.

For gaps between 10mm and 20mm, our installers will use an easy fill gap filler to fill the gap neatly, ready for final decoration by yourself. Where gaps are over 20mm, our installers will use a traditional bond and skim coat plaster to finish the reveal ready for decoration by yourself.

If your original windows and doors have decorative trims and window boards, and you agreed with our surveyor that you wished to have them replaced, we will manufacture them with your windows and doors and factory finish them to match the colour. We will endeavour to match the existing design as closely as possible, including mitring any meeting points between joints. Our installers will pin the trims in place using a nail gun, fill the nail holes using a special filler and finish the join between the trim, the frame, and the plaster with a neat line of decorator's caulk. When fitting window boards, our installers will simply glue the fitting lip of the window board into the rebate ready cut out in the window frame using a fixing adhesive to bond it to the internal wall.

EXTERNALLY

To complete the fitting of your new windows and doors, our installers will use a special formula (low modulus polysulphide based) silicone sealant specifically designed for sealing the join between window frames and all types of different building materials. You will have selected the colour of this at the time of survey.

In traditional buildings with mortar pointing, where this needs to be retained as stipulated by either planning or conservation, our installers will use the silicone sealant to prevent water ingress and, as agreed at the time of survey, will then false point this using a lime mortar blend. We will never repoint using a cement blend as this can trap moisture and cause your new joinery to deteriorate.

If you have render on the outside of your property that sustains minor damages during the replacement of your windows and doors, we will repair this to match as closely as possible.

Please note that we do not recommend or warranty the use of exterior decorative trims as they are susceptible to deterioration which could affect the exterior finish of your new windows and doors.

FITTING LOOSE IRONMONGERY

Our installers will fit the handles, letterplates and vents (if applicable) where fixing holes were predrilled at the factory, ensuring each one is operating smoothly and correctly upon completion.

We will ask you to approve the fitting position for any loose ironmongery that has not been factory positioned, such as casement stays, cabin hooks, door knockers, doorknobs, and numerals. Fixing these items is permanent, so a decision-maker must be present for the duration of the installation.

Our installers will only fix loose ironmongery supplied by Bereco.



After Installation



We will leave your home as we found it, removing all waste, cleaning carpets and surfaces and cleaning your new windows and doors, leaving them in perfect condition, ready for you to enjoy.

Upon completion, your foreman will conduct a full handover with you, including:

- A full demonstration of how each window or door type operates, including the handover of any window, door, or lock keys.
- A demonstration of how to carry out seasonal adjustments on each different window and door type.
- Talking you through the importance of maintenance & what's required to keep your new windows & doors looking pristine.
- Presenting you with your Bereco 'welcome pack' that includes your clean and care sets, adjustment guides, Allen keys and explaining what happens next.



Registering your warranty

We offer a 10 year manufacturers warranty on the products and a 6 year warranty on the installation. The week after your handover has been completed, our Customer Relationship Manager will contact you with instructions on how to register your warranty and will arrange a date to collect any pallets that are left behind.



Any questions?

If you have any questions at any stage of the project, you can contact our Customer Relationship Manager on **01709 838188** or ask a member of our installation team to do so at the earliest available opportunity. We will deal with any problems quickly, working efficiently to resolve any issue with minimal delay and discomfort for you.