



THE SASH
WINDOW
WORKSHOP

The Sash Window Workshop

“The Sash Window Workshop manufactures and installs the finest timber windows and doors across London and the South.

We believe that windows and doors are an important feature in any home and should stand for themselves in terms of their elegance.

Both of us would like to thank you for your interest in our company and we hope you enjoy looking through our brochure.”

Richard Dollar, Managing Director
Shelley Kainth, Managing Director



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www.sashwindow.com



Our History

Founded in 1994 to meet the needs of discerning homeowners with period properties, The Sash Window Workshop started operating out of a converted pig shed in Ascot with three employees.

We have grown over the years, and are now based in Bracknell, Berkshire, where we employ over 80 staff.

We pride ourselves on our ability to understand the individual needs of our customers, to make the finest timber windows and doors from the best materials and to deliver our products and services with the highest standards of customer service.

Our aim is to ensure that your windows and doors enhance both the look and value of your property and that you are delighted with the service you receive.

We encourage all our prospective clients to visit us in Bracknell to see what we do and how we do it.



“I am always delighted with the craftsmanship and service of The Sash Window Workshop.” - Ms S



Sash Windows

Our sash windows are made to suit our clients' individual requirements and are designed to blend seamlessly into the character of the buildings they serve.

The windows are designed to be elegant, efficient and practical, and are built to provide a trouble free service over many years.

Our product range includes:

- Traditional cord hung windows
- Spiral hung windows
- Sash window bays
- Vertical and horizontal sliding sashes
- Fixed sashes
- Vertically sliding secondary glazing

Most of our windows are made to our Classic range specifications, which draws from our experience of installing replacement windows into period properties and incorporates a large degree of flexibility for our clients. However, if specialist or unique features are required, we will replicate any detail you require. We tailor the specifications to suit your needs.

If your frames are in good condition, we can replace just the moving parts of the window, minimising disruption and saving you money.



“3 large sash windows installed with minimal fuss, a clean finish and all in one day.” - Ms C



Casement Windows

Hand built at our workshops in Bracknell, our casement windows have been developed over many years to blend in with the design requirements of most periods.

All our replacement timber windows will add charm and character and be in keeping with your home. Our aim is to produce the very best timber windows for our customers, and to meet the highest aesthetic and technical standards.

Our casement window range includes:

- Traditional casement windows (inward and outward opening)
- Multi-aspect bay windows
- Modern designs

Our Classic range is suitable for most styles and periods.

Timber casement windows can be manufactured to suit a range of period and listed buildings including Georgian, Victorian and Edwardian houses. We can also incorporate specialist or bespoke detail if required.

We offer the option of replacing casement sashes (the moving parts of the timber casement window) if the frames are in good condition.



“Thank you for installing our new windows. We are delighted with the quality.” - Dr W



Doors

We are proud to manufacture timber doors that look as beautiful close-up as they do from a distance and are designed to perform to the highest standards.

All of our external doors are made to order by craftsmen to designs that are agreed with you before manufacturing commences.

We offer a wide range of different styles and patterns of doors to suit period properties. Our replacement timber door range includes:

- French doors
- Front doors
- Bi fold doors

Our Classic range has been designed to be sympathetic to period buildings but we appreciate that you may require a unique solution.

Matching the style of your existing external doors, or a custom glazing solution, presents no problem to us. We can incorporate any detail you require and we will tailor the specifications to suit your needs.



“The service from start to finish, and the product itself, could not be better.” - Mr K



Refurbishment Services

We provide an extensive range of window and door refurbishment services where customers require upgrading but not replacing. We can work alongside your preferred decorator while we are repairing your windows.

Draught Sealing

Our draught sealing and overhaul service is designed to bring new life to tired windows and doors, thereby dramatically improving their performance.

This service includes draught sealing, minor repairs to damaged timber, and fitting new ironmongery and locks.

Re-glazing Existing Windows

If your windows and doors are in good condition, our mobile Bi-Glass service enables us to re-glaze your windows in your home.

Bi-Glass is not confined to double glazing, it can be used to replace most types of glass.

Minor Repairs

As part of our minor repairs service in central London and the Home Counties, our skilled teams can carry out a wide range of window repairs efficiently and at short notice.



“Very impressive - refurbishment has made a big difference.” - Mr U



Heritage Buildings

At The Sash Window Workshop, we have over 20 years' experience working on windows and doors in listed buildings and conservation areas.

Due to the need for specific permissions for listed buildings and buildings in conservation areas, homeowners are often restricted when making any changes to their windows and doors.

We have worked on many of our nation's finest buildings, including Buckingham Palace, The Grove Hotel, The Admiralty Buildings, The Royal Academy of Music, The Rural History Museum in Reading and The Royal Military Academy Sandhurst.

We understand the problems that can arise from working on listed properties or homes in conservation areas and offer a wide range of bespoke replacement and refurbishment services.

Please note that customers are responsible for obtaining their own planning permission and other consent. We can supply technical drawings of any proposed windows to support an application once an order has been placed.



“The windows are in keeping with the requirements of the Conservation Area and look splendid.” - Mr C



Timber Selection

The quality of the timber used in windows and doors is of paramount importance to their lifespan.

At The Sash Window Workshop we consider a range of key factors when deciding which timber to use for new windows and doors.

These are:

- Durability.
- Straightness of the grain for stability.
- Texture - the finer the grain the easier to finish to a high standard.
- Availability of supply.
- Sustainability - we are fully FSC certified.
- Cost - purchasing timber on the basis of cost is almost always a false economy.

With these points firmly in mind we make our timber windows and doors from Accoya™ / Tricoya™ or FSC durable hardwood as these materials are reasonably forgiving of any subsequent lack of maintenance or neglect.

For non-external facing timbers and decorative mouldings we use a variety other FSC certified timber and materials.



“Our windows look fantastic. We’re really pleased with the quality of the joinery.” - Ms P



Choosing the Right Glass

The glass specified for use in your windows is very important as it will determine the key characteristics of performance and appearance.

There is a wide range of glass types available. The most common problems we help to solve are:

- Heat loss
- Security issues
- Safety issues
- Noise
- Fading of fabric, furniture and pictures
- Window cleaning at high level

When it comes to choosing glass, we offer an unrivalled choice as we cut our own glass and make our own double glazed units.

Our glass products conform to the following industry standards:

- EN1279
- Document L Building Regulations
- Document N Building Regulations
- BS6262
- Window Energy Ratings WER A-C
- CE marking in accordance with EN14351-1 2006

We manufacture our double glazed units to our own published standards which exceed the standards set down by the Glass and Glazing Federation (GGF), the recognised industry body.



“They select only the finest glass and my new windows display this.” - Mr B



Paint and Ironmongery

Our standard range of ironmongery is specially selected for being high quality, hard wearing, and elegant. Our standard paint has been chosen to produce a high quality finish.

Paint Finish

We take great pride in the paint finish on our windows. The quality of the finish is extremely important, not only aesthetically but also for the durability of our windows and doors.

All our new windows and doors have at least three factory-applied coats of paint, comprising basecoat primer, undercoat and a semi-gloss top coat finish. We monitor standards within our paint shop very carefully, regularly checking wet and dry film thicknesses, humidity and temperature levels to ensure the best possible results.

We can match any colour that you require using a durable spray paint finish. Alternatively, we can hand finish the product using the exact paint or stain you specify.

Ironmongery

It is important to fit good quality ironmongery to your windows and doors, as this improves both appearance and performance.

There is a vast range of ironmongery available for windows and doors. For most clients we fit from our standard range, which has been carefully chosen for its appearance, performance and value. Our standard finishes are brass, polished chrome and brushed chrome.

We understand that our standard ironmongery range will not suit all of our clients and can source whatever is specified. It is important to note, however, that not all ironmongery will fit traditional windows and doors, therefore please talk to your sales surveyor if you would like to install ironmongery that is not part of our standard range.



“Very impressed with the finish of our new double glazed window.” - Mr R



The Process

Choosing the right windows and doors, means you should only have to replace them once during your lifetime. The following is an outline of the process that we follow.

Quotation and order

During our sales visit we will inspect your windows, talk through what we can offer, then provide you with a formal written quote. If you decide to proceed, you will need to agree a schedule of work and pay a 25% deposit.

Manufacturing survey

Once you have placed your order we will arrange a manufacturing survey (if required). We will check the specification of the work carefully and take full manufacturing measurements. We recommend that you are present in case you wish to ask questions or check any detailing.

Production

Once your survey has been drawn up and cross checked, the order is placed into production. This process normally takes 6 to 8 weeks.

Installation

Once your order is ready for production, we will call you and book your installation at a date convenient to you. Please note that dates for delivery will vary depending on the complexity and size of the job.

When installing new windows at your property, any old timber frames and windows will be removed by our installers, brought back to our workshop and dismantled.

On completion, if you are available, our fitter will walk around the work with you to ensure you are happy.

Finally, our Installation Department will call you within three days of completion to ensure you are satisfied.



"I am very impressed with the whole process. You were very accommodating." - Mrs N



Expert Craftsmen

All of our windows and doors are manufactured in our Bracknell workshops. This allows us to ensure that they meet the high quality standards that we expect.

Windows and doors are vital features of any home. They should be as energy efficient as possible, but also in keeping with the architectural style of the building. Our windows are designed to fit sympathetically into period homes and are tailored to meet our customer's exacting standards.

We combine the latest machinery and material technology with the eye of the craftsman to manufacture the highest quality windows and doors, which should last a lifetime and of which our customers can be proud.

The quality of the installation process is just as important as the quality of the product itself, therefore we only use our own fitters or trusted contractors, who are all specially trained and managed carefully by us to ensure the highest standard of installation.



“Quality of product and the service was the best we have seen.” - Mr C



Customer Service

We believe that the quality of our service is every bit as important as the quality of our product. Our service is responsive, personal, courteous and we go to great lengths to make certain that we meet our responsibilities to our customers swiftly, efficiently and with a smile. Our aim is to exceed your expectations.

At The Sash Window Workshop, we recognise that our staff who will be working in your home must be trustworthy, flexible enough to work around your needs and lifestyle, self-sufficient and able to meet your exacting standards.

We take great care to train our staff carefully to deliver high standards of customer care. They will seek to minimise any disruption and will keep work areas clean and safe.

We aim to send our site quality manager to every installation that we carry out either during or on completion of the work.

Our first class after sales service is able to deal with any minor issues or problems.

Our aim is to ensure that both our product and service represent excellent value for money. As such, all our new timber windows and doors carry a 20 year guarantee.

We are very proud to have been finalists in the 2016 MX Manufacturer's Customer Focus award.

If you are concerned about the quality of any of our work, please notify us at once.



"First class service and product. Rare to find this level of customer focus in the building trade!" - Mr S



Sustainability

Both sustainability and the environment are of increasing importance. To meet our responsibilities we endeavour to minimise our environmental impact.

Sustainable timber

We are fully FSC certified. All of our timber is from sustainable sources. For further information please visit www.fsc-uk.org.

Minimising Environmental Impact

Where we can, and provided the customer is content, we use technology to reduce the volume of paper we generate.

Our waste is disposed of in the most environmentally efficient way possible.

We recycle as much as we can. Office waste, ranging from paper to bottles, is sorted into the correct recycling bins for collection.

Timber shavings and dust waste from our workshop and machines are burned in our wood waste furnace. The resultant heat is piped around the factory to provide central heating.

Iron and lead sash weights, paint tins and ironmongery metal are collected and sent for recycling.

Our vans are replaced every three to four years to ensure that we operate up to date vehicles with the latest fuel efficiency and CO2 emissions technology.



“We are very pleased with the results. All the neighbours comment!” - Mr D



Next Steps

To arrange your free, no obligation quote, please contact us:

Call: 01344 868 668

Email : info@sashwindow.com

Visit: 4 Kiln Lane, Bracknell, Berkshire, RG12 1NA

Website: www.sashwindow.com

Accreditations and Testimonials

We are proud to have had numerous happy customers over the years. Below are two of the testimonials we have received on the independent review site, Trustpilot:

“Amazing Quality Windows and Service.

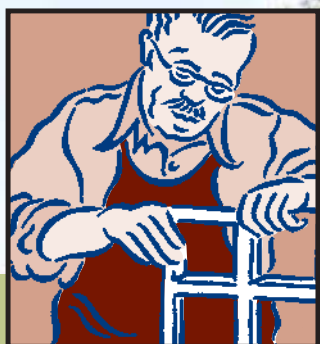
I have used Sash Window Workshop twice now to install their Bi-Glass product. Highly recommended as the product, service and staff are excellent. Restored my period windows perfectly without destroying the character yet enhancing sound and heat insulation. Also expert knowledge provided and recommendations made to me, to suit my property exactly. Windows will now last another 100 years! It will be much warmer and quieter this winter.”
Mr B.

“The service we received from The Sash Window Workshop was second to none. The work on the day was of a very high quality and the house was left immaculate. The after sales service was equally good and a representative from the company came to make sure everything had been done to our satisfaction - first rate.”
Mr S.



“Excellent product and customer service, all very friendly and helpful.” - Mr S





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