



A BUYER'S GUIDE TO  
**WINDOWS & DOORS**

Helping you to make the right choices to a beautiful,  
warm and secure home.

# Contents

Lets take things nice and easy	3
Rules, regulations and planning permission	5
Designing your windows	7
Getting to grip with window styles	8
Energy efficiency and glazing choices	9
Get clever with colour	11
Security	13
How to find an installer	14
Guarantees	15
Checklist	17

## Let's take things nice and easy

If you're reading this, you've probably been thinking about investing in new windows or doors for quite a while. We'd like to suggest you don't rush at this stage. This is the time to make the right choices – before you commit.

A little time invested now could make all the difference to the appearance, comfort and security of your home.



## Rules, regulations and planning permission

You don't need planning permission for replacement windows but, if you're in a conservation area or your property is listed, there may be restrictions on what type or style of window you can have.

Check with your local authority for advice if you're not sure.

If you're OK to go ahead, that's great, but it's worth knowing that replacing windows comes under the scope of the Building Regulations. These are designed to ensure safety, energy-efficiency and adequate ventilation.

Our Swish Authorised Installers will make sure that the works comply and will leave you with the certification you need to prove that the job's been done right.



## Designing *your* windows

The windows you choose should complement the architecture of your home.  
 That may mean that you don't want a like for like replacement.

Stroll around the area where you live. Look for properties where the windows add to the appearance of a home.

Watch out for finishing details. Are they in character?

Note the colours that work well with the local building materials.

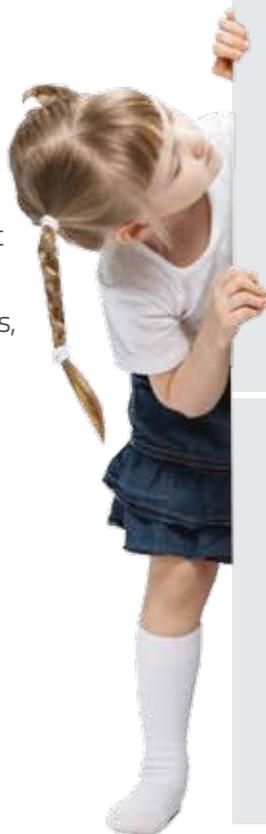
Browse our catalogues and image galleries on-line and look at sample windows in showrooms.

With Swish windows and doors, it's possible to make almost any style or shape of window, in any size, and there's a vast choice of colour and finish.

**So take a look around and see what you like.**

## Getting to grip with Window Styles

Don't be put off by the jargon – it's really very simple to describe the style of a window. It only means how the window opens or where it is hinged. In the UK and Eire the most popular styles are Casements, Sashes and Tilt & Turns.



### Casements

These have outwards opening panes (also known as lights or vents) hinged either from the top or side, possibly combined with fixed panes (known as fixed-lights).



### Sashes

Sash windows have two panes, one vertically above the other and both panes can slide to allow ventilation from the top or bottom.



### Tilt and Turns

These open inwards. They are hinged at the base, and tilt into the room for ventilation. After a turn of the handle, they become side hinged, allowing the window to swing into the room for cleaning.

## Energy Efficiency and Glazing Choices

Window and door manufacturers now show the energy efficiency of their products with a simple rating scheme similar to that used on domestic appliances. Windows are rated from the best, Band 'A'++, to the poorest, Band 'G'. These ratings relate to the whole window (frame and glass) but the glazing chosen has a major impact on the overall score.

Double or triple glazing is put together as a sealed unit. This gap between the panes of glass forms an insulating barrier. This gap can be filled with an inert gas – usually argon or krypton – for extra insulation. The panes of glass are held apart using spacers.

There are various types, but the ones which contain little or no metal are better at retaining heat. The glass itself also has a part to play – some glass, known as low-emissivity glass, has a special coating on the surface which allows light in to your home but reduces the heat loss.

So, is double or triple glazing better? It's a tricky question to answer, because the best quality double glazing can be as effective as triple glazing, without the extra weight or cost. We know that's not a straight answer, but the best approach is to use the approved rating scheme or to talk to us or one of our installers. The answer depends upon your home, its total glazed area and its overall levels of insulation.





## Get clever with colour

In the early days of PVC-U windows, white was the only option, but now, with the Swish Impressions range, there's a whole palette of colours. You can select something that truly complements your home and works with the building materials. You can choose to blend with the environment or to make a bold statement. You can pick from realistic and beautiful wood effects or strong solid colours such as primaries or smart greys. You can even opt for cream or white frames with a painted wood appearance.

All the finishes are achieved by permanently bonding foils to the PVC-U. They won't fade, peel or split and will never need painting to maintain their stunning looks.

There's no need to have the same colours indoors and out. You can have white indoors, coloured outdoors, or vice versa. You can have two different colours, or two different woodgrain effects.

It's about making the choice that suits your home, your décor and your taste. **Impressions**  
COLOUR RANGE





## Security

It's important that locks, handles and hinges – even frames and glazing – do their job and protect you and your family. All Swish windows and doors conform to PAS 24: 2012 which covers enhanced security performance requirements for doors and windows in the UK. Look out for features like multi-point locking and egress hinges which allow a window to open to 90° for emergency escape.

You may want to consider products that have Secured By Design accreditation – this is an Association of Chief Police Officers' initiative that aims to design out opportunities for crime. These products have extra security features built in and are available from some of our Swish Authorised Installers.



You can find out more at [www.securedbydesign.com](http://www.securedbydesign.com)

## How to find an Installer

In an ideal situation a recommendation will come via word of mouth. Maybe there's someone nearby who has had windows or doors installed recently? If not, we'll be more than happy to recommend an installer from our experienced and professional network of Authorised Installers.



We would suggest that you:

- Ask to see examples of their recent work and testimonials from customers
- Ask how long they've been trading – a long-established business is the sign that they are doing things right!
- Check that they are registered with a trade body – look out for FENSA or CERTASS registration and check that they can certify the work that they will be doing meets the requirements of the Building Regulations
- Check their timescales and how they would plan to handle your installation

It's important that you feel comfortable with anyone who is going to be working on your home. If you're in any doubt at all, walk away. You want someone who takes the time to find out exactly what you want and who can answer all of your questions.

## Guarantees

All of our window and door profiles are covered by a ten year guarantee against manufacturing defects.

Your installer will offer a guarantee on the installation. Make sure that this guarantee is "insurance-backed" and offered by a DTI approved insurer. This means that if the installer goes out of business – for any reason – you are still covered.



Most guarantees will cover defects in materials and workmanship, but always check the small print.

If there is anything you're not happy with, check it out before you sign on any dotted lines.





# Buying Windows and Doors

We've created this handy checklist to help make sure you ask all the right questions when talking to an installer

## Design

- ✓ Has your installer explained all the available options of windows and doors you can choose from?
- ✓ Have they shown you samples of the colour options you can choose from?  
*Ask them to help you design styles of window which are sympathetic to your property*
- ✓ Make sure you have considered the number of opening windows in each room for ventilation.
- ✓ Do you want leadwork, bars or decorative glass in your windows? If so, ask your installer to show you the available options.
- ✓ Finally, you need to choose a style and colour finish for your handles.  
*Ask your installer to show you the available options.*

## Energy Efficiency

- ✓ Ask what Window Energy Rating your windows will achieve, and ask your installer to explain the options.

## Safety and Security

- ✓ Ask your installer to explain the locking systems and security features on offer.
- ✓ What security features do the windows have?  
*Ask your installer to explain them.*
- ✓ Does the window open to 90° for emergency escape?
- ✓ Ask the installer if your window frames will be reinforced, and ask them to show you a sample.
- ✓ Have you considered night vents or trickle vents?  
*Ask your installer to explain what they are and the benefits.*

## About the Installer

- ✓ What guarantees and warranties does your installer offer? Are they insurance backed?
- ✓ Check your installer is FENSA or CERTASS registered
- ✓ Check the work will be covered and certified for Building Regulations?
- ✓ Ask your installer to provide testimonials or other installations you could view



## We hope that you've found this guide helpful

We've tried to avoid using jargon or filling page after page with technical detail, but if you want to know more, you only have to ask. Swish Windows and Doors have been manufacturing window and door profiles in the UK for over forty years. Our products have been installed in millions of homes and we are trusted and respected in the industry. You are always welcome to ask for our advice.

New windows and doors are a big undertaking, but choosing them, and a supplier, is only a matter of going through a series of simple steps. Once your new windows and doors are installed you will be amazed at the difference they make to the look, comfort and security of your home. And because PVC-U windows have a long life-span, excellent performance and easy-to-maintain good looks, worrying about your windows and doors will be a thing of the past.



## WHY SWISH?

For more than 40 years we've been turning houses into beautiful homes with our fantastic range of PVC-U windows, PVC-U doors and conservatories.

During this time we've established ourselves as a great British success story too, growing into a reliable and trustworthy brand, providing a friendly, efficient and quality service to our customers.

Swish Windows and Doors is one of the UK's manufacturing success stories. Based in Telford, Shropshire, our business has grown steadily over the years and we are now part of a group employing over 2,000 people across the UK.

Why Swish?

Because your home is safe in our hands.



---

Stafford Park 6 , Telford  
Shropshire TF3 3AT

T. 01952 280 550

F. 01952 290 460

E. [hello@swishwindows.co.uk](mailto:hello@swishwindows.co.uk)

W. [www.swishwindows.co.uk](http://www.swishwindows.co.uk)