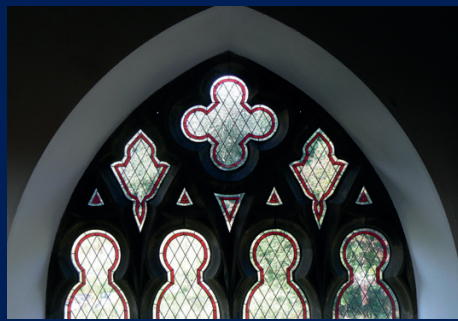


TOUCHSTONE

GLAZING SOLUTIONS

A GUIDE TO YOUR TOUCHSTONE EXPERIENCE



HANDMADE - BESPOKE - ORIGINAL - TRADITION - INNOVATIVE - QUALITY - DISTINCT

Albion Mill, Thornhill Beck Lane, Brighouse, West Yorkshire, HD6 4AH - 01484 40023

www.touchstoneglazing.co.uk - info@touchstoneglazing.co.uk

INTRODUCTION

Thank you once again for your valued order.

Touchstone will make every effort for your installation to be as stress free and enjoyable as possible. This booklet has been produced to give you a guide to the processes and procedures which will take place before, during and after the installation of your Touchstone windows. It is important to us that you feel confident in us as a company.

If you have any questions that we haven't covered here, please feel free to contact us or call in to the workshop at any time.

Now your initial deposit has been paid your project will be put onto our production plan and a formal site survey organised.

FORMAL SITE SURVEY



The formal site survey will take place as soon as possible after the initial deposit has been paid.

During the survey we may need to take measurements both internally and externally on each window. We would ask that prior to our arrival any precious items and ornaments are removed from the window area. It would also be helpful if any furniture blocking the window area is pulled away to give access. Our installation engineers would be more than happy to help with this if required. Please do not hesitate to ask.

In order to discover what is happening with your window rebates, it may be necessary to take a window out completely. This window would be then refitted and temporarily resealed.

If your windows have shaped tops or are out of square it may be necessary for us to make a template of the stone surround. This can be usually done with your windows in situ, however, in some instances it may be necessary to remove the existing glazing. Again this is something that we would discuss with you at the time.

A part of the survey process would be to look at means of access to all of the windows. If we can use our own tower scaffold there would be no extra cost, however, occasionally another means of access may be required in the form of a cherry picker or professional scaffold. This is usually the case when windows are located above conservatories/garden rooms. We would be more than happy to organise this at cost if required.

DETAILED ORDER CONTRACT



Once the formal site survey is complete, we will produce a detailed order contract. This is a very important document for you as it will detail and reference each individual window for the entire project including, for example:

➤ ***Type of window and position***

Steelyte® opening casement/Insulead® fixed unit

➤ ***Glass specification***

Leaded/unleaded - Kiln glass, heavy/light

➤ ***Handle & stay style***

Style and finish

➤ ***Opening casement colour and finish***

RAL colour and texture

Please read this document through carefully in order to pick up any discrepancies. We would then ask you to sign this contract or send us an email of acceptance once you are completely happy that it is correct. If you have any particular requirements regarding the order in which you would like your windows fitting please let the office know at this point and we will do all that we can to accommodate this and include it into our production/fitting plan.

PRODUCTION



Once the detailed order contract has been agreed, your windows will be put into production. The production process can take a few months. All our products are handmade so take time and many processes to create the highest quality windows.

We always strive to exceed expectations; however, due to the bespoke nature of our products there may be times when there are delays beyond our control.

Please be assured that if this should occur, we will inform you immediately as well as do all that we can to minimise any impact that these delays may cause.

We understand this part of the process can be an anxious time for you and we will endeavour to keep you up to date with each stage of your windows production. Remember you have a permanent invitation to pop in to the workshop at any time and see your windows being produced.

We only ask that you give us a call first so we can ensure that there is someone available to show you around and put the kettle on!

PRIOR TO YOUR INSTALLATION



We will suggest a fitting date as soon as we can, giving you as much time as possible for you to prepare. We would request that the space surrounding the window area (curtains, furniture and ornaments, Ming vases!) are removed, prior to our installation engineers' arrival. Once again please do not hesitate to ask for help if necessary.

We will do all that we can to keep dirt and disruption to a minimum by using carpet protectors, dust sheets and sheeting. Immovable objects such as cookers/ovens/radiators will be encased with protection prior to the installation. We ask that you are available to approve these measures in the first instance as, whilst every care will be taken, we want you to be satisfied that we have done so. Heated appliances may need to be switched off. Remember removing old windows is quite disruptive, noisy and generates dust. Please feel free to discuss any concerns you may have during the fit with the installation team leader at any point.

THE INSTALLATION



On the days before your installation we will advise you of the team who will be fitting your windows, the name of the installation team leader responsible for your project and an estimated time for their arrival (if they are delayed for any reason we will try to keep you informed).

On the first day of your project the installation engineers will spend the first couple of hours putting dust sheets and carpet protectors down in the areas they will be working in. We have a very willing team of careful engineers, however if you feel at any point that more protective covers are required please do not hesitate to speak to the installation team leader or call the office (they are men and sometimes forget!).

We also provide, free of charge, any additional dust sheets for you to cover precious items not directly in the areas being worked on. Please contact the office to arrange the posting of these to you in the weeks before installation.

Our installation engineers will use simple safe access to both sides of the window. They will carefully remove any compound used to hold in place or seal glazing to frame/stone work.

During the removal of your existing windows and the installation of your new windows every effort will be taken to have minimum intervention to your stonework, using traditional hand tools or occasionally battery powered hand tools.

If necessary they will do any basic remedial work to mullions. However, in some instances a stone mason may need to be on standby if there is any cracking or laminating present on the mullions. If this is the case we will discuss this with you after the formal site survey. There may be the rare occasion when some structural issues come to light as the job progresses. If this is the case we would discuss a way forward with you before any more work is done.

Please note: Some stone as it ages becomes more porous, particularly sand stone. Therefore if you have any water ingress around your existing windows, this may be due to the porosity of your stone and will not be solved by the fitting of new windows alone. We have particularly noticed this water penetration can come to light, if mullions have been previously painted, as the paint can hide the moisture ingress.

We will always provide you with an estimate as to how long your installation may take and we endeavour to be as accurate as possible with time scales, however due to the bespoke nature of our product and the fact that each building has its own idiosyncrasies this may move in either direction.

On completion, to ensure you are completely happy with the finished project, our team leader would like the opportunity to check each window with you and sign them off.

AFTERCARE AND WINDOW MAINTENANCE



➤ **Insulead®**

Insulead® is designed with a patented lead perimeter edge which has been designed to lead away moisture and take up any movement providing the double glazed unit with the best possible environment.

Like any natural lead product exposed to the environment our lead profile will undergo certain 'atmospheric' transformations called oxidisation. This is perfectly normal and it will eventually settle down to take on the traditional 'weathered lead' appearance that is so admired in old churches and the leaded windows of stately homes.

During this process, especially in the early stages, you may become concerned at the changes you see occurring. Please see the lead fact pages, for information and advice.

➤ **Steelyte®**

Steelyte® opening casements are made from high grade 304 "18/8" Stainless steel which is all but immune to corrosion and therefore minimum maintenance is require. The windows can be cleaned with a clean damp cloth and stubborn deposits can be removed using WD40 or similar. Moving parts should be lightly oiled once a year with any quality of household oil such as 3 in 1. The finish of these windows is a durable polyester powder coating. If it becomes damaged it can be touched up with Smooth Hammerite or similar. The finish is likely to wear at friction points, this has no detriment to the product, however in order to ease friction a light grease may be applied. The opening casements have been specifically designed so that if required, they can be removed and repaired on site using hand tools.

As a company we aim at all times to exceed all expectations of quality, service and fit. We strive to be approachable and are passionate about making your experience with us enjoyable.

Please do not hesitate to contact us at any point if you have any concerns or questions and we will do all that we can to help.

LEAD FACT SHEET

Like any natural lead product exposed to the environment, lead profile will undergo certain 'atmospheric' transformation. This is perfectly normal and it will eventually settle down to take on the traditional 'weathered lead' appearance that is so admired in old churches and the leaded windows of stately houses. During this process however, especially in the early stages, some people may become concerned at the changes they see occurring.

All Insulead lead profiles are made from refined, almost pure lead and although this has been alloyed to improve performance, when it is exposed to the atmosphere for the first time it becomes subject to a process called oxidation.

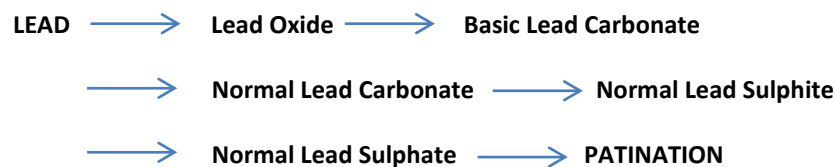
Chemists define the process of oxidation on lead as: "a chemical reaction instigated by the exposure of lead to the atmosphere in which insoluble lead compounds such as lead sulphate (PbSO), lead sulphide (PbS) or lead oxides are formed on the surface. These major reaction products naturally form a compact, non-porous adherent film on the lead's surface which stifles further reaction between the metal and the atmosphere." Put in more simple terms it means that when lead profile first comes into contact with the atmosphere, the surface gradually oxidizes to form a natural protective film called a patina, and it is this which eventually produces the familiar grey colour.

During the initial stages of patination the lead can appear to take on various colours such as blue, bronze, gold and green. This effect is purely optical and is usually due to the angle of light. The effect is similar to the colours seen when oil is spilled onto a wet road surface. Gradually, however, these colours will fade away to eventually leave the final protective grey patina.

There is another side-effect of oxidation which can occasionally give rise to concern. When lead first comes into contact with moisture (rainwater or condensation) it may result in temporary discolouration, spotting and even the appearance of white powdery deposits (basic lead carbonate) which in wet weather can run onto the glass. Again this is perfectly natural and the temporary blemishes will eventually disappear as the patination process continues.

The powder can safely be wiped off from time to time until the natural patination process is fully developed. What we have observed is that where we have been asked to install our windows very early on in the building schedule the very alkaline moisture content of the atmosphere caused by plastering, concreting and cementing can accelerate these processes.

The chemical process leading to the formation of the protective patina film is as follows:



The time required to complete this cycle will vary depending on the purity of the lead, the location, the time of year, environment, weather conditions and airborne impurities.

There is no need to treat the lead profile as the patination process will occur naturally. The process can be controlled however, by applying patination oil which will encourage the formation of the grey patination finish. It is important that this is applied as soon as the lead profile is installed, as once the natural patination process has started and spotting occurs it is too late and we carry this out in our works before installation. This information is given in good faith and is based on our current experience but is not exhaustive.



Glass and Glazing Federation

54 Ayres Street
London SE1 1EU
Tel 020 7939 9100
Fax 020 7357 7458
www.ggf.org.uk

To whom it may concern,

Re: Touchstone Glazing Solutions Ltd.

Touchstone Glazing Solutions Ltd. (TGSL) became members of the Glass and Glazing federation in December 2014 following the GGF's standard processes when applications are received from potential members. These processes form part of the GGF's ISO 9001 accreditation by BSI and include a review of the prospective members business including credit checks, analysis of the last 3 years audited accounts and visits to inspect their operation, including production facilities and where appropriate, a site inspection of an installation of their products. Only on successful completion of this process will a company be offered the opportunity of joining the GGF as a full member.

Touchstone Glazing Solutions Ltd. completed this process and are full, active members of the GGF.

In terms of the products they manufacture and supply and how Building Regulations apply, the situation is as follows:

- The products supplied and installed by TGSL are of a very specialist nature and are designed to be installed in historic buildings.
- Building Regulations for England and Wales require replacement windows and doorsets to comply with certain aspects of the guidance provided within the Approved Documents, primarily based of Approved Document L1B for dwellings.
- The requirements can be met by the installation being registered either through a Competent Persons Scheme (CPS) such as FENSA, Certass or similar, or directly with a Building Control Body (BCB) such as the Local Authority Building Control.
- However, the requirement is limited to situations where the whole window, including the window frame not just the glazing element.

- The products supplied by TGSL have been assessed by both BCBs and CPSs and because their products are designed and are fitted into building where the window frame is effectively provided by the stone surrounds, mullions and transoms, their products are considered as replacement glazing or replacement sash only and not replacement windows. Therefore TGSL products do not come within the requirements of AD L1B as defined in Schedule 1 of the Building Regulations and cannot be registered through either BCB or CPS.

Following the GGFs review of TGSL products and practices during their membership application and our regular visits to their premises (GGF Regional Meeting are regularly held in their premises), the GGF can confirm that TGSL comply with all the necessary regulatory requirements and that they follow all the GGF Codes of Practice.

Yours faithfully,

A handwritten signature in cursive script that reads "Russell Day".

Russell Day
Senior Technical Officer
Glass and Glazing Federation

TOUCHSTONE

GLAZING SOLUTIONS

THE MEASURE OF QUALITY

