

AYRTON®

Windows & Doors

OPERATIONS@AYRTONBESPOKE.COM

TELEPHONE 020 8877 8920

WWW.AYRTONBESPOKE.COM



PREPARING FOR INSTALLATION

SOUTH WEST LONDON SHOWROOM
406 MERTON ROAD, WANDSWORTH,
LONDON, SW18 5AD

SOUTH EAST LONDON SHOWROOM
18 FOREST HILL ROAD, EAST DULWICH,
LONDON SE22 0RR

NORTH LONDON SHOWROOM
61-63 TOTTENHAM LANE, CROUCH END,
LONDON N8 9BE

Preparing for Installation

Thank you for choosing Ayrton Bespoke. We have produced this guide to prepare you for our arrival and to ensure your installation runs as smoothly as possible.

Before we arrive

Order of Installation

Your Senior Installer will determine the order of your installation based on efficiency, resource and scaffolding/lifting equipment (if required). If you'd like us to prioritise a certain window or room, please inform us and we will endeavour to accommodate.



Please note the team will work in rotation to keep the duration of your project to a minimum. For example, if you have purchased more than one window from us, the team will begin working on a new window whilst the other one is drying. We may therefore be operational in multiple rooms simultaneously.

There will be no exposed openings overnight; once your old window and/or door is removed, it is immediately replaced with a new one. Each window is made secure and weathertight overnight. Please note the remaining duration is needed for the second fixing (liners, architraves and window boards) and the third fixing (filling, sanding and painting to a pre-decorative standard).

Clear Access

Please remove all curtains, curtain fittings, and blinds from around the windows and/or doors that are being replaced. Our fitters can do this for you if it was agreed at the sales stage and an additional charge has been applied. We are not liable for any damage.

Existing shutters - Our fitters will remove existing shutters and put them back on if this was agreed at the sales stage. Please note that dimensions may differ and we cannot guarantee that your existing shutters will fit exactly the same as before when making the move onto the new windows.

Electricals - Please arrange for the removal of any cables and wiring routed through your existing window and/or door frames. If we need to remove cables during installation, we are not liable for any damage that may occur. Our fitters are willing to drill routes through frames at your request but cannot reinstall cables and a 3rd party may be required.

Please move furniture, furnishings, and household valuables away from the working area. We are not liable for any damage.

Please arrange for the removal or drop of any radiators, pipes or security grills as indicated by your salesperson/surveyor. Please ask our Operations team for more guidance here if you are unsure.



During installation

Time management and access

The time allocated to your project is an estimation provided by your experienced surveyor. However, it may change due to unexpected events that arise during the installation. Please be patient, we will endeavour to resolve any problem quickly and efficiently.

As our fitting schedule is provisionally planned weeks in advance, we try our best to stick to the agreed dates for your project. However, we reserve the right to alter your fitting dates due to unforeseen circumstances.

Our fitters are scheduled to arrive promptly at 8am each day, though their arrival time may vary depending on traffic and warehouse operations. Should there be any delays, they will proactively reach out to inform you.

Alternatively, you can forward keys and instructions to our Operations team who will ensure they are held securely and returned promptly. You will not need to be present during installation.

Our fitters typically leave between 3pm-4pm each day, perhaps slightly earlier depending on warehouse logistics. If you wish to discuss the day's progress, our fitter or the Operations team will advise you in advance of the expected completion time.

Please note the Operations Team core office hours are 8am-5pm, Monday-Friday. Our telephone is also operational between 8am-12pm on Saturday.

We can be contacted by email at:
operations@ayrtonbespoke.com

Cleaning

We will place dust sheets on the area immediately surrounding the windows and/or doors that are being replaced.

We will clean up the area immediately surrounding the windows and/or doors to a thorough standard after each day with vacuum cleaners and brushes. Please bear in mind that as we are removing your old windows there may be a substantial amount of dust.

Upon completion of the installation process a professional clean may be required, carpets and flooring in particular, which must be at your own expense.

Damage

Damage to the internal reveals surrounding the windows/doors is unpredictable and may need to be filled and prepared for painting/decorating. Our fitters will fill the affected areas; however, they may need a final sanding down and decorating by a 3rd party.

Blown plaster is a pre-existing condition sometimes found around doors and windows. If it is present when we fit your windows, we will inform you as soon as possible as we cannot undertake remedial work to repair it and we cannot be held responsible for the additional cost of repair.

Existing reveals/internal plastering may have been affected by the structural movement of the property, weathering, water saturation, and age. Depending on the situation, extra work may have to be carried out to achieve a pre-decorative finish.

Pre-decorative finish

As standard, we do not paint around the window and/or doors. DIY or 3rd party involvement will be required to repaint the area immediately around your new windows and/or doors, at your own expense.

Our fitter's time & cash

Whilst many of our team have capabilities beyond installing windows and doors, their time is budgeted and all of our costs are logged and taxed. We do not encourage any client or staff member to engage in discussions regarding extra work and cash payment, however small, and we also pay for all wastage, which must only be attributed to old windows, doors and associated rubble. So we cannot also remove extraneous waste from your homes.



Upon completion

Leaving Ayrton feedback

Post installation, our team will be in contact to make sure you are happy with your installation and our fitters' work. We encourage all feedback and we welcome anything constructive that we can pass on to the team (at any point of your customer journey). We would love to add you to our list of 5* reviews across platforms (Google & Trustpilot).

FENSA certificate and documentation

After installation is complete we register your project with FENSA. Once registered, FENSA will post all documents to you directly – your FENSA certificate guarantee and a Compliant with Existing Building Regulations document.

This process can take up to 4-6 weeks post-registration.

Upon completion please familiarise yourself with our warranty details as there are varying terms for different components.



AYRTON[®]

Windows & Doors

OPERATIONS@AYRTONBESPOKE.COM

TELEPHONE 020 8877 8920

WWW.AYRTONBESPOKE.COM



SOUTH WEST LONDON SHOWROOM
406 MERTON ROAD, WANDSWORTH,
LONDON, SW18 5AD

SOUTH EAST LONDON SHOWROOM
18 FOREST HILL ROAD, EAST DULWICH,
LONDON SE22 0RR

NORTH LONDON SHOWROOM
61-63 TOTTENHAM LANE, CROUCH END,
LONDON N8 9BE