

# Windowmate™

uPVC HOME IMPROVEMENTS



## Guide to Buying Windows & Doors



AUTHORISED  
PARTNER

# Meet the Team

Windowmate's advisors are here to guide you through every part of the process.

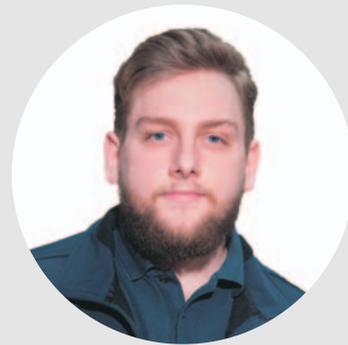


**Thomas McAllister**  
Sales Manager

## Bangor Branch



**Mark Mooney**  
Sales Assistant



**Jordan Lyons**  
Sales Assistant

## Belfast Branch



**Joe McAllister**  
Branch Manager



**Adrian McQuillan**  
Sales Assistant



# Guide to Buying Windows & Doors

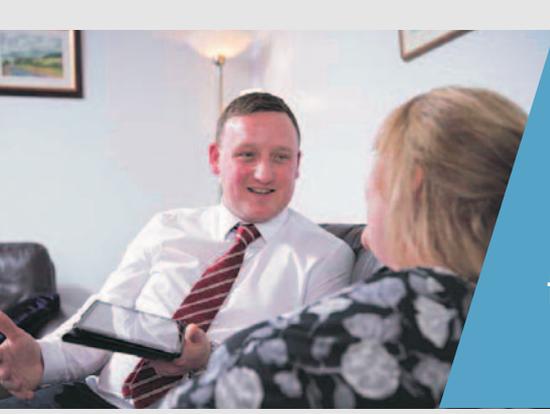
**Windowmate windows and doors boast high security and style. With a range of style options and colours to choose from, these products will enhance the look of your home but more than that, you can have peace of mind that both your family and possessions are safe.**

By installing new double glazing and an energy efficient door, you can make your home more comfortable and more stylish, and reduce your energy costs at the same time.

Windows and doors can take a lot of abuse over their lifetime, at times enduring heavy rains, strong winds and freezing snow and ice. If your windows have gone past the point of repair you should consider replacing them, as damaged windows can lead to more costly issues such as increased heating bills and in some cases, damp and mould.

In this guide, we will outline the key considerations for buying new windows, such as the window style to suit your home, type of glazing and the opening options available to you. If you are considering a new front and/or back door, Windowmate supply a wide range of uPVC and composite doors.

Remember, a full house of windows is a significant investment so it's important to find the right product for you, at the right specification.



Windowmate has been in business for over 10 years and has a reputation for supplying quality product, and great customer service. Check out our customer testimonials at: [www.windowmateupvc.com/review](http://www.windowmateupvc.com/review).

“ I cannot be more thrilled with my new front door. The staff and fitter were so helpful, friendly and professional. Nothing was too much trouble. My old door was removed and new door fitted with efficiency and the highest standard of workmanship. Fitter even cleaned my floor and door so no mess left for me. I have no hesitation at recommending Windowmate. Excellent all round.

- Mrs Tracey Cunningham

“ I contacted Windowmate following a recommendation from a joiner doing work in my home. My experience dealing with Windowmate was very positive and Thomas, Lee and Mark were very helpful and understanding throughout the entire process, as were the two fitters of the windows and doors. I would have no hesitation using Windowmate again.

- Audrey Gibson

“ I had my front door replaced with these guys. The whole process from start to finish was handled very well. Best price in the market.

- Ravi Ningegowda

“ I recently purchased and had windows fitted by Windowmate (NI) Limited. I found them competitive in terms of cost and they offered an excellent service throughout the process. The measurements were carried out at the weekend to fit in with my schedule and at the fitting stage, the work was quick and efficient, with very little disruption or mess. I have more windows to be fitted in my property and will certainly be using them again.

- Mr Luke Robinson

“ Very happy with windows, from survey of house to installation. Would definitely recommend and have already done so.

- Mr and Mrs Poots

“ We have to praise Windowmate Bangor once again. We had our oak PVC Stable door fitted today and we couldn't be happier. It's gorgeous. Bill and Raymond the fitters are two really great guys, tidied up after themselves. You would hardly have known they were there. Can't recommend Windowmate enough.

- Maureen and Trevor Fleming

“ We were delighted with the door that we got from Balloo Road Bangor. Workmanship was brilliant.

- Mrs Patricia Jardine

“ I was extremely impressed by Windowmate from their sales right through to the fitters who came out to my home. The service and the workmanship was first class. The after-sales has been second to none and I would recommend this firm to anyone.

- Mr Thomas Atcheson



“ 10/10 for your fitters, very clean and efficient. 100% pleased with their work. Thank you.

- Mr Donnan



**Windowmate offers a wide range of windows and doors in REHAU profile. We make sure they are manufactured to the highest standard and guarantee you will get a quality product that will last for years to come.**

First things first, regardless of window style, there's a minimum standard you should expect.

New windows in your home should:

- ✓ **Add value to your property**
- ✓ **Keep draughts out and reduce energy costs**
- ✓ **Improve aesthetics**
- ✓ **Improve security with high security locks and mechanisms**
- ✓ **Reduce noise pollution inside your home**
- ✓ **Be easy to maintain and clean**

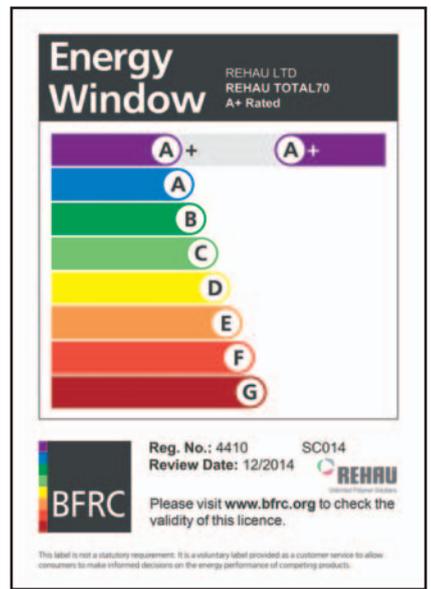


## Fabricator Accreditations

REHAU's highly durable uPVC window and door systems combine outstanding standards in energy efficiency and performance. All frames are produced to British Kitemark Standards BS 7412 and BS 7412/PAS 24.

Our uPVC windows and doors have double glazed units as standard and our 70mm systems accommodate triple glazing.

Windows will meet a Window Energy Rating (WER) of A, B or C depending on build specification.



# 1.

## Choose a Window Style

Your decision might be a personal preference for a particular design or it may be a design consideration based on what exists in an older property. When choosing a window style that's right for your home, first consider the windows functionality - What is your key requirement? ...to let in more light, frame a view of your surroundings, add ventilation or enhance the space within a room?



### a. Casement Windows

This window opens outwards, pivoting on hinges located to the side or along the top of the window frame i.e. they open like doors. Usually taller than they are wide, they provide good ventilation and offer an unobstructed view. The majority of homes are fitted with casement windows. They are the simplest to operate and suit nearly every home.



### b. Tilt & Turn Windows

This window functions in two ways. The tilt function opens the top of the sash inwards for ventilation, whilst the turn function can be used to open the window inward from a side hung position. These windows are particularly suited to multi-storey properties where its dual operation allows for safe cleaning from the inside. Tilt & Turn windows can also be used as emergency exits.



### c. Bay Windows

Bay windows create a sense of space and light. Projecting beyond the exterior wall of the property, bay windows provide a more accessible and unobstructed view of the outside space. Bay windows are commonly made up of three casement windows at angled projections; the centre window being larger than the two windows that surround it. Perfect for extra seating.



## d. Bow Windows

Also projecting beyond the exterior wall of the property, a bow window's structure is curved, creating a rounded appearance on the outside of the property. A bow window will typically comprise of between 3-6 casement windows of the same size. Bay windows make a dramatic statement and can help make a room look and feel bigger.



## e. Vertical Sliding Sash Windows

This window has two frames fixed one above the other and opens by being moved up and down. Designed to resemble that of a traditional timber box sash window, the sash window offers excellent ventilation in the summer months as they can be opened from both the top and the bottom, allowing hot air to escape through the top section while cooler air enters below.



## f. Sash Horn Windows

Windowmate also offer an alternative to the sliding sash window. The run-through sash horn window opens outwards like a casement window whilst imitating the classic look of a sash window when closed.

**Remember that you can also complement the look with your choice of handle and glass.**



Premium Gold (Shiny)



White



Satin Silver



Chrome



Black

# 2.

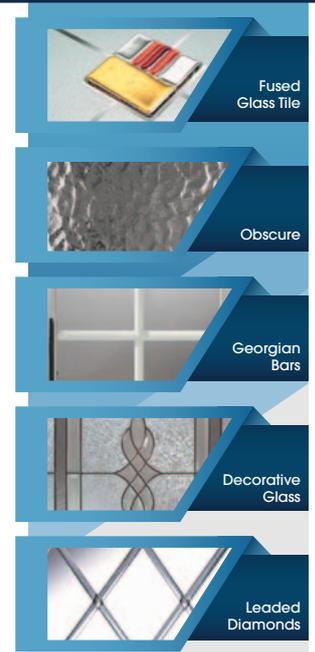
## Select Your Glass

The options can be overwhelming when it comes to glass as there is so much to choose from, but think about the specific application and location.

- Low E glass – low emissivity glass has an invisible, thin coating applied to its surface that reflects heat to keep heat indoors and maintain a comfortable temperature.
- Low iron glass – clearer, allowing for more light.
- Security glass – thicker glass, laminated or toughened to enhance security.
- Noise reduction glass – alternative to triple glazing.
- Decorative glass – inject some style into your home with coloured shapes, patterns or bevelled designs.
- Obscure glass – aka privacy glass. Available in a satin finish or patterned option.

To download our glass brochures please visit:

<http://www.windowmateupvc.com/products/glass-options/>



# 3.

## Security

A comprehensive range of locking systems are available on windows. Sash Jammers can also be fitted to doors (on request) to provide further security.

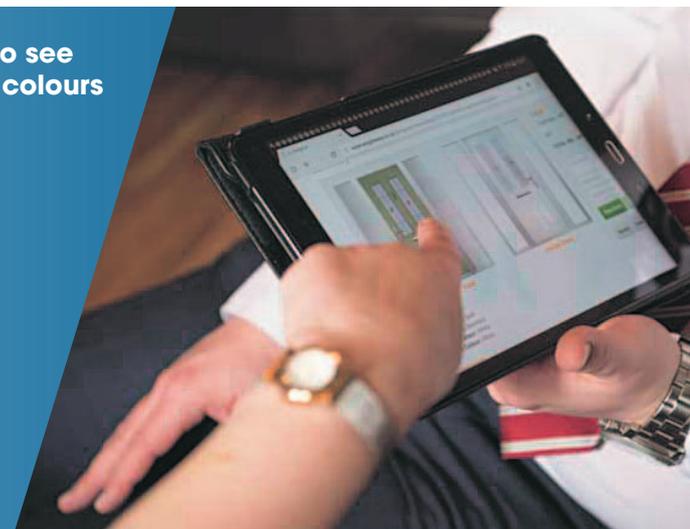
Find out what the standard specification is and consider your location (low or high levels of crime?), do you spend long periods of time away from your home? Do you have a burglar alarm and do you have young children or vulnerable adults sleeping in your house? Then ask yourself if the added security would give you greater peace of mind?



For added peace of mind, you can opt for Secured By Design (SBD) specification. SBD is a widely recognised police initiative which promotes the use of security standards on windows and doors to prevent crime on homes and commercial premises.

**Research shows that residents living on Secured by Design developments are half as likely to be burgled.**

Finally, we recommend that you visit one of our showrooms to see samples of our window and door products. With a variety of colours and styles on show, you can compare your options and get advice on the best option for you.



# uPVC Doors

A stylish modern door can be the perfect finishing touch to any home.

Our uPVC doors can add character, as well as provide security. In addition to our standard door, we can supply doors to meet PAS 23/24 standard and/or Secured by Design specification.

- **Range of glazed and solid options**
- **Available in smooth and woodgrain finishes**
- **Large range of panel designs**



# Composite Doors

Composite doors are becoming hugely popular. With an almost endless choice of colours and lots of security and performance benefits, composite doors can be said to have the edge on uPVC and timber.

- ✓ **Improved U-values over uPVC**
- ✓ **Traditional & Contemporary Designs**
- ✓ **Woodgrain effect**
- ✓ **Wide range of colour options**
- ✓ **High resistance to weathering**
- ✓ **Low maintenance**
- ✓ **Built to Secured By Design specification**
- ✓ **Available in a REHAU frame**

You can achieve the sophisticated appearance of solid timber with virtually no maintenance required. Composite doors are robust and weather resistant and won't rot, warp or crack over time, nor will they ever need painting, and can offer a longer life span than both wooden and uPVC doors.

Made from multiple materials to ensure strength, durability and aesthetic appeal, composite doors are a superb choice for any home.

At Windowmate we have a fabulous choice of colour options and some exciting glass designs featuring a blend of fused tiles, sandblasting and glass bevels complemented with resin lead and coloured film. There is also a wide choice of door furniture available including handles, letterboxes and door knockers in lots of different colours and styles so that you can truly make your door your own.

*When it comes to security, composite doors are definitely ahead of the rest.*

A recent survey put security as the top priority for 85% of homeowners when buying a new door and, at Windowmate, our doors are fitted with high security cylinders and multi-point hook locks as standard to give you the peace of mind you are looking for.



**virtuoso**  
DOORS BY DESIGN

*The  
Palladio  
Door Collection*

**Apeer**



If you want to achieve the high-end contemporary look of an aluminium door without the price tag of aluminium, Windowmate also supply a new type of composite door that incorporates realistic detailing and a smooth finish to replicate the appearance of an aluminium door.



This aluminium alternative is only available in Northern Ireland from Windowmate.

# FAQs

## What is the difference between a single- and a double-rebated door?

The terms 'single-rebated' and 'double-rebated' describe the type of seal on a door.

A single-rebate door closes flush with the door frame like a traditional timber door and incorporates a wool pile or second gasket for thermal efficiency. A double-rebated door closes over the inside of the frame.

Both single- and double-rebated doors are guaranteed for 10 years.

At Windowmate we have a range of composite doors (single- and double-rebated) to suit all preferences.

## What sort of door should I go for?

Timber doors are very aesthetically pleasing, however they require a lot of maintenance to prevent peeling, bowing and rotting. uPVC is a low maintenance alternative and is often a cheaper option. However, uPVC cannot not imitate the natural woodgrain finish, like that of a timber door.

With a composite door you can have the best of both worlds. Composite doors have a realistic timber-look yet have a high resistance to fading and will not warp, twist or crack. Together with enhanced thermal efficiency, high security options and an extensive range of door styles and colours to choose from, composite doors boast a longer lifespan (almost twice as long as PVC).

If you want to achieve the high-end contemporary look of an aluminium door without the price tag of aluminium, Windowmate also supply a new type of composite door that incorporates realistic detailing and a smooth finish to replicate the appearance of an aluminium door. This aluminium alternative is only available in Northern Ireland from Windowmate.

Before choosing your door, you should consider how much time you can dedicate to maintaining your door, the level of security you need, how thermally efficient your door needs to be and its required lifespan.

All our doors are manufactured to a high specification and each door is made to your bespoke requirements. Visit us in store to see our range of doors for yourself.

## What is a 'Composite' door?

A composite door is made from a combination of materials for added strength and durability. In most cases (depending on manufacturer) it is constructed from GRP (Glass Reinforced Plastic) skins for a beautiful timber-like appearance and polyurethane core for enhanced thermal efficiency. Composite doors have become a popular choice, with enhanced security features and a much greater selection of styles and colours.

## What is the price of a REHAU window?

The price depends on the specification of the window and the size of your chosen window style. Please contact us directly and we will arrange a free survey and quotation.

## How long before I get my new windows installed?

All our windows and doors are bespoke made to your requirements. It may take 4-5 weeks before your new windows can be installed. During peak business periods it may not be possible to install within this time frame but we will do all in our power to prioritise and fit your new windows as soon as is possible.

## What is the price of a uPVC door?

The price of a uPVC door will depend on style, colour and size. A single uPVC door will range from £600 upwards.

## Are there grants available for energy efficient windows?

There are grants available for energy efficient windows. However support available may vary depending on the council area you belong to. For information on grants and affordable warmth schemes please visit:

<https://www.nidirect.gov.uk/articles/affordable-warmth-grant-scheme>

Windowmate has already undertaken HSE grant work.

## Can I get a replacement key for my window lock?

It is unlikely that we could source a replacement key for your window lock if you did not source your window from Windowmate. However, most handles have universal screw fixings, so we can provide you with a new handle to fit in place of the old (and it's supplied with a key!).

## Are the windows that you sell energy rated?

Yes.

Today, windows are assessed with an easy to recognise A-G energy rating. The rating assesses the energy performance of the whole window including frame material, frame design, glass type and all other components that make up the window. Any window with a 'C' rating or higher is deemed to be energy efficient. A window with an 'A' rating should allow more free heat in from the sun than it loses from your home (over the course of a year).

Windowmate is a REHAU Authorised Partner and so only supplies this quality, German brand of uPVC windows. The REHAU system can achieve some of the best u-values in the market and it can proudly display the Energy Saving Recommended logo because they meet the highest A-C ratings.

# FAQs

REHAU has a special online tool that you can use to demonstrate the energy efficiency of REHAU window systems (<http://www.rehauanswers.co.uk/Home/EnergyRating>). It has been designed to calculate the thermal transmittance (U Value) of windows and doors manufactured with REHAU profile, following the principals of BS EN ISO 10077-1. The results are approved and accepted by FENSA and Certass.

Energy efficient windows may cost more initially but will not only improve comfort but will save energy and money for the life of the window. Over the life of a window, the cost of heat loss is greater than the purchase cost. Choosing the most energy efficient window will save money.

## Are your windows internally beaded?

Yes, all of our windows are internally beaded as standard, unlike externally beaded windows, which are at risk of being targeted by burglars since the glass can be easily removed from the outside.

If you are security-conscious, there are a number of additional Secured By Design (SBD) features that Windowmate can specify to improve the security of your home and give you peace of mind that your family and possessions are safe.

## Will new windows reduce noise levels?

Yes. Modern double-glazed windows have much thicker glass units than decade-old windows, cutting down noise transfer so you hear less noise inside your home.

## Do I need planning permission for new windows?

Planning permission is not normally required for repairing, fitting or replacing doors and windows, unless you own a listed building. If you live in a conservation area (or other designated area) you should consult with your local planning authority.

## Will the installer need into my house?

Our fitters will need access to both the exterior and interior of your house to carry out window and/or door replacements. Once your bespoke windows and/or door(s) have been manufactured and delivered to your local branch, Windowmate will contact you to arrange a suitable date for the installation.

## What if something goes wrong?

Don't panic. Contact us immediately and our friendly customer service team will take your details and then make every effort to resolve your issue.

## Is my investment protected?

Your investment is guaranteed by Windowmate's profile supplier and glass supplier.

## Profile

All uPVC window, door and French door products are made from REHAU uPVC profiles, which represent the very latest in technology for modern window and door construction. REHAU guarantees that profile shape and dimensions conform to REHAU technical drawings within specific tolerances and, in accordance with standard test procedures, guarantees that the consistent quality of material used is resistant to the effects of weathering and sunlight for a period of ten years for white and five years for any foiled profile.

REHAU profile meets the requirements of relevant standards within BS 6375, BS 7412, BS EN/2608 and security performance to PAS 23 and PAS 24. Frames outside the maximum sizes recommended by REHAU are not covered by guarantee.

## Accessories

All materials sourced meet the rigorous requirements of their respective applicable British Standard.

## Hardware

Hardware is guaranteed when installed in accordance with technical instructions and used correctly. Guarantees do not apply in cases of mis-use or mishandling of product. Please note that brass products by their nature will tarnish and as such carry no warranty against discoloration.

## How long does it take to fit a door?

Entrance doors can be fitted within a day, which means your home remains secure.

## How long does it take to fit windows?

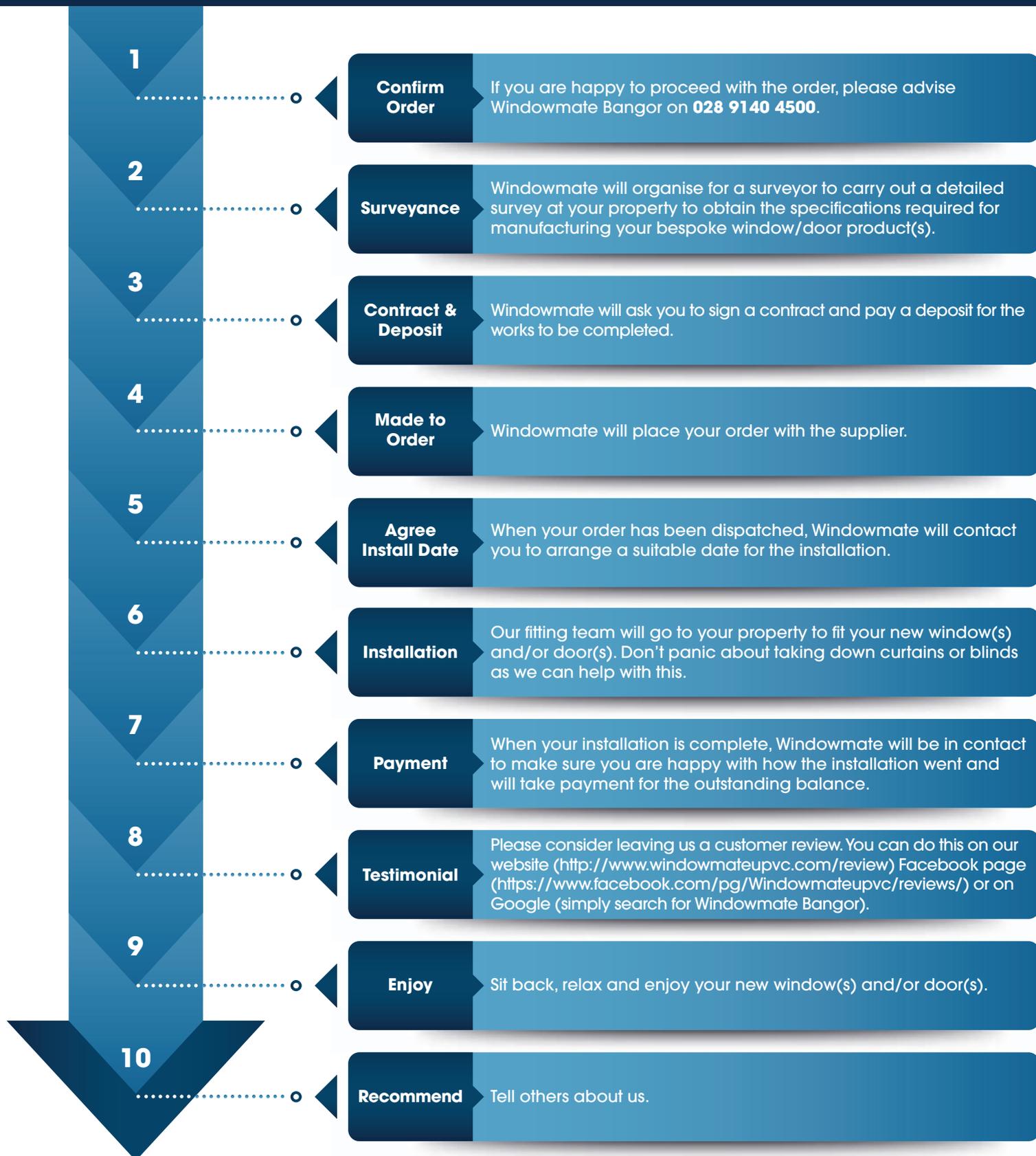
The exact time depends on the number and style of window(s) being fitted. As a general rule, a whole house (8-10 windows) should be fitted in 2-3 days. Once a full survey has been conducted and the extent of the work is known, Windowmate will be better able to advise you.

## Will there be much mess?

Windowmate operate a clean and tidy policy. Our team of fitters will make every effort to leave your home free of any "mess" associated with the installation. We will also take away your old window(s) and/or door(s) and dispose of responsibly, in line with our environmental policy.

If you have a question that is not covered above, please speak to a member of the team or email us at [enquiries@windowmateupvc.com](mailto:enquiries@windowmateupvc.com).

## Received your quotation? ...What next?



# Windowmate™

uPVC HOME IMPROVEMENTS

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Find us on



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