Roseview windows

SURVEY & INSTALLATION GUIDE

How to measure for and install Rose Collection sash windows

version 1.0 | November 2021

Thank you for choosing Rose Collection timber-alternative sash windows.

Our sash windows have been designed to suit all kinds of properties, from newly-built to traditional. With very little maintenance or upkeep they will continue to look great for decades, while being practical, efficient and simple to use.

As with anything, getting things right at the beginning is the foundation for many years of trouble-free high-performance use. Therefore this guide is designed to describe the process of surveying and installing sash windows the right way.

Traditional style and elegance. Modern performance. No compromises.

#TraditionRedefined

Contents

BEFORE YOU START

Installing new sash windows is a complex and technical task. Whether your new windows are going into newly built prepared openings or replacing existing windows, there is much more to it than meets the eye.

This guide is designed to assist skilled professionals by providing information and procedures specific to the survey and installation of Rose Collection sash windows.

Use A Professional

Surveying and installing windows are highly skilled procedures performed by professionals backed by both training and experience. **They are not generally considered DIY tasks.**

If you aren't going down the usual route of using a professional window installation company for your new windows - perhaps working with a builder or skilled tradesman instead - you MUST ensure that they are competent and knowledgeable when it comes to window installation. Mistakes made during the survey and installation process can be expensive to rectify and - more importantly - potentially dangerous.

Regulatory Requirements

There are a number of important things you will need to consider and comply with as part of a window replacement project. These include, but are not limited to:

- Building control approval (unless you are using a professional installer who is a member of an approved Competent Person Scheme such as FENSA or CERTASS)
- Various building regulations, including Part L and Part K
- Structural considerations, especially if replacing existing windows. Bay windows require particular attention as they may be load-bearing.
- Safety and best practice guidelines for both window installations and general building projects.

Professional window companies, surveyors and tradesmen will know and understand these requirements, and will advise and guide you through the process.

SURVEY GUIDE

An accurate and comprehensive survey is the foundation for a quality installation. The purpose of the survey is not just to establish the sizes required for new windows; there are a number of other factors that need to be determined to ensure the installation meets appropriate regulations and safety concerns while satisfying aesthetic and operational requirements.

Things to look out for

There are a number of things to look out for during the survey, especially on replacement window projects. These include:

- Window design, including sash heights and astragal bar layouts.
- Regulatory requirements, including energy efficiency, ventilation, safety glass, restraint and restriction, egress etc.
- Structural features, including hidden lintels, uneven arches and arch-outside-square-inside.
- Load-bearing - remember that uPVC is not load-bearing, so you need to ensure that whatever is above the sash window is properly supported (typically by a lintel).
- Access requirements.
- Straight or check reveal? Will the new windows fit behind external brickwork, or flush inside a straight reveal?
- Ancillaries, including projecting cills, add-ons, trims and architraves.
- Attachments, such as internal or external shutters and hidden cabling.
- General condition and squareness of apertures.
- Previous window replacements, especially when original box sashes have been replaced with casement windows into the old sash box.

Refurbishment

When surveying for replacement windows, it is important to gain full access behind the existing windows to see what the new windows will be fitted into. Older properties are notorious for their ‘hidden surprises’, especially surrounding lintels, cavities and arches. Don’t assume that all window apertures are the same, even on the same property.

It is possible that existing architraves and trims will have to be removed to properly inspect what’s behind old timber sash windows.

Check reveal or straight reveal?

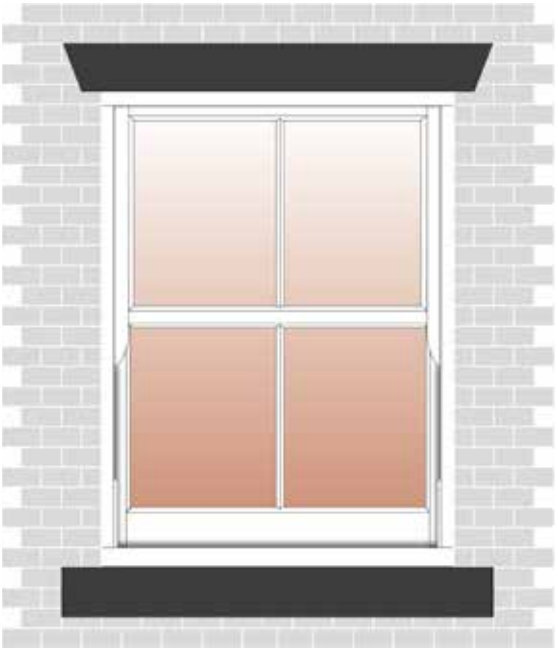
The first thing you need to do is establish whether the sash windows will be fitted into **straight reveals** or **check reveals**.

In newer properties you are likely to be dealing with **straight reveals**, where the brick runs straight and flat from the external face of the wall to the internal face (with the cavity).

When installing sash windows into straight reveals you will need to determine how far forward or back to fit the new windows. Often this will be determined by existing plaster lines.

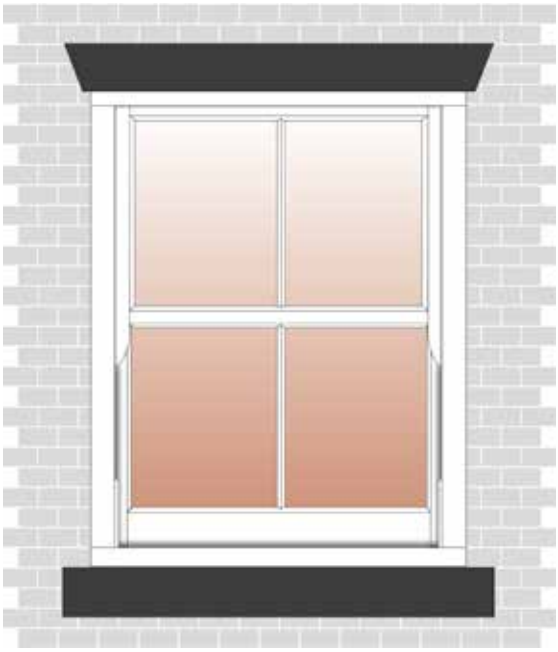
On older properties, especially where you are replacing existing box sash windows, there is a good chance you'll have **check reveals**. Here the reveal is stepped, with the aperture in the external face of the wall being smaller than the internal aperture.

Here you should aim to install the new windows directly behind the step of the external aperture, meaning that a large proportion of the outer frame of the window is hidden when viewed from the outside. Typically this will leave 20mm to 25mm of frame showing from the outside.



Check reveal

Window fitted behind external brickwork, with approx.20-25mm of external frame showing.



Straight reveal

Window fitted into flat reveal, with all of the external frame showing.

As a general rule of thumb, no matter which reveal type you are dealing with you'll need a minimum of 150mm reveal depth to accommodate Rose Collection sash windows.

Direct fix or fixing straps?

Now is the right time to determine what fixing method will be used for the windows when they are installed.

There are two options: direct fix or fixing straps.

Direct fix means driving fixings directly through the outer frame into the aperture substrate in set locations (as detailed in the Installation chapter of this guide). This is the most popular fixing method, and is usually the only option on replacement windows

Fixing straps are screwed to the outside of the window frame, perpendicular to the window. They then extend beyond the internal face of the window, allowing the installer to fix through them into the aperture face. They can then be plastered over. Typically this method is only used on new builds. 202mm fixing straps can be ordered directly from Roseview with your window order.

How to measure for sash windows

We recommend that you measure from the outside wherever possible. However it is important that you inspect the apertures thoroughly from all angles.

When replacing existing windows you will need to determine what those windows are fixed to, and what lintels and support is in place. If possible, carefully remove a piece of internal trim or architrave to see what is behind it. This is also a good opportunity to identify any hidden cables that may be routed around an existing window.

1. Always measure the width and height of each aperture in at least three places: head, midrail and cill; left, centre and right. If your reveals are particularly uneven or skewed, take extra measurements.
2. Pick the smallest measurement for both width and height.

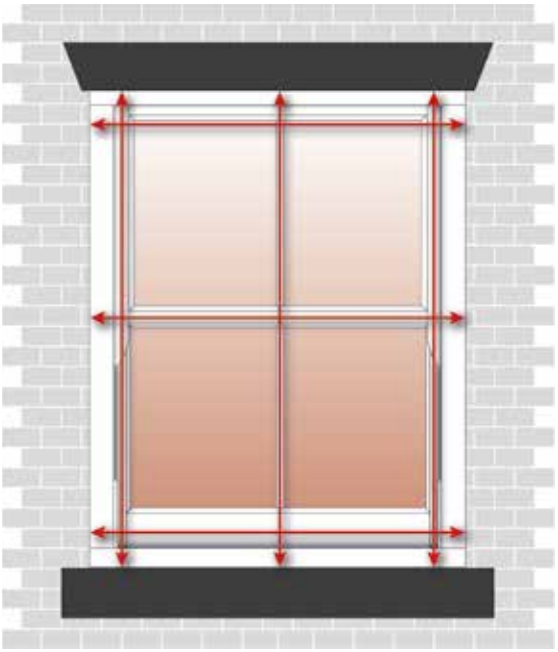
   On straight reveals you now have your **aperture size**.

   On check reveals you will need to make an allowance for the amount of frame that will be hidden behind the external reveal (called the **reveal allowance**). The goal is to replicate the amount of frame that was showing on the old windows. Typically this will be between 20mm and 25mm. Therefore on a sash window with a frame width of 66mm (Ultimate and Heritage Rose), you will need to add between 41mm and 46mm to each side (82mm to 92mm to the overall window width) and 41mm to 46mm to the overall height. Do not add an allowance for the bottom of the window.

   You now have your check reveal **aperture size**.
3. For straigth reveal fitting, now deduct a **fitting tolerance** from the overall width and height of the window. We recommend deducting 10mm to the overall width and height.
4. You can now calculate your **finished window size**, as follows:

   Straight reveal = aperture size - fitting tolerance

   Check reveal = aperture size + reveal allowance
5. Order the windows using their finished window size.



Measuring a sash window

From the outside...

1. *Measure the width in at least three places (top, middle and bottom).*
2. *Measure the overall height in three places (left, centre and right).*
3. *If the apertures are very uneven, take extra measurements as required.*
4. *For an unequal split, measure the midrail height from either the top or bottom of the window.*
5. *Check internal measurements if access allows.*

*When you have your measurements, select the smallest width and height, make any allowances for add-ons and then make any necessary adjustments for check reveal fitting to give you your **finished window size**.*

Don’t forget the midrail height!

In most cases your midrail will be in the centre of the window, with equal top and bottom sash sizes. However, this is not always the case. If you require an unequal split, don’t forget to measure the height of the midrail you require. You can do this from the top or the bottom or the window, but be consistent, especially if you have a row of windows with unequal splits where all the midrails need to line up.

A note on add-ons...

In some circumstances you may require add-ons to move the sides or head of a window inwards, or to fill space outside of the usual outer edge of the window frame without altering glass lines.

Add-ons are available in a range of widths, the most common of which are 10mm, 20mm, 36mm and 40mm. Multiple add-ons of different widths can be combined.

When ordering windows, include add-ons in the **finished window size** and specify which add-ons are required. For instance, if you need the overall window size to be 900 x 1500mm, order at that size with a note stating that you require 20mm add-ons to the sides and head. What you will then receive is a window sized at 860 x 1480mm, plus three lengths of 20mm add-on.

Bay windows

Bay windows where the different elements are connected together with bay poles are called **made-up bays**. When measuring made-up bays, there are extra considerations that you will need to check and measure.

Load-bearing

When replacing an existing bay window it is crucial that you determine whether the existing bay is load-bearing or not. If it is load-bearing, you must include this information when you order the replacement bay - we will then ensure that the appropriate load-bearing hardware and bay poles are included as part of your new bay.

Angles and shared cills

Typically three-part bay windows use 135 degree angles and sit on a single shared cill. However, your situation may be different, so it is important to check and survey everything accurately.

When ordering a made-up bay, we will need the following information:

1. The **internal** width of each window in the bay (to the inside edge of the internal cill upstand).
2. The bay height.
3. The spring line (internal wall-to-wall measurement at the widest point of the bay).
4. The internal angles at each bay pole (use an angle-finder on the existing window or the wall to get these).
5. Whether the bay load-bearing or not.
6. Whether you require bay jacks (load-bearing bays ALWAYS require bay jacks).

We can then use this information to calculate all the sizes, angles and allowances that are required.

Further considerations

As well as accurately measuring your windows, surveying includes other considerations that need to be taken into account before you can order your windows. These include:

Midrail	As the name implies, typically the midrail is placed in the vertical centre of the window. However, this is not always the case, and alternative layouts are reasonably common. For instance 1/4-3/4, 1/3-2/3, and 2/5-3/5 are all popular choices.
Fire egress	Building regulations (specifically Approved Document B) have detailed requirements covering the provision of fire escape routes via windows. In simple terms each habitable room without a direct escape route need a window with a minimum opening size of 450mm in both width and height, and a minimum opening area of 0.33m2. Currently there is an exception that covers replacement windows. Again, in simple terms the exception states that replacement windows don't have to meet the minimum opening requirements if the existing windows didn't, as long as the new windows don't make the situation worse (by reducing the largest opening size). Whatever the situation, you should consider fire egress when surveying windows. As a general rule of thumb, any window smaller than 900 x 1200mm probably won't meet the minimum requirements without extra consideration.
Glass	You must consider your glass requirements at survey. Is safety glass required (either by regulations or circumstance)? Do you require obscure glass to provide privacy (bathrooms!)? Do you require the extra security offered by laminated glass or noise reducing acoustic glass?
Cills	On sash windows cills are integrated into the window frame - they are the bottom frame section. This differs from casement windows, where the cill typically sits below the window frame. Standard sash window cills are flush, meaning that they are the same depth as the rest of the window frame. There is no forward projection or overhang because sash windows typically sit on top of stone cills. The stone cill does the job of casting rainwater away from the wall. If your sash windows will not be fitted onto stone cills or their equivalent, you will need to consider projecting cills instead. Various options are available.

WINDOW DELIVERY

One aspect of sash window jobs that is sometimes overlooked is what's involved in taking delivery of your order. Sash windows are large, often unwieldy and - because they arrive glazed - can be very heavy. To ensure your project is successful and problem-free, there are a number of things that need to be planned when taking delivery of your sash windows.

Note: your delivery driver will unload your windows from the vehicle, but it is your responsibility to move them to where you want them.

Don't remove the packaging!

It is very important that you don't remove the packaging from your sash windows until you are ready to install them and have moved them to their final location.

Not only does the packaging protect your windows from accidental damage and scratches, some of it is there to keep your windows true and square until they are fitted.

Specifically, there will be two or three tension bands around the width of the windows, and you will find glazing packers in the brushpile spaces between the sashes and outer frame. These should not be removed until the windows have been installed. See the next chapter for more information.

You may also find small pieces of extra profile temporarily screwed to the underside of the cills. These are called *skids*; they keep the cill off the ground while making it easier to slide the windows across smooth surfaces without damaging the cill. If your windows have skids in place, remove them just before installation when the window is in the right location. The simplest way to do this is to carefully lay the window on its side, unscrew and discard the skids and then stand the window up again.

Checking your order

Once your windows have been unloaded, it is important to check them off against your order acknowledgement. Check the number of windows, see if there are any obvious signs of damage, and ensure you have the necessary ancillaries pack (including sash lifts, keys, caps and possibly add-ons etc).

In the unlikely event that there is an error with your delivery, inform the driver and make a note on the delivery note before signing. While we will always endeavour to correct errors and omissions, It is simpler and faster if problems are highlighted at delivery.

Sash window storage

You must store your sash windows upright in a vertical position. Laying them down, storing them on their side or at an angle risks interfering with the sash mechanisms.

While sash windows can be kept outdoors, if you are storing them for more than a few hours we strongly recommend storing them under cover - either indoors or covered with something robust that will keep water off and prevent damage. Wet sash windows are difficult to move!

INSTALLATION

Your windows have been delivered, you have everything you need and you're ready to go. It's time to start the installation.

This chapter outlines how to successfully install sash windows and what you need to look out for during the process.

IMPORTANT WARNING!

Installing sash windows is a highly skilled process that should only be undertaken by professional window installers, using the correct procedures and equipment. It is NOT a task that's suitable for DIYers, handymen/women or general construction workers.

The instructions below provide useful information to competent, experienced installers who already know the fundamentals of installing windows. Under no circumstances should they be considered general instructions on how to fit a sash window.

Windows are an integral part of a building. Incorrect installation can lead to serious harm and damage - to the windows, the building and its occupants.

Also note that unless you are registered with an appropriate Competent Person Scheme (such as FENSA or CERTASS), window installation is subject to building control inspections by building control officers.

If you have any doubts, DO NOT proceed with the installation. Consult a professional, competent, registered installer instead.

Preparation

Before installing the windows, you need to ensure that both the windows and the apertures they're going into are ready.

De-sashing

Generally there is no need to remove the sashes from a window to install it. Therefore we recommend that you leave the sashes in, along with the tension straps and sash packers.

If you do have to de-sash a window - to reduce weight for instance - then it is crucial that you put them back in before final squaring and fixing. You will also need to carefully check that the outer frame isn't bowed or pinched, and that the brushpile lines between sash and frame are even at approx 3mm across the window.

Check the **Roseview Windows YouTube channel** for a video showing you how to remove and replace sashes.

Add-ons

If your windows require add-ons and/or overhead vents, fit them before you offer the window up to the aperture.

In the case of straight add-ons to the sides or head of the window, these clip into the ribs and grooves on the outside of the outer frame. You can add CA glue to the ribs to hold them in place if required. Remember that there are two add-ons per side - one for the external face and one for the internal.

Sub-frames and cavity closers

If your installation involves timber sub-frames (refurb) or cavity closers (new build), check these now to ensure that they're firmly in place, straight and square. This is especially important if you are fixing into a timber sub-frame.

Example of timber subframe and noggins

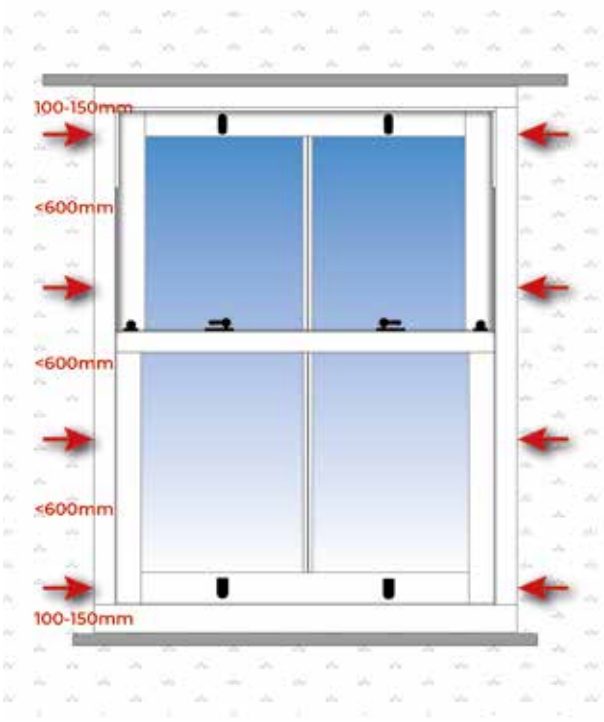
Note the prepared opening, and then the timber frame with noggins at the sides in fixing locations. Also note that the compression bands and sash packers have been left in place while the window is fixed and foamed.

Note: if you are installing timber sub-frames, make sure you use tanalised or pressure treated timber of a suitable thickness for your fixings. If you are using noggins to bring the timber frame in from the brick or stonework, ensure noggins are placed in the appropriate fixing locations, and then spaced equally around the rest of the subframe.

Fixing straps

If you are using fixing straps for this installation, now is the time to fix them to the windows.

We recommend using 200mm straps on the sides and head of the window. Start with the corners and place a strap approx 100 to 150mm from each corner - two on each side and two on the head. Then intersperse more straps as required, ensuring that there is no more than 600mm gaps between two straps.



Suggested fixing strap locations

Prepare for window board

On Ultimate Rose our deep cill option has a clip-in section at the back which can be removed to allow new window board to slide into a shallow void. If you are using this option, remove the clip-in section now.

Window installation

Based on decisions that were made during the survey, it is now time to offer the windows up, carefully square them off, ensure that they are plumb and then fix.

Lift the window into position

Lift the window into the aperture from the inside. This is a job for two people - even small sash windows are heavy. On very large sash windows, or when you are dealing with high cills, you may need more than two people, or possibly lifting equipment.

Centre the window in the aperture, then push it forward into it's required location. If you are fitting into check reveals, this will mean pushing the window forward as far as it will go until it is up against the external brick skin. For straight reveals move the window into position based on the required internal and external reveal measurements.

Packing the window

Ensure that the window is closed and the sashes locked off.

Start by packing under the cill. Ensure the base of the window is level and the window is raised to the correct height. This is especially important on check reveal fits, and you want the amount of outer frame showing externally at the head to match that at the sides. We recommend 20-25mm but this will have been determined at survey.

Even if the base of the aperture is already square and level, you must pack underneath the cill. Use packers directly underneath the sides of the window. This will prevent the cill from bowing upwards, which can interfere with the operation of the window.

Now pack the sides and head of the frame where your fixings will go (see the Fixing Points section below). Ensure the window is packed tight, but not so tight that the outer frame bows inwards. If you are direct fixing the window, friction fit extra packers up the sides of the frame (or use noggins) to prevent it from bowing outwards when the tension straps are removed. Side packers should be no more than 600mm apart.

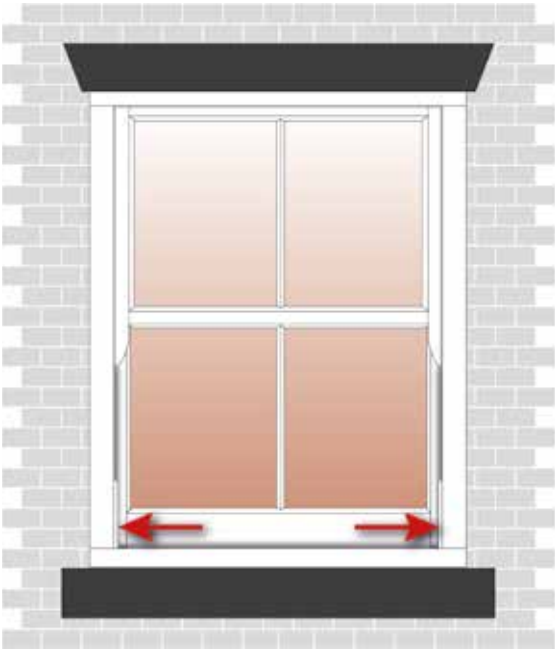
Finally, take this opportunity to make sure that the window is located correctly and is square, plumb and true. Check that packers are tight, but not so tight that they are bowing the outer frame in.

Fixing points

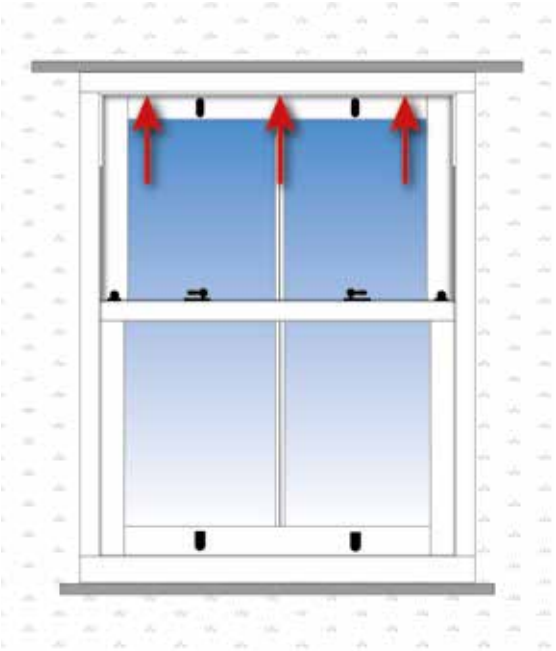
If you are using fixing straps your fixing points are already set by the location of the straps.

If you are direct fixing, the correct fixing locations are as follows:

- on the sides of the window, at the bottom, through the external (top sash) sash channel under the cover stops
- through the head of the window, through the internal (bottom sash) channel under the full width cover profile (generally three fixings)



Direct fix locations (external view)



Direct fix locations (internal view)

IMPORTANT

You must not direct fix through the frame in any other positions - especially through the cill or the dividing profile between the two sash channels.

Sash packers and compression bands

Wherever possible we recommend installing sash windows with the sashes, sash packers and compression in place. This helps keep the window square and properly adjusted during the fitting process.

If you have had to remove the sashes to lift the windows into position, carefully refit them before packing and fixing. Once the sashes are back in, slide the 3mm packers back into the slots between the sides of the sash and the frame. This is essential as it will help ensure that the frame isn't bowed inwards during fitting. The packers should slide in easily but not be loose.

Leave the packers in place until the foam has cured, as this will prevent foam expansion from bowing the frame. We recommend leaving the packers in for 24 hours.

If the sash packers fall out during the process, the frame may have bowed outwards slightly. Double-check that you have packed the window properly before fixing the window. The gaps between the sashes and frame should be a consistent 3mm.

Recommended fixings

The fixings used to install sash windows are the same you'd use for any uPVC window. Ensure that the fixings you use are corrosion-resistant.

Screws must penetrate at least 30mm into timber or 50mm into brick or masonry (using plugs).

Once fixings are in place, we recommend using a suitable expanding foam to provide extra fixing strength and to fill voids around the outside of the window frame. However, foam should never be the only method of fixing - it should always be used alongside mechanical fixings.

Bay windows

Integrated bay windows will usually be delivered as separate windows, for ease of transport and manoeuvrability on site. Each window will have a sacrificial integrated cill, and your delivery will include a full welded cill plus bays poles, covers and jacks.

Once your bay is prepared, it is ready to be installed. Given the size and weight of bay windows, you may need to remove the sashes before lifting the bay into place and positioning it. If you do so the bay poles will keep the internal borders square and true. However, pay extra attention to the sides of the return windows when fixing them, to ensure they are plumb, true and don't bow inwards or outwards.

We have a separate **Bay Assembly Guide** that provides instructions on how to assemble your bay window.

Squaring off arches internally

On arched windows you may find that while the window and external aperture are arched, the internal aperture is squared off at the head. In these cases you will need to infill the area between the arched window head and the square reveal.

This can be done in a number of ways, depending on the size of the area that needs to be filled. For larger spaces, we recommend cutting in an insulated panel of the appropriate thickness, such as Kingspan. You can then clad over the top of the panel with the correct colour before trimming or adding architrave in the usual way.

CHECK FOR SQUARE

With the window installed, it is important to check the accuracy of the fit before proceeding to the internal and external finishing. A small amount of time spent doing this now can save much more time down the line solving problems.

Perform all the checks below and - at each stage - make a note of any issues before correcting anything.

De-banding

Assuming you have installed the window without removing the sashes, now is the time to remove the tension banding that prevented the frame from bowing during transport and installation. If you have used expanding foam during the installation, removing the bands before the foam has fully cured will be simpler.

Square, plumb and true

With the bands removed, check the window is square and true in all directions - vertically, horizontally and front-to-back.

Racking

Check that the sides of the frame are vertical and that the corners are all at 90 degrees. An easy way to spot whether a frame is racking is to check the lines between the sashes and the frame - if the sash lines aren't even and perpendicular, your frame may have racked.

Frame bowing or bellying

While you still have easy access to the edges, ensure that the outer frame didn't bow outwards or belly inwards during installation or when the tension straps were removed. This is critical as even slight curves can prevent the window from operating properly, while possibly affecting weathering.

Bowed frames are usually the result of the frame not being packed tightly enough, or packers being placed incorrectly. If the frame is pinched inwards this could be the result of packing being too tight, or too much expanding foam pressing the frame inwards.

Note: bowed frames are the number one cause of unnecessary service calls, and are much more difficult to resolve when the installation is complete and windows have been sealed and trimmed. **Service calls that are result of incorrect fitting will be chargeable.**

Sashes

Finally, check that the sashes slide and tilt as expected, and that the gaps at the sides of each sash are straight, even and set at approximately 3mm. If any of these aren't correct, it's usually an indication that the window isn't square, true and plumb.

SEAL & FINISH

Now that the windows have been installed and checked, you can move on to finishing the windows. This involves fitting some final parts to the windows, then sealing, trimming and finishing off.

Preparation

You should have already removed all the bands from the window as part of the checking process. If you haven't, do so now, and then check that the frames are bowed (see previous chapter).

Install parts

Your window delivery will have included a pack of parts. Unless you have requested otherwise, all window furniture will be pre-installed onto the windows except for sash lifts on the bottom sash - these are left off to prevent damage. These will be in the packs, along with cover stop caps, lock and limit stops keys, trickle vents (if ordered) and fixings. You can now install these parts as follows:

1. Install trickle vents and hoods over the routed holes, using the fixings provided.
2. Install the sash lifts using the fixings provided. Usually there are two per window. Location holes for the fixings will have been spotted for you.
3. Apply cover stop caps. These are left off so that they're not lost when you move the cover stops to fix the windows. Fit them now by turning them 90 degrees, inserting them into the chamber above or below the short cover stop sections and then turning them back and seating them in place. Use a dab of CA/superglue to fix them to the cover stop.
4. Install cill end caps. If necessary, trim the end caps back using a sharp knife or cutters, and then use CA/superglue to glue the end caps onto the ends of your cills.

Window boards

If you are installing new window boards, fit them now.

We have an option on our Ultimate Rose windows for a traditional 50mm deep cill. If you have chosen this option, the back of the cill has a clip in section that should be removed before the window is installed, allowing enough room for a standard window board to slide under the back bottom edge of the cill. Otherwise simply butt the window board up against the internal face of the cill and seal with decorators caulk.

Remove profile tapes

Remove profile tapes at this point so that they don't interfere with the seals or trims.

Sealing

Seal the outside of the windows. We recommend using a low modules silicone sealant for this as it is flexible and bonds well to most substrates, including the window frame. If the gap

around the window exceeds 5mm overall you may need to use another method to partially fill the gap before applying the silicone. The key is to ensure that the seal prevents water and draughts getting down the side of the window.

Repeat the procedure on the inside of the window. If the seal needs to be painted over (instead of being covered by trim or architrave, use decorators caulk instead of silicone. As with the outside, if your gap is more than 5mm you may need to partially fill it first and then use caulk over the top.

If you have used expanding foam as part of the installation, ensure the foam is tack dry before sealing. Depending on the foam you have used, this may take up to an hour.

Trims and architraves

Once the window has been properly sealed, apply decorative trims and architraves to finish off the inside. Use silicone or a suitable uPVC adhesive to apply uPVC trims directly to the face of the window.

Clean and finish

Clean the frames and glass using appropriate cleaners to finish the job. We recommend standard uPVC cleaners or simply soapy water to clean the profiles.

USING YOUR WINDOWS

We have a separate sash window operating and maintenance manual available that you can give to your customers. This tells them everything they need to know about their new sash windows. However customer service is important, and part of any good installation is to give your customers a quick overview of how to use their new windows.

The following are the key features to demonstrate.

Locking and unlocking sash windows

We offer two types of sash lock on our windows: globe and acorn locks. Globe locks are reserved for Ultimate Rose windows, while acorn locks are used for Heritage and Charisma Rose, plus enhanced security windows and are sometimes requested on Ultimate Rose.

Both lock types operate in much the same way, with minor differences to the locking:

Globe locks: these lock and unlock using a small allen key (provided) in the grub screw on the top of the lock. Turn clockwise to lock, anti-clockwise to unlock.

Acorn locks: these have a traditional key lock on the top of the lock.

Always ensure the catches are unlocked before operation.

Tilt facility

Up to a certain size (based on sashes being no more than one square metre) all our windows include a sash tilt facility, unless you have specifically requested that it be removed.

The correct way to tilt the sashes is as follows:

1. Start by raising the bottom sash slightly, so that it clears the internal cill upstand.
2. Move to top of the sash and push the two tilt knobs in towards the sash locks.
3. Supporting the weight of the sash, now tilt it inwards towards you until it rests on its tilt restrictor arms (at approx 45 degrees).
4. Now slide the top sash all the way down.
5. Find the tilt knobs on the top of the sash and push them in towards each other, as you did with the bottom sash tilt knobs.
6. Tilt the sash in towards you while supporting its weight.

To put the sashes back, push them back until they click into position, then close each sash.

Note: the tilt facility is present solely for window cleaning purposes. It should not be used as an alternative to sliding the sashes when opening your windows. Sashes are not designed to be left in the tilted position for long periods of time.

Shark fin limit stops

Your windows may be fitted with shark fin limit stops. Their normal position is out (engaged) which limits how far the sashes will slide open. Push the shark fin in to disengage the restrictor and allow the sashes to slide fully.

You can lock the restrictor in or out using the allen key provided in the locking mechanism just above the shark fin. Turn the lock one quarter turn either clockwise or anti-clockwise to lock or unlock it in the set position.

Removable staff bead

Removable staff bead is an option that can be factory-fitted to our Ultimate Rose sash windows.

It is a two-part system, with a receiver profile fitted to the internal face of the window frame, and a removable bead section. It is fitted to the two sides and the head of the window (not the cill).

When the staff bead is in place, you cannot tilt the sashes. However the bead section can be removed from the two sides to allow enable tilting.

To remove the bead:

1. Grip the bead section with one hand, just above the midrail of the window.
2. Using firm pressure, pull the bead sideways across the face of the window towards the sash locks.
3. The bead is flexible and will bend - this is normal. Once it is clear of the receiver profile next to your fingers, gently feed the rest of the bead out until it has been fully removed.
4. Repeat the process on the other side of the window.

To replace the bead:

1. Find the mitred end of the bead - this goes to the top of the window.
2. Feed the end of bead section into the channel in the receiver at a convenient height - usually around half way up the window.
3. Making sure the bead remains in the channel, gently push the bead section up until the leading tip locates at the top of the window.
4. Bend the bead slightly to feed the bottom end into the receiver channel. Ensure it is located correctly.
5. You should now have the bead seated firmly at each end, and bowed in the middle. Simply push the rest of the bead into the channel until it's all in.
6. Repeat the process on the other side of the window.

The removable staff bead is intended for occasional use only, and only for cleaning the outside of the window using the tilt facility. We don't recommend that the bead is removed and replaced on a frequent basis.

TROUBLESHOOTING

Draughts coming through the sashes.	This is usually caused by incorrect fitting of the window. The window is out of square, racking, not plumb or the outer frame is bowed. Go back to the Check For Square chapter above and check everything with a straight edge and level and then adjust packing and fixing as necessary. You are looking for an even, regular 3mm gap along the sides of the sash, with the sashes meeting correctly at the sash locks.
Small gap above the top sash or below the bottom sash.	The sashes are not supposed to be completely tight at the top and bottom of the frame. They include gaskets and brushpiles that provide maximum weatherproofing when they are not fully compressed. Therefore a small space (2mm to 3mm) above the top sash and below the bottom sash is normal.
Sash gaps narrow or widen as you move up or down the window	The frame is racked or out of square, Rectify this by checking the sides of the frame with a level and measuring the diagonals to ensure they're consistent. Then re-pack and re-fit the frame accordingly.
Sash gaps are narrower at the top and bottom than in the middle	The frame is bowed outwards. Use a straight edge to check both sides of the frame, then increase the packing in the centre until the sides are straight and re-fix the window.
Sash gaps are narrower in the middle than they are at the top and bottom.	The frame is pinched or beliied. Use a straight edge to check both sides of the frame, then decrease the packing in the centre until the sides are straight and re-fix the window.
Vertical gap between top and bottom sash is too large or too tight. Sash locks are too loose or too tight.	The window is not plumb, meaning it is tipped forwards or backwards. Use a level to check how plumb the frame is, then remove the fixings at the top or bottom, straighten the window and re-fix.
The sashes don't meet properly at the sash locks. The bottom sash is either too high or too low.	This is usually caused by a bowed cill. If the cill is bowed upwards the bottom sash will sit too high. If it's bowed down the bottom sash will sit too low. Rectify this by checking the full width of the cill with a straight edge, and then adjusting the under-cill packing accordingly.

Sashes won't tilt, or tilt facility is too tight.	The frame is pinched/bellied (see above).
Sash tilt latches are barely engaged in the frame	The frame is bowed (see above).
Sashes are difficult to operate.	The frame is either out of square, racked or pinched. See above for solutions.
Bottom sash is heavy to lift.	Check that the sash is properly attached to the pivot arms and, if possible, check that the pivot arms are correctly attached to the balance shoes. This may also be caused by a balance failure,
Top sash drops as soon as it's unlocked.	Check that the sash is properly attached to the pivot arms and, if possible, check that the pivot arms are correctly attached to the balance shoes. This may also be caused by a balance failure,
When operating a sash one side is heavier/lighter to use than the other, and the sash wants to slide diagonally.	Either one side of the sash has disconnected from the balance (see above) or a balance has failed.
A sash drops or raises a little when the sashes are unlocked. Balances feel a little too strong or too weak.	This may be due to balance tension. Contact Roseview customer care team for advice on increasing or decreasing the tension.
Astragal bar detached	Centre the bar over the aluminium bar carrier on the glass, so that the ridge on the carrier lines up with the slot on the back of the bar. Use firm pressure or a soft-head mallet to tap the bar back onto the carrier. Be careful not to break the glass.
Condensation inside glass.	Unit has "blown". Contact Roseview customer care team.

If you are unsure about anything contained in this guide, contact the Roseview technical and customer care team for advice.

Customer Care
01234 712657
customercare@roseview.co.uk

BUILDING REGULATIONS

Any window replacement projects will be subject to certain building controls and regulations. However, the exact regulations that apply plus the extent to which they apply will differ according to the type of project. For instance, some regulations apply differently to new build and refurbishment projects, while some regulations only apply to new build projects.

In general, building regulations are delivered and defined through Approved Documents, the most relevant of which are summarised below.

It is your responsibility to ensure that the relevant building regulations are identified and adhered to through the design, specification and installation of the windows you choose. Most commonly this is achieved through using a properly qualified surveyor at the start of the project.

A note on building control sign-off

To prove that your new windows have been specified and installed taking into account the correct building regulations, upon completion you will require a certificate. These certificates can typically be obtained in two ways:

Building Control Certificate

This is provided by your local authority building control officer, following inspection of the installation. Contact your local authority building control department for more information about advising them of planned works and then arranging a building control inspection once the works are complete. If you are using an architect, they may be able to arrange this for you.

Competent Person Schemes

If you are using a window company to install your windows, they should be part of an authorised competent person scheme (such as FENSA or CERTASS). Their membership replaces the need for separate building control inspections and sign-off, and upon completion of the work they will issue you with a certificate.

Check membership with your installation company at the start of your project. If they are not a member of an authorised scheme, building control sign-off will still be required (although they may organise this for you).

Note that all Rose Collection Approved Installers are members of an authorised competent person scheme.

Approved Documents

The following list highlights the most common building regulations that apply to window installation and replacement projects.

Note: this list is NOT exhaustive and is intended only as a starting guide. There may be further regulations that apply to your project. Also note that building regulations are updated regularly, so you need to check for the most up-to-date information before you start your project. Your surveyor, installer or architect should be able to help you with this.

B FIRE SAFETY (Approved Document B)

Habitable rooms below 4.5m from ground level should have suitable means of fire escape.

A window with a minimum opening area of 0.33m2 and minimum opening dimensions of 450mm wide a high covers this requirement.

Currently (2021) this only applies to new windows. When replacing current windows as long as you do not make the situation worse, the are no special fire egress requirements.

F VENTILATION (Approved Document F)

New buildings and extensions require a minimum provision of background ventilation.

This is usually achieved by adding trickle vents to windows, although it can be provided in other ways that don't involve the windows. The current requirement is 5,000mm2 of background ventilation for habitable rooms (2,500mm2 for bathrooms).

Currently (2021) this only applies to new buildings and extensions. When replacing existing windows you have to ensure that you are not making the situation worse (e.g. by replacing windows with trickle vents with windows that don't have the equivalent trickle vents).

K N FALLING, COLLISION & IMPACT (Approved Documents K and N)

Glazing in critical locations must include safety glass.

In general, any window glazing below 800mm from floor level or within 300mm of any door must use toughened or laminated safety glass.

In the case of sash windows, this sometimes means using safety glass in the lower sash of the window, and this may sit below 800mm from floor level on tall windows.

Additionally, Part K2 section 3 covers protection from falling. If this is required on your project you may require specific laminated glass. Please seek further advice prior to ordering windows.

L CONSERVATION OF FUEL & POWER (Approved Document L)

New and replacement windows in dwellings must offer minimum levels of energy efficiency.

Currently (2021) replacement windows must have an overall U-value of 1.6 W/m2K or lower, while windows in new builds and new extensions must have a U-value of 1.4 W/m2K or lower.

Note that Approved Document L1A covers the requirements for new dwellings, while Approved Document L1B covers existing dwellings. Different regulations (L2A and L2B) cover new and existing buildings that aren't dwellings.

Q SECURITY (Approved Document Q)

Enhanced security on vulnerable windows in new dwellings.

If Approved Document Q applies to your project, you must ensure that windows are robust enough to withstand attempts at unauthorised access, both in terms of materials used and hardware.

Essentially this means that all ground floor, basement and easily accessible windows (e.g. from an external staircase or flat roof etc) must be built to PAS24:2016 standard and may include a requirement for security laminated glass as well. Secured by Design windows also meet this requirement.

All Rose Collection windows are available with enhanced security (PAS24 and SBD) as an option.

Rose collection

Ultimate rose

Heritage rose

Charisma rose

Incarnation secondary glazing

Roseview Windows
35 Stilebrook Road, Olney, MK46 5EA

01234 712657
roseview.co.uk