

Things you may not realise but ought to know.....

We want to be as open and honest as possible with our customers. We understand that purchasing the right roof window for your project is important. Occasionally there can be grey areas and as such we wish to avoid any confusion of assumptions surrounding our products or policies.

We hope that you find this information useful and if you would like to discuss any point, please do not hesitate to contact us on 0845 050 8746.

Property location and your guarantee

We produce the rooflights to the very best of our ability. As such we are proud to offer our customers an exceptional guarantee. Whilst the guarantee gives assurances about our commitment to you and the quality of the product, there are some exemptions.

Firstly the location of your property is very important. Our zintec rooflights are treated with an Interpon APP120 primer before the application of a Cromadex Extra Life coating system for C3 Environment. As well protected as our products are the harsh salty environment of a coastal location is likely to result in the faster deterioration of the protective coating and ultimately the metal.

As such we do not recommend installation of our standard range in coastal regions or areas which are subject to a corrosive or polluted environment. If your property is located in one of these areas, please talk to us about our range of paint options or stainless steel rooflights.

As with almost all exterior building materials, you should undertake regular maintenance to ensure that the product continues to work efficiently. We supply a copy of our guidelines with the order but please contact us on 0845 050 8746 should you require additional copies.

Paint standards -

ISO 12944 Paints & Varnishes - Corrosion

Protection of Steel Structures by protective paint systems (parts 1-8) (1998)

ISO 12944 Classification

C3 = Urban and industrial atmospheres.

Moderate sulphur dioxide levels.

Production areas with high humidity

C3 definition of coastal is less than 5000 metres from the sea.

Our sizing details

We provide a range of sizes in our literature and on our website. The most commonly used size for installation is the 'Internal Rafter' dimension. The width dimensions are critical as the fixing lugs are located on the sides of the rooflight however, we do provide around a 55mm tolerance in the quoted internal rafter. This gives the installer an option with the plasterboard.

Quite often the installation involves the plasterboard being boxed around the rooflight. However in certain applications the winder may snag on the plasterboard at the bottom of the rooflight thus reducing the distance the winder can open the casement. If your rafters are particularly deep and this is likely to happen, it might be necessary to fit the bottom section of plasterboard at an angle. Providing the tolerance in our internal rafter height makes this process easier.

If you do not wish to taper the plasterboard, you can simply add an additional timber piece across the head or cill to fit tight against the rooflight liner.

As the end user, you will need to pay attention to the clear viewable size as this is the dimension you have upon completion of installation. These sizes are provided from the internal face of the American oak liner.

The overall size is, as you would expect, the size of the complete rooflight. Please remember that much of the outer frame is covered by your slates or tiles, leaving an unobtrusive low profile rooflight in your roof.

Should you require any sizing information prior to ordering or installation, please call us on 0845 050 8746.

Installation

Whilst we provide section details and installation guidelines, these may not be applied to every situation. The installation should be undertaken by a specialist roofing contractor or chartered builder to ensure that the product is fitted correctly. All currently regulations and local authority guidelines should be followed, when choosing and fitting our rooflights.

For installations involving larger tiles it might be necessary to increase the pitch of the installation to avoid leaking around the outer frame section. Although our rooflights can be fitted in a pitch as low as 17 degrees, this should be reviewed for large tile installations.

Due the nature of older roofs and materials we can only provide limited guidance. The installation is the responsibility of the contractor undertaking the work. If any questions arise, please contact us on 0845 050 8746 to discuss. We cannot be responsible for any product failures resulting from installation faults.

Winders

Manufactured in the UK our winders are produced using CZ121 brass as this offers excellent corrosion resistance. Over time the colour may start to dull and so it is advisable that winders are checked and cleaned on a fairly regular basis to ensure smooth operation.

Before cleaning, examine the item for damage. Surface dirt can often be removed using a very soft toothbrush or artist's brush. There are two ways to remove accumulated surface grime. The first is to use lukewarm distilled water with a mild liquid detergent and a soft cloth. Be careful to avoid scrubbing too hard because this may scratch the surface if there are particles of grit in the cloth. Rinse with distilled water and allow to air dry on paper towels. If this is not sufficient, greasy residues can be removed with a mixture of equal parts distilled water and alcohol. This can be applied with a stencil brush, cotton swabs or a soft cotton cloth. Rinse in distilled water and let dry.

Polishing will remove tarnish. Because all metal polishes contain abrasives, they will also remove some of the metal. Over-polishing can, therefore, result in the loss of surface detail. If excess metal polish has been used in the past, there may be a build-up of residue in detailed areas. This is usually greyish-white or greenish-white in colour. Such residues should be removed. This can be done by using a wooden toothpick moistened in the water and alcohol solution mentioned above. If lacquer or varnish is present, remove it before polishing (but only if adequate facilities are available because the process requires toxic and flammable solvents).

A mild polish, such as jeweller's cloth, is recommended for most mildly tarnished copper, brass and bronze pieces. The cloth contains a fine abrasive, but even so excess metal can be removed by rubbing too hard. Use a more abrasive polish, such as liquid metal polish, only if using the cloth is ineffective. Most polishes leave a blackish residue, which can be removed by softly polishing with a plain piece of flannelette. Polishing should be done only if the surface can be protected from tarnishing again. There is no point in polishing away material from the surface if tarnish is allowed to reform.

Did you know?

Brass plays a leading role in the fight against hospital-acquired infections such as MRSA and *Clostridium difficile*. It has been shown that these pathogens, which can be spread by touch, will die in a few hours on brass surfaces.

Condensation

It is a common misunderstanding that metal windows or conservation rooflights are the cause of condensation problems.

'Condensation is the water which results from the conversion of water vapour in the atmosphere'.

The increased incidence of condensation in today's buildings is the direct result of changes in modern living conditions, which have led to warmer and more comfortable rooms. In many homes, traditional open fires have been replaced by sophisticated heating systems, ill fitting doors and window frames have been provided with draught excluders, floors have been completely covered by fitted carpets, while ceiling heights have been lowered and the space between loft joists filled with insulating material.

These modern aids to home comfort have created rooms which are warmer but which often have less ventilation and fewer air changes. The result is that the water vapour produced by normal living activities is no longer able to escape. In certain circumstances, all these aids to comfort combine to create ideal conditions for the formation of condensation.

The question is how to reduce condensation without sacrificing the benefit of increased comfort.

Source – Condensation, Some Causes, Some Advice – Glass and Glazing Federation

When double glazing is used in conjunction with heating and controlled ventilation, it helps solve the problem. The Glass and Glazing Federation produce a booklet to provide advice on the matter <http://www.ggfmembers.com/Shop>

Fixed Rooflights

All our stock sized rooflights are opening as standard. Whilst it is possible to fix these on a permanent basis, the product design remains the same. This will mean that the handle plate at the bottom of the rooflight will remain in place.

It is possible for us to remove the handle plate on fixed rooflights for a small charge. This will usually add around 4-5 days to the delivery time.

It is essential that you tell us at the point of order as we cannot remove the handle plate after this time. Any changes will be noted on your order paperwork and invoice. If you have requested that the handle plate is removed and this does not appear on your invoice, please contact us immediately on 0845 050 8746.