



THE ESSENTIAL WINDOW BUYERS GUIDE 2022

ALL THE INFORMATION YOU NEED TO REPLACE
YOUR WINDOWS WITH CONFIDENCE

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Replacing your home's windows is one of life's bigger decisions. Get it right and you'll love the transformation, get it wrong and you'll create unwanted stress and expense. This is why we've compiled this window buyers guide

It contains the most frequently asked questions we've been asked over the last 20 years in business. It's an unbiased guide that we hope will help you make the perfect choices for your property and budget.

We hope this guide answers your most burning questions and provides the reassurance to take on your project with confidence. That said, if there are any missing gaps, please do not hesitate to contact us. It would be a pleasure to answer your queries personally.

You can contact us here to speak to us directly.

1. How Do I Know If I Need New Windows?

If you're unsure whether now's the right time to replace your windows, here's some give away signs your windows are less efficient than they could be.

Draughts

Feel around the frames for air movement and if you feel drafts or fog up between the panes, it's probably time to replace them.

Damage

Do they leak or can you hear external noise? If so the seals may be broken.

Functionality problems

Check for difficulty opening, closing staying open, sticking or locking

Excessive external noise

Does excessive noise from outside disturb and disrupt your life in some way?



Condensation on the inside of the windows

Check a bedroom window first thing in the morning

Poor appearance

Is there yellowing of uPVC windows or cracking of timber frame windows?

High energy bills

Is your home expensive to heat in relation to its size?



2. What's The Cost for Replacing Windows?



Obviously costs vary dependent on the size and number of windows you want to replace. However a rough estimate per window fitted is around £500-700. Doors start at £800 for UPVC and £1200 for composite.

You'll only know the true cost for your home when you speak directly to your short list of companies. To kick start this process you can **easily speak to our quotation team**, to get an accurate quote for your specific property.

You can do this virtually or face to face, in either case we'll help you test any combination of colours, designs, fittings on your home to help you decide what's right for you.

3. HOW DO I CHOOSE THE RIGHT STYLE OF WINDOW FOR MY HOME?

The windows you choose should of course complement the architecture of your home, but with so many choices available it can seem a daunting decision

For inspiration take a stroll around the area where you live. Look for properties where the windows add to the appearance of a home. Watch out for finishing details. Are they in character? Note the colours that work well with the local building materials.



MINIMISE RISK - TRY BEFORE YOU BUY

You obviously want to make sure your windows look great, especially if you're going for something a little different. Roofriendly has a service that allows you to 'try before you buy'.

We're able to digitally superimpose instantly, the windows styles and colours you're considering onto your property, so that you can get a really good idea of how the finished job will look.

With this service you can assess with us some of the major factors you need to consider such as:

The age or period of the property: How will different types of windows complement it? And discover the windows for your property, that will have the potential to increase the value of the property and the ability to re-sell.

We think this is an absolute must before making a big decision like new windows. [Get a free quote to start this process.](#)

HOW WILL DIFFERENT TYPES OF WINDOWS COMPLEMENT IT?

And discover the windows and door that suit your property the best, that will have the potential to increase the value of the property and the ability to re-sell.



4. What Type of Window Would Best Suit My Property?

CASEMENT REPLACEMENT WINDOWS

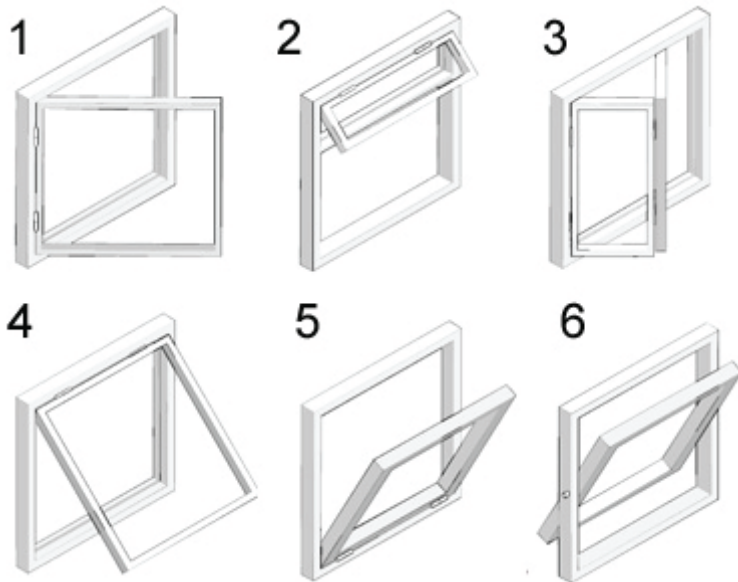
Open-out Casement Windows are a traditional British option and available in a variety of formats. Large casements tend to be the cheapest and costs tend to be lower because they are made in modular, standard sizes. They are great for ventilating rooms, but as they can open wide, this might cause concern for those with small children or animals

They're the most versatile replacement window, available in a wide range of styles, colours and as such can be designed perfectly to suit most standard homes. Replacement casement windows are available in uPVC, timber or aluminium, with the option of triple glazing on uPVC.



AN OPEN OUT CASEMENT UPVC WINDOW

TYPES OF CASEMENT-STYLE WINDOWS



- 1 SIDE HUNG:**
 The most recognisable casement. It is hinged at the side for easy opening
- 2 TOP LIGHT:**
 A fixed pane divided from a narrow glazed top-hinged casement
- 3 SLIDING FOLDING:**
 The sash is hinged so that it folds, increasing the area of openable window to an almost clear expanse.
- 4 TOP HUNG/ AWNING:**
 A casement window that is hinged at the top. Perfect for wet climates as it blocks out rain.
- 5 BOTTOM HUNG/ HOPPER:**
 A casement window that is hinged at the bottom. most commonly used in basement.
- 6 CENTRE HINGE/ PIVOT:**
 A window that is hinged in the centre to allow for a wider opening, it requires less of a swinging clearance.

TILT AND TURN REPLACEMENT WINDOWS

Tilt and Turn windows are perfect for easy maintenance and windows above ground floor as the window can open inwards, allowing you to clean the outside from inside your home - available in uPVC, with a choice of double or triple glazing.

Continental-style tilt and turn windows open inwards, and look best on modern designs. The 'tilt' option provides ventilation with security. They are typically made to order, increasing the cost and great for smaller rooms where saving space is a priority



SLIDING SASH AND MOCK SASH WINDOWS

The authentic period design and smooth running mechanism makes sash replacement windows the perfect choice for conservation areas and period homes that need to retain a traditional look - available in uPVC or wood and come fitted with double glazing.



OUTSIDE VIEW OF COLOURED SASH WINDOW



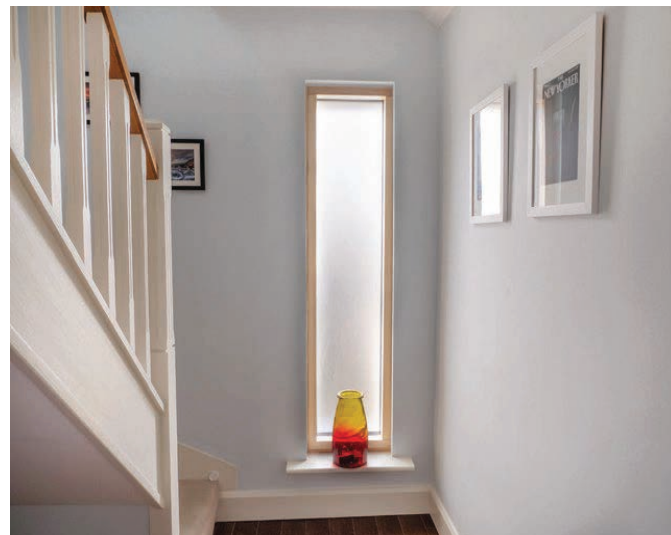
MOCK SLIDING SASH WINDOWS

Mock sash windows, designed to look like traditional sash windows with a different opening action, usually feature a fixed pane and a movable panel which tilts open like a standard casement window.

Mock sash windows are a good solution for properties where the walls aren't deep enough to accommodate a sliding sash window or where you want the same effect, but at a cheaper cost.

FIXED WINDOWS

Fixed windows are just that, fixed, so they don't open out or let in any ventilation. However, they do maximise opportunities for natural light throughout a home. As they don't need to be made to incorporate an opening mechanism, there are endless designs and styles to play around with. They're a great option for providing light in wasted spaces and are usually the cheapest style of window as there's no opening or closing mechanism.



BAY WINDOWS

A bay window projects outward from the face of a building, forming a recess within a room. A Bay window can span more than one storey, as seen in many Victorian and Edwardian homes, and can be used in self-builds to create window seats and breakfast nooks.

There are different types of styles of bay windows including:

1. CANTED

This means the window is formed of straight front and angled sides.

2. BOW

Where the window structure is architecturally curved.

3. ORIEL

Starting above ground level, an oriel window is supported by corbels or brackets as it jetties out from the main walls of a building.



CONSERVATORY ROOFS, ROOFLIGHTS & SKYLIGHTS

Introducing windows into the roof can work wonders in renovations, extensions and conversions to bring in natural light where conventional windows can't be installed. Fixed windows that follow the roofline are typically known as skylights, while rooflights tend to open. Roof lanterns are common in orangery-style extensions and sunrooms as they replace a solid roof.

1

Rooflights are great for 'rooms in the roof' in loft conversions or one-and-a-half storey homes, which are steadily becoming more popular options among self-builders with height restrictions.

2

Skylights are increasingly seen in terraced houses with side return extensions, providing light deeper into the floorplan.

3

Roof lanterns offer a greater opportunity to introduce the maximum amount of light and help to achieve the illusion of extra head-height in extensions with flat roofs.



5. What Colour Can I Have?

In the early days of PVC-U windows, white was the only option, but now there's a whole palette of colours available, so you can choose a colour that truly complements your home and building materials.

You can choose to blend with the environment or to make a bold statement. You can pick from realistic and beautiful wood effects or strong solid colours such as primaries or smart greys. You can even opt for cream or white frames with a painted wood appearance.

All the finishes are achieved by permanently bonding foils to the PVC-U. They won't fade, peel or split and will never need painting to maintain their stunning looks. There's no need to have the same colours indoors and out. You can have white indoors, coloured outdoors, or vice versa. You can have two different colours, or two different woodgrain effects. It's about making the choice that suits your home, your décor and your taste.



An anthracite grey coloured door and window combination

6. WHAT'S THE DIFFERENCE BETWEEN DOUBLE AND TRIPLE GLAZING?



Triple glazing was introduced to the UK from Scandinavia, as 3 pairs of glass and a double cavity of gas stops the escape of heat slower than double glazing. On average, properties lose 10% of their heat through windows and doors, and this is even more noticeable in winter.

In a nutshell triple glazing is safer, almost 40% more efficient than A-Rated UPVC double-glazing, longer lasting and will cut down noise pollution vs. a like for like double glazing comparison.

These benefits are particularly apparent when you upgrade from single glazing to triple glazing. The jump in benefits when you upgrade from double glazing to triple glazing is less significant, but it's usually worth the extra expense, particularly if your double glazing windows are due for renewal due to aging and wear.

The Benefits Of Triple Glazing

The energy efficiency of a window is measured by the U-Value. The lower the U-Value, the better. Single glazed windows have a U-Value of 5. Double glazing has a U-Value of around 1-2, depending on the age of the double glazing. Triple glazed window 0.8-1.0 u-value. This actually beats the U-Value of walls. Your walls have a U-Value of around 0.3. This means the 'payback period' for triple glazing is generally much quicker than that obtained from single or double glazing

As a result, triple glazing is becoming more popular in the UK these days and more customers are choosing to take advantage of the benefits. However it's possible for some lower quality triple glazing to be less energy efficient than good quality double glazing.

So it's not necessarily a straightforward decision, they come at a premium and it's fair to say that there are considerations to make when choosing either a double or triple glazed option for your new windows. Here's the pros and cons of double & triple glazing:

DOUBLE GLAZED	TRIPLE GLAZED
<input checked="" type="checkbox"/> More Affordable	<input checked="" type="checkbox"/> More Energy Efficient
<input checked="" type="checkbox"/> Let in more light than triple glazing as there is less glass	<input checked="" type="checkbox"/> Save on energy bills longer term
<input checked="" type="checkbox"/> Faster return on investment than Triple glazing	<input checked="" type="checkbox"/> Home is more secure due to thicker glass units
<input checked="" type="checkbox"/> Not as thermally efficient as triple glazed units	<input checked="" type="checkbox"/> Reduces the likelihood of condensation
<input checked="" type="checkbox"/> Not as thermally efficient as triple glazed units	<input checked="" type="checkbox"/> Heavier than double glazed, could potentially cause damage to wall
	<input checked="" type="checkbox"/> Won't be as effective if your house is older and poorly insulated
	<input checked="" type="checkbox"/> Triple glazing is more costly, up to a third more than double glazing

We particularly recommend you invest in triple glazing if you are building a new home or replacing existing windows anyway, The best way to understand what's going to be best for your property is to speak to an expert, such as Roofriendly.

TRIPLE GLAZING ROOFRIENDLY DEAL:

Our triple glazing windows are the highest rated AAA+, we've installed 100's of triple glazed windows locally, and helped buyers decide if they're the best solution for their property.

We're currently offering to install triple glazing at only 10% more than double, so it maybe a great time to start your project and install our Definitive Collection windows which are 100% recyclable. If you'd like help deciding, arrange a time to **Speak with one of our experts** without leaving your home by arranging a virtual meeting

7. Do I Need Planning Permission ?

You don't need planning permission for replacement windows, but if you're in a conservation area or your property is listed, there may be restrictions on what type or style of window you can have. If you're unsure give us a call or check with your local authority for guidance.

Replacing windows comes under the scope of the Building Regulations, which are designed to ensure safety, energy-efficiency and adequate ventilation. If you need more advice on your home get in touch and we'll be happy to help you answer this question if you're still unclear.

8. How important is Window Security?

Up to a third of burglaries in residential homes occur through a window. This could involve smashing the glass (single glazed windows are particularly easy to break), removing external frame beads to simply lift the glass out, or levering open the sash.

A window is only as secure as its weakest part. Ensuring the frames, hardware and glazing all work together to prevent entry is fundamental for your home's security.

It's important that locks, handles and hinges – even frames and glazing – do their job and protect you and your family. Good windows have multi-point locking, a key lockable handle and strong frames and hinges. A simple way to check for enhanced security credentials is by assuring that they have been certified to PAS 24:2016. Another tip is to hide your valuables from view with curtains or blinds.

All Roofriendly Windows are fitted with the world's leading lock brand Yale as standard, which have Secured By Design accreditation – this is an Association of Chief Police Officers' initiative that aims to design out opportunities for crime.

Lock image here

You can find out more at www.securedbydesign.com

Secured by Design



Official Police Security Initiative

9. Do Windows Need to be CE Marked?

CE marking for windows essentially means that all windows from the same manufacturer are of a consistent quality, and is a necessary accreditation for all products made and sold in the EU. Make sure that you choose a company that installs CE marked products. They should display the logo in their literature and double check the product by looking for the logo both on the inside of the frame and the sealed glass unit. ALL Roofriendly windows are CE marked.

10. How Long Will the Installation Take?

Typically, you can expect to have your new windows installed about 4-6 weeks after ordering, but the wait time is different with every company. This can be due to a variety of factors, including manufacturing complexity and arranging any planning permission, as well as popularity of the company and seasonality. As long as the company is responsive and communicates at every step of the process, it is the sign of a good service.

The time it takes to install a window depends on how many windows and other home improvements you're having installed at the same time. A single window can take anywhere from 3 hours to install, to a day for a full house of windows. Your window company will be able to give you an estimated installation time when booking the installation date.

11. Do I Have an Obligation to Retain the Look of My Property?

If you live in a listed building, conservation area or your house has a restrictive covenant, you'll need to follow certain guidelines to ensure your new windows are "in-keeping" with the surrounding area.

Houses in conservation areas are subject to 'Article 4 Directions', which restrict the work that you can do to the outside of your property, without first getting planning permission. If this is the case, it's often simpler to find a company with previous experience of getting windows accepted in conservation areas. Ask your window company for details of previous projects that have been accepted by Planning Officers.

12. What Kind of Guarantee Should I Get?

Better windows often come with longer guarantees. Look for a window company that offers more comprehensive cover, including guarantees against foggy glazing, discoloured frames and faulty parts. Some companies even offer lifetime guarantees, with the option to transfer the warranty across to future home owners.

Also, look for a company, such as Roofriendly, who members of a competent persons scheme, such as Certass. It is a mandatory requirement of schemes like Certass that companies provide a guarantee covering the completed installation, Financial protection with an Independent Backed Guarantee (IBG) to cover the Building Regulations requirements for 6 years should they cease trading and Suitably qualified and assessed site operatives.

Most guarantees will cover defects in materials and workmanship, but always check the small print. If there is anything you're not happy with, check it out before you sign on any dotted lines. Make sure that you're provided with the relevant documentation and information for how to claim in the rare case that you may need to.

13. How Do I Know if a Window Company is Reputable?

We've covered the main questions in this guide with regards quality, safety, type of windows, but how do you know which company to choose?

Accreditations - There are many industry renowned federations and bodies who take great efforts to ensure that the best window companies are easily identified. The main ones to look out for are Certass, GGF, BFRC, FENSA, Conservatory Association, TGO and BBA.

It's also worth asking about the professional experience of the team. Does the company have dedicated and experienced advisors, surveyors, installers and project managers?

The best review sites will be totally independent of the company and not open to manipulation. For instance Certass as mentioned the glazing industry's largest government approved trade body independently surveys out customers post installation. Here's [Roofriendly's reviews](#) on their site to give you an example.

Experience - A long trading history and good reputation are good indicators. Focus on the company's reviews and satisfaction ratings. Ask to see examples of recent work, including customer testimonials and installation pictures, to make sure they are confident with undertaking similar projects to yours (you can see some of ours here).

Recommendations - If you're stumped about where to start, talk to people you know and trust about any personal experiences they may have had. That will give you a good idea of the level of service that different businesses offer.

14. How Do I Get an Expert Opinion from an Expert I Can Trust?

We understand it's an important decision upgrading the look, efficiency and safety of your home. So ultimately you have to go with the company that 'feels' right to you, that you believe can meet your requirements, that you trust.

Before you buy, ensure any company you consider offers a no-obligation consultation service, you've nothing to lose by arranging an appointment. This will give you face-to-face time with an expert, who'll make the conversation relevant to you and your properties needs.

It's worth consulting friends and family and the internet for reviews too. But nothing beats speaking to potential companies and seeing the options laid out in front of you, with samples so you can get a feel for the windows themselves.

As mentioned you can do this in the comfort of your own home virtually with us, so there's absolutely no risk or requirement to leave your home or let anyone in. [Contact us to discuss your project.](#)

15. Does the Window Company Offer Aftercare Service?

Even if you're confident you've chosen the best glazing company and best quality window, it's good to know that you can call on your installation company again at any time. Whether you want advice about looking after your windows or troubleshooting any problems, it's a relief to know the full service is available to you.

Ask about their aftercare service, and whether they offer callouts and free repairs if anything goes wrong. It's unlikely you'll need to use such services, but it's a shrewd idea to ask before any work is undertaken.

Conclusion

We hope that you've found this guide helpful, we've tried to keep it simple and provide you with the majority of information you need, when considering upgrading your windows.

We hope this has provided a good starting place for your new window project and ultimately there's no substitute for speaking directly with an expert, so your next move is to speak to potential suppliers to find out the specifics in terms of styles, costs, lead times etc.

We appreciate making sure you choose the best supplier for your needs can be a little daunting, but it really is only a matter of going through a series of simple steps.

Once your new windows are installed you will be amazed at the difference they make to the look, comfort and security of your home. And because uPVC windows have a long life-span, excellent performance and easy-to-maintain good looks, worrying about your windows and doors will be a thing of the past.

Consider Roofriendly?

We'd love the opportunity to share our expertise with you if you'll give us a chance? We are one of Lincolnshire's most established and professional home improvement companies. We have been helping Lincolnshire folk create warmer, safer, more beautiful and efficient homes since 2000.

Our loyal customers choose us, because they know they can trust our expertise to ensure the end results of their home improvement projects, will look amazing and be exactly right for their requirements.

They choose Roofriendly because our combination of the best products in the market and the highest levels of workmanship and finishing, means we make fitting doors and windows as hassle free as possible. Our installation teams go out of their way to ensure every job we do is done with the utmost friendliness, care and attention.

Roofriendly are experts in the consultation and installation of windows, doors, conservatories, fascias and soffits. We provide the highest levels of professionalism throughout the whole process, from the initial consultation to ensuring we leave your home spotless.

We are a family run business that recognises we are only as good as the people we employ, which is why we always seek the highest skilled people throughout our business. As a result our team is probably the most longstanding and most experienced in Lincolnshire.

Unlike other businesses, we're not tied to one manufacturer, so we provide the most objective advice and the widest range of products that will be best suited to your specific needs, budget and property.

Professionalism is a word used widely by our customers to describe our business. We're proud of our work and our reputation. What we don't know about helping you transform your home isn't worth knowing, so if you want to ensure your project runs smoothly from start to finish and is built to last, you can count on Roofriendly.

But **don't take our word for it** here's just a few of our happy customers views about our work and business.

But don't take our word for it here's just a few of our happy customers views about our work and business,



"From coming this morning to leaving this afternoon, your installer has been very very professional in every way" "My rating of your products and especially your installation has been 101%"

Door and Window Mrs Wilkinson Nettleham



"I was pleased with the way the Job was done, the way I was informed about when it was being done and the time it would take and finding the right weather window. The young man who did the job was very polite and the place was very clean and tidy when finished. FIRST-CLASS! THANK YOU VERY MUCH" - **Wall Coating Mr Fulton Grantham**



"I measure a company's quality by what they do when something goes away. Roofriendly have exceeded my expectations by resolving the plastering and rendering issue without fuss. Jamie and Paul (Plastering Team) were excellent. I will have no hesitation in recommending Roofriendly and using them for remaining Windows/ Door"

French door and side window panels Mr Rowley



"These men have worked well, its. been a pleasure to have them. The work is really well done. We are pleased with it all and thank you"

Conservatory Mrs Hunt Braizeland



"Excellent workmanship. Lovely and clean. Very professional. Would recommend to anyone if all your fitters are as good as Jack" "Highly satisfied with work carried out by Jack"

Doors and Windows Mr Holland Lincoln





Tel: 01522 522200 . Email: roofriendly.sales@hotmail.co.uk . Web: www.roofriendly.co.uk

Roofriendly are one of Lincolnshire's most established and professional home improvement companies. We've been helping Lincolnshire folk create warmer, safer, more beautiful and efficient homes since 2002.

**Get an Expert Opinion and All Your
Questions Answers**

Contact Us