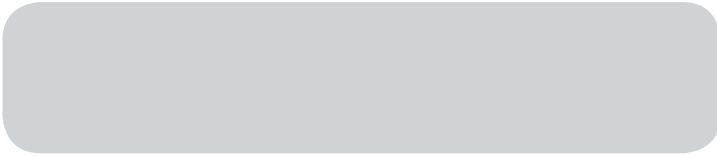






ultimate[®] satisfaction

Ultimate Order Number



Dear Valued Customer,

Thank you for purchasing your Ultimate Products. All Ultimate Authorised Installers have an enviable reputation for locally supplying a high level of product and customer service as demanded by ever increasing industry standards.

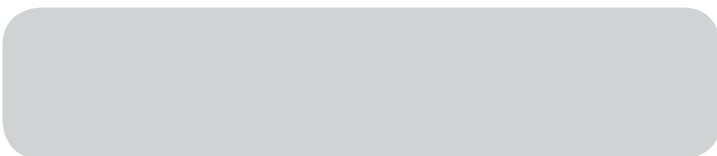
Our aim and intention is to exceed customer expectations. For this reason I am always mindful that peoples' anticipation of expecting value for money is also accompanied with quality and satisfaction.

In order to benefit from the cover and rewards offered by your Ultimate Exclusive Passport please be sure to keep this document in a safe place.

I believe that our Ultimate Products will bring new life to your home with a first class installation that will provide quality, performance and pleasure and of course conform to the latest security and energy regulations.

David Barrett

David Barrett
Group Managing Director



Ultimate Owner





Ultimate 10 Year Guarantee

1. The Ultimate guarantee is a secondary product guarantee that becomes effective in the event that your Ultimate installer ceases to trade, otherwise all enquiries must be referred to your installer. The Ultimate guarantee is effective for a period of 10 years from the date of installation of all PVC-u windows, doors, conservatories and sealed units supplied for the Ultimate order number on the first page (all hardware, garage doors, roofline products etc will carry the suppliers guarantee).
2. Should any fault or defect appear in our product due to defective materials we will repair or, if needed, replace the faulty material free of charge. The guarantee relates to product only and does not cover defects caused by poor installation.
3. This guarantee does not cover defects arising from fair wear and tear, accidents, neglect, misuse, corrosive substances dust, movement of existing building or materials or other causes however applied or contracted.
4. This guarantee does not cover consequential breakage of glass, damage through attempted break-in or injury, however arising and liability in respect of any third party is expressly excluded.
5. Some cleaning agents are not recommended and if used may affect the guarantee. We strongly advise that your new windows/ doors should be cleaned regularly with soap/water or a mild detergent, rinsed thoroughly and dried with a soft cloth or chamois leather.





6. Claims under this guarantee must be made within 30 days of any defect coming apparent and will be rendered invalid if the products are altered, modified or transformed in any way without the written consent of the Ultimate Authorised Installer signed below.
7. In accordance with Codes of Ethical Practice, this guarantee is transferable to any new owner of the property for the remaining period of the guarantee. Notice of transfer must be given in writing within 30 days of completion of sale to the Ultimate Authorised Installer signed below. The guarantee will only be transferred subject to a site inspection by one of their engineers to ascertain whether the installation has been properly maintained by you. We reserve the right to charge an inspection fee of £200.

Ultimate Authorised Installer

.....
Signed for and on behalf of Ultimate Authorised Installer

.....
Print Name

.....
Installers Job Reference / Name / Number

.....
Date





Document L Building Regulation

In order to reduce CO2 emissions windows are now rated for Energy Efficiency. Computer simulation tests are carried out to assess performance and a grade is allocated from 'A' Rating to 'G' ('A' being the most Energy Efficient).

FENSA is the organisation responsible for ensuring that industry standards for both installations and products are met. In order to meet FENSA's thermal performance targets and current Building Regulations, all replacement PVC-u windows are to achieve a U-value not exceeding 1.6 (W/m2.K), therefore certified to Energy Rating 'C' or better. Utilising the latest glass technology Ultimate Windows comfortably achieve ratings up to the industry maximum 'A' rating.

The FENSA registration number of your Ultimate Authorised Installer is shown below alongside a chart confirming the Energy Rating achieved by the windows that you have selected for your home.



Proof of FENSA Registration

.....

Ultimate Authorised Installer

.....

FENSA Registration Number

.....

Installation Date

Certificates are direct from FENSA on completion

Window Energy Rating

Energy Window

(tick appropriate box to show window rating)

A	<input type="checkbox"/>
B	<input type="checkbox"/>
C	<input type="checkbox"/>
D	<input type="checkbox"/>
E	<input type="checkbox"/>
F	<input type="checkbox"/>
G	<input type="checkbox"/>

Please note:- Building Regulations are regularly reviewed and we assure you that Ultimate products will always conform to specified requirements at the date of installation.





Product Care and Maintenance

PVC-u products i.e Windows and Doors have extremely low maintenance requirements, however, in order to protect your installation and achieve consistent performance it is necessary to fully understand the operation of the various products and the periodic attention necessary. It is recommended that you follow these guidelines for the products which apply to your installation.

CLEANING PVC-u FRAMES

The faces of PVC-u window frames should be cleaned regularly with warm water and a mild liquid detergent. Clean with non-abrasive detergents as abrasive detergents may damage the frames. Internal surfaces of white PVC-u may suffer discolouration if exposed to continued cigarette smoke or cooking fumes. In such instances, you should consult with your local Ultimate partner. Under no circumstances should you employ any chemical cleaning agents or abrasive substances to restore the original colour, as it is possible to harm either the product or glazing gaskets.



LEADED LIGHT DOUBLE GLAZED UNITS

As with any new leadwork, when exposed to rain, oxidation occurs which shows as white or mottled staining on the leadwork. When this process is complete the lead will be dark grey in colour and will no longer stain. This process usually takes a few months to complete.



DRAINAGE

After a heavy shower of rain, you may find some water laying in the bottom of your door or window frames. This is a normal occurrence and will drain away through the drainage holes in the base or evaporate.

GOLD ANODISED HANDLES, LETTERBOXES, CHROME & BRASS HARDWARE

These must be cleaned with a dry soft cloth only. Abrasive liquid or powder cleaners must not be used. This is of particular importance where solid brass hardware is used. (Solid brass hardware will tarnish).



CONDENSATION

Unfortunately, condensation is a fact of life and wherever there is moisture in the atmosphere and substantially differing temperatures on either side of the glass surface, degrees of condensation will occur. The effect will be directly proportional not only to this temperature variation, but also to the amount of water vapour present.

You can generally expect windows in kitchens, bathrooms and bedrooms to be most affected. Double glazing will no doubt, in most cases, reduce condensation but it cannot be claimed to cure the problem. However, one certainty is that double glazing will not cause condensation provided the air is allowed to circulate within your property.



CASEMENT WINDOWS

PUSH BUTTON LOCKING HANDLES

Key locking handles must not be forced open without the key release, otherwise permanent damage will occur. To open window turn key to unlock, push button in, turn handle and push to open. To close, pull window shut, turn handle down, and turn key to lock.



SHOOT BOLT LOCKING

It must be clearly understood that windows fitted with shootbolt locking systems which have a secondary locking position for ventilation are not secure in this position even with the handle locked. Windows must be fully closed and locked for maximum security.



FRICTION HINGE MAINTENANCE

To maintain optimum performance of friction hinges, it is recommended that:

- The hinges, particularly the pivots, sliding shoe and track should be kept free from dirt and debris at all times.
- The hinges should be regularly cleaned with a silicon spray and the tightness of fixing screws checked.



ADJUSTMENT

Should the operation of the opening vent appear 'slack' the situation can be remedied by simply adjusting the pressure of the friction hinges. To achieve this, arrange the vent in the fully open position and locate the small brass screw head housed in the side of the hinge fixed to the main window frame. Turn the screw in a clockwise direction to increase the friction pressure. Both hinges should be adjusted to the same extent in order to maintain the equalised tension.



OPTIONAL EASY CLEAN / FIRE ESCAPE HINGES

Ultimate side opening windows (min width 500mm) can be fitted with fire escape hinges. The opening sash will firstly open to almost 90° for fire escape (applies where actual opening is minimum 450mm wide). From this position the sash can be slid toward the centre for easy clean access. The window can be realigned by simply closing the side opener.



TILT & TURN WINDOWS

When the handle is turned horizontally the opener will tilt inwards. When the handle is turned completely upwards, the opener will open in. Clean and lubricate parts as previously described. NOTE:- The opener is not deemed secure when left in the tilt position.



RESIDENTIAL/FRENCH DOORS

After washing as instructed, ensure that all accumulated dirt and deposits are flushed out from the various drainage slots situated in the sill of the outer frame. Lubrication of the lock should be achieved with a silicon spray designed for the purpose. This is particularly important where the lock mechanism is exposed to attack from either salt or other chemicals in the local atmosphere. Hinges should be inspected and lubricated from time to time. Make sure to wipe off any surplus in all instances.

MULTI-POINT DOOR LOCK

LOCKING THE DOOR

Lift the handle lever in an upwards direction to throw ALL security bolts, this will engage all bolts into the relevant keep. To deadlock the Multi-point lock turn the key one full turn towards lock; this will secure all the bolts. In this condition the handle cannot be pushed down.



UNLOCKING THE DOOR

Turn the key one full turn away from lock. This will disengage the deadlocking security. In order to retract the security bolts, push the handle lever in a downwards direction, the door is free to open.

On front doors with pad handles an extra turn of the key towards the lock is required to release the latch and open the door.



FRENCH DOORS

To unlock the leading door follow instructions as per Residential Doors. To unlock the slave door pull internal handle downwards to release top and bottom bolts.

To lock doors, close slave door first, pull handle upwards to engage top and bottom bolts, then close leading door and lock as per Residential Doors. The external handle of the slave door is for aesthetic purposes only and remains in a fixed position.

PATIO DOORS (IN-LINE SLIDING)

The life of the lock cylinder and mechanism can be lengthened by regular lubrication with a silicon spray specifically designed for the purpose. Under no circumstances should the key channel or cylinder core be oiled.



To lock, lower the lever on handle to its fullest extent to engage locks, insert key in cylinder and turn towards the lock until it clicks. Key can then be removed.

To unlock, insert key and turn away from the lock, push black lever up to its fullest extent to disengage locking pins. Door will now slide open.



£50 cheque

Recommend Ultimate and collect your £50 reward.

ultimate[®]
reward

A BIG thank you for recommending Ultimate!

Should a sale for Ultimate windows, doors or conservatories result from your personal recommendation you will be presented with a cheque for £50



Please confirm YOUR name and address below:

Mr / Mrs / Miss / Ms

Address:

.....

Post Code: Tel No:

Ultimate Order Number:

(found at front of this passport)

Please enter the details on the reverse of this card of a family member or friend who you think or know would benefit from a no obligation presentation and quote from an Authorised Ultimate Dealer.

Recommendation 1



Please confirm YOUR name and address below:

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.....

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Please enter the details on the reverse of this card of a family member or friend who you think or know would benefit from a no obligation presentation and quote from an Authorised Ultimate Dealer.

Recommendation 2

A BIG thank you for recommending Ultimate!

Should a sale for Ultimate windows, doors or conservatories result from your personal recommendation you will be presented with a cheque for £50

Please confirm the name and address below of the PERSON(S) YOU ARE RECOMMENDING:

Mr / Mrs / Miss / Ms

Address:

Post Code: Tel No:

Hand in or post to your local Authorised Ultimate Dealer

TERMS AND CONDITIONS

This £50 voucher will only be redeemed for cash from your Ultimate installer when the proposed customer places an order to the minimum value of £1000 excluding VAT and the installation is completed by an Authorised Ultimate Dealer. Please note that this voucher must be received by the Dealer BEFORE the prospective customer contacts them through any other source.

Recommendation 1 (Reverse)

Please confirm the name and address below of the PERSON(S) YOU ARE RECOMMENDING:

Mr / Mrs / Miss / Ms

Address:

Post Code: Tel No:

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TERMS AND CONDITIONS

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Recommendation 2 (Reverse)

A BIG thank you for recommending Ultimate!

Should a sale for Ultimate windows, doors or conservatories result from your personal recommendation you will be presented with a cheque for £50



Please confirm YOUR name and address below:

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Recommendation 3



Please confirm YOUR name and address below:

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Address:

.....

Post Code: Tel No:

Ultimate Order Number:

(found at front of this passport)

Please enter the details on the reverse of this card of a family member or friend who you think or know would benefit from a no obligation presentation and quote from an Authorised Ultimate Dealer.

Recommendation 4

A BIG thank you for recommending Ultimate!

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Recommendation 3 (Reverse)

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Recommendation 4 (Reverse)



Please initially contact your local Authorised Ultimate Installer
with any matters relating to your installation.

www.ultimatewindowsanddoors.co.uk





*the***ultimate**[®]
collection

why choose anything less