

Mr & Mrs A Chippindale
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NE48 3DP

Blackthorn Timber Ltd
Blackthorn House
Great Whittington
Northumberland
NE19 2HA

2nd June 2014

Dear Mr & Mrs Chippindale,

Thank you for your interest in Blackthorn Timber Windows. It was a pleasure to meet you last week and further to your visit I am pleased to present our quotation for replacing the 10 front sash windows and 4 doors as discussed.

Our quotation is based on our Slimline Sash which combines the authentic design of a sash window with modern weather-protection and thermally efficient glazing. Double weather-sealed all round, they are proven to withstand strong winds and driving rain even in exposed locations. Double-glazed with low-emissivity glass and insulating argon gas filling the cavity between the panes, this gives a reduction in heat loss compared to a single glazed window of approximately 70%. This makes a big difference to comfort levels in the home with the elimination of cold zones near the windows and it also reduces the amount of traffic and other noise entering from outside. Condensation problems would also be substantially reduced.

The Slimline window has the sashes counter-balanced by spiral balances fixed to the inside of the frame but in all other respects it looks and operates in the same way as a traditional sash window (which we can also supply). Polished brass fitch fasteners and matching hook lifts would be fitted to the windows - chrome fittings are also available. For security a removable sash-stop prevents the windows from being opened more than about 60mm whilst a locking fitch fastener is an option

We would make the windows with decorative sash horns to the upper and lower sashes and with both sashes fully-opening. Narrow timber glazing bars will divide all the sashes into 2-panes with the exception being the en-suite and bathroom windows which will have no bars.

In terms of the Grade II listing, the new windows will be much closer in appearance to the original single-glazed sash window in the centre than the other existing windows. Our window has a meeting rail measuring 40mm – the same as the old window in-situ. The vertical glazing bar is 25mm wide – again the same as the existing old window and the sash horn detail will be very similar. The other windows either have no horns or different horns, a wider meeting rail and wider bars.



There is one window which we would make as a slide-and-tilt window and this is the one at the far left-hand end of the first floor (viewed from outside). This is necessary to comply with Building Regulations in order to maintain the existing opportunity to escape from a fire through this window. As such this window will be slightly different from the rest but not dramatically so.

Our **glazed doors** are made with traditional mortise and tenon joints for improved strength and they are hung on robust, fully adjustable security hinges. The 28mm glazing units filled with argon gas reduce heat-

loss by over 70% compared to single glazing. The tallest door would be closed with a multi-point locking system which not only secures the door effectively but pulls the door tight to the weather-seal, making a highly effective barrier to draughts. The other 3 doors are too short for this so they would have a mortice lock. All of them would be fitted with a high-quality 'Secured-by-Design' handle set which protects the lock from attack and double-glazed with toughened glass - laminated glass is also available for even higher security and greater noise reduction.



The doors would be designed to be like-for-like replacements – two would be fully-glazed with 8-panes per door whilst the other two would be half-glazed with a grooved timber panel below the mid-rail.

The windows and doors would be made from high-grade FSC-certified Redwood timber (Sapele hardwood is also available). Timber components are pressure-impregnated with preservative before being made up into frames and sashes. This ensures full penetration of the protective coating in all areas of the timber and is far more effective for the long-term durability of the windows than sprayed-on preservative. After drying, the unglazed frames and sashes are coated with a micro-porous paint that seals the end-grain and keeps water out whilst still allowing the timber to 'breathe'. By painting prior to glazing and assembly we ensure that every part of the surface is well protected, even those areas hidden from view. The coating is flexible and will not flake or crack, thereby affording much better protection than oil-based paints. As a result you should not need to repaint the windows for up to 10 years. These windows and doors would be supplied fully finished in white of Gardenia.

The careful selection of timber, good design characteristics, extensive product testing and quality-assured manufacturing processes all mean that these windows have an excellent record of performance and longevity. Recent research published by Imperial College, London has given a **minimum life expectancy of 60 years** to windows made in this way.

Our product warranties are;

- 30-years for rot and fungal decay
- 10-years for manufacturing defects
- 10-years on the glazing units
- 10-years for flaking or cracking of the paint
- 10-years for operation of ironmongery

It's worth noting that these warranties are transferrable and insurance-backed.

Installation

We provide a comprehensive supply-and-installation service. Our installation teams are time-served joiners with many years' worth of window installation and building experience behind them. We finish the exterior with timber, sand & cement or silicone as appropriate and inside with the existing or new timber trims. On completion the old windows are removed and disposed of under licence.

We are members of CERTASS, a government-approved organisation which undertakes audits and inspections of installations to maintain high professional standards and we are a TrustMark-approved company (see www.trustmark.org.uk).



Price

To supply and install replacement Slimline sash windows
Ground floor right-hand and centre (4 windows)
Ground floor left hand end (1)
First floor right hand (2 windows)
En-suite & bathroom (2)
Left-hand bedroom slide-and-tilt

To supply and install replacement doors
Right hand and centre (2)
Left hand end
First floor door

If you have any questions about this quote or indeed want to discuss any changes to the specification, please don't hesitate to contact me.

Yours sincerely,

[Redacted signature]

Duncan Forster
Blackthorn Timber Windows

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