



BUYER'S GUIDE

FOR YOUR NEXT PURCHASE OF
WINDOWS, DOORS AND ROOFLIGHTS



the difference is . . .
CRYSTAL CLEAR BRISTOL
WINDOWS | DOORS | ROOFLIGHTS

Whenever you are making a significant purchase you need to make an informed choice to ensure that any installation adds value and comfort to your home. From windows, doors to rooflights, it needs to complement the overall style of the building whilst maintaining high specifications to keep you safe and secure. At Crystal Clear Bristol we are always on hand to guide you through the process and answer any queries you may have. Our buyer's guide is here to navigate and assist with your decision.



HOW TO CHOOSE YOUR SUPPLIER AND INSTALLER?

With so many businesses now online in the UK, it can be a difficult choice selecting a supplier and installer for your next purchase. It is essential to do your homework and use your time wisely looking at several companies - after all, windows, doors and rooflights are an investment piece that will remain in your home for years to come.

Local, family-run businesses provide a personalised touch. You know exactly who you're dealing with and chances are they will have a good reputation within the community. Word of mouth and online reviews are a great way to check if they are worth handing your hard-earned money over to. Check out their social media pages and other sites to see how they respond to customers, and how they manage situations when errors occur.

Choose a sales team with experience who can provide a full service when selecting the correct product for your project, and not just provide costs. Personalised assistance and bespoke project management is key. If you're unsure about their experience and credibility, look into how many years the company has been operating alongside their financial stability - this can be checked with Company House. Also find out who they partner with. Are they a reputable business which manufacturers are proud to work with.

Finally, the selection of the product is half the service, as installation is also key. Make sure that the installer who will be fitting the product is employed by the company and not a sub-contractor. You want peace of mind that the installation is being carried out correctly and consistently, without corners being cut and ensures the guarantee is with the company and not the installer. That way you can ensure that there are no hidden surprises and that they are fully insured. All fitters must be MTC registered.



WHEN IS IT TIME TO INVEST IN NEW WINDOWS AND DOORS?

There are several reasons to look at purchasing new windows and doors, depending on your circumstances. If you have moved into a new-build home, you'd hope that your set-up is secure and of the highest standards following building guidelines. However, if you have lived in a house for decades or moved into a building which needs renovation there are a few signs to look out for.

The first major point is security. If hinges, handles and locks are broken it's essential to start your search for a replacement. The next is if the material may be perishing. Whether that's timber frames which have started to rot or are warped, or plastic which is peeling and discoloured. Another sign is misted glass due to the failure of glazing seals, as well as windows and doors which are letting in draughts and the cold. These features are easy to spot.

Alternatively, if you're looking to increase the value of your home and add some style to its overall look, there are plenty of options available to invest in a contemporary system for doors, windows and rooflights that will add much improvement.

All these points depend on the quality of the product and the installation in the first place. At some point in every home's lifespan windows will need to be replaced, but the proof is in the workmanship and the manufacturer of the windows and doors which will ensure that they won't need to be replaced for decades.



WHAT SECURITY FEATURES SHOULD I LOOK OUT FOR?

Security remains paramount for any window, door or rooflight. This is another factor you'll need to spend some time researching to ensure that you're buying a product that is high quality and of suitable standards to keep you safe. There are many manufacturers who are leading specialists in supplying a system which is fitted with multiple locking points and features the latest security measures - this includes rigorous testing to the British Standard Enhanced Security Test.

As for doors there are a variety of security measures such as 5-point and 8-point automatic locking systems, as well as 3 Star Diamond cylinders which protect your lock against snapping, picking, drilling and bumping. Overall, you want satisfaction in knowing that the product is strong, durable, high quality, weather proofed, and sound proofed to your requirements.



WHICH MATERIAL IS BEST?

Depending on the style of your home and what look you are hoping to achieve will determine which material is best for you. There are also factors such as maintenance and customisation factors to consider too. If your house is a traditional build, you'll want to choose a frame which is in keeping with the design such as timber. Alternatively, for more contemporary homes a modern material such as aluminium and PVCu are a wise choice. The design process of manufacturing windows and doors has come a long way over the last few decades, with all materials proving to be long-lasting and secure.

WHAT ARE THE GLAZING OPTIONS?

There are many glazing options available to optimise the lowest U-value for your project. The U-Value measures how well the window insulates, therefore the lower the number the better. For example, at Crystal Clear we use high quality glass, Argon Gas with Warm Edge Spacer with a U-value of 1.0 on aluminium. Whilst the high quality glass on PVC has a U-value of 1.2. The sales advisor at your chosen supplier will be able to provide recommendations depending on your environment and requirements.

WHICH MATERIAL REQUIRES LESS MAINTENANCE?

We understand that our clients and customers are busy and the last thing they want to think about is cleaning. Contemporary designs need very little maintenance and some manufacturers come with long-standing guarantees so that you won't have to worry about discolouration or misting of glass. Aluminium and PVCu doors and windows are particularly easy to clean and only require a simple wipe down with a damp cloth. As for rooflights which may be trickier to access there are options available for self-cleaning glass.

WILL MY NEW PURCHASE SAVE MONEY ON ENERGY BILLS?

The beauty of investing in new windows and doors is that manufacturers have invested time and resources to ensure that they are as energy efficient as possible which ultimately helps to reduce your bills. PVCu and aluminium products have impressive energy features with double glazed options which means that they rate highly in efficiency testing and aid thermal performance. This makes it one of the most energy efficient systems on the market. Extended polyamide thermal qualities and Aerogel technology helps to keep homes warm in the winter and cool in the summer. While timber windows are optimised for heat retention to reduce condensation and lower energy use, dispelling myths of timber frames from years gone by.



DO I NEED PERMISSION TO INSTALL NEW WINDOWS, DOORS OR A ROOFLIGHT?

This all depends on your living circumstances. If you are a leaseholder, you may need to get permission from your management company to install new windows and doors so it's wise to check first. Restrictions are also in place on listed buildings and conservation areas which can be checked with the planning department or your local authority. If permission is granted, then this is a great opportunity to upgrade your previous window specification to meet regulations associated with new build homes.

IS THERE AN OPPORTUNITY TO SEE THE ITEMS BEFORE I BUY?

To invest in a product that will be a vital part of your home for years to come is something you will want to see in person. To touch, to operate and judge for yourself how it will be best placed. Look for suppliers who have a showroom where you can go to view and try the product before you purchase, to avoid any hidden surprises. This is also to familiarise yourself with the company, get their expert advice and make an informed decision before you buy.

Some manufacturers such as Spitfire Doors can build your own design online. Although to see the final product in situ is difficult, there will be an opportunity to experience the standard of specifications with samples in a showroom. Also, when obtaining quotes make sure you are comparing like for like products. In this digital age we now have comparisons at our fingertips, so make sure you're getting the best price for the product in question that includes the service level and guarantees. If the cost is too good to be true or much cheaper than a competitor, ask yourself why.



ARE THE PRODUCTS ENVIRONMENTALLY FRIENDLY?

As technologies have improved over recent decades, so to have the innovation of making doors and windows more environmentally friendly. Materials such as PVCu and timber now have a lighter carbon footprint and the process of production is more sustainable too. Aluminium is made using one of the most environmentally friendly metals on the market and is an ecological choice which can be recycled infinitely.

Also, more and more manufacturers have an increased awareness of climate change and how they can be part of a progressive future. George Barnsdale for example, who are the experts in timber windows and doors, enforce a commitment to be sustainable. Within their social responsibilities they support the Woodland Trust and promote the plantation of trees and take a proactive approach to protect, conserve and minimise environmental impact.

CAN I CUSTOMISE THE WINDOWS AND DOORS?

Gone are the days of one-size-fits all windows and doors. Now there are countless ways to customise your products to suit your personal style and the overall look of your home. From size - if you're looking for extended bi-folding doors and tall windows - to shape and glass type too. Some manufacturers have over 600 unique styles to choose from and colours to complement each pallet. Whether you want to be in keeping with traditional features of a building or install something completely individual to you; the choice is yours. Options include the possibility of having textured finishes or dual colours, as well as metallic and Alchemy anodised effects. Not to mention handles, bells and door knocks and knobs which can be added internally and externally with a range of accessories.



WILL THE INSTALLATION ADD VALUE TO MY HOME?

If you're purchasing new windows and doors to improve faulty and tired pieces, then the most encouraging answer is yes. Not only are you improving the overall aesthetics of your home, but you're also improving its energy efficiency, sound proofing and above all else, safety. That's just for starters. If you're looking at a renovation project which features a new rooflight or bi-folding doors that lead out to the garden, these are certainly attractive features for prospectus buyers of the future.



WHAT IS THE INSTALLATION PROCESS LIKE?

You've done the hard part of choosing your product, now it's time to actually get it installed. Look for a supplier that includes installation all under one roof. That way you won't be relying on sub-contractors who may let you down or even worse could add on unnecessary charges. The installation of new windows, doors or rooflights, should be hassle free and fitted to accommodate your time scale and cause little disruption whilst completing the project. Look for a company that will be flexible to your requirements and fit the product at a time most convenient to you and will also take on board your concerns and feedback if something isn't right.

IS THERE A GUARANTEE ON MY PURCHASE?

Now that your new windows and doors have been installed, what happens if there is an issue? From your very first search for a supplier, you want to look for a reputable company that is a member of a accredited organisations like the double glazing and conservatory ombudsman scheme (DGCOS) or (GGF), there are only two main suppliers in the Bristol area that are members of the DGCOS, one of which is Crystal Clear Bristol.

If you have any further questions with regards to the future purchase and installation of your new windows, doors and rooflight, our friendly, approachable and experienced team at Crystal Clear Bristol are happy to discuss more.





“Excellent service from start to finish....from having a showroom to view the products instead of choosing from a brochure....to the sales/accounts team in the office.....to Harry ,Brandon and Jason doing a super job installingfantastic service and fantastic product ...5 stars well deserved”

- Samantha Morgan

“Would like to say thanks to Harry, Dean and Connor for a great job fitting our Bi-Fold doors. The Service was good from start to finish and would recommend Crystal Clear Bristol to Friends and family.”

- Mark Webb

“Thrilled with the quality of my new front door and especially delighted with the workmanship of Harry despite my chattering to him most of the time. I would highly recommend your company.”

- Jean Rees

“We have just had our garage rear door and patio doors replaced with a UPVC doubled glazed internal blinds replacement and there is nothing else to say but WoW Amazing. The fitting team were so professional and tidy, not a single crack or dent in the original plaster around the interior, the finish looks like a new build we are so impressed, say a big thanks to Steve and Steve the fitters who carried out our replacement. Very Many Thanks”

- Chris Lowden

“Steve and Steve were the most organised, polite and thorough install team going. Our new windows have been installed perfectly. Couldn't believe (and kept saying so) how little mess. Like - zero mess. It was astonishing. Really really pleased with the product, service company and installation. Really recommend.”

- Richard Dewi Croughan