

GENERAL INFORMATION

All Supaglazing products have been designed to be installed by experienced trade person(s) or for most of our products by competent DIY'ers. Do not commence installation unless you or your chosen installer fully understand the task at hand and are confident you/they have the required skill set to complete the works.

If replacing an existing door/window, we advise not to remove this until all relevant checks have been completed.

Before commencing the installation, check items are free from damage - double check the opening is the correct size and the items you've received are the correct specification, including size, handing, colour and glass before discarding any packaging. This includes any components that may be supplied fitted or loose.

The assembled frame size should be 10mm less in height and width of the brickwork/finished opening. Please ensure that all dimensions are correct for installation before proceeding as the door set must be installed square and level into the opening.

We often observe products being installed at too early stage in the project, with many trades still accessing the room(s), with various works still due to be carried out. Therefore, leaving your newly installed product(s) exposed and in a vulnerable position. It is recommended that your new purchase is installed as late into the project as possible.

Some components will not perform well in new rooms that are full of moisture, especially when combined with central heating or other heating systems. Where possible ensure that all wet trades like plastering, painting, floor installation and finishing are completed and the room is fully dried out before installation.

We recognise that this is not always practical, especially with extensions or new build installations. Often the patio door set is installed before these jobs are completed or dried out, this can act as a barrier to the weather outside and make the home secure and allows work to carry on inside the room. In this scenario it is important to make sure the product has been fully inspected and adequate protection is applied to all frame components, door and glass. Extra protection should be applied to the bottom cill/threshold as this is the most exposed area and prone to damage.

IMPORTANT: All products must be installed as per the assembly instructions provided with your order. Supaglazing Online will not accept any responsibility for products which have been cut down or machined or otherwise hung from the original standard product specification we supplied to you, unless advised to do so in the relevant fitting instructions supplied with your purchase.

WHAT TO EXPECT

We deliver your Supaglazing Online order with a step-by-step instruction booklet to guide you or your installer, through every step of the installation.