

# Tips on how to buy Pilkington Activ™

Choosing a reliable window company can seem like a minefield. Here are a few basic tips on finding the right supplier for your new windows:

**CONTACT TWO OR THREE WINDOW COMPANIES FOR A QUOTE**

This way you'll make sure you're not paying over the odds for your windows.

**NEVER SUCCUMB TO PRESSURE SELLING**

Most reputable companies will leave you to make up your own mind, and will be confident for you to compare quotes. Beware of large discounts for 'buying on the night'.

**ASK HOW LONG THE COMPANY HAS BEEN ESTABLISHED**

Generally speaking, the longer the better.

**ASK IF THE COMPANY IS FENSA REGISTERED (APPLICABLE IN ENGLAND & WALES ONLY)**

FENSA, the Fenestration Self-Assessment Scheme, was set up by the Glass and Glazing Federation to ensure that replacement glazing is carried out to certain standards to meet the latest building regulations. If the company isn't FENSA-registered, Local Authority Building Control must be notified that the work is being carried out.

**ASK ABOUT WARRANTIES**

Most window companies offer a warranty of some description, with the most reputable offering no quibble guarantees.

**ASK FOR RECOMMENDATIONS OR EXAMPLES OF INSTALLATIONS**

A good supplier should be able to show you letters from satisfied customers, and possibly photographs of other installations they've carried out locally, or even arrange for you to visit and talk to the homeowner.

**CHECK THAT THEY SPECIFY PILKINGTON PRODUCTS**

This is always a sign of a reputable supplier. In particular, check that they use Pilkington product literature for Pilkington Texture Glass, Pilkington **K Glass**™ and Pilkington **Activ**™

**ASK ABOUT ENERGY SAVING GLASS**

It is now mandatory in windows and recommended in conservatories that energy saving 'low-emissivity' glass is used. Pilkington recommends Pilkington **K Glass**™ for these applications. Ask for evidence of which product they use – then check for FENSA registration.



**PILKINGTON**  
NSG Group Flat Glass Business

## ASK ABOUT SAFETY GLASS

## ASK THEM ABOUT KITEMARKS

## ASK THEM ABOUT THE BENEFITS OF Pilkington **Activ**<sup>™</sup>

## MAKE SURE THEY SURVEY YOUR HOME PROPERLY

## FITTING A CONSERVATORY?

## WHAT ABOUT PLANNING PERMISSION?

## WHAT ABOUT RETENTIONS?

Certain critical locations are defined in Building Regulations as needing safety glass (toughened or laminated) ask them where they will need to install safety glass.

Many companies will have British Standard kitemark for windows or their glazing. Other accreditation bodies also offer product quality certification – ask for details.

Now you've looked at our website, you'll be able to tell just how much they know about self-cleaning glass. Make sure they quote you including Pilkington **Activ**<sup>™</sup>. Also, it is important to make sure that they are not simply spraying a coating on to the glass that will only last a few months but are fitting genuine Pilkington **Activ**<sup>™</sup>.

If you've chosen Pilkington **Activ**<sup>™</sup>, they should be checking for overhangs that might shield the windows from the rain water it needs to stay clean, and should be aware of the options available to give you additional benefits such as safety, solar control and thermal insulation.

Ask about the possibility of fitting a glass roof rather than polycarbonate (plastic) which is noisy in the rain, more prone to dirt and discolouration.

Conservatories over 30m<sup>2</sup> may require planning permission – ask how they approach this.

You may be able to ask whether, once you've agreed a price, you can retain a small percentage of the amount (say 5%) to ensure that you are fully happy with the installation, before finally settling.



**PILKINGTON**  
NSG Group Flat Glass Business

Prescot Road St Helens WA10 3TT United Kingdom  
Telephone 01744 692000 Fax 01744 692880  
E-mail: [pilkington@respond.uk.com](mailto:pilkington@respond.uk.com)  
[www.pilkington.com](http://www.pilkington.com)

