

FREQUENTLY ASKED QUESTIONS

What are the Packer sizes?

15mm, 30mm and 50mm and multiples of each (45mm, 60mm etc.)

What guarantee do your windows come with?

10 years on the frames and sashes, 10 years on the glass and one year on the hardware.

What is the U value of your windows?

Heritage	1.4
Classic	1.5
Authentic	1.5
Vintage	1.5

All the above backed up by a CE Declaration

What is the energy rating?

Masterframe windows are generally 'A' rated, however this is dependent on the glass chosen and some would be 'B' rated.

Do you offer anything other than sash windows?

No we only focus on producing the best, most authentic sash windows possible.

What does the PAS24 / Secure by design (SBD) upgrade include?

(SBD – Police approved security standard)

Secured by Design is an ACPO (Association of Chief Police Officers (UK)) Third party endorsement scheme. The entire window would have to firstly be tested and pass the PAS24 (Publicly Available Specification) standard in order to achieve SDB approval.

- The window frame has more re-enforcement.
- Upgraded rider blocks are used
- A secure locking claw cam catch comes standard with the window

NB: Where a two stage keep is fitted for ventilation purposes, the window will not be PAS24/Secured by Design accredited when locked in the secondary position.

What are the minimum and maximum window sizes you can make?

Minimum is 380 wide x 750 high

Maximum – this depends on the configuration of the window, range and glass. If you have your correct dimensions to hand we can confirm if it will be possible for us to manufacture it.

How many cam catches will I get with my window order?

If a window is **over 926 mm wide** then you will receive **two cam catches**. If your window is less than 926 mm wide you will receive **one cam catch** unless there is a central bar in which case you will receive **two**.

Do you offer Timber Sash windows?

Yes we can supply timber windows through our approved network of Bygone installers, please visit our Bygone website for details or speak to our Bygone Manager John Samuels.

Do your sash windows come with a tilt facility as standard?

Yes, however this is size and weight dependent.

What is the lead time for manufacture and delivery?

Standard window	4 – 6 weeks
Sprayed	6 - 8 weeks
Dual Foil	10 – 12 weeks
Shaped (including arched infills)	8 – 10 weeks
London Arch	8 – 10 weeks
Special glass	1 extra week on any of the above
Lead designs	1 extra week on any of the above

Is there a delivery charge?

Delivery is free on the UK mainland

Can you make arched windows?

Yes, in fact they are our speciality and we offer a range of different shapes including swept heads, arches, Gothic arches and London Style which is square internally and arched externally.

Do we supply load bearing bay posts?

All of our bay posts are non-load bearing but they are hollow which allows load bearing solutions to be used in conjunction.

What is the difference between a London Sash and a London Sash and frame?

The key difference is:

- The London Sash has an arch infill panel on the glass only, giving the impression of an arch.
- A London Sash and Frame has an additional arched frame section on the external head of the window to replicate the look of an actual arched head.

What are the RAL/Renolit colours for our White & Cream?

The closest matches are:

Cream White	RAL 9001/Renolit PX 47848 - 10100
White:	RAL9010/Renolit 02.20.91.000001-116801
White Gloss	RAL 9016

What are the sizes of our Deep bottom rail and large bottom rail?

Deep – 105 mm
Large – 63 mm

What is the width of the Georgian Bars?

20 mm

What colours are available?

Masterframe can colour match to all leading brand paint brands such as Farrow & Ball, RAL colours, British Standard colours (BS) and Dulux.