

## 10 QUESTIONS TO ASK YOUR DOUBLE-GLAZING INSTALLER





TO GUARANTEE A SUCCESSFUL INSTALLATION, IT'S ESSENTIAL TO ASK THE RIGHT QUESTIONS WHEN IDENTIFYING A SUITABLE **DOUBLE-GLAZING INSTALLER**. THIS CAN HELP AVOID COSTLY MISTAKES, CLARIFY CONFUSING DETAILS, AND BOOST YOUR CONFIDENCE IN YOUR CHOICE OF INSTALLER.

LET'S DISCUSS THE IMPORTANCE OF CHOOSING THE RIGHT DOUBLE-GLAZING COMPANY AND HIGHLIGHT KEY QUESTIONS TO ASK TO ENSURE YOU RECEIVE QUALITY PRODUCTS AND SERVICES.

## WHY WORK WITH AN EXPERT DOUBLE-GLAZING INSTALLER?

An experienced double-glazing installer will help you make informed installation decisions, from choosing appropriate units for your specific needs to ensuring their correct and efficient installation. You'll also further reap the benefits double-glazing has to offer, such as improved thermal insulation, reduced noise, cost-efficiency, decreased condensation, enhanced security, and more.

An expert can provide advice on installing high-quality products like uPVC double glazing. Here in Australia, windows are commonly made from aluminium and timber, often chosen by builders seeking cost-effective solutions. However, uPVC has gained popularity due to its superior insulation and heat deflection properties. It has been the standard in Europe and North America for over 40 years and is ideal for extreme weather conditions.

With the Nationwide House Energy Rating Scheme raising the minimum star rating for new homes from 6 to 7 stars, the energy efficiency benefits of uPVC double glazing are now more valuable than ever.

# THE 10 QUESTIONS

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## 01. HOW MUCH EXPERIENCE DO YOU HAVE WITH UPVC DOUBLE GLAZING?

Evaluating a prospective double-glazing company starts with understanding their experience. Are they well-seasoned in this field, and how long have they developed this expertise? Not only does experience show resilience and commitment, but a company with a long history is more likely to be fast and proficient at installations, offer valuable advice, and be more knowledgeable when recommending suitable products and solutions.

## 02. WHAT GLASS IS USED IN YOUR PRODUCTS?

Not all glass is created equal. Upgrading from single-glazed to double-glazed windows can vastly improve your comfort and energy efficiency. Consider looking for options like Low-E glass, which is specially coated to further reduce heat transfer.

This type of glass significantly minimizes the amount of ultraviolet and infrared light that passes through, while still allowing visible light to enter. The result is a more comfortable living environment and lower energy bills year-round.

## 03. DO YOU HAVE ACCREDITATIONS, LICENSES, AND INSURANCE-BACKED GUARANTEES?

Ensuring a company has the proper legal documentation means they comply with regulatory standards set by industry agencies. Their personnel must also be licensed to work on your premises. It's essential to verify if they offer an insurance-backed guarantee for every installation.

Accreditations, typically issued by unbiased and independent bodies, also indicate if they meet industry standards for quality and craftsmanship. Lastly, an insurance-backed guarantee safeguards your investments in the event the company goes out of business.

## 04. CAN YOU PROVIDE A FIRM FINAL COST?

To avoid delays, always ask for a firm cost upfront. You can prepare your funds beforehand if you receive an average breakdown cost.

Ideally, a reliable company will give you an accurate estimate at the initial consultation. While you're at it, ask about their payment options as well, and choose the process that will work best for you.

## 05. WHAT ARE YOUR PRODUCT'S KEY FEATURES?

It's important to assess whether the products you're considering are high-quality and meet your durability and aesthetic standards. You can evaluate their reliability by inquiring about key product features, such as whether the double glazing will improve energy efficiency, or withstand extreme weather conditions. Additionally, ask about the frame material type (e.g., high-quality uPVC vs glass type), and the general sturdiness of the doors or windows.

Also, you may want to inquire about the origin of the products: Are they manufactured overseas or at their own factory?

## 06. DO YOU HAVE A SHOWROOM?

If the company you've chosen has a factory showroom, make sure to take advantage and pay a visit. Seeing the products in person allows you to better examine the textures, colours, and accurate measurements. You can also interact with knowledgeable staff who can answer your questions, provide professional advice, and assist you in person to find the best products for your needs.

## 07. HOW LONG WILL INSTALLATION TAKE?

The installation process is likely to disrupt your daily activities. Make sure to enquire about their average turnaround time so you can plan your home activities around it.

This can also help you further gauge the quality of their services. A company that offers a fast, efficient installation typically delivers higher quality results.

## 08. WHAT SETS YOU APART FROM COMPETITORS?

While many companies offer similar services, it can be the details that set one apart from the others. Ask about their unique advantages compared to other installers. Do they provide free measurements? Can they conduct a site inspection within days of your inquiry? What specialised services do they offer?

Consider their warranty deals and discounts for repeat customers, or whether they offer follow-up inspections at no extra cost. They might even provide exclusive items to match your style. This evaluation will help you determine if they are worth your investment, effort, and trust.

## 09. DO YOU USE SUBCONTRACTORS OR FULL-TIME EMPLOYEES?

Some double-glazing companies use subcontractors, which can compromise the quality of the job. Using third-party workers means you cannot always guarantee the reliability and integrity of the labour, especially if their credentials haven't been thoroughly checked. This also ties into the importance of an insurance-backed guarantee.

A company that fully employs its team of suppliers and installers can ensure consistent, seamless installation methods - and hold the company accountable if anything goes wrong. With a fully employed team, the company is more committed to protecting your assets and delivering quality service.

## 10. CAN YOU PROVIDE REFERENCES OR TESTIMONIALS FROM PREVIOUS CLIENTS?

Remember to ask for references or testimonials from previous clients. Learning about the experiences of others who have had similar work done can provide valuable insights into the company's reliability and customer service. This feedback can help you make a more informed decision and choose a company that meets your expectations.

# KEY TAKEAWAY

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Conducting a thorough interview with your double-glazing installer before they begin work is crucial. This helps you understand their experience, company background, product features, estimated costs, materials, payment methods, and more. Ensure the company complies with regulatory standards and offers an insurance-backed guarantee for peace of mind. Asking the right questions will safeguard your property, ensure installation success, and help you stay within budget.

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