



## FAQ'S

**What styles of windows does Stock Windows offer?** Stock windows has all standard window styles available including awning, bi-fold, casement, double hung, fixed and sliding. Our windows and doors are available in Timber and Aluminium.

**Can I get aluminium windows and doors in any colour?** Yes. Stock windows has a standard range of colours developed over our years of experience. We can also produce almost any custom colour, however there will be a time and cost premium for such a service.

**What Timber are the Stock Windows/Doors made from?** Our Awning Windows and Sliding Doors are Meranti, our Double Hungs and Sliding Windows are KD Hardwood.

**What is the Depth of your Timber Items?** 158mm with Wind-mould and 138mm when Wind-mould is removed.

**How to measure a replacement window?** The measurement is taken from the external opening of the building (brick or cladding opening). If measuring for timber to timber replacement, existing window size should work less 10mm to height and width (this allows for any structural movement and ease of install) When going from timber to Aluminium, if the new Aluminium window is having reveals, you will need to less 50mm from the height and width (this is to allow for the 20mm reveal surround and clearance for easy install) additional to the new Aluminium window you will require angled trims to cover the gap created from the edge of the aluminium and the reveals. Always consult with a professional before submitting finalised sizes.

**What is a timber reveal?** The Reveal is a timber surround fitted to the fin of the window or door and used for installing the product into timber framing. The reveal becomes the frame of your window or door covering the stud. The architrave attaches to the reveal to cover the gap between the reveal and the plasterboard (or internal lining)

**Do you do Custom Sizes?** Yes we can make to any size, please send us your requirements for a competitive quote!

**What is the lead time for Stock Orders?** For order collection you can pick up the minute you have paid for your order! For any Stock that we are delivering you should allow 1 – 4 working days, however we will confirm with you once we have scheduled the delivery time.

**What is the lead time on custom made Windows?** Generally 3 – 4 weeks depending on the product, we will confirm likely lead time at the time of order to ensure we work in with your project.

**What is the difference between Single-glazed and Double-glazed glass?** Single-glazed windows consist of one pane of glass. The glass is usually between 3-10 mm thick, but because there is only one layer of glass between the inside and the outside of your home, heat can transfer through the glass. Single-glazed windows do tend to be cheaper to install, but not as energy efficient. Double-glazed windows are constructed with 2 panes of glass and either air or argon gas is between the two layers. This acts as an insulator, so that heat can't escape and the cold from outside can't come in. Because of this, these windows are thought to be around 80% more efficient than single glazed windows

**I have an energy report, can you meet these requirements?** Depending on your energy rating requirements if our stock does not comply we can certainly custom make to meet the energy value you need.

**Are Stock Windows products covered by a Warranty?** Yes. All Stock windows products are covered by a specific Warranty covering workmanship, performance and durability.

**Do you have Flyscreens & Security Doors to suit your products?** Yes we certainly do! All of our Flyscreens and Security doors are custom made so you have ample options of product type, colours and mesh. If you purchase your Screens & Security doors at the time of your window order we can offer you a discounted package deal!

