

# The Installer

## Features – Coming Soon in The Installer

Please direct correspondence and feature synopses to [brian.shillibeer@profinder.eu](mailto:brian.shillibeer@profinder.eu)

Please direct press releases to [installer@profinder.eu](mailto:installer@profinder.eu)

### Here you will find a list of The Installer Magazine's core features.

We commission articles and accept submissions. We are always happy to discuss submissions with potential contributors. We will require a brief synopsis of the feature idea by email to the editor along with full contact details.

We would be obliged if contributors also provide suitable photography and/or illustrations.

TheInstaller.pro sources news from the industry and from outside the industry.

We believe those writing for us deserve maximum exposure and thus features first published in the Magazine, are subsequently re-purposed to appear on TheInstaller.pro

The Installer is the only industry publication that runs externally sourced features specifically on business best practice principles covering everything from insurance through to health & safety and training.

December  
Heritage Windows & Doors  
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The Don Waterworth Technical & Legal Column

### Do Not Trim Your Way Into A Dispute

I've met my share of good window installers, however, in my role as surveyor and expert witness, I have met some very poor installers particularly those who use trims to cover their mistakes and walk away leaving angry customers, writes Don Waterworth, The Installer's Technical Expert, as he suggests skill levels could do with rising in the industry.

**Over the last 40 years or so I have seen a significant change in the installation standards of windows and doors, writes Don Waterworth.** Part of this has been brought about by the use of joiners from 1970 to 2000 or so, in those days when inspecting an installation, it was rarely the workmanship that was faulty, it was more likely the product. From 2000 onwards, many window companies would not pay for joiners and the title of 'window installer' came in.

**Good and bad**  
Now whilst I have met some first class window installers, I have also met a great many installers that possess very little skill in construction knowledge. It is the nature of my work as an expert witness to meet poor installers. An old fashioned joiner would work to standards; a poor window installer will invariably trim all around the window both inside and out. The last thing to understand is that trims are not part of the window and such are not as thermally efficient as the window. For whereas 22 years ago the PVC-U products were average at best – the PVC-U products now are difficult to fault and therefore it is inevitably the workmanship that is now brought into question.

**BS8213**  
When referring to BS8213 there is no recommendation for the use of trims and where trims may well be incorporated, these should be small, tightly trims and not trims that have been set in place to cover over damage to the aperture or large gaps.

**See picture**  
The photograph shows a 50mm (denuded) stick on a window board.

This is unightly and unacceptable. Moreover, the householder was never given the option as to whether she wanted the trims or not, the installer simply said 'This is the way we do it'.

**What the trim covers is a gap of 27mm and also the tongue of the window board which the installer could not be bothered to cut off.**

**Do better**  
Do not use trims because you cannot be bothered to prepare the aperture and bring the frame back to the glaziers need and the window board. There should only be the need for a rim of caulk around the window internally allowing the customer to repaint after. **!! Don.**

Don Waterworth acts as an Expert Witness and is an Accredited Mediator.  
[don@waterworthtechnical.co.uk](mailto:don@waterworthtechnical.co.uk)  
Tel: 01800 104022  
Fax: 01800 104000-3000.

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