

# Choose Your Suppliers Wisely – Check Standards And Ask Questions

Don Waterworth, The Installer's Technical Expert, has seen plenty of product failures in his time and had to chase suppliers for a resolution they are reluctant to give. Thus, he writes, choose suppliers who can back performance promises with test certificates and standards...and who will act quickly if something goes wrong.



**Take a look at this door. No doubt the manufacturer made all sorts of promises regarding the performance that this warped door would provide, writes Don Waterworth, The Installer's Technical Expert.**

However, after six years or so in a south facing location, the door delaminated.

## **Lacking in backing**

This could leave you with a substantial problem, primarily because manufacturers in the window industry (in my experience) are very poor at providing any sort of back up service.

I have lost count of the number of manufacturers I have chased up for window companies who have been promised a performance from a product which has then failed in a short time.

## **Get proof of performance**

Take my advice. Do not believe without question the promises made by manufacturers. Ask them to prove that their products will perform as the guarantee suggests. And remember, it will be you that needs to face the consumer, not your manufacturer.

So do not take any information from a manufacturer as gospel.

Check the testing the product conforms to and the relevant standards it has achieved. Ask as many questions as you can – and get references from other happy installers.

If you are still not sure (or if you have a product that has failed), please do give me a call. If I can assist you, I will do. **■ Don.**

**This article is by our technical writer – Principal Surveyor Don Waterworth of [hanleyamosstewart.co.uk](http://hanleyamosstewart.co.uk)**

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**Tues-Thurs 10:00am-3:00pm.**