

# Do Not Trim Your Way Into A Dispute Part 2

Don Waterworth, The Installer's Technical Expert believes there are good and bad installers out there – however, the nature of his role as a surveyor and expert witness in window installation dispute cases means he sees a lot of the bad...and lots of those use trims to cover bad initial measurements.

**Don Waterworth continues on from part 1 in last month's issue of The Installer, about the unacceptable yet extensive use of trims.**

He writes: I recently worked on an inspection for a national firm which had employed some fitters from SafeStyle (the masters of slap dash trimming). Upon inspecting the work, I noted similarities with SafeStyle methods. The methods being that the surveyor is told to measure the frame with 25mm gap all around to ensure the frame would sit in the aperture and then foam and trim to finish. What a shocking way to work. And yet this national firm seem to be adopting the same method.

SafeStyle went out of business earlier this year. Its assets were acquired by Everest. SafeStyle continues to be traded as a brand as if nothing had happened – and continues to use the logos of trusted membership organisations which it is not a member of.

## Too small

Aside from the 'under-measuring' of the windows, trimming over all of the perimeters was evident throughout. See the picture above – this is only one example on this job alone. In taking off the trim internally, I was not surprised to find an 18mm gap




and gaps in the foam which were causing a draught into the property (so much for A rated windows).

The British Standard is quite clear on these matters. The frames should be butted up to the internal plaster reveal, not up to the tongue of the window board, then the frames can be trimmed over – for a nice finish but not to cover glaring gaps.

When glaring draughty gaps are trimmed over, this is wholly unacceptable. If window installers want to be seen as professional, these methods and fitting standards need to be halted to ensure customers are served correctly.

## Decline in standards

We have gone from first class installation standards of 25 years ago and poor products, to now first class products and shockingly poor installation standards.

Standards need to improve. 

**Don.**



**Don Waterworth acts as an Expert Witness and is an Accredited Mediator.**  
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