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# Welcome



**Your property is likely to be your largest single asset, so it makes sense to ensure any work you carry out is done with the utmost care and attention, using high quality materials which are sympathetic to its character.**

New windows should be seen as both aesthetically pleasing, and as an opportunity to add value to your investment. I can assure you that everyone associated with the Bygone Collection shares that same vision.

In a world where cutting costs, engineering products down to a price and “making do” with standard, off the shelf products is the norm, I take a completely different view.

Since starting my company in 1988, my aim has been to build the finest non-timber sash window possible. It is important that they last well beyond any guarantee period and should be installed correctly, by fitters that I would trust on my own property.

The aim is to retain the elegant proportions that traditional box sash windows were renowned for, whilst incorporating the very best materials and technology.

Eliminating the draughts, maintenance and painting problems associated with timber sash windows has been my life’s work.

Along with my staff, we devote much of our time improving our products and we’ve already dedicated considerable resource into enhancing the appearance, security, thermal efficiency and environmental impact of our windows.

As you will see in the following pages, many people have great things to say about Bygone windows; planners, conservation officers and satisfied customers, all believe we have delivered for their projects, just as we will do for yours.

When the Planning Inspectorate overturns a council decision on appeal, saying...

*“The (Bygone) window appears to replicate a traditional sliding sash window very closely, the effect is so convincing that it is difficult to differentiate between the two, even at close quarters”*

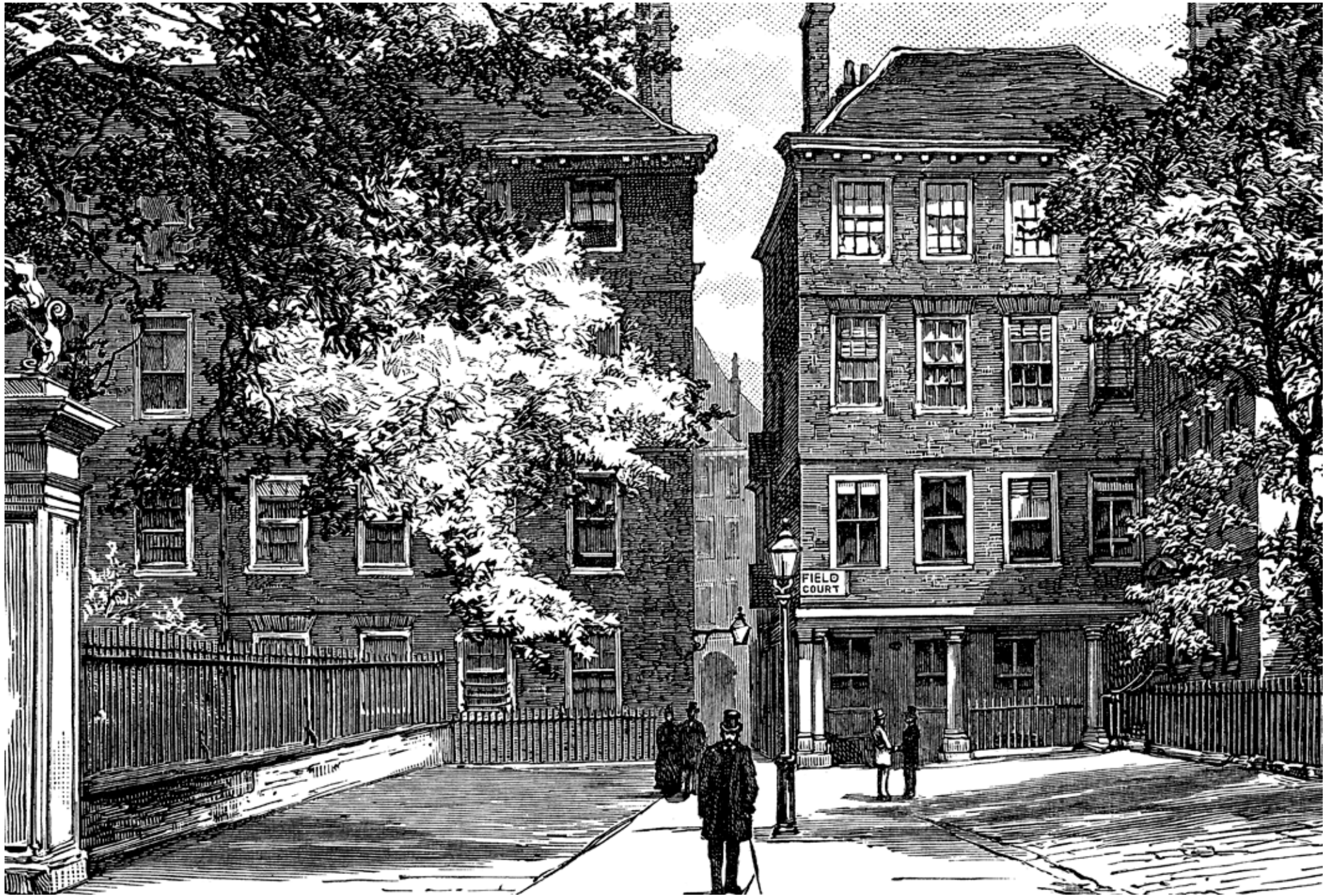
...we know we’re getting something right.

At Bygone, we’re very proud of our products and the partners we trust to install them. In fact, I don’t think you’d be able to source a more authentic, secure or thermally efficient PVC-U sash window anywhere in the world.

So, on behalf of my team, thank you for considering the Bygone Collection and we look forward to helping you improve your home.



**Alan Burgess, Group Chairman,  
Masterframe Windows Limited**





# Sash windows

## An historic perspective

First introduced in the mid-1600s, the sash window has always been simple in design and yet very elegant. As such it quickly became both fashionable and desirable, a symbol of wealth amongst the rich. Throughout the 18th century aristocrats used sash windows to replace casement windows previously installed in 16th century properties.

Shortly after the Great Fire of London in 1666, it was found that timber signs, oak beams and wooden windows had accelerated the spread of the fire and resulted in the borough of London changing its building regulations. Hence it became a building requirement that window frames be recessed behind the outside brick or stone wall and set back from the front of the building facade, which gave birth to what we now recognise as the 'Georgian' architectural style.

This era was perhaps the most elegant period for sash windows, as the classic "6 over 6" Georgian style became the inimitable sash window design. Whilst still limited by glass technology, windows did become larger throughout the 18th Century. At the start of the Victorian era, 'drawn' glass had enabled larger, heavier sheets to be produced.

You may be surprised to learn that the benefits of having two sheets of glass closely bonded into a sealed unit was first patented by Mr Thomas Stetson in 1865, making "double glazing" over 150 years old!

Sadly, since the 1960s the indiscriminate replacement of sash windows, using mass produced inappropriate PVC-U casement windows has resulted in thousands of original sash windows being lost, destroying the character and value of many properties in the process.

The sash window however, remains the most efficient ever invented. By opening both the upper and lower sash a few inches, really efficient purge ventilation is achieved, removing stale air quickly and inducing air circulation like no other.

You'll find we're attentive to the finer details too, and totally committed to creating authentic sash windows, with the proportions and elegance of the originals, but with all the attributes demanded by modern living.



# Conservation areas and Article 4 Directives: Retaining character

**Any building of importance will be listed to some extent, for its own protection and to safeguard the special character of its neighbourhood.**

Because so many buildings have had their charm and character destroyed by inappropriate replacements, PVC-U has become associated with inferior casement windows installed in the 1980s. This has led to the widespread rejection of replacements through planning restrictions, regardless of authenticity.

Unfortunately, many officers considering applications still retain these outdated perceptions and refuse applications, without considering the vast improvements made in recent years.

Our installation partners are experienced in dealing with your local planning and conservation departments, and many have been given the green light for projects in conservation areas, because the windows are so good.

Do feel free to discuss any worries or concerns with your nearest installer. Ask them for examples of local installations where permission has been granted, so you can see at first hand just how well the windows blend in.

However, if you still have any worries or experience issues with your planner, again do speak with your installer.

In Grade I and Grade II listed properties where the original windows are in situ, timber will be the only material considered.

In England most properties within a conservation area have permitted development rights, which grants you permission to change your windows for “similar” replacements. However, if the property is leasehold, listed or has an article 4 restriction, it will require planning permission.









# What makes Bygone sash windows so traditional?

**All our ranges are designed to satisfy the requirements of modern windows and to comply with current building regulations. However, the first requirement is still for the windows to blend seamlessly into their surroundings and to retain the character, charm and period feel of your home.**

To ensure you'll have beautiful windows, we've taken the time to study original sash windows and to recreate the critically important details like these;

- Slim sight-lines through both the upper and lower sashes maximises the visible glass area.
- Equal panes in both sashes creates a balanced appearance consistent with original timber sash windows.
- External staff bead detail on the frame and an option for internal staff bead trims, to conceal the inner workings of the window, just like old sash window boxes.
- Continuous run-through sash horns (not shiny plastic clip-ons), utilised by the Victorians and designed to place more material below the mortise, therefore strengthening the stile.
- A traditional, butt jointed deep bottom rail (DBR) and bespoke sash sections, ensure the appearance is appropriate, rather than four sections of the same width simply welded together.
- Our grained acrylic foil finish is designed to look like painted timber.
- This finish creates a stunning painted wood appearance. It's extremely low maintenance and the durability extends the life of a standard PVC-U shiny plastic finish. So convincing is this effect, that one town planner building his own home, could not believe the window he was leaning against was a PVC-U product.
- A patented infill strip hides over 50% of the visible brush pile on the inside of the window, making it aesthetically more attractive and easier to slide. The remaining brush pile can be hidden behind the internal staff bead trim.



# What makes Bygone sash windows so authentic?

There are several optional features you can select to make your windows even more authentic.

## Your Timberweld® technology advantage:

- The all-important advantage of a product that incorporates Timberweld® technology is that it is beautiful and authentic, looking every bit like a timber original and giving the impression that it has been lovingly produced by a master craftsman.
- Most butt joints in the market today are open ended however, your Timberweld® joints are completely sealed from the elements with no open chambers to allow in rain water, draughts, bugs and flies!



*Open system versus Timberweld®*



*Timber effect butt joint inside and out*

- Aesthetically, Timberweld® joints will blend in with all architectural styles, Georgian, and Victorian, and will be suitable for use in both conservation areas and in the most contemporary developments.
- The technology is material neutral and in the case of PVC-U, Bygone sash windows will be the perfect match for casement windows and doors that are offered with Timberweld®.

As a result of this innovation, the manufacturers of the Bygone Collection, Masterframe Windows Ltd are the only sash window manufacturer that can promise you an authentic, wood effect joint, complete with perfectly sealed frames and corners that look just like the timber original.

## ‘Super slim’ 39mm meeting rail

Original period sash windows were traditionally made with timber, a material with very different strengths. For years manufacturers have been trying to replicate the timber aesthetics of traditional sash windows but have failed to reproduce the slim profiles, until now.

The Bygone Symphony has an industry first for PVC-U sash windows by introducing a super slim mid-rail measuring just 39mm (1 ½”), as seen on so many Georgian properties. Whilst it is a standard feature on the Symphony Collection, it is an optional extra on Bygone Harmony. We have also reduced the rail at the top of the lower sash to 52mm. See fig.3 on page 13.

## Integral 99mm slim mullion

The visible mullion between windows in some cases can be as wide as 250mm, which is nothing like the slim mullions on original timber windows. On triple window styles, where the centre sash slides and the two wings are fixed, thick sight-lines are even more obvious, negatively impacting on any authentic detailing.

The Bygone Collection again introduced an industry first by producing a bespoke mullion measuring just 99mm across the front face, which substantially reduces the overall thickness of the sight-lines. When combined with traditional butt jointed construction, Symphony and Harmony windows look superb and unlike any other multi-light window on the market. If, however, you still require the ‘coupled’ style of triple or double window, this remains available as standard on the Melody range.

Double or triple sash windows no longer look bulky and will complement the period aesthetics of your home. See fig.5 on page 13.



## Thin sealed units

Air filled insulated sealed units were once 28mm, but as we use gas filled units we have been able to reduce the depth to 24mm or even 18mm. The extra thin unit allows for even deeper Georgian bar and glazing beads which improves the look of the sashes still further. Thin 18mm krypton gas filled units are standard on the Symphony sash window.

## ‘Continuous’ or ‘Run-through’ Horns

Sash horns were a design engineered to add strength to the sash. Today sash horns are still needed to retain the traditional appearance of your box sash windows. Unlike decorative, “clip on” horns which can become detached, look artificial and have a tendency to fade in colour, all Bygone sash horns are sculpted from the sash itself. Commonly known as “run through” or “continuous” horns”, these are fitted with flush fitting end caps to close the chambers. See fig.4 on page 13.

## Deep Bottom Rail

Traditionally, the lower rail of the bottom sash was often made from 4” or 5” timbers and planed to about 100mm. This was substantially heavier (deeper) than the side members or mid-rail because it had to carry more weight than the upper sash. All Bygone collection windows have this thicker, butt jointed deep bottom rail as standard, mechanically joined by hand in our factory. See fig.2 on page 13.

## Authentic Georgian Bars

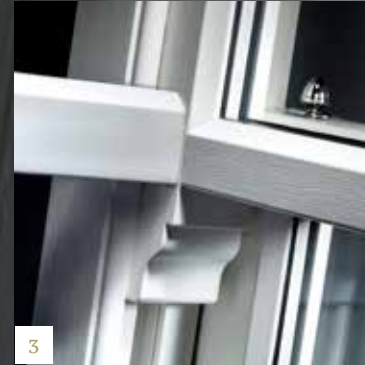
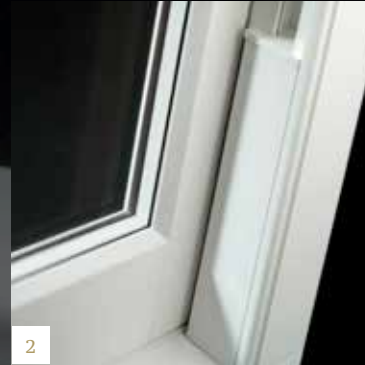
Bygone chamfered and ovolo Georgian bars are face fixed, authentically recreating the depth and shadow lines of original timber muntin bars. External bars are always chamfered, but internal ovolo bars on a Bygone window come in two depths depending on the range and the depth of the glass unit.

All Bygone windows use a patented method of interlocking and securing bars to the glass with our patented Georgi® Clip, so bars are guaranteed to stay firmly attached for the life of the window.

The method is approved by the BBA and means that Bygone Georgian bars are included in the Bygone 12 year guarantee. See fig. 6 on page 13.

## Chamfered ‘Putty-Line’ Sashes

Original sash windows had putty glazing which sloped back to the glass at an angle of 45 degrees. This lovely putty-line is included on the outside of every Bygone collection window for this very reason. Internally our glazing beads are by contrast ovolo shaped, just like original Victorian and Georgian sash windows.



**Key:**

- 1. Timberweld® jointing
- 2. Deep bottom rail

- 3. 39mm Slim mid-rail
- 4. Continuous decorative horn

- 5. Slim integral mullion
- 6. Authentic putty-line chamfered Georgian bars

- 7. Bygone Bespoke Limit Stops
- 8. Foam cill pads





# What makes Bygone sash windows so unique?

**Before we add any new component or change an existing one, we conduct thorough tests. Every part of our window is special, we don't have standard components and each part has to perform better than average.**

Meticulous attention to detail, combined with a passion for creating the very best sash window, means you'll enjoy the benefits of sturdy, robust windows that work brilliantly and will last for years.

All our windows are built to withstand punishing conditions as well as being aesthetically pleasing. With installations in extreme weather locations such as The Lands End Hotel in Cornwall, you can be confident that they are designed to cope with driving rain and howling winds.

## Exclusive Bespoke Furniture

Every sliding sash window is fitted with either a single, or a pair of cam catches and face fixed keeps. Each keep is fitted with a special nylon insert to protect the plated surface of the stainless steel claw. Uniquely, we fit a handed pair of cam catches because they centralise large sashes within the frame for even better security. Each cam is attached with three screws and each keep with four, which means all of our sash windows meet the demands of the enhanced security standard, Secured by Design.

If you are considering cheaper alternatives, don't be surprised if you end up with three or four different shades of brass on the same window!

Because we use just one supplier for all our bespoke furniture, you can be assured that all the individual pieces will match perfectly.

Cam catches, keeps, tilt knobs, limit stops, pole eyes, scroll handles and pole hooks are colour suited perfectly.

All Bygone sash windows can have a pair of recessed limit stops. As a flush fitting component, they do not protrude from the surface of the sash until engaged, limiting the opening to 100mm. For furniture see page pages 36-39.



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## Georgi® Clips

It's not surprising that many window companies specifically exclude plant-on Georgian bars from their guarantees.

On a Bygone window our patented inter-locking bar joints, together with exclusive Georgi® clips make each bar continuous and cut to the full size of the sash. Each bar is milled, clamped and then bonded against the glass surface.

We are so confident in this system that we'll cover it with our Bygone 12 year guarantee.

## 'TORSO II' Spiral Spring Balances

Balances are the mechanism that make sash windows work, just as the weights and pulleys did in the original single glazed timber windows.

Traditionally, the weight of the glass and sash frame were counter balanced by a lead weight dangling on the end of the cord. These counter weights meant that wooden windows would open easily and remain in the position required, because the weight of the sash was equal to the weight of the leads, thus keeping the sash counter-balanced.

Little or no effort was required to move the sash because there isn't any friction between the sash and the frame, that's why they rattle and can be draughty. Torso balances are the Rolls Royce of spring balances, designed by a Dutchman in 1946, they epitomise great engineering and are fitted as standard on all Bygone windows.

## Tilt Restrictors And Safety Arms

A pair of these unique 'tilt rests' on a Bygone window mean each sash can be tilted back at the perfect angle for easy cleaning internally, without the need for ladders or to even be outside. As a result, cleaning Bygone sash windows is easy and more importantly safe, with these restrictors fitted as standard (up to 35kg sash weight).

Unlike cheaper alternatives with sharp edges, the smoother rolled edges of our stays ensure the important brush piles are not shaved off every time the window is closed. Should your sashes be too heavy to safely tilt (over 35kg each), we fit 'Safe T Stays' to prevent the accidental tilting of dangerously heavy sashes.

## Lift-Out Pivot Bars

Windows are not just for letting in light and keeping the elements at bay, sometimes they need to be used to move in large objects of furniture such as a table or settee. All Bygone sash windows have split pivot bar technology so you can remove the sash without the need to tamper with the intricate balance mechanism. This two-part pivot bar system allows sashes to be removed and reinstated quickly and safely by a competent person.

## Bygone Exclusive Limit Stops

These are devices that prevent a window from opening beyond 100mm, particularly useful for bedrooms or ground floor windows.

Whilst there have been several variations of travel restrictors, from a simple nail or screw bolt going through both sashes into wrap-around locks or plastic spring loaded catches, these were often bulky, fiddly and invariably sat proud of the face of the sash.

Bygone collection limit stops have been specially commissioned to our bespoke design to sit flush in the surface of the sash and securely screwed into the steel reinforcement. This reduces wear on brush piles and prevents draughts for years to come. In case you're wondering why there are two limit stops on your windows it is because experience has shown that fitting just one, will over time cause the lower sash to twist. The constant banging of the lower sash against the limit stop forces the lower sash into a trapezoidal shape, loosening the glass setting blocks, which leads to the glass becoming loose in the sash. By fitting a pair of limit stops, any force from banging the sashes is equalised, actually keeping the sashes square for the life of the window and aesthetically balancing it's appearance. See fig.7 on page 13.





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## Cill Pads

Water has a knack of finding any weakness and small sash window joints are no exception, which is why we have invented adhesive foam pads that seal the joints between the cill and the frame.

Bygone windows have these bespoke pads as standard, so you'll never need to worry about leakage, as they prevent any chance of water ingress, often seen on other sash window designs. We cut back the cill brush piles, to prevent water being drawn into your home and we also add an extra silicone seal, just to be sure.

We don't take chances with your home and it's these extra steps in the manufacturing process that protect you from the inconvenience and disappointment of damp walls, wet carpets or worse. See fig.8 on page 13.

## Dummy Sashes and Fixed Windows

Not all windows need to open, providing you have sufficient opening areas elsewhere in a room to comply with regulations. In order to retain equal sight lines or occasionally to offer you a saving, it is possible to make dummy sashes.

These are real sashes made in the same fashion as sliding ones, but we simply remove the window furniture, hardware and balances, leaving you with a great looking, non-opening window at a reduced cost. If you'd prefer all of your windows to have furniture, regardless of whether they open or not, this is something we can still accommodate, just ask your installer.

## Internal Staff Bead Trim

An exclusive feature on Bygone windows is a unique internal trim, developed to hide the channel on the inside of the window where the frame meets the sashes.

This internal staff bead trim, replicates the aesthetics of a traditional timber box, giving Bygone windows a truly authentic look.

The trim is mounted on a hinge and held in place magnetically, allowing it to open and close when the sashes are tilted in for cleaning.

Some window openings are not suitable for this feature and it is currently unavailable on the slim integral mullion, but be sure to ask your installer for details. See bottom centre on page 26.



# What makes Bygone sash windows so energy efficient and environmentally friendly?

Modern window designers have new challenges from those of our forefathers. The basic requirement to keep wind and rain out, whilst letting sunlight in remains the same, but today we have new concerns like global warming and energy efficiency.



**We are encouraged to conserve the energy we use and the heat we generate to help limit the rise of CO2 emissions. The Bygone Collection was the first window of any kind to obtain certification from the Energy Savings Trust.**

### Energy Savings Trust Recommended.

According to the Energy Savings Trust, 20% of the heat lost from an average home occurs through the windows and for traditional single glazed sliding sash windows the figure is much higher.

Only companies whose products have proven they are the best in their class for saving energy can use the Energy Savings endorsed logo.

The Energy Savings Trust recommends Bygone (A rated) sash windows because they are proven to retain 74% of the heat, calculated solely on U-value which is a measure of heat. However, this figure increases to an impressive 100% if measured over a year, taking seasonality and solar gains into account. Increased sustainable energy efficiency, results in significant savings on energy bills and preserves natural resources.

Don't forget, these are figures based on standard sizes, so in reality, the larger the window, the greater this efficiency. Also, in situations where windows are fitted behind the outside skin of brickwork (common on Victorian and Georgian buildings) the thermal efficiency will be increased still further!

Our sash profiles are all multi-chambered, improving thermal performance and separating the galvanized steel reinforcing from the concealed drainage channels that allow rainwater to clear easily. See fig.1 on page 13.

### Greener PVC-U


Since PVC-U was first extruded, lead has been needed as a stabiliser. However, just as lead in paint and petrol is undesirable, the same can be said of window extrusions.

Rest assured your new Bygone sash windows will be virtually lead free as we now use calcium as an organic substitute. The only lead present will be a minimal residue from the recycled element.

### British Fenestrations Ratings Council (BFRC)

All Bygone windows have multi chambered sash profiles for superior thermal performance. Glass units have low iron glass on the outer pane, gas in the cavity and low emissivity (Low E) glass on the inner pane, to keep energy loss to a minimum.

**DO NOT BE MISLED. Always insist that your window has an energy ratings certificate**



“We take security seriously, so that you needn’t be worried”

*‘Independent research has proven the worth of windows certified to PAS24, with huge reductions in burglaries wherever they have been installed. It is pleasing to note that homeowners are now able to source the Bygone Collection vertical sliding sash window, with Secured by Design accreditation.’*

Calvin Beckford, ex Development officer for Secured by Design and co-author of Home Security, The Complete Handbook and author of The Crime Prevention website.



# What makes Bygone sash windows **so secure?**

**Modern sash windows need to pass PAS24 before they can be considered “secure”.**

Our design team helped BSI write the standards to which all sash windows should be tested. The Bygone collection was the first sash window (of any material) to pass BS 9750 (the predecessor to PAS24) in 2006 and shortly after, obtained the Police preferred Secured by Design endorsement.

To pass the test, Bygone sash windows are subjected to vigorous attacks, with each corner and locking point being tested in turn.

## Huge pressures

The objective of the test is to weaken the corner joints and gain entry using a force equivalent of four men, hanging all their weight downward on the sash, with another one and a half men, forcing the sash sideways!

Consider just one of the weakest points of entry on most sash windows, the cam catches and keeps:-

Unlike many inferior systems where keeps are simply screwed to the glazing beads (which takes seconds to break into), ours are secured directly into the steel reinforcement within the PVC-U sash frame.

Look closely and you'll see that Bygone cams (the claw part of the lock), are handed, meaning they come as a left and right handed pair. Handed

cams centralise the sashes in the frame (preventing them from being forced to one side during an attack) and keep the brush pile around the edge of the sashes touching.

The above attention to detail goes some way towards preventing excessive draughts and also dramatically increases security.

## Peace of mind & security

Bygone sash windows will give you the peace of mind that only comes from knowing you, your home and your loved ones are safe, because you're installing the first sash window to obtain an endorsement from the police, through their Secured by Design accreditation.

- Cam catches with a solid, stainless steel claw, developed to meet the police approved Secured by Design criteria, are robustly secured directly into the sash frame using a 'three screw' method.
- On larger windows where two catches are needed, opposite handed cams are used. This unique patented feature prevents the sash being forced to either side in order to gain entry.
- Bygone catches even have a nylon insert to protect them against wear on the inside of the keep.



BYGONE  
COLLECTION

*Melody*  
SASH WINDOWS

BYGONE  
COLLECTION

*Harmony*  
SASH WINDOWS

BYGONE  
COLLECTION

*Symphony*  
SASH WINDOWS

*Our policy is one of continued product development, therefore we reserve the right to change product designs without notice, or withdraw certain options. Our Master Installers will make you aware of such changes.*



# Your choice of three beautiful collections

# Melody, Harmony or Symphony

**If like us, you believe the box sash style of window remains the most beautiful window of all time, you'll appreciate our elegant yet pioneering designs.**

Faithfully reproducing traditional features like chamfered putty line sashes, staff beads, slim meeting rails, and unique butt joint manufacturing techniques, places Bygone windows in a league of their own. Upon closer inspection, we are sure they will exceed your expectations.

We understand that every home improver has a budget, that's why we've packaged three options for you. Whilst we apply the same care and dedication to each range, we have simply removed some of the many timber effect features to make Melody the most affordable of our ranges.

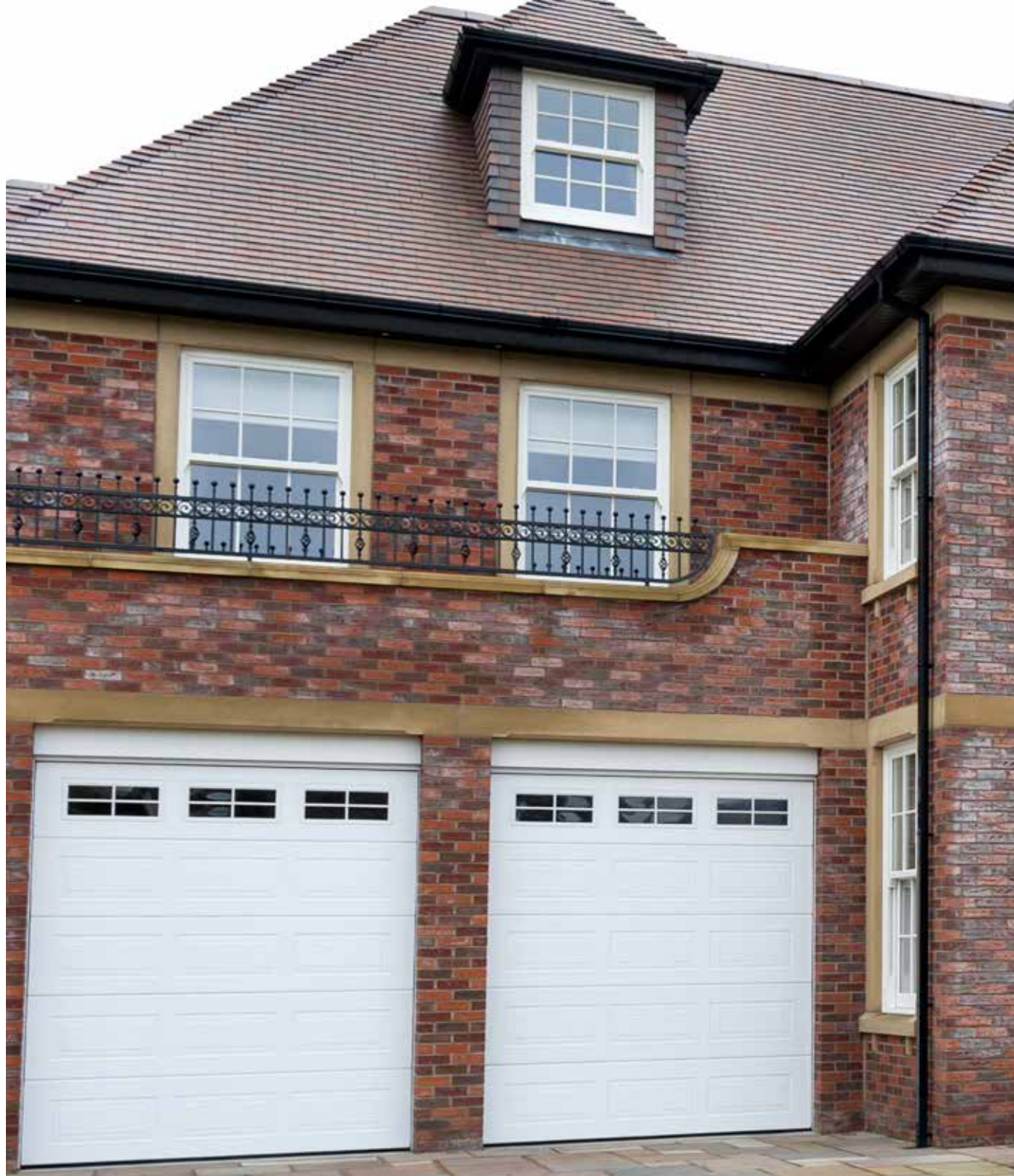
For those requiring every feature available, the Symphony carries everything as standard, whilst Harmony sits in the middle with a number of optional features, allowing you to customise your windows to your required specification and budget.

We are certain that you will be very happy with the aesthetics, thermal efficiency and peace of mind you will get, regardless of which Bygone window you finally choose.

In the following pages you will find more detail on Melody, Harmony and Symphony and there's a comparison table on page 55.

BYGONE  
COLLECTION

*Melody*  
SASH WINDOWS







*Melody*





# Bygone Melody

**With the same frame and sash profiles found on Harmony and Symphony, the Melody sash window offers outstanding value.**



- Unique 12 year guarantee
  - A Rated for energy efficiency as standard
  - Secured by Design as standard – a police approved accreditation for complete peace of mind
  - Manufactured in the UK using components sourced in the UK
  - Welded construction
  - Wood grain foil
  - Exclusive putty line appearance
  - Bespoke Bygone furniture in a range of colours
  - Continuous horns
  - Coupled mullion or optional slim integral mullion for multi-light windows
  - Deep bottom rail or large welded bottom rail
  - Standard 52mm meeting rail
  - 24mm double glazing
  - High grade Torso balances tested to last 50 000 cycles and more – an average life expectancy of 68 years \*
  - Patented design features
- \* Based on opening and closing the windows twice a day

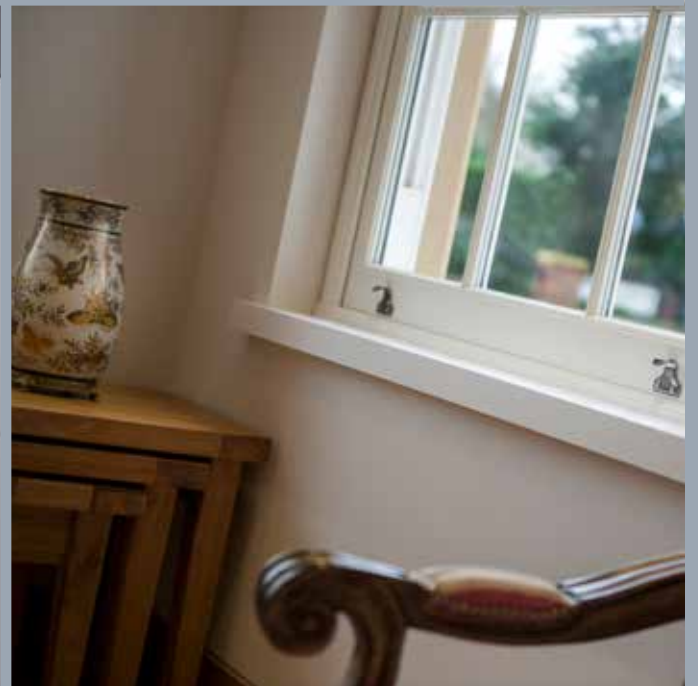
BYGONE  
COLLECTION

*Harmony*  
SASH WINDOWS





*Harmony*





# Bygone Harmony

**The most versatile window in the range, Harmony has numerous optional extras available for individual customisation or to simply tailor your windows to a budget.**



- Unique 12 year guarantee
  - A Rated for energy efficiency as standard
  - Secured by Design as standard – a police approved accreditation for complete peace of mind
  - Patented Timberweld® technology for perfectly sealed corners
  - Manufactured in the UK using components sourced in the UK
  - Wood grain foil
  - Exclusive putty line appearance
  - Bespoke Bygone furniture in a range of colours
  - Continuous horns
  - Slim integral mullion for multi-light windows as standard
  - Deep bottom rail or large butt jointed bottom rail
  - 52mm standard or 39mm ‘Super Slim’ meeting rail
  - 24 mm double glazing
  - High grade Torso balances tested to last 50 000 cycles and more – an average life expectancy of 68 years \*
  - Optional authentic GRP deep cill
  - Patented design features
- \* Based on opening and closing the windows twice a day

BYGONE  
COLLECTION

*Symphony*  
SASH WINDOWS







*Symphony*





# Bygone Symphony

**When it absolutely must look like timber because the planning officer is insisting or simply when only the very best will do, there is only one choice.**



- Unique 12 year guarantee
- A Rated for energy efficiency as standard
- Secured by Design as standard – a police approved accreditation for complete peace of mind
- Patented Timberweld® technology for perfectly sealed corners
- Manufactured in the UK using components sourced in the UK
- Wood grain foil
- Exclusive putty line appearance
- Bespoke Bygone furniture in a range of colours
- Continuous hand finished waxed horns
- Slim integral mullion for multi-light windows as standard
- Deep bottom rail or large butt jointed bottom rail
- 39mm 'Super Slim' meeting rail
- Super slim 18 mm double glazing
- High grade Torso balances tested to last 50 000 cycles and more – an average life expectancy of 68 years \*
- GRP deep cill as standard/optional PVC-U cill.
- Patented design features



# Bespoke locks and restrictors

**When you're investing in new windows, you'll want them to work well and look fabulous forever.**

Our design team have looked at hundreds of standard cam catches. These range from thin zinc alloy imports, to chunky industrial locking systems that lack finesse. Having helped write the UK's first security standard for sash windows, we knew the structural loads and requirements needed, but also understood the primary features had to be good looking.

Over hundreds of years there have been regional variations on sash window furniture. We extended our range to offer you something that suits your property and your individual taste.

There is now a choice of two distinctive designs in either Champagne Gold or Chrome - this will replace a number of different colour suites.

Each cam catch has its own Allen key with ball top and you'll find the other window furniture, including limit stops and handles, suites perfectly.









# Bespoke furniture

## All windows need handles to open them, even if most insist on using the Georgian bars!

Traditionally, scroll handles or cups were fitted on windows internally and D handles under the top sash were fitted externally. Most home owners prefer something visually appealing that can be reached easily from the inside.

All Bygone furniture is colour suited and manufactured by the same hardware company, therefore you will find all the components match and you certainly won't find an assortment of odd colours.

All Bygone windows come with two scroll handles and a single ring pull for the upper sash. Don't worry, we also offer bespoke oak handled poles to reach the ring pull.

Scroll handles and bar handles are always supplied loose because some clients prefer to specify exactly where they should be fitted.

## Pole Eyes and Scroll Handles

It is customary to have a ring pull or pole eye fitted to the centre of the top rail on the upper sash (a branded pole hook can be supplied if required).

Scroll handles are fitted to the inside bottom of the bottom sash by the installation team once the windows are fitted. Some clients prefer not to include handles and others have specific ideas about where they should be fitted. Ordinarily they should either line through with the Georgian bars or be equidistant between them. See page 39.





# Unique styles & shapes

**Our sash windows can be manufactured in a variety of styles and shapes, allowing you to match your existing window design.**

Bygone windows can offer most Georgian bar designs and even some less traditional ones. We can also manufacture to specific visible glass sizes or line through with existing windows and doors.

Whilst single sliders are common place, coupled or multi-lights are regularly requested. Remember that Symphony and Harmony will have the slim integral mullion as standard, which reduces sight-lines by more than 50mm.

We are often asked to make windows with arched heads of varying degrees. Whilst a 'true arch' will have a full semi-circular head, a shallow arch or 'swept head' will have a much shallower radius. In the case of 'true arches' the top sash will always need to be fixed and will not slide. Occasionally, our installers are asked to supply windows

that are square on the inside, with a swept head on the frame outside. Even these are possible and they're simply known as 'The London sash and frame'.

We appreciate that your home is likely to be your single biggest investment and for this reason we really don't mind you obsessing over the finer details, in fact we encourage it!

Please feel free to discuss any unusual shapes or one-off designs with your Bygone installer, they're there to help.

If you have something particularly complicated, we can even provide technical drawings to help you visualise the final design.

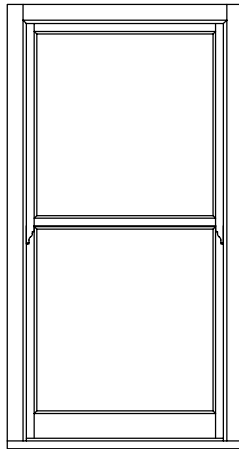




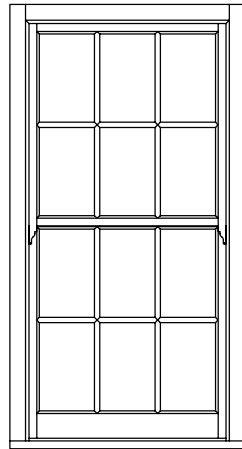




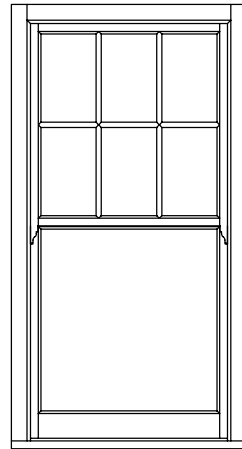
## Typical Styles & Patterns



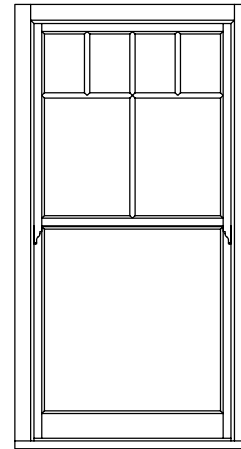
**Non Bar**



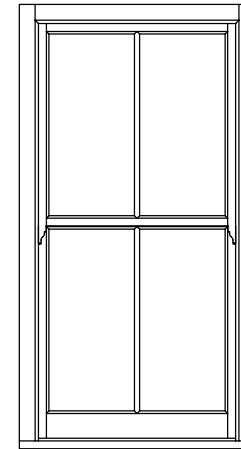
**Full Georgian**



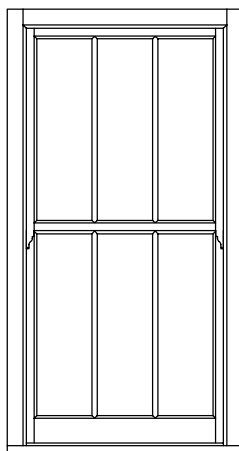
**Half Georgian**



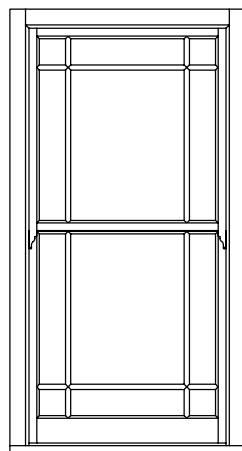
**Georgian Variant**



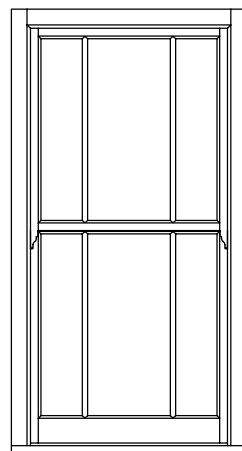
**Centre Bar**



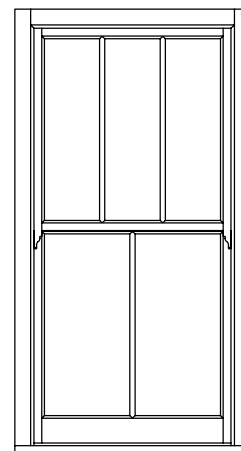
**Three Light**



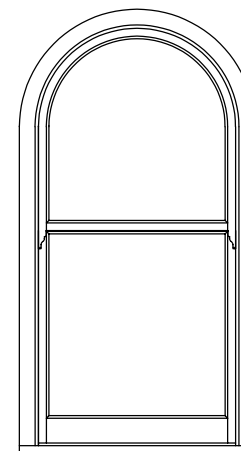
**Marginal Border**



**Marginal or 'Off Set'  
Three Light**

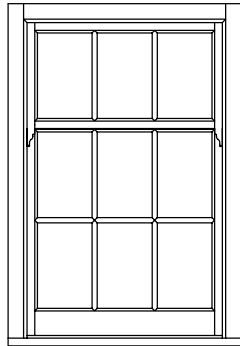


**Aysemmetric**

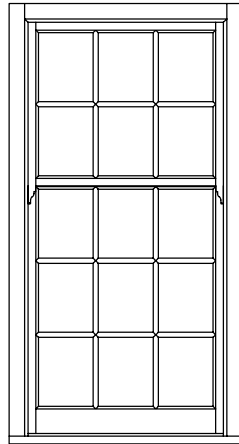


**True Arch**

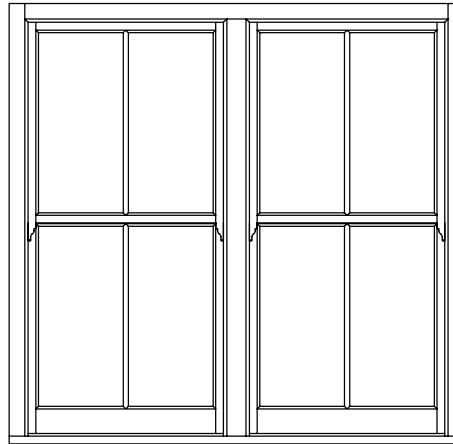
All windows depicted show mechanical butt jointed construction and slim mid rail (representative of Bygone Symphony).



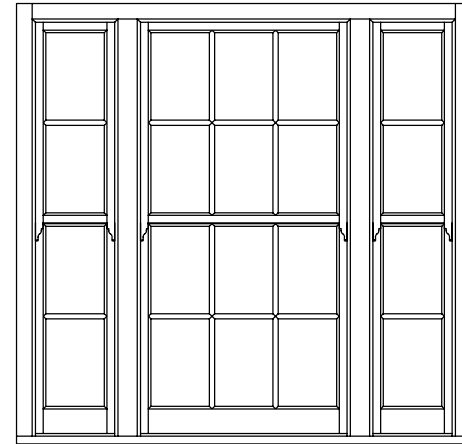
**1/3rd Split**



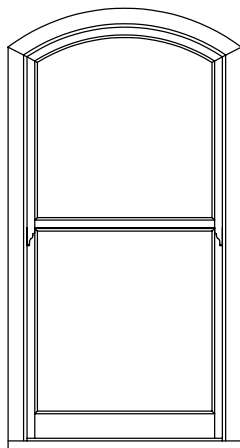
**2/5ths Split**



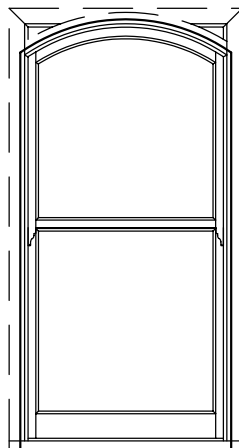
**Slim mullion Style 2\***



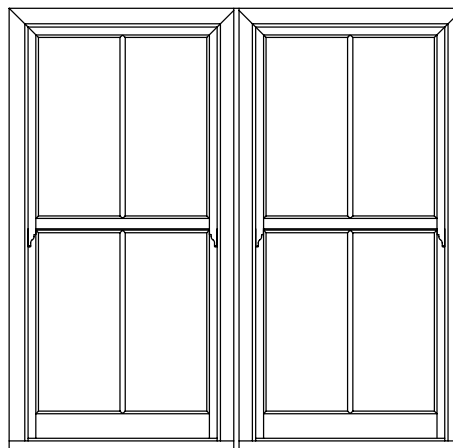
**Slim mullion Style 3\***



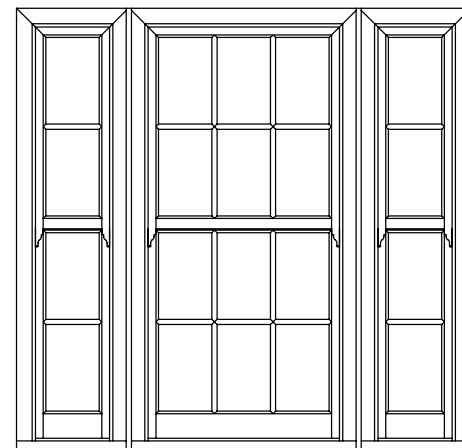
**Swept Head**



**London Sash  
& Frame**



**Coupled Style 2\*\***



**Coupled Style 3\*\***

\*available on Harmony and Symphony only \*\*available on Melody only



# Colour options

**There was a time in the evolution of PVC-U windows that everything was a shiny white, plastic looking finish. As technology has moved on and times have changed, there are now numerous colour possibilities available.**

Acrylic foil was originally used on PVC-U windows as protection against damaging UV rays from sunlight.

Once PVC-U itself became UV neutral, the possibility of adding colour to the foil became an exciting proposition.

Fast forward a few years and we now have windows with a grained appearance, in any number of colour matched paint options.

Colours are available from the standard industry charts such as the RAL colour chart and various other popular branded charts. We can even colour match to Farrow & Ball.

All our colour matched acrylic paint finishes have an added hardener and come lacquered as standard.

The Bygone Collection has two standard foil options; white and antique cream, but do consult your Master Installer on some of the other more unusual options available.

Make sure you ask your Master Installer for a colour swatch and prospective prices.









## A touch of colour

Many modern products come in a variety of colours, but the box sash window, synonymous with period properties all over the UK, traditionally had a white painted finish.

This limits the demand for colours on the Bygone Collection, but with geographic colour trends and the introduction of colour options on various market leading door and casement products, unusual colours are becoming more popular.

The standard Bygone white wood grain finish is slightly off-white and can be colour matched to RAL number 9010, much as our Antique Cream can be matched to RAL number 9001.

## Colour coatings

Normally we spray entire windows, however we can offer different colours externally to internally and different combinations from sash to frame. A black frame with white sashes is quite popular, whilst we have also sprayed combinations of blue and white or cream and maroon.

When the outside of the window is a different colour to the inside, we mask up and spray the balance chambers to the desired colour, so only one colour is visible from either side when in the closed position.

Our two-part chemical cured paint is far harder wearing than water based paint, as we believe durability is paramount. Standard household decorator's paints should never be used for painting PVC-U.

## Environmental considerations

In marine or coastal environments, salt corrosion must also be considered. We apply a durable clear lacquer on all paint finishes, regardless of exposure, to ensure that the risk of any visible signs of aging is virtually nil.

## Colour guarantees

We are so confident in our paint and the process followed, after having it independently tested, we put our reputation behind the product and extend our 12 year guarantee to include any colour bonded finish as well.

## Ancillary colour matching

A key to any good installation is having the whole package done correctly. Bygone will spray any decorative trim required by the installation company, to ensure that the finished installation colour matches perfectly.

## Extended lead times on coloured products

Please remember that colour bonded windows do take longer to produce than our standard colour options. We prefer to offer a sample of the colour prior to commencing production, and the spray process does take time. It is likely our standard lead time will be extended by at least two weeks.

\* Please remember that whilst we offer as close a match as possible to a number of colour charts from major paint suppliers, we use a high performance, micro-porous spray applied colour bonded coating, especially designed for products within the window and door industry. There is also the possibility of slight shade differences between batches of the same colour.



# Glass

**Glazing is one of the most important aspects of any window. It can be transparent or opaque, stained or coloured and can even showcase geographical patterns and fashion trends.**

Glass can say a lot about a window, which in turn can tell you a lot about the property and its inhabitants. Traditionally, large panes of glass meant wealth, due to the complicated nature of glass production in the 17th Century. Smaller panes were often saved for shop fronts and included bulls eyes, the centre of the spun glass and the cheapest part.

Stained glass and overly complicated Georgian bar designs were similarly a sign of wealth in Victorian Britain and there are examples of this all over the country, but especially in the capital and more salubrious areas.

Aged lead occurs less in sash windows, but is still occasionally seen. Leaded glass often means a lot more weight in the window and can often have a negative impact on thermal efficiency.

Glazing itself has had to change with the times and other qualities are now more important to the modern home owner. These include acoustics, thermal efficiency, security and durability, often dictated by ever changing building regulations and planning laws.



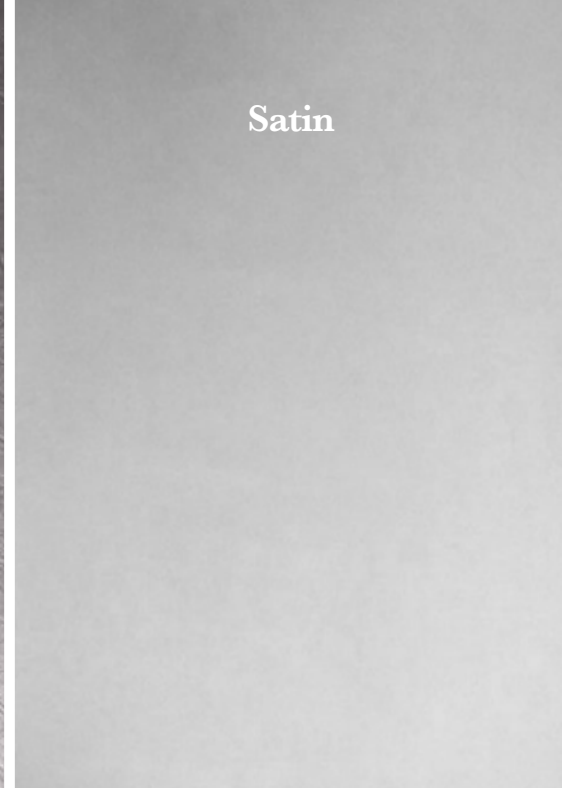




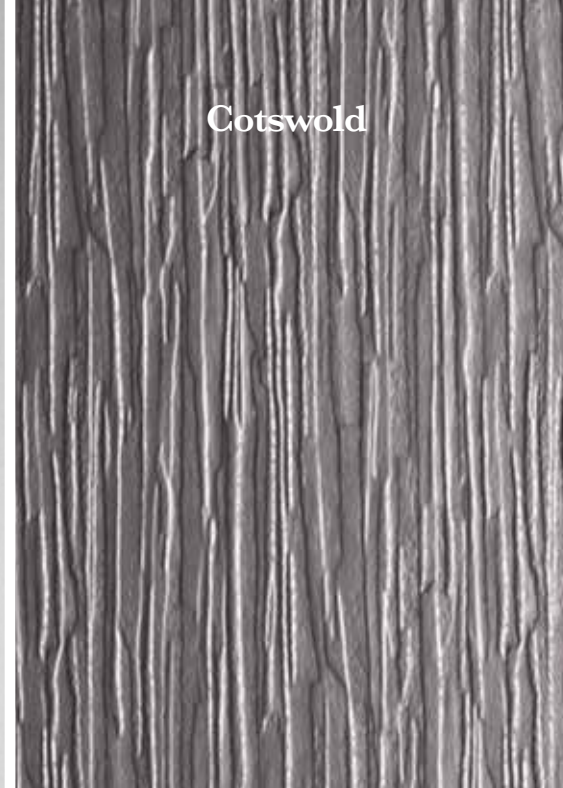
Pelerine



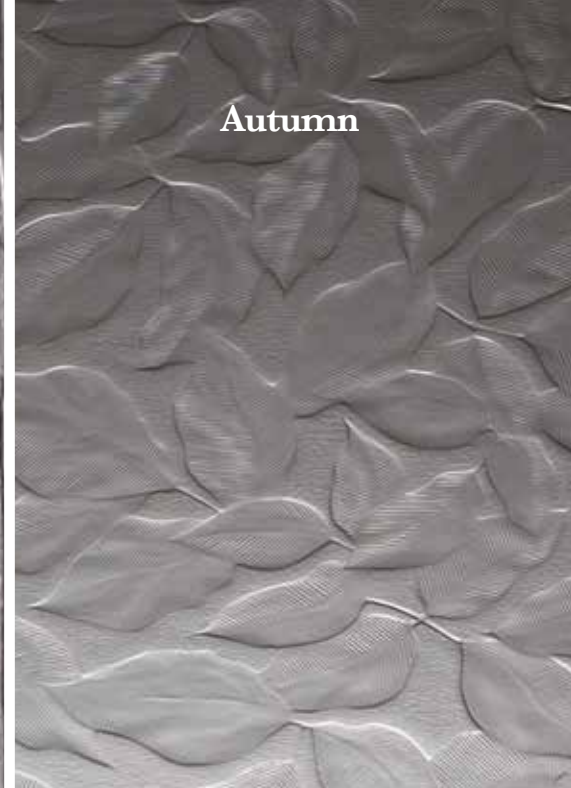
Satin



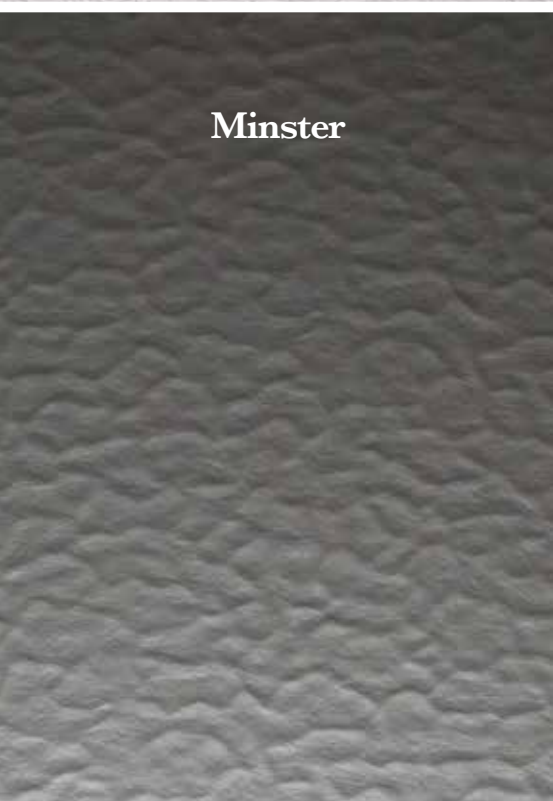
Cotswold



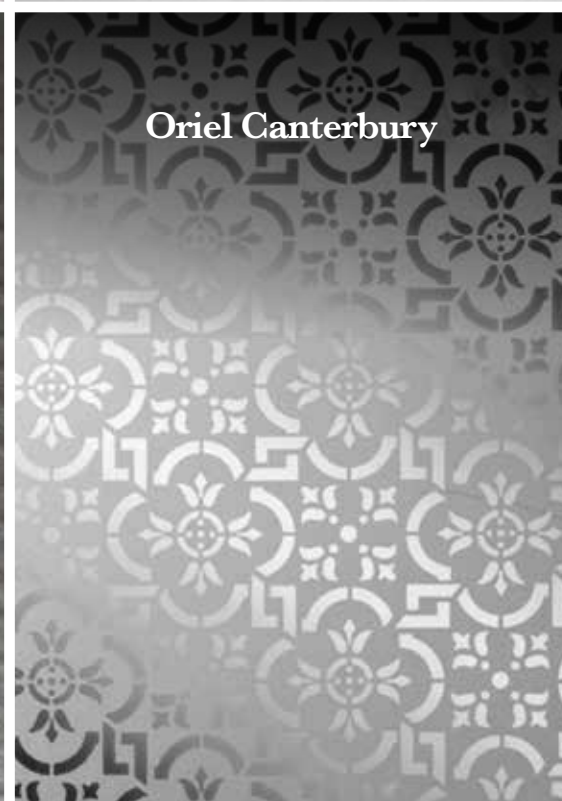
Autumn



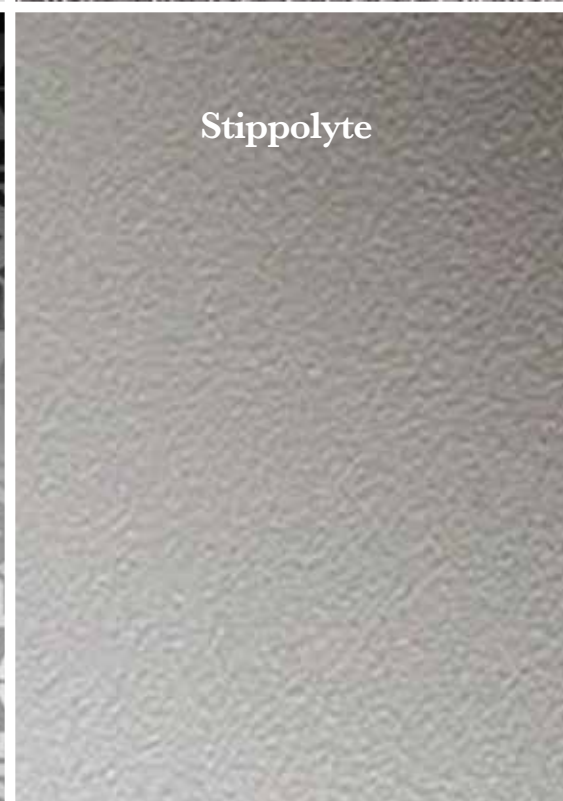
Minster



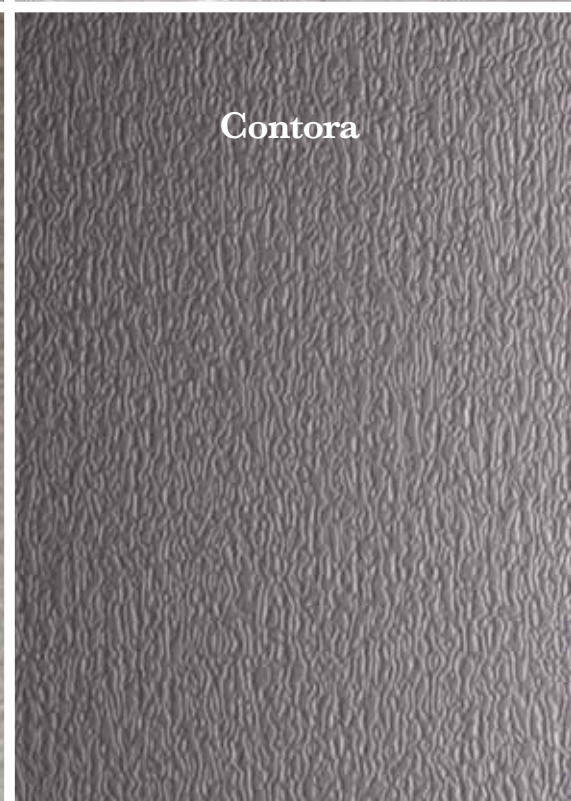
Oriel Canterbury



Stippolyte



Contora





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## Not your average double glazing

Bygone windows are different to other sash windows in many ways and one of these differences is the use of more than one glass unit depth.

Double glazed sealed units are made up of two panes of glass and a gas filled cavity. In the window industry 24mm Argon filled glass units are widely used in sash windows, but here at Bygone we always seek perfection.

The Symphony uses an 18mm krypton gas filled glass unit with a 10mm cavity. Appearing slimmer, it also allows for a deeper glazing bead and Georgian bar on the inside of the window.

Patterned glass does not allow for both a Low E and Low Iron coating, but we will always ensure that U values and WER ratings remain as high as possible on each individual window.

## Thermal efficiency that's easy on the eye

Properties are being built closer together to accommodate an increasing demand for housing, making privacy even more as important. The challenge with obscured glass is to let in maximum light, but provide the adequate amount of privacy.

Whether it's for a bathroom or simply to mask an undesirable area of the property, different levels of obscurity are available. Glass must perform on both a practical and aesthetic level, being stylish and visually appealing, whilst providing an important function.

It is not generally known that within an obscured double glazed unit, one pane is patterned whilst the other is clear to ensure the loss of thermal efficiency is minimal.

## Beautiful and practical

Obscured or etched glass can be a stylish decorative feature and is fast becoming a popular choice among architects, designers and home owners.

There is a wide range of patterns and levels of obscurity available, from the standard textured glass patterns to the more expensive etched ranges, some of which are shown opposite, not to mention the etched Oriel range as well.

The most popular design is Canterbury, but we can also offer sandblasted, satin and white laminate options, offering the practicality of obscured patterns, but delivering a touch of period class where required.

## The choice is yours

The Bygone collection has practical glazing options on toughened, laminated and acoustic glass to make sure that your new Bygone windows perform in exactly the way that your property and situation require.

With certain Georgian bar designs we can offer coloured films to give the impression of stained glass, but some Master Installer will offer the option of incorporating your own refurbished stained glass panels inside new double glazed units. This is also sometimes possible with original leaded glass panes, but do consider the extra weight.

This allows you to preserve the glass design of your windows to match the neighbours and retain the period character of your property.

If you have an unusual design or specific glass requirements, please ask your local installer. Our products are bespoke and we will always try to accommodate your needs, however obscure.

# Glossary

## Acorn design

A bespoke Bygone furniture design, shaped like an acorn.

## Acrylic wood grain foil

An acrylic covering on Bygone windows with a wood grain textured finish.

## Anodised

An anti-corrosive coating applied to aluminium components.

## Architrave

Timber or PVC-U moulding used around windows to make good internally.

## Argon gas

A particular type of gas found inside some sealed glass units that increases thermal efficiency.

## Article 4 directive

An additional restriction applied to conservation properties requiring development right and compulsory planning permission.

## Astragal bar

The traditional Victorian glazing bar found on sash windows.

## Balance retaining clips

Exclusive clips that prevent balance springs becoming detached from sashes.

## BBA

The British Board of Agrément third party product testing.

## Beehive design

A bespoke Bygone furniture design, shaped like a beehive.

## BFRC

British Fenestration Rating Council.

## Box Sash

Another name for a sash window - originates because the sashes were traditionally housed within a timber box containing the sash weights and pulleys.

## Brush pile

The draught-excluder or wool pile around the sashes to prevent air leakage.

## Brush seal

See brush pile.

## BSI

British Standards Institute.

## Butt joints

This is the vertical corner joint traditionally found on timber windows.

## Cam catch & keep

The male female parts of the locking mechanism found on the mid-rail on the inside of a window sometimes referred to as a fitch catch.

## Chamfered

The angled moulding that copies a traditionally 'putty-lined' timber window, found on the external Georgian bar and sash profile on the outside of a Bygone window.

## Cill pads

Silicone joints can leak, but this specially designed foam pad, creates a perfect weather tight seal between integral cill and frame jamb.

## Conservation area

An area that may be considered of historical or cultural importance to the local authority.

## Continuous run-through horns

A decorative continuation of the stiles, incorporating a mechanical butt joint on the bottom of upper the sash.

## Deep bottom rail (DBR)

A deep bottom rail on the lower sash, incorporating a mechanical 'butt' joint to strengthen the bottom sash.

## Deep cill

A deeper cill section that measures 55mm in height and one 158mm front to back, constructed from GRP.

## DGU

'Double glazed unit' is a term for a sealed glass unit consisting of two panes of glass and a central cavity, often containing a particular gas.

## Double glazed

When two panes of glass are used instead of one.

## Dummy sashes

Sashes within a window that are deliberately fixed and do not slide.

## Etched glass

Patterned glass where the pattern is etched into the glass rather than textured or obscured.

## Existing box frame

The original timber box that housed the original sash weights and pulleys.

## Face-fixed bars

Astragal bars that are fixed to the outside of the glass both internally and externally to recreate the impression of timber glazing bars.

## Fenestration

The arrangement of windows on a building.

## FENSA

Fenestration Self-Assessment Scheme. A competent person scheme for window and door installers.

## Finger Latch

The mechanism operated by a tilt knob that allows the sash to be disengaged from the frame for the 'tilt to clean' facility.

## Foam baffles

A foam square applied above the tilt rest guides, preventing air penetration through the balance chambers.

## Frame profile

The outside frame member.

## Frame vent

A trickle vent fitted to the frame head on a window - see trickle vent.

## Georgi®Clips

A small patented metal clip that fits around a glass unit and under the glazing bead to securely attach astragal glazing bars.

## GGF

The Glass and Glazing Federation, an industry trade federation.

## Glazing bead

The beading around the inside edge of a sash, holding the glass unit in place.

## Grade I and II listed

A heritage rating given to properties of historical significance, stipulating planning permission to protect their appearance.

## Handed cams

When two Bygone cam catches are required on a window they are paired LH and RH for symmetry and security.

## Head rail

The top bar of the sash or frame.

## Infill strip

A patented PVC-U insert that replaces the brush-pile on the inside of a window.

## Integral mullion

An exclusive slim mullion section, used on double or triple windows made in one frame section.

## Internal Staff Bead Trim

This trim replicates a sash box on the inside of the window, hiding the join between sash and frame. Internal staff bead trim is mounted on a hinge and held in place magnetically, allowing the sashes to tilt when cleaning is required.

## Jamb

The industry term for the sides of a window.

## Krypton Gas

The dense gas used within an 18mm 'slim' sealed glass unit.

## Laminated glass

Two pieces of glass bonded together with an acrylic interlayer.

## 'Lift out' pivot bars

Metal bars, designed to allow sash removal for maintenance, ease of access and escape.

# Glossary

## Limit stops

A recessed item of furniture applied to the top sash that limits the opening of the window (usually 100mm) when engaged.

## London Sash & Frame

A sash window design with the appearance of a curved head externally, but a rectangular head internally.

## Low E

The 'Low Emissivity' coating normally applied to the inside pane within the cavity of a double glazed sealed glass unit to achieve better thermal efficiency.

## Low iron

Glass with low iron content is used on the outside pane of some double glazed sealed glass units to increase clarity and maximise solar gain.

## Master Installer

A window installation company that is a member of the Bygone preferred installer network.

## Meeting rail

Also known as a mid-rail or transom, this is the rail running across the window, where the top and bottom sashes meet.

## Multi-lights

Window frames made up of two or three windows in a row, also referred to as a style 2 or style 3.

## Mullion

The dividing section on multi-light windows or is a term also used to describe the brick piers on Victorian or Georgian, Bay windows.

## Muntin bar

See Astragal bar.

## Obscured glass

Patterned, textured or opaque glazing to obscure transparency and often used in bathroom windows.

## Ovolo

Also referred to as Ogee, this is the moulding found on the Georgian bar and glazing bead on the inside of Bygone windows.

## PAS24

A published product standard for enhanced fenestration security previously known as BS7950 that sets a standard for enhanced window security.

## Pole eyes

A circular bracket fixed to the top of the window so a pole hook can be used to lower the top sash when out of reach.

## Pole hook

A wooden pole with a metal hook on one end for lowering a top sash when out of reach and a pole eye is fitted.

## Pre-tensioned

Balance springs that can be used immediately from the factory, without any adjustment required.

## Putty line

The term used to describe the chamfered appearance of the sash frame where it meets the glazing. This is due to putty traditionally being used when glazing timber windows.

## PVC-U

Polyvinylchloride – Unplasticised.

## Safety arms

A more durable stay, employed when sashes are too heavy to be safely held by tilt rests; - see tilt rests.

## Safe T Stays

See safety arms.

## Sand blasted glass

Clear glass blasted with grains of sand at high pressure to achieve a semi-opaque appearance.

## Sash lifts

A pair of small curved handles fitted to the bottom of the lower sash on the inside allowing the sash to be opened.

## Sash profile

The design of the sash and the term used for the individual length of PVC-U used for the window sashes.

## Sash stop

A section of PVC-U covers profile, cut to a particular length and covered with a cap that limits the range of the sash to prevent over extending the balances.

## Sash vent

A trickle vent fitted to the sash head on a window - see trickle vent.

## Satin glass

Semi-opaque glass with a similar appearance to sandblasted with a smoother finish.

## Scroll handles

See Sash lifts.

## Sealed unit

See DGU.

## Springing line

On a window with a curved head, this is the distance between the apex and the shoulder (start of the curve) of the window.

## Swept head

A window with a curved head, but with a shallower radius than a true arch.

## Tilt rests

A metal arm housed in the frame and connected to the sash that holds in position when tilted inwards for cleaning.

## Timberweld®

This name is a registered Trade Mark that describes a unique method of creating timber style butt joints that carries a Duchy Investments Ltd patent.

## Torso balance

Bespoke balance springs, calibrated for each individual sash and selected for their durability and longevity.

## Travel restrictors

See limit stops.

## Trickle vent

A two part component, consisting of internal vent and external vent hood to promote secure air flow when the window is closed.

## True arch

A window with a curved head and springing line of half the width, creating a semi-circular arched head.

## Ultra-lift balance

A type of spring balance with a twisted metal rod housed within a spring. Particularly durable, these spring balances also produce an ultra smooth action.

## UV neutral

Unaffected when exposed to ultra-violet light.

## U-value

The calculation often used to denote the thermal efficiency of a window when considering heat loss.

## Waxed horns

Hand finishing on the horn end cap using a white wax - standard on Symphony.'

## Weights & pulleys

The sash cord and lead weights found in original timber box sash windows that allowed the windows to be held unassisted in the open or closed position.

## Welded mitreD joint

This is the angled joint on the frame and sash of a PVC-U window. These joints are mitred at an angle of 45 degrees using a welder.

## WER

'Window energy rating' calculated using the solar gain against heat lost registered with BFRC.

## Window board

The internal timber cill fitted underneath a window on the inside.



# Accreditations



The Bygone Collection is British Board of Agrément, 'Whole of life'\* endurance tested, meaning our product range is fully BBA approved.\*\*

This essentially means that everything is submitted for testing, including all components, balances and even our unique hardware.

Additionally, and unlike any other company, our method of plant on Georgian bars convinced the BBA to approve them for ten years!

\* 20,000-cycle endurance testing is to simulate a "whole of life" test, it is an onerous test designed to recreate a 20-year lifetime of a product. [www.bbacerts.co.uk](http://www.bbacerts.co.uk) \*\*Subject to ongoing product testing and size parameters.



## WER's and BFRC

Bygone windows are 'A' rated as standard.

BFRC is the British Fenestration Ratings Council and they decide how to interpret energy efficiency calculations for the whole of the UK.

The BFRC rate products from 'F' to 'A'. 'A' rating means the window is energy neutral or 'energy positive', in that it gains more heat than it loses over its annual cycle. Find out more on FENSA and WER's at: [www.bfrc.org](http://www.bfrc.org)



## Energy Savings Trust

The Energy Savings Trust can only recommend the highest performing companies so it is only the best products that get to be Energy Savings

Trust endorsed. Having been awarded the first five certificates from the BFRC, (the British Fenestration Ratings Council), we were further recognised by the Energy Savings Trust as the first company to be recommended by them in the UK. [energysavingtrust.org.uk](http://energysavingtrust.org.uk)



## Secured By Design

The Association of Chief Police Officers (ACPO) set up Secured by Design (SBD) to encourage the building industry to adopt crime prevention measures in housing.

The scheme creates a safer and more secure environment, including safer windows.

Very few products meet these enhanced security levels but by fully reinforcing our sashes with steel, using robust furniture and reinforced finger latches and then having them independently tested by SBD, means you can be satisfied that your windows will be as secure as we claim them to be.



## Calcium Organic

The Bygone Collection sash windows are virtually lead free, using calcium organic stabilisers as a healthier option for the planet.



## GGF

Masterframe are associate members of the Glass and Glazing Federation [www.ggf.co.uk](http://www.ggf.co.uk) and we encourage our Bygone Premier Partners to be members too.



Manufactured by an ISO 9001: 2015 approved company ensuring recognised business management systems for consistency are applied.



Proudly manufactured in the UK, using the very best quality components sourced in the UK to ensure ongoing continuity.



**Masterframe Windows Ltd, manufacturers of the Bygone Collection are dedicated to recycling and recycle all plastic, glass, paper and cardboard used in their factory.**



# Bygone comparison table



Construction method			
Timberweld butt-jointed construction	×	✓	✓
Super-Slim 39mm transom mid-rail	×	C	✓
Slim integral mullion	C	✓	✓
Continuous run through sash horns	✓	✓	✓
Deep bottom rail	✓	✓	✓
Material finishes			
Standard white PVC-U	×	×	×
White woodgrain foil	✓	✓	✓
Antique cream woodgrain foil	C	C	C
Painted colour match option	C	C	C
Glass - double glazed sealed units			
24mm argon gas filled Low E DGU	✓	✓	×
18mm krypton gas filled Low E DGU	×	×	✓
Standard textured obscure pattern	C	C	C
Sandblasted, satin, etched or patterned glass	C	C	C
Toughened, acoustic or laminated glass	C	C	C
Georgian bar - chamfered external, ovolo internal			
Victorian single vertical bar	C	C	C
Bespoke Georgian bar design	C	C	C



Internal glazing bead			
Standard ovolo bead	✓	×	×
Bygone exclusive deep ovolo bead	×	✓	✓
Furniture available in champagne gold and chrome			
Beehive	✓	✓	✓
Acorn	C	C	C
Scroll handles	✓	✓	✓
Balance springs			
High grade torso balances	✓	✓	✓
Specialist extras			
Trickle vents	C	C	C
Projecting cill - 85mm, 120mm, 150mm, 180mm	C	C	C
Internal staff bead trim	C	C	C
Arched or shaped heads	C	C	C
London sash	C	C	C
London sash and frame	C	C	C
GRP deep cill	×	C	✓

**Key:** ✓ - Available    × - Not Available    C - Chargeable

*Our policy is one of continued product development, therefore we reserve the right to change product designs without notice, or withdraw certain options. Our Master Installers will make you aware of such changes.*



# Choosing the right installer is as important as selecting the right sash window

**You can ensure your windows are the best that money can buy, but many people don't consider that even a top quality window won't work correctly if it is poorly installed.**

Sash windows are finely tuned products and benefit from professional installation to ensure perfect operation, appearance and longevity.

For example, a beautiful Bygone Collection sash window can be indistinguishable from a timber window even to the most critical eye. However, if your new sash window is installed into the existing box frame, it will not sit in the correct position.

## **Consequently...**

- It will look bulky because too much frame will be exposed.
- Solar gain will be significantly reduced.
- Aesthetically, the kerb appeal of your home will be affected.

The method of fixing and the fitting tolerances always need to be considered, as sash windows require much more attention than other styles. Professional installation will ensure positive outcomes against draughts, water penetration and noise pollution.

Then there's the choice of internal finishes; some clients prefer maintenance free architraves and window boards, others prefer a painted timber surround. There are a number of finishes possible, such as lifting your existing Victorian architraves and re-using them or having replacements copied to match those being removed.

Our windows can even be finished with any number of modern PVC-U or foiled trims that are now available within the industry, for a more contemporary look.

All this requires an experienced, trained professional to give advice on how to blend the new windows into the existing walls so that they go unnoticed. This is why we will not allow anyone other than an authorised, Master Installers, to install our Bygone windows.

Ask your Master Installers to show you a sample and talk through how the installation will be performed and managed. They will be happy to advise you of the best way to achieve the look you want and the finish your home deserves.





# How we select Bygone Master Installers

**Our commitment to manufacturing windows of exceptional quality, is mirrored in our choice of Bygone Master Installers.**

Our are selected for their integrity, customer service and quality of workmanship, with each prospective installer subject to a lengthy selection process and additional training if required. Installers are trained to at least level 2 NVQ in Fenestration, which guarantees a competence in the practical aspects of installation. It is also required that all Bygone Master Installers are invited to attend a theory assessment, ensuring they are fully aware of the standards required.



We inspect the company's premises, check their financial status and take up references. We then continue to monitor feedback from clients to ensure that our standards are maintained, allowing us to have every confidence in recommending them.

We are certain that our Master Installers will not only present you with the right solution, but carry out a professional installation whilst showing respect for both you and your home. We expect them to discuss every part of the installation with you and convey exactly how your property will look when the work is complete.

Once the installation is complete we will ask you to provide us with valuable feedback on the workmanship, care and attention provided to you, along with any specific observation that you would like to share with us.

With your help we can constantly evaluate our partners' performance and ensure the quality levels we expect, are maintained.



**12**  
YEAR  
GUARANTEE

# Guarantees – for your peace of mind

**With over 33 years experience of building high quality sash windows and after over 22 years of the Bygone Collection, rest assured that we offer excellent after sales service with a guarantee that counts for something.**

When using one of our partners we promise to:

- Deal with any issue quickly and without fuss using our dedicated Customer Service Team.
- In the unlikely event that the Bygone Premier Partner ceases to trade during, or before completing your installation, we will appoint an approved partner to oversee the remainder of the contract.
- If the above proves impossible we will forward any deposit that you have paid us via the installer, directly to another window company of your choice, so you are fully protected no matter what happens.

This is a double guarantee, but only available via authorised Bygone Master Installers. Please check that your appointed installer appears on our list of approved companies, by visiting our website [www.masterframe.co.uk](http://www.masterframe.co.uk), entering your postcode and following the instructions on screen to find your nearest Bygone Master Installer.





# When you're ready, please get in touch

**Hopefully we've answered some of your questions and put your mind at ease about the quality of the workmanship throughout the entire replacement process.**

You should now not only be more knowledgeable about sash windows, but also aware of the high standards you can expect to receive from us that will enhance your home.

I'm sure you appreciate that the attention to detail and the workmanship offered via the Bygone Collection's network of Master Installers, sets standards far in excess of those generally expected from a "double glazing" company.

We build in quality at every step of the process, meaning our windows are rarely the cheapest, but we're convinced they offer the best value. As with any purchase, quality adds longevity, ease of use and durability. I believe that our customers appreciate the value and peace of mind that our product offers when making such a long term investment.

You are now ready to take the next step and to see the workmanship for yourself. Your installer will be pleased to provide a sample window for your scrutiny, along with a free written proposal, without any obligation or pressure to proceed.

Feel free to ask Master Installer for local points of reference and to show you some previous installations, so you are 100% happy before you proceed with your project.

We understand that your property is so much more than bricks and mortar. It is often your largest single asset, but above all it is your home. By considering the Bygone Collection, you are considering a range of windows that will not only enhance your property, but keep your home beautiful, safe and warm for years to come.

**Alan Burgess, Group Chairman, Masterframe Windows Limited**

*E&OE \*all information contained is understood to be correct at time of writing*



*the choice is yours*

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