



STAIRS



Welcome to JELD-WEN

Joinery products, such as windows, doors and stairs, say so much about a home. And even more about the people who live there – their style, their way of life, and how they care for their surroundings. So it's worth taking time to make the right choices. Not only to enjoy the perfect look, but also to achieve the best performance, day in, day out.

At JELD-WEN, we know what it takes to stand up to the demands of today's households – at work, rest or play. That's why we believe in our products and are proud to stand behind the JELD-WEN name.



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Imagine a world without stairs...

First impressions count. That's why at JELD-WEN we work hard to design stairs that leave a lasting impression, long after you've opened the doors to your home. Of course we also realise that stairs are not just a pretty face, they have an important function.

At JELD-WEN we are forward thinkers who like building stairs and love open spaces. That's why we use sustainable resources to create staircases of outstanding beauty, which at the same time preserves our open spaces for generations to come.

Old or new, luxury or budget

Do you know what stairs you want? Are you thinking about splashing out on a grand staircase, or do you simply need to replace a tired set of stairs?

Whether you've got a new build or a property renovation in progress, JELD-WEN provides specialist advice with fully trained stair technicians at your service. With a huge array of staircases to choose from and a wide range of price tags, whatever type of stairs you require we have flights to suit all budgets.

Straight or narrow, curves and corners

Whether it's standard or premium class you're after, we manufacture stairs to order in almost any design, size or specification. For the ultra modern look why not opt for our Contemporary stairs that bring the 21st century right to your front door. If you desire a more traditional image, our oak staircases can help to re-create the elegance and grandeur of days gone by. At JELD-WEN whatever your staircase needs might be, old or new, we've got it covered. Choose from our huge range of beautiful balustrade, twisted, nickel or straight spindles, turned or square newels and an array of caps. A multitude of, shapes and sizes, finishes and colours gives you a staircase that suits you and your home.

Size does matter

It's fair to say that creativity and innovation go hand in hand at JELD-WEN. What better way could there be to end the day than to collapse into a super king size bed. But many staircases don't allow for the movement of large pieces of furniture, which is why we supply a demountable balustrade. Simple to undo and easy to replace, our demountable range offers the perfect solution to an insurmountable problem. At JELD-WEN we really do like to help our customers sleep soundly at night.





PRESTIGE
Chamfered
oak

Made to Measure Stairs

Do you want stairs that can survive your kids sliding down the banisters or staircases that can accommodate your boisterous four legged friends? Whether it's cats, dogs or kids our specialist stair team will work with you and your tradesperson to give you made to measure stairs to suit your lifestyle.

One simple call is all it takes to receive our:

- **Hassle free** solution to ordering your staircase
- **Free** site survey with every order to ensure you get the perfect fit
- **Free** technical advice and support
- **Guaranteed** quality, design and manufacture to meet all Building Regulations
- **Full responsibility** taken for measurement and specification



"From initial planning to installation, we are with you every step of the way!"

A perfect fit

You've chosen JELD-WEN to supply your stairs based on our reputation for quality, reliability and service excellence. When it comes to choosing your stair fitter, we strongly recommend that you use a reputable, local tradesperson. Through the combined expertise of your dedicated JELD-WEN stair technician and the know-how of your stair fitter, you can be sure of a staircase that not only looks good, but is safe to use too.

If you are struggling to find a good local tradesperson ask your local builders merchants to recommend someone or alternatively check out some of the online recommended trader sites.

Get in touch today

All of our stairs are available from builders' merchants throughout the UK. To find out your nearest stockist of JELD-WEN stairs you can:

Visit our website:

www.jeld-wen.co.uk

Call us on:

0845 122 2894

Email us at:

stairsuk@jeldwen.com



PRESTIGE
Square &
chamfered
oak

Beauty is only skin deep

You can see from the pictures that our stairs look fantastic, but how do you know if they are safe? At JELD-WEN we're not just into appearances, we are equally concerned with what lies beneath. It is important that you and your family tread safely, which is why we have our stairs independently assessed and certified by recognised external authorities.

Badge of honour

JELD-WEN is accredited by the British Woodworking Federation (BWF) to guarantee that all staircases meet Building Regulations. The BWF badge displayed on each JELD-WEN staircase is your assurance of compliance. A record of all staircases with the badge will be kept for 10 years. For more information visit: www.bwf.org.uk/stairs

Shared stairs

What have flats and stairs got in common? If you live in a flat or for any multi-occupancy building, you will have to share the stairways and as such these buildings will need to be fitted with 'Communal Stairs'. JELD-WEN offers a complete solution for 'Communal Stairs' and our range has been proven to meet even the most exacting performance standards. In fact, we are the first UK volume timber stair manufacturer to be certified by the Loss Prevention Certificate Board (LPCB), part of the BRE, for its fire protected timber stairs used in multiple occupancy dwellings.

We care

JELD-WEN takes its responsibilities seriously. We care about:

- the environment and we don't like waste. That's why we aim to provide our customers with environmentally beneficial products with wood sourced from well managed forests. Where we get our wood really matters and that's why we can offer a full Forest Stewardship Council® (FSC) Chain of Custody Certification upon request.
- our staff and their safety. That's why all our factories are assessed to strict ISO14001 environmental standards. For details of our environmental policy visit www.jeld-wen.co.uk



Certificated Fire Protected Common Stair



Accredited Domestic Stair



Accredited Common Flight



FSC is an international, non-governmental organisation dedicated to promoting responsible management of the world's forests.



CONTEMPORARY
Camber



PRESTIGE
Chamfered
oak

PRESTIGE



First in class

Upstanding and unbeatable quality

When you look good you feel good. But it's not all about good looks. What lies beneath the surface matters too, which is why we've built the Prestige range using the finest timbers.

With over a century of experience at crafting stairs we know how important first impressions are. The classic, cool tread of our white oak staircase creates a grand entrance. For a more colourful impact, the earthy glow of our redwood finished stairs will add a touch of real warmth. Both ranges fit in perfectly with classic or modern décor.

Whatever you choose, if you're looking to impress, the Prestige range of staircases will certainly get you noticed.



A photograph of a wooden staircase with a light-colored wall and a window in the background. The staircase has a wooden handrail and balusters. The wall is a neutral tone, and there is a framed picture and a light switch. A window with a striped blind is visible on the right, with two vases on the sill. A green circular callout contains the text "PRESTIGE Chamfered oak".

PRESTIGE
Chamfered
oak

"Looks can fade with age but our Prestige stairs are designed to look good, always."

The finer points

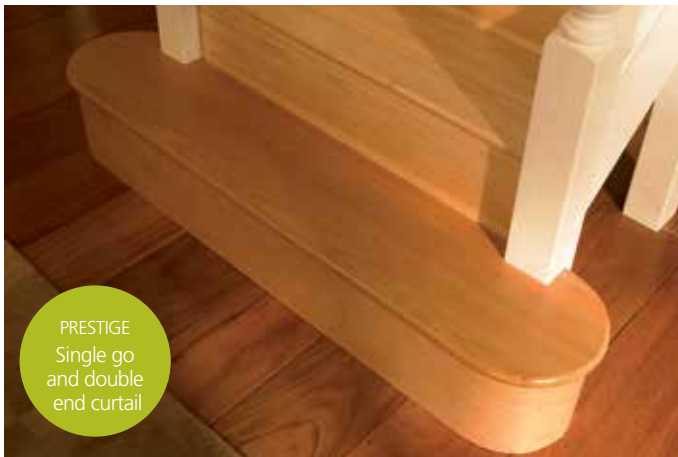
With our passion for attention to detail we've created a range of spindles for you to choose from. Thick or thin, curvy or straight our turned barley twist or square oak are just some of the options you can choose from. With so much choice and advice from a qualified stair technician, we'll help you to create a staircase that fits in with the personality of your home and the people who live in it.



White Oak



Redwood



PRESTIGE
Single go
and double
end curtail



PRESTIGE
Square oak &
chamfered



PRESTIGE
Barley twist

A photograph of a wooden staircase with a handrail and balusters. The staircase is made of light-colored wood and has a continuous handrail. The balusters are square oak with chamfered edges. The handrail is a continuous piece of wood. The staircase is set against a light-colored wall.

PRESTIGE
Continuous
handrail

PRESTIGE
Square oak &
chamfered

White oak components

This hardwood offers strength and durability with a beautiful grain and texture. Oak truly reflects the traditional and historical qualities of English craftsmanship.

For full size options and codes of all components see pages 44.



White Oak Spindles



White Oak Newels



White Oak Handrails



White Oak Newel Caps

*Only available with 55mm spindles
 ** Newel size will depend on choice of staircase



PRESTIGE
Chamfered
oak



PRESTIGE
Barley
twist oak

Redwood components

Our range of redwood stair parts introduces rich colours which can be highlighted by a polished finish making an unmistakable statement of elegance and quality.



Redwood Spindles



Prestige

Redwood Handrail



Prestige Cap

Redwood Cap

For full size options and codes of all components see pages 44.



Redwood Newel



CONTEMPORARY
Radiance

CONTEMPORARY



For the way we live today

CONTEMPORARY

Out with the old, in with the new

Think modern. Our Contemporary staircase fits perfectly into a funky brand new build and can provide a total transformation for a dark Victorian hallway.

At JELD-WEN we understand that your home reflects your personality. Contemporary stair parts come in all shapes and sizes in a variety of finishes to help you create stairs that capture who you are and the way you live.

Connect the solid smooth lines of oak with a dash of metal from our Liskeard range to create a modern but classy look. For a see through effect, add a touch of glass from our Radiance range to give you the illusion of lots more space.

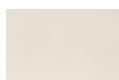
Plus new to our range is the Barbican oak staircase, featuring sturdy oak spindles and newels with a beautiful routed design that will complement the most beautiful hallway. Also in oak is the new Camber range which offers classic symmetry but in a modern spiral design.

For something completely different have a look at the Casa staircase, a new take on the traditional hacienda Spanish style with beautiful hardwearing black iron spindles.

Whatever you want, our stair technician can help you choose newels, caps, connectors and balusters in a choice of timbers and metals ranging from white oak to white primed timber or nickel balustrades.



White Oak



White Primed



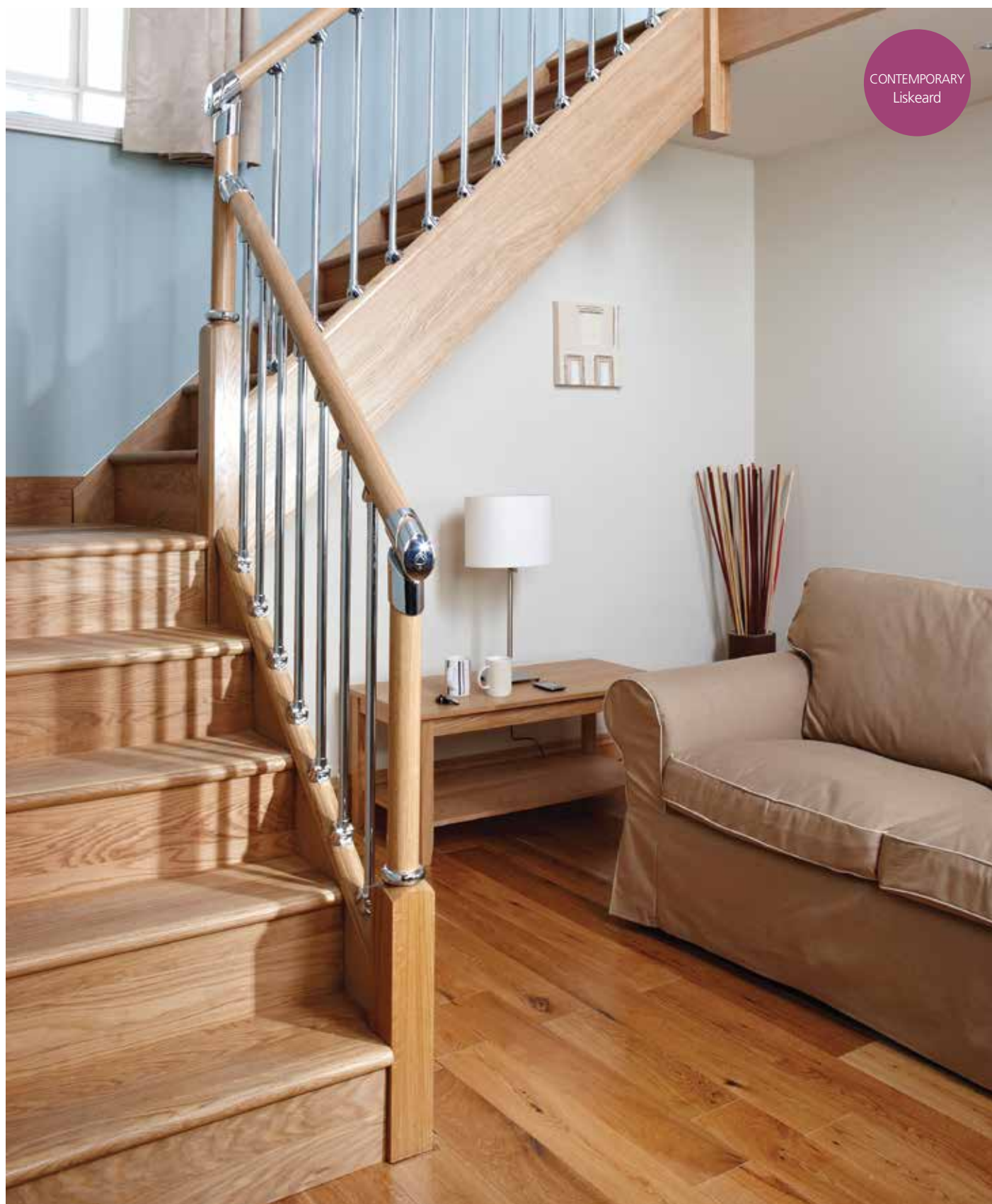
CONTEMPORARY
Radiance



CONTEMPORARY
Ashford oak



CONTEMPORARY
Camber



CONTEMPORARY
Liskeard

Our latest additions

The Barbican range is simple and yet beautiful, balancing solid structure and superb detailing with a double crafted intricate design. For a unique look, try using a standard chamfered spindle with a Barbican newel post. The Barbican range comes in oak which complements any style and décor.

Or for something completely different take some inspiration from our Spanish style Casa range. Popular in the haciendas of the Mediterranean region for its timeless appeal and sturdy construction. The Casa range looks great with oak handrails and accessories.



CONTEMPORARY
Barbican



CONTEMPORARY
Barbican

"Contemporary oak stairs, the perfect recipe for fashionable palettes"

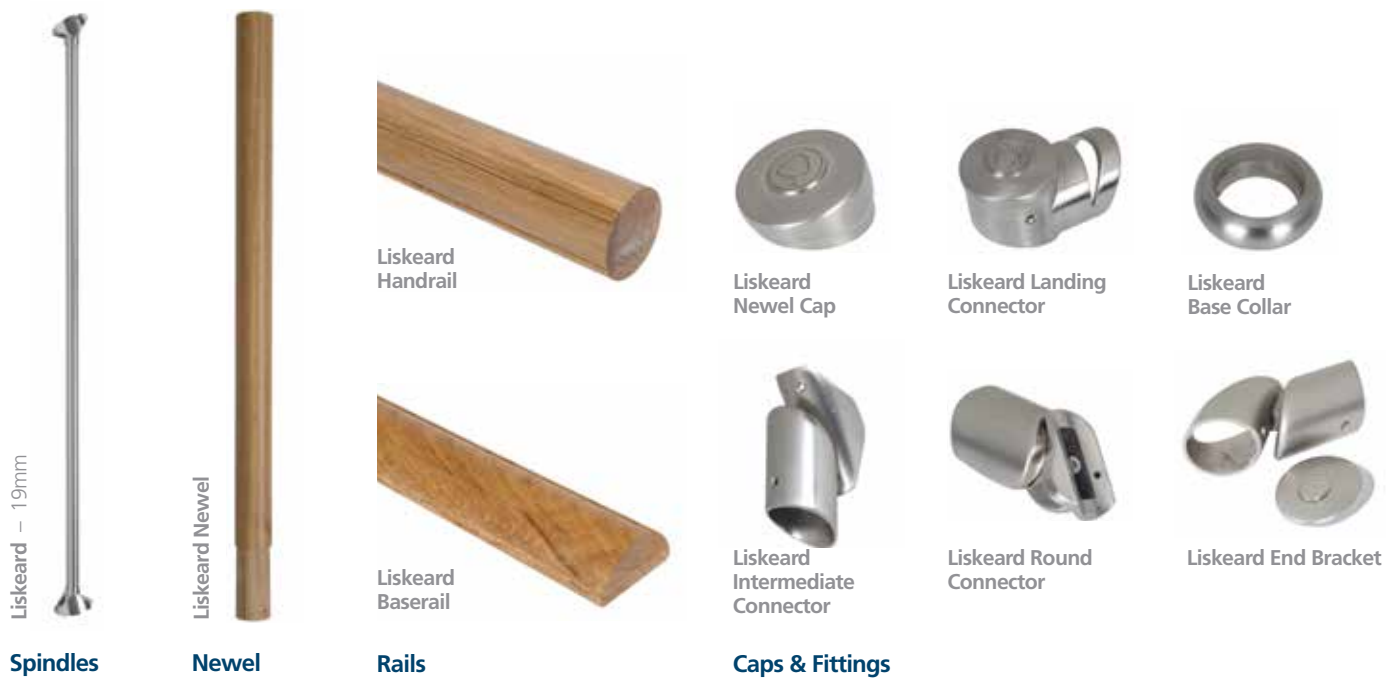
CONTEMPORARY
Casa

White oak and nickel components

This hardwood offers strength and durability with a beautiful grain and texture. Oak truly reflects the traditional and historical qualities of English craftsmanship.

For full size options and codes of all components see pages 44.

Liskeard



Radiance components



Ashford components

Choose from white softwood primed or white oak. For rails and caps see our Prestige white oak and white primed components on pages 16 and 36.



CONTEMPORARY

Barbican components

Choose a standard oak newel and handrail from the 'Prestige' range or order a Barbican newel on special order.



Barbican - 41mm

Oak Spindles



CONTEMPORARY
Barbican

For full size options and codes of all components see pages 44.

Camber components

Slender and beautiful.



Camber - 41mm

Oak Spindles



CONTEMPORARY
Camber

Casa components

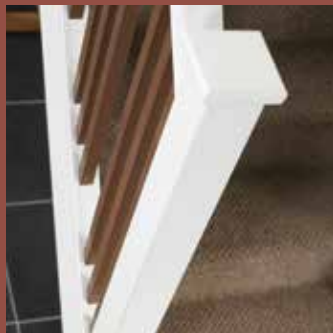
Sleek and minimalistic.





TRADITIONAL
Colonial
primed

TRADITIONAL



Something old, something new

TRADITIONAL

Past meets present

At JELD-WEN our tradition of superb craftsmanship combined with modern day technology allows us to create staircases of fashion and quality.

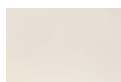
If it's the past you hanker for then take a look at our elegantly designed colonial hemlock and colonial primed staircases. Whether it's traditional or fluted we've got plenty of designs to choose from.

Whether you live in a Georgian mansion or a trendy town house, you'll be spoilt for choice!

Choose the Traditional range for a touch of ageless beauty.



Hemlock



White Primed



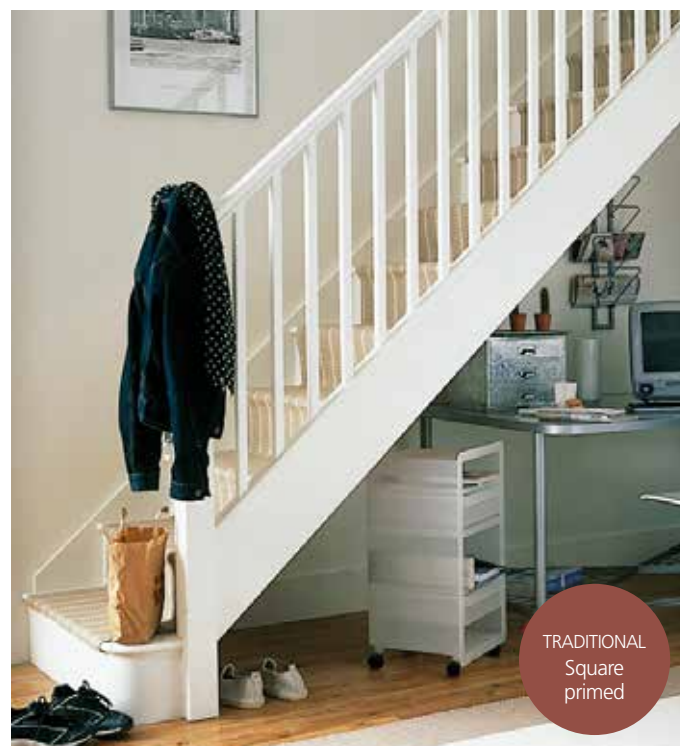
Redwood



TRADITIONAL
Traditional
redwood



TRADITIONAL
Chamfered
primed



TRADITIONAL
Square
primed

"Enjoy coming home to the warm glow of our redwood stairs"

TRADITIONAL
Redwood
colonial

Hemlock components

Hemlock is a conifer belonging to the pine family. The timbers we select are free from knots with a uniform grain and suitable to take a variety of stain finishes.

For full size options and codes of all components see pages 45.



Hemlock Spindles



Hemlock Newels

Hemlock Handrail

Hemlock Caps

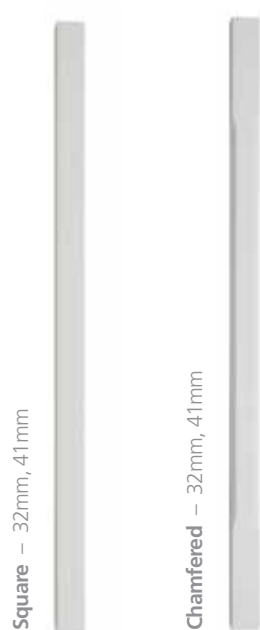
TRADITIONAL
Square
hemlock



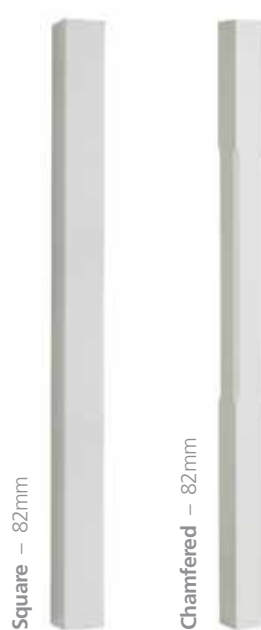
White primed components

The most time consuming part of fitting a staircase is the painting. Our solution is to offer pre-primed components that save time and help you deliver your project on time and within budget. The primed range of stair parts are made from premium grade softwood, sanded to a high specification and primed with a satin white finish.

For full size options and codes of all components see pages 45.



White Primed Spindles



White Primed Newels



White Primed Handrail



Square Cap



Mushroom Cap



Ball Cap



Acorn Cap

White Primed Caps



TRADITIONAL
Colonial
primed



TRADITIONAL
Traditional
redwood

Redwood components

Our range of redwood stair parts introduces rich colours which can be highlighted by a polished finish making an unmistakable statement of elegance and quality.

For full size options and codes of all components see pages 45.



Redwood Spindles



Redwood Newels



Redwood Handrail



Redwood Caps

Pre-assembled balustrade

At JELD-WEN we understand what it's like to work to a budget that's why we like to save our customers time and money, which is why we can provide a pre-assembled balustrade. It's quick and easy to install. All of the balustrade components arrive fully assembled so there is no time consuming sawing and cutting required by your joiner. Talk to your stair technician or contact a JELD-WEN sales specialist to find out more.



Demountable balustrade

You really wanted that big wardrobe to accommodate all those shoes, but how do you get it up the stairs and round the corner to the bedroom?

We don't all have wide staircases, many of us live in town houses or older properties that have curves and corner. Super king size beds and fashionista style wardrobes remain but a dream.

At JELD-WEN we like to make dreams come true, which is why we've created the demountable balustrade. When your furniture arrives, unclip the balustrade, remove and you have clear space to accommodate items of all shapes and sizes.



Demountable balustrade unclipped and removed



Landing

Simply fix the bracket into the rebate machined in the newel.



Raking

Fix the bolt through the newel into the insert in the end of the handrail.



The balustrade fully assembled.



Unscrew and remove the bolt holding the handrail and keep safely.



Unscrew the floor rail.



Once all the fittings have been removed, the section of assembled balustrade is simply lifted off.

Important: The demountable balustrade is a temporary measure. You should ensure that the stairwells are adequately protected at all times to prevent accidents occurring.



Factory
assembled
balustrade

Standard stock flights

For those projects with time and budget constraints, and where made to measure stairs are not a necessity, JELD-WEN offers straight stock flights that are available on express delivery.

Our specialist stairs team is always on hand to offer help and advice on any aspect of design, construction or Approved Document K of the Building Regulations. You can contact them on **0845 122 2894**.

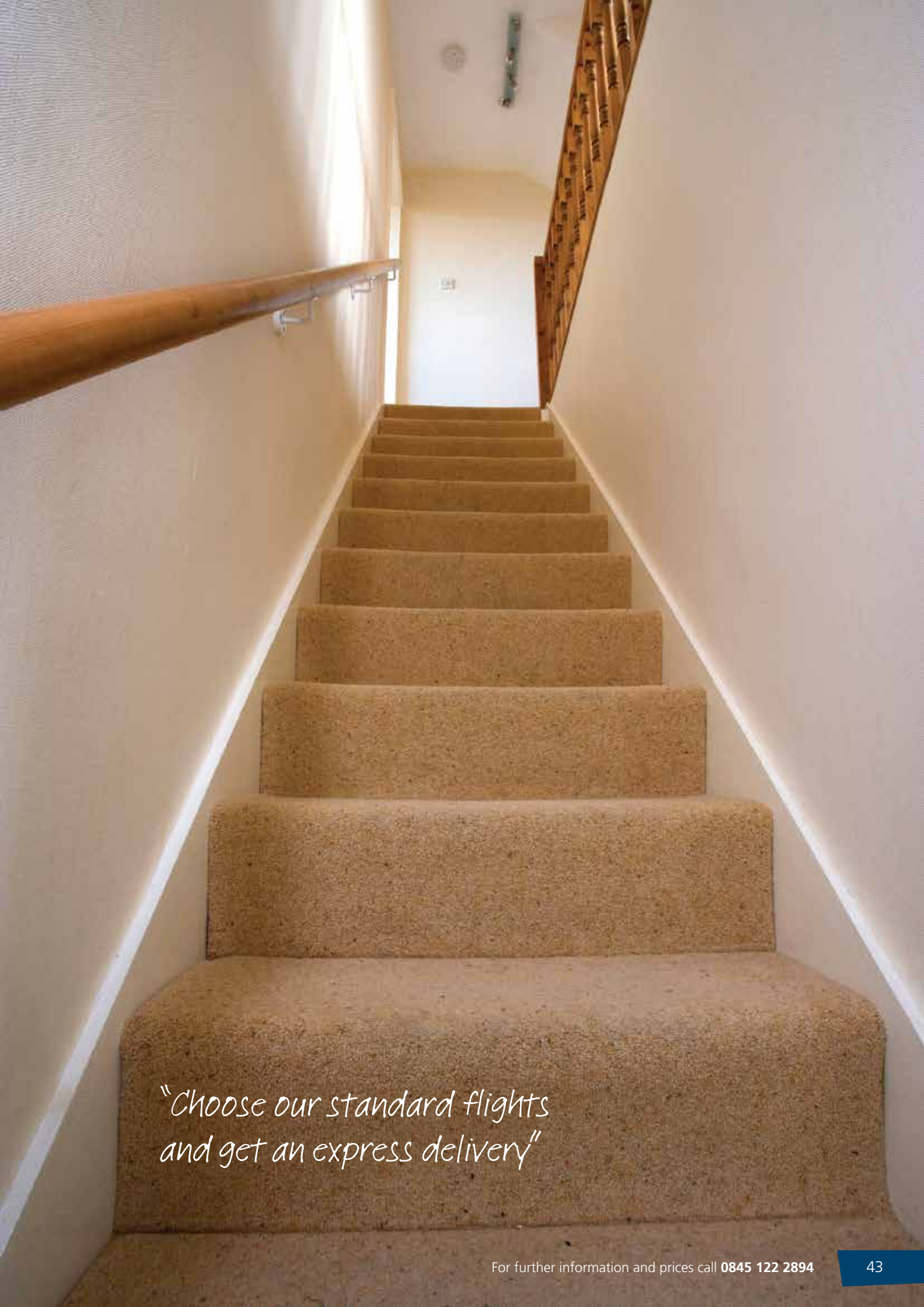


Stair Code	Whitewood/Composite Strings & Treads	Total Rise	Total Going	Width over string	Individual Rise	Individual Go
Stair WM	✓	2600mm	2676mm	855mm	200mm	223mm
Stair WMSC	✓	2600mm	2700mm	905mm	200mm	225mm
Stair W85	✓	2574mm	2676mm	855mm	198mm	223mm
Stair W88	✓	2639mm	2712mm	855mm	203mm	226mm

Paint and Peel tread protection

Reduce clean up time with our optional tread protection – an easy peel away film protection. Protect the staircase during construction, then simply score and peel away the film to reveal clean treads and risers. Available on standard MDF treads and risers only.





*"Choose our standard flights
and get an express delivery"*

Component sizes and codes

Prestige Oak		
	Size	Code
Plain	55mm	VW900
Twist	55mm	WBT900
Flute	55mm	WF900
Turned Colonial	41mm	SMB4709
Turned Barley Twist	41mm	SMB42209
Provincial	41mm	SMB41309
Traditional	41mm	SMB42309
Fluted Colonial	41mm	SMB42409
Square	41mm	TSM440BB
Chamfered	41mm	TSM440BBC
Square	32mm	TSM330BB
Chamfered	32mm	TSM330BBC
Georgian	32mm	SMB3909
Traditional	32mm	SMB31909
Prestige Handrail	92 x 55mm	WHR3.60
Traditional Handrail	63 x 44mm	SMH3036
Traditional Handrail	63 x 44mm	SMH4036
Square Newel	82mm	SMNS8015
Turned Newel	82mm	SMNT8014
Prestige Cap		WNC20
Pyramid Cap		SMPCPO
Traditional Cap		SMPCSO
Mushroom Cap		SMTCSMO
Ball Cap		SMTCSBO
Acorn Cap		SMTCSAO

Prestige Redwood		
	Size	Code
Plain	55mm	VW90P
Twist	55mm	WBT90P
Flute	55mm	WF90P
Prestige Handrail	92 x 55mm	WHR3.6P
Prestige Cap		WNC2P
Square Newel	115mm	Special order
Turned Newel	115mm	Special order

See pages 16 and 19 for images of the Prestige components.

Contemporary White Oak		
	Size	Code
Liskeard Spindles Rake	19mm	LS758NR
Liskeard Spindles Landing	19mm	LS817NL
Liskeard Newel	54mm	LNT9500
Liskeard End Bracket		LEVEBN
Liskeard Newel Cap		LEVNCN
Liskeard Round Connector		LEVHRN
Liskeard Intermediate Connector		LEVICN
Liskeard Base Collar		LEVBCN
Liskeard Landing Connector		LEVLCBN
Liskeard Handrail 2400mm	54 x 54mm	LHR2.40
Liskeard Handrail 4200mm	54 x 54mm	LHR4.20
Liskeard Baserail 2400mm	27 x 53mm	LBR2.40
Liskeard Baserail 4200mm	27 x 53mm	LBR4.20
Radiance Glass Panel Landing	850 x 87 x 8mm	GLAN80PNL
Radiance Glass Panel Landing	850 x 210 x 8mm	GLAN210PNL
Radiance Glass Panel Rake	835 x 210 x 8mm	GRK210PNL
Radiance Bracket		GBKT
Radiance Handrail	2400mm	GHR2.40
Radiance Handrail	4200mm	GHR4.20
Radiance Baserail	2400mm	GBR2.40
Radiance Baserail	4200mm	GBR4.20
Ashford Spindle Landing	41mm	SMB425OL
Ashford Spindle Rake	41mm	SMB425OR
Pyramid Cap		SMPCPO
Barbican Spindle	41mm	SMB4DRO9
Barbican Newel		Special order
Casa Spindle Rake	14mm	SMBIRBR
Casa Spindle Landing	14mm	SMBIRBL
Casa Handrail 2400mm	60 x 69mm	SMHIR240
Casa Handrail 4200mm	60 x 69mm	SMHIR420
Casa Baserail 2400mm	63 x 50mm	SMBIR240
Casa Baserail 4200mm	63 x 50mm	SMBIR420
Camber Spindle	41mm	SMB435O9

Contemporary White Primed		
	Size	Code
Ashford Spindle Landing	41mm	SMB425WFL
Ashford Spindle Rake	41mm	SMB425WFR

See pages 26 to 29 for images of the Contemporary components.

Traditional Hemlock		
	Size	Code
Square	41mm	TSM44HBB
Chamfered	41mm	TSM44HBBC
Colonial	41mm	SMB47H9
Traditional	41mm	SMB423H9
Fluted	41mm	SMB424H9
Provincial	41mm	SMB413H9
Square	32mm	TSM33HBB
Chamfered	32mm	TSM33HBBC
Georgian	32mm	SMB39H9
Traditional	32mm	SMB319H9
Traditional Handrail	63 x 44mm	SMH4H36
Traditional Handrail	63 x 44mm	SMH3H36
Traditional Handrail	63 x 44mm	SMH2H36
Square Newel	82mm	SMNS8H14
Turned Newel	82mm	SMNT8H14
Square Cap		SMPCSP
Mushroom Cap		SMTCSMH
Ball Cap		SMTCSBH
Acorn Cap		SMTCSAH

Traditional White Primed		
	Size	Code
Square	41mm	TSM44WBB
Chamfered	41mm	TSM44WBBC
Colonial	41mm	SMB47WFL
Square	32mm	TSM33WBB
Chamfered	32mm	TSM33WBBC
Georgian	32mm	SMB39WFL
Traditional Handrail	63 x 44mm	SMH4WF36
Traditional Handrail	63 x 44mm	SMH3WF36
Traditional Handrail	63 x 44mm	SMH2WF36
Square Newel	82mm	SMNS8WF14
Chamfered Newel	82mm	SMNS8WF13C
Turned Newel	82mm	SMNT8WF14
Square Cap		SMPCSPWF
Mushroom Cap		SMTCSMWF
Ball Cap		SMTCSBWF
Acorn Cap		SMTCSAWF

Traditional Redwood		
	Size	Code
Square	41mm	TSM44RBB
Chamfered	41mm	TSM44RBBC
Colonial	41mm	SMB47R9
Traditional	41mm	SMB423R9
Fluted	41mm	SMB424R9
Provincial	41mm	SMB413R9
Barley Twist	41mm	SMB422R9
Square	32mm	TSM33RBB
Chamfered	32mm	TSM33RBBC
Georgian	32mm	SMB39R9
Traditional	32mm	SMB319R9
Traditional Handrail	63 x 44mm	SMH2R36
Square Newel	82mm	SMNS8R14
Turned Newel	82mm	SMNT8R14
Square Cap		SMPCSR
Mushroom Cap		SMTCSMR
Ball Cap		SMTCSBR
Acorn Cap		SMTCSAR

See pages 34, 36 and 39 for images of the Traditional components.

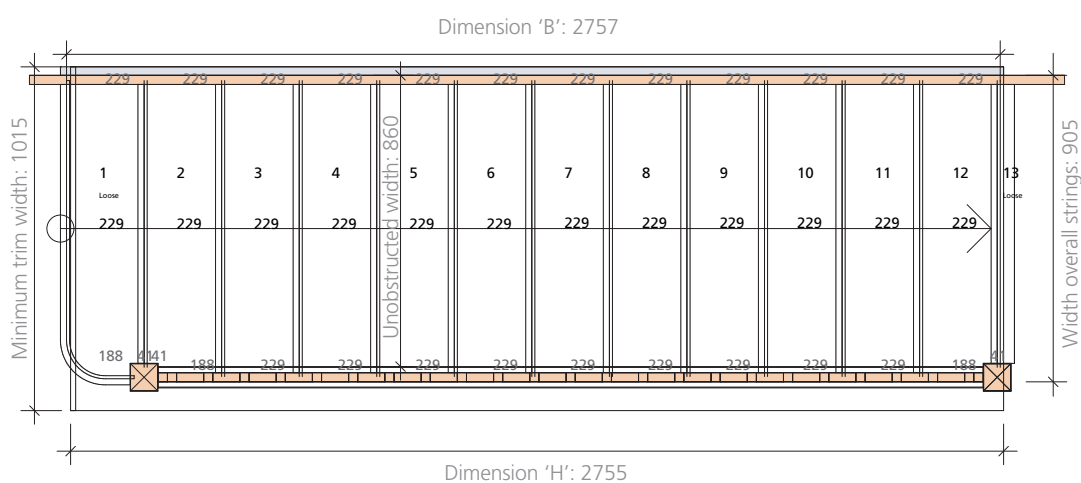
Stair Layouts

JELD-WEN manufactures all staircases to order in almost any design, size or specification. However, to help plan your flight, our 20 most popular layouts are listed on the following pages together with the critical dimensions relevant to each design including the trimming dimension necessary to obtain headroom clearance.

Our specialist stairs team is always on hand to offer help and advice on any aspect of design, construction or Approved Document K of the Building Regulations. You can contact them on **0845 122 2894**.



Layout A



Dimensions

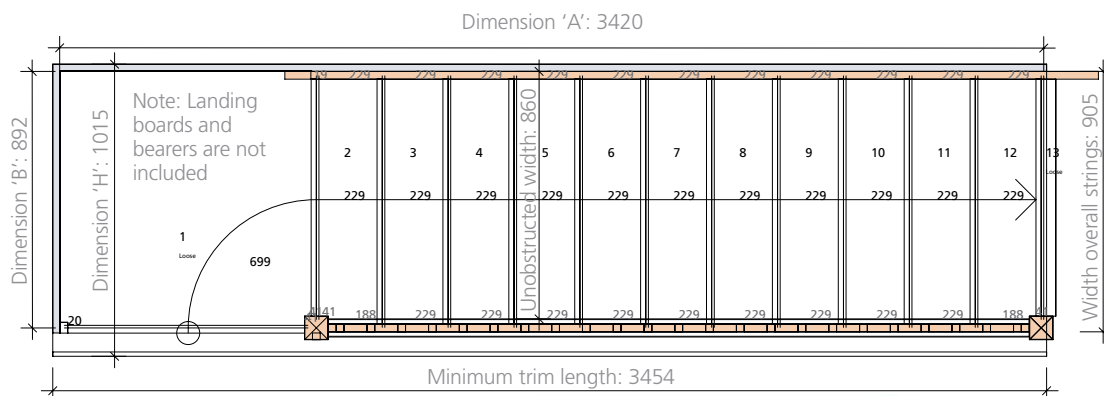
B: Face of bottom riser to back of top riser

H: Minimum distance to give statutory headroom
(Headroom based on storey heights between 2588mm up to 2680mm with 339mm floor zone)

Unobstructed width dimension does not allow for a wall handrail; should this be a requirement the projection of the handrail would need to be deducted.



Layout B



Dimensions

A: Wall string to back of top riser

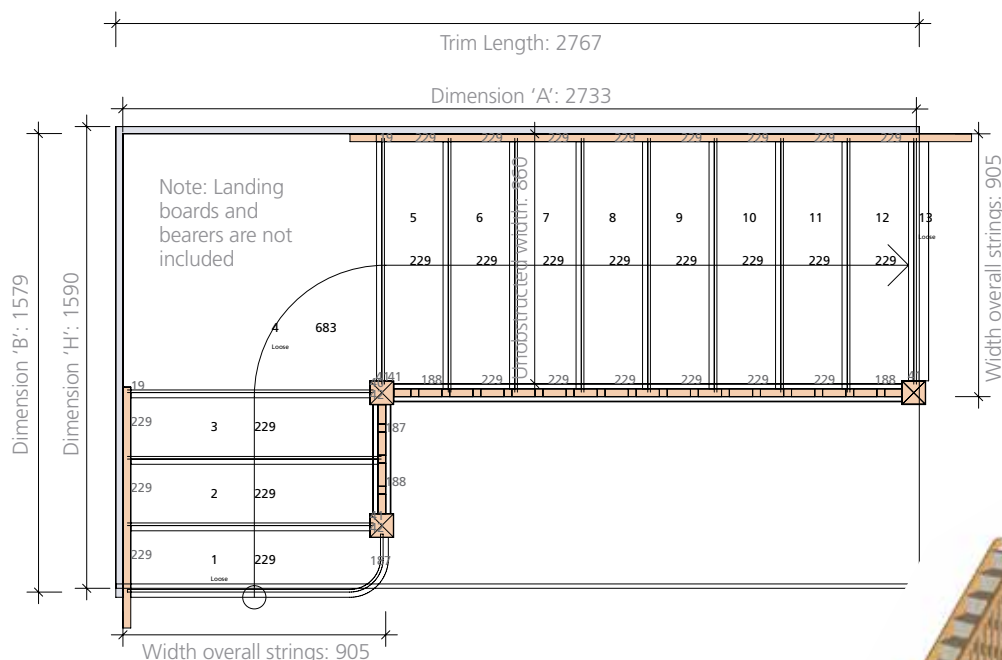
B: Face of bottom riser to back of wall string

H: Minimum distance to give statutory headroom (Headroom based on storey heights between 2588mm up to 2680mm with 339mm floor zone)

Unobstructed width dimension does not allow for a wall handrail; should this be a requirement the projection of the handrail would need to be deducted.



Layout C



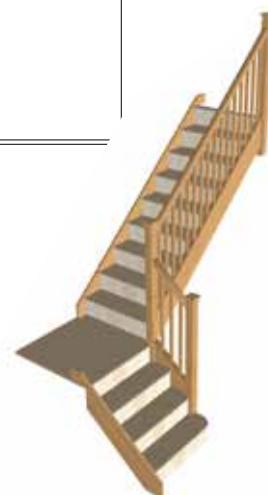
Dimensions

A: Wall string to back of top riser

B: Face of bottom riser to back of wall string

H: Minimum distance to give statutory headroom (Headroom based on storey heights between 2588mm up to 2680mm with 339mm floor zone)

Unobstructed width dimension does not allow for a wall handrail; should this be a requirement the projection of the handrail would need to be deducted.



STAIR LAYOUTS

Layout D



Dimensions

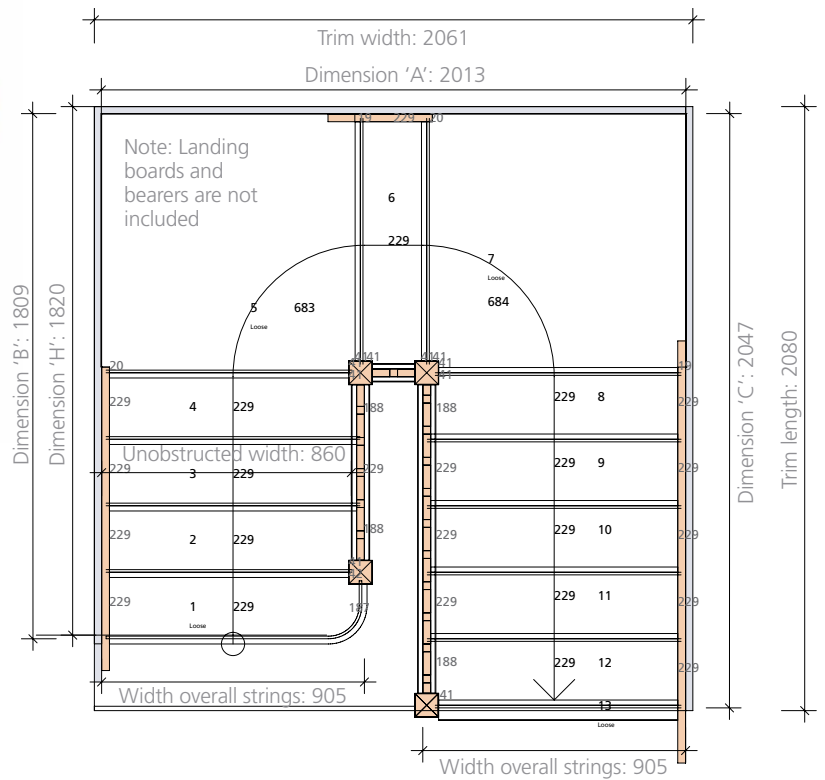
A: Wall string to wall string

B: Face of bottom riser to back of wall string

C: Back of top riser to wall string

H: Minimum distance to give statutory headroom
(Headroom based on storey heights between
2588mm up to 2680mm with 339mm floor zone)

Unobstructed width dimension does not allow for
a wall handrail; should this be a requirement the
projection of the handrail would need to be deducted.



Layout E



Dimensions

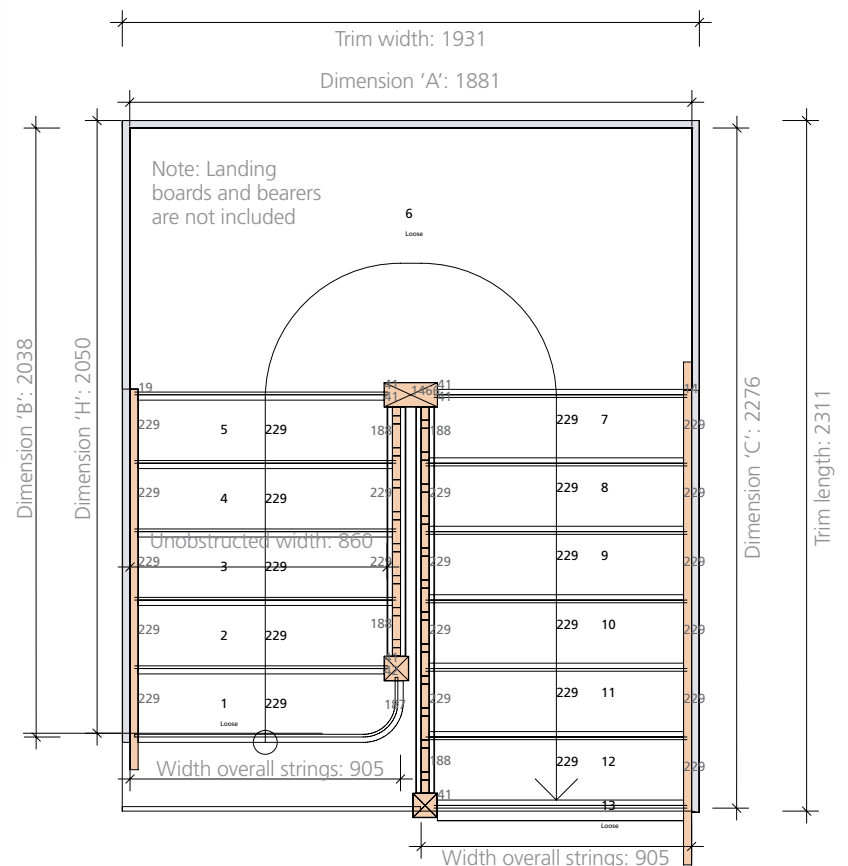
A: Wall string to wall string

B: Face of bottom riser to back of wall string

C: Back of top riser to wall string

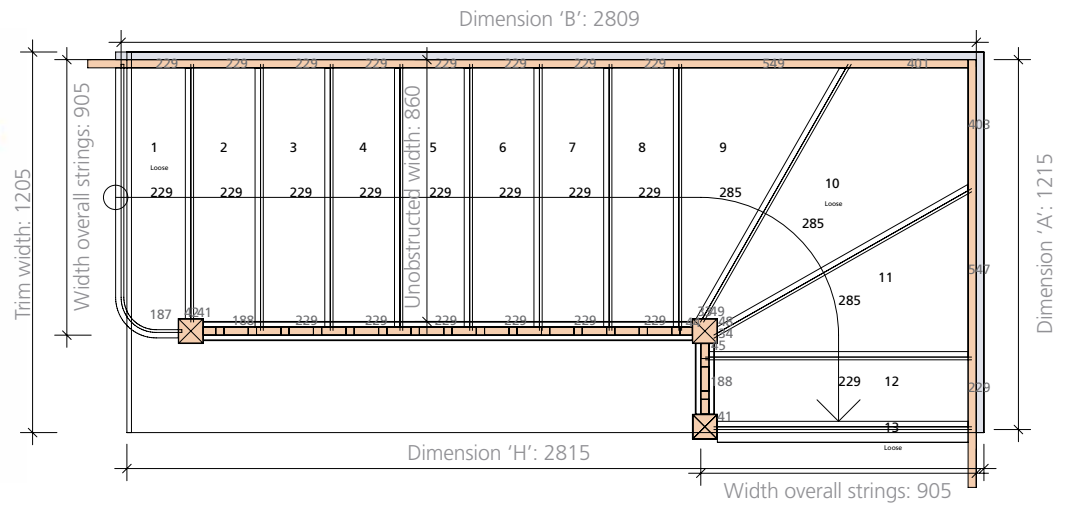
H: Minimum distance to give statutory headroom
(Headroom based on storey heights between
2588mm up to 2680mm with 339mm floor zone)

Unobstructed width dimension does not allow for
a wall handrail; should this be a requirement the
projection of the handrail would need to be deducted.



STAIR LAYOUTS

Layout H



Dimensions

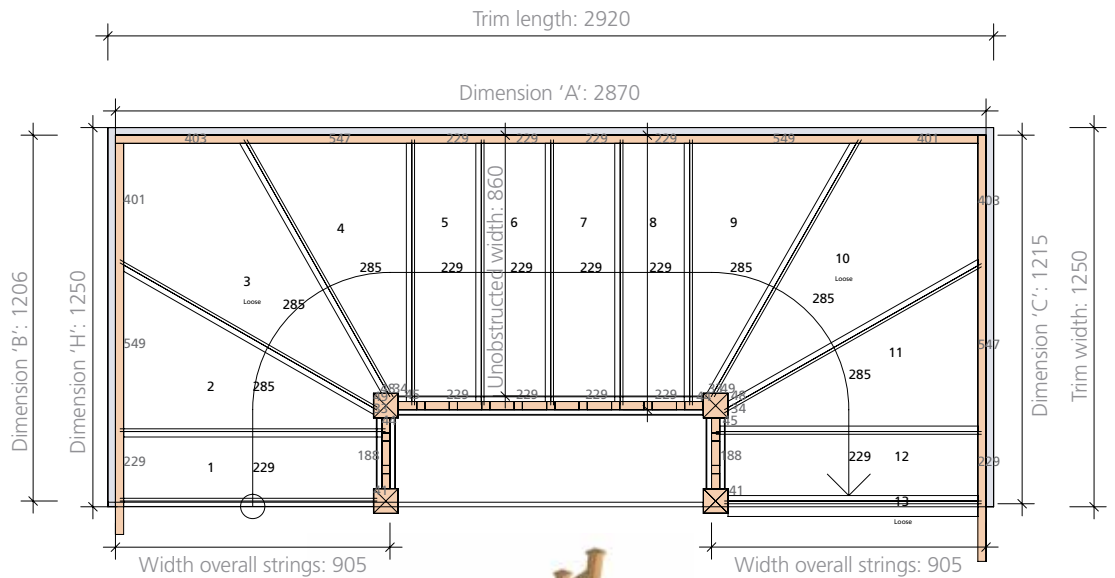
A: Wall string to back of top riser

B: Face of bottom riser to back of wall string

H: Minimum distance to give statutory headroom (Headroom based on storey heights between 2588mm up to 2680mm with 339mm floor zone)

Unobstructed width dimension does not allow for a wall handrail; should this be a requirement the projection of the handrail would need to be deducted.

Layout I



Dimensions

A: Wall string to wall string

B: Face of bottom riser to back of wall string

C: Back of top riser to wall string

H: Minimum distance to give statutory headroom (Headroom based on storey heights between 2588mm up to 2680mm with 339mm floor zone)

Unobstructed width dimension does not allow for a wall handrail; should this be a requirement the projection of the handrail would need to be deducted.



Layout J



Dimensions

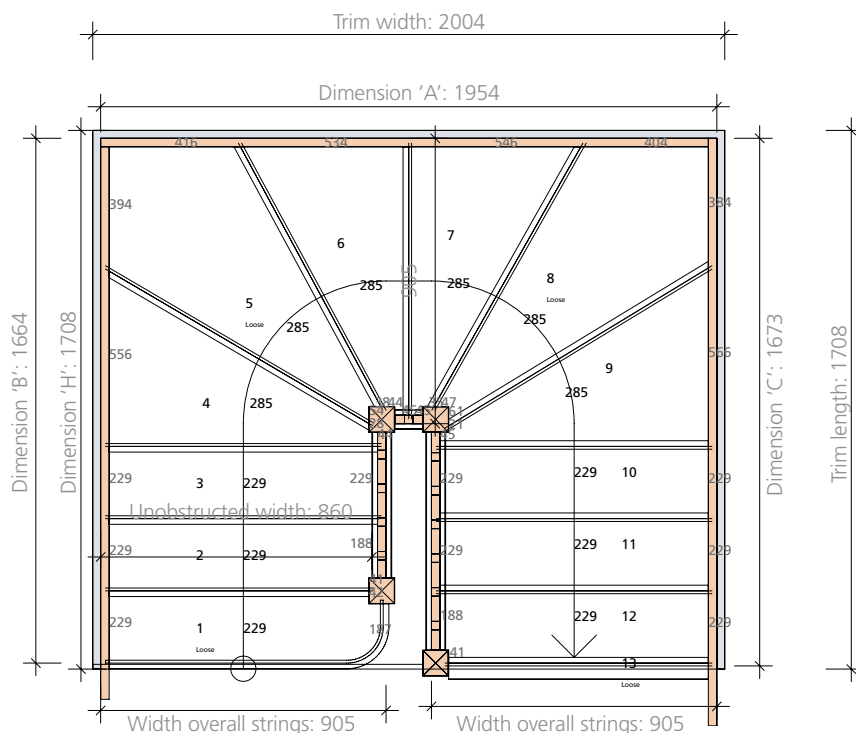
A: Wall string to wall string

B: Face of bottom riser to back of wall string

C: Back of top riser to wall string

H: Minimum distance to give statutory headroom
(Headroom based on storey heights between
2588mm up to 2680mm with 339mm floor zone)

Unobstructed width dimension does not allow for a wall handrail; should this be a requirement the projection of the handrail would need to be deducted.



Layout K



Dimensions

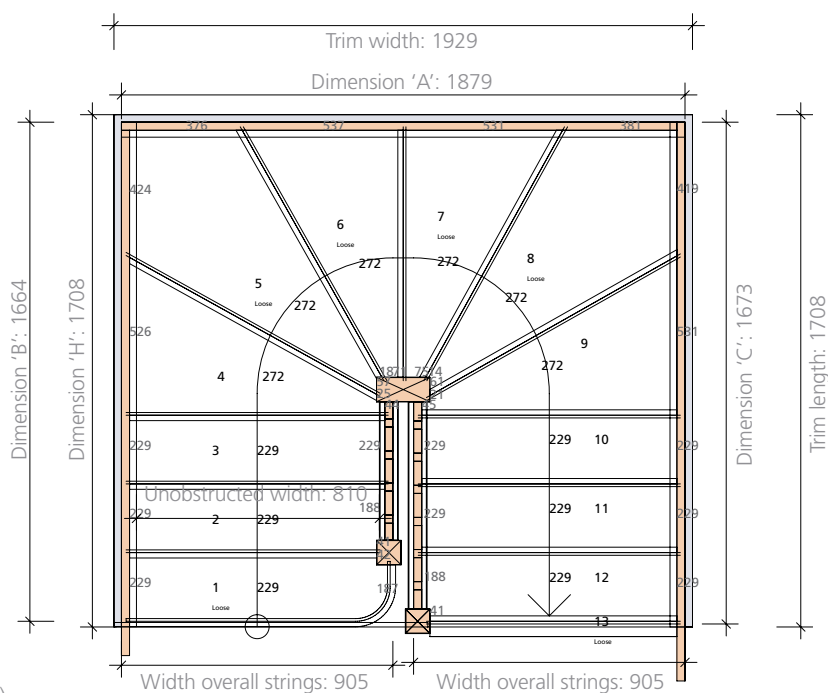
A: Wall string to wall string

B: Face of bottom riser to back of wall string

C: Back of top riser to wall string

H: Minimum distance to give statutory headroom
(Headroom based on storey heights between
2588mm up to 2680mm with 339mm floor zone)

Unobstructed width dimension does not allow for a wall handrail; should this be a requirement the projection of the handrail would need to be deducted.



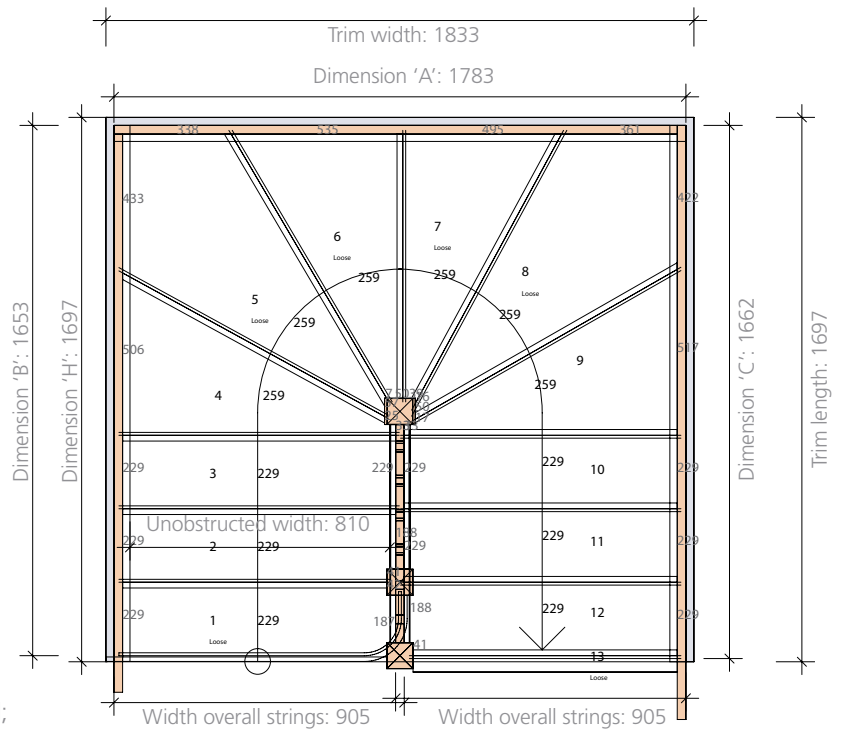
Layout L



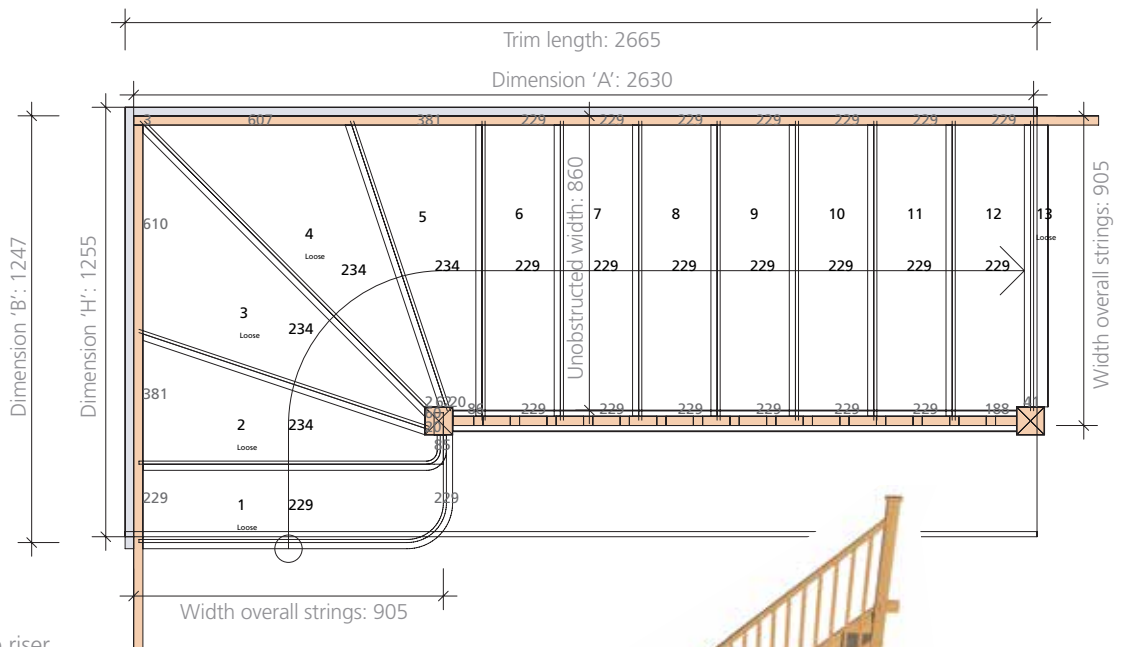
Dimensions

- A: Wall string to wall string
- B: Face of bottom riser to back of wall string
- C: Back of top riser to wall string
- H: Minimum distance to give statutory headroom
(Headroom based on storey heights between 2588mm up to 2680mm with 339mm floor zone)

Unobstructed width dimension based on a 'pigs ear' wall handrail with a 50mm projection being incorporated; should a different type be used the difference in projection would need to be taken into account.



Layout M



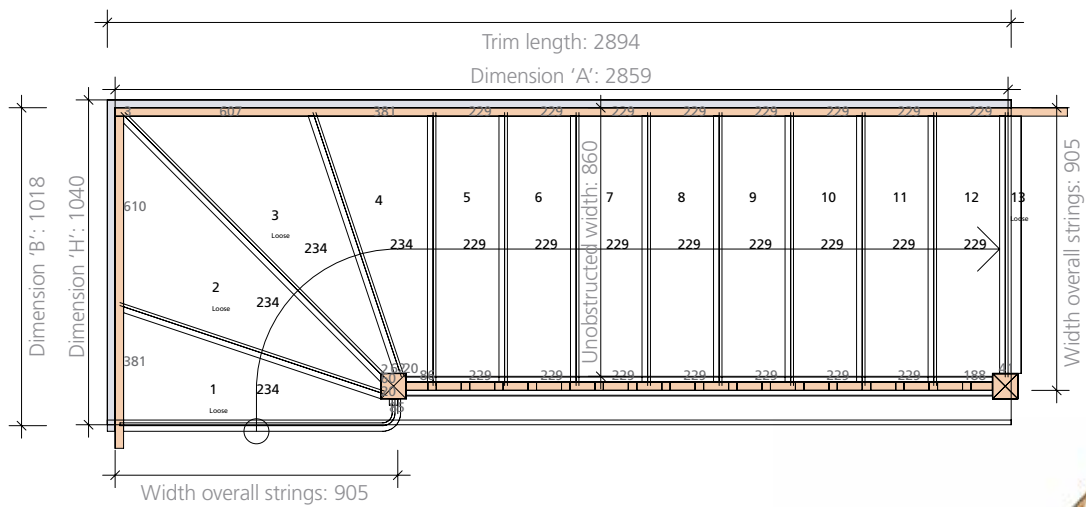
Dimensions

- A: Wall string to back of top riser
- B: Face of bottom riser to wall string
- H: Minimum distance to give statutory headroom
(Headroom based on storey heights between 2588mm up to 2680mm with 339mm floor zone)

Unobstructed width dimension does not allow for a wall handrail; should this be a requirement the projection of the handrail would need to be deducted.



Layout N



Dimensions

A: Wall string to back of top riser

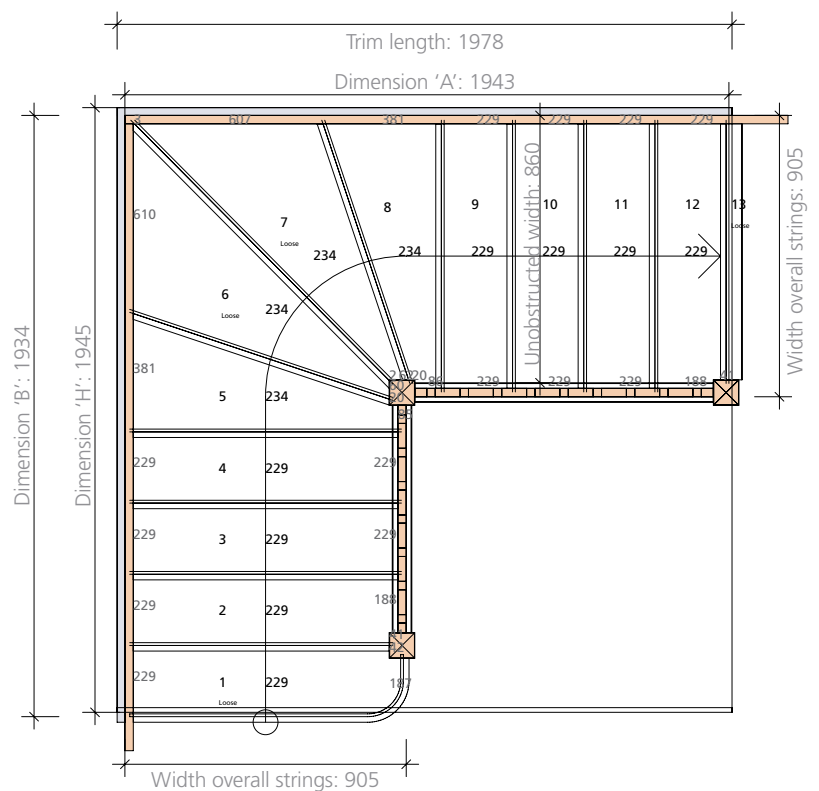
B: Face of bottom riser to back of wall string

H: Minimum distance to give statutory headroom (Headroom based on storey heights between 2588mm up to 2680mm with 339mm floor zone)

Unobstructed width dimension does not allow for a wall handrail; should this be a requirement the projection of the handrail would need to be deducted.



Layout 0



Dimensions

A: Wall string to back of top riser

B: Face of bottom riser to back of wall string

H: Minimum distance to give statutory headroom
(Headroom based on storey heights between
2588mm up to 2680mm with 339mm floor zone)

Unobstructed width dimension does not allow for a wall handrail; should this be a requirement the projection of the handrail would need to be deducted.

STAIR LAYOUTS

Layout P



Dimensions

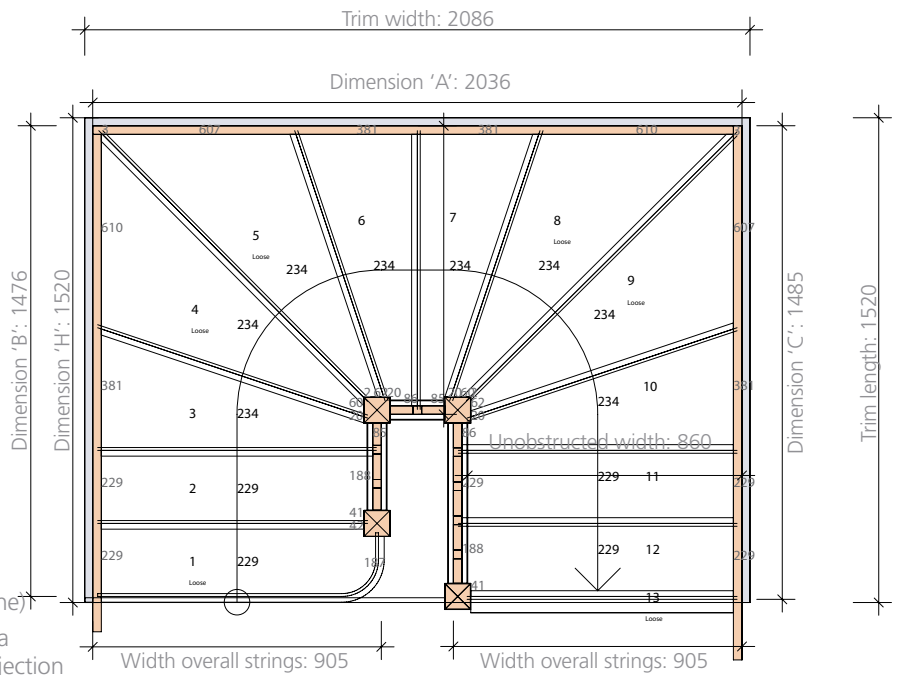
A: Wall string to wall string

B: Face of bottom riser to back of wall string

C: Back of top riser to wall string

H: Minimum distance to give statutory headroom (Headroom based on storey heights between 2588mm up to 2680mm with 339mm floor zone)

Unobstructed width dimension does not allow for a wall handrail; should this be a requirement the projection of the handrail would need to be deducted.



Layout Q



Dimensions

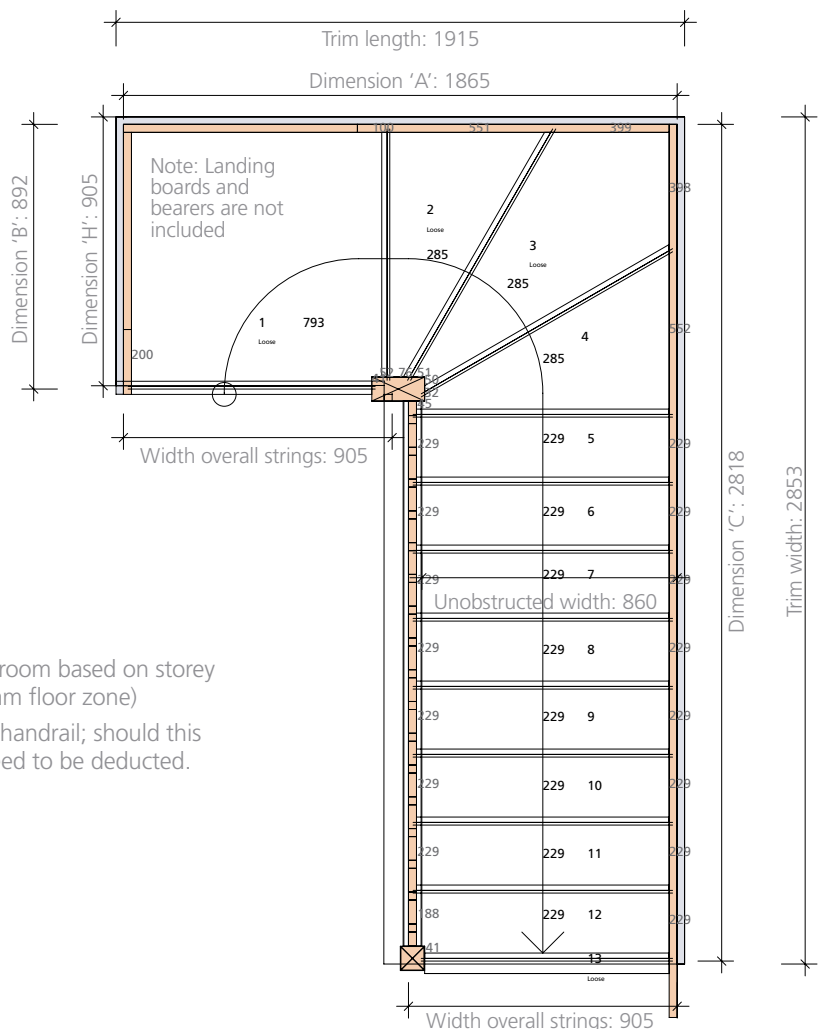
A: Wall string to wall string

B: Face of bottom riser to back of wall string

C: Back of top riser to wall string

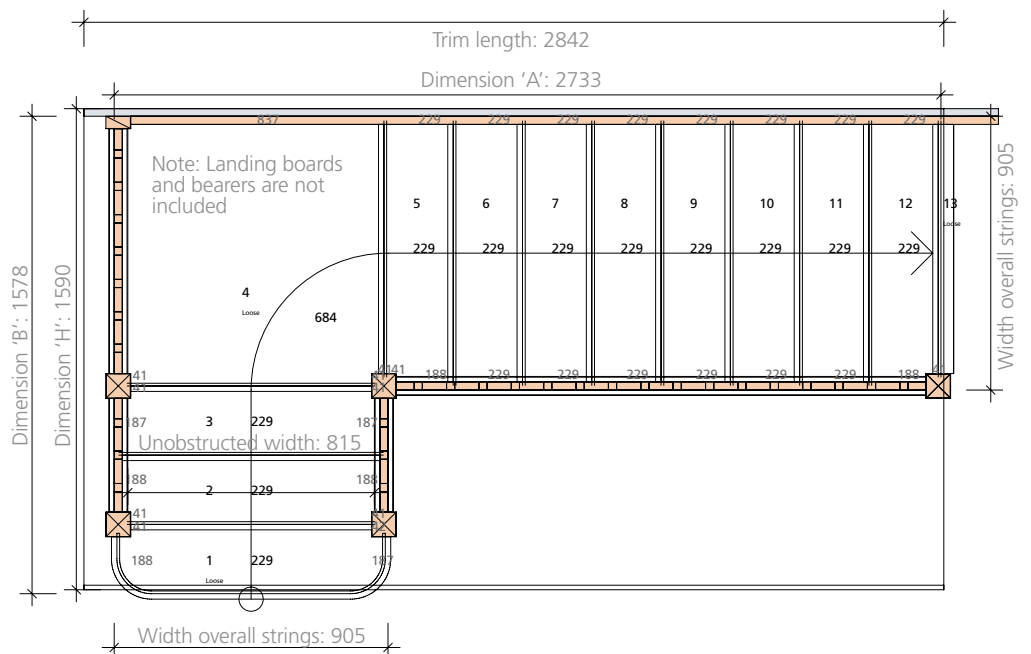
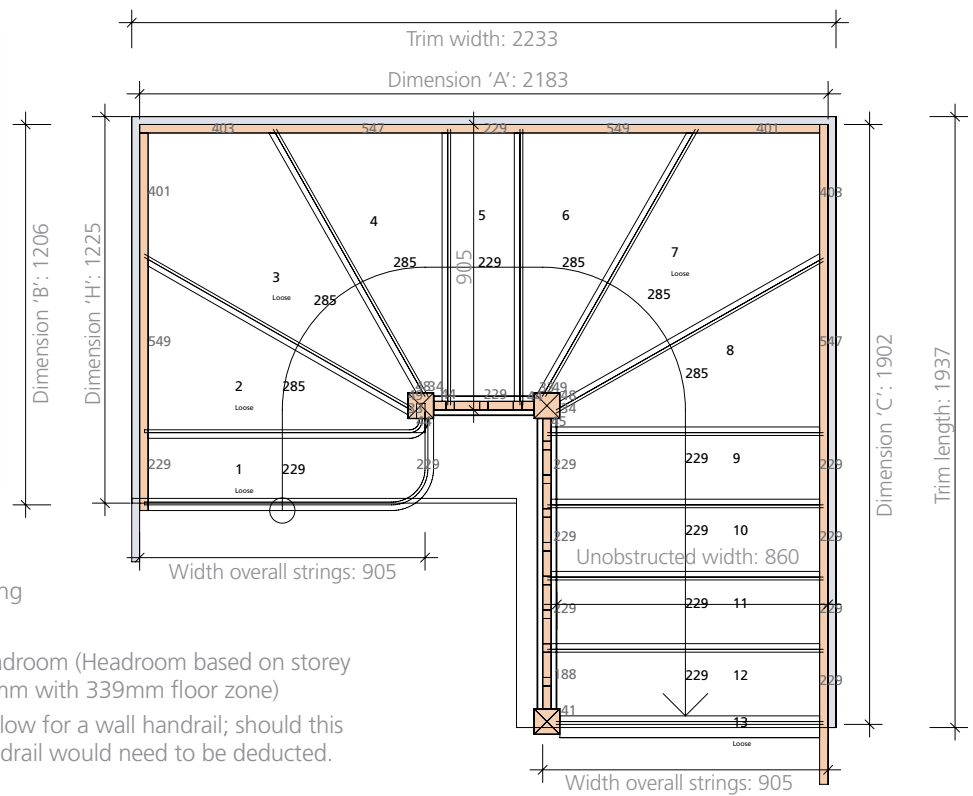
H: Minimum distance to give statutory headroom (Headroom based on storey heights between 2588mm up to 2680mm with 339mm floor zone)

Unobstructed width dimension does not allow for a wall handrail; should this be a requirement the projection of the handrail would need to be deducted.



A: Wall string to wall string
B: Face of bottom riser to back of wall string
C: Back of top riser to wall string
H: Minimum distance to give statutory headroom (Headroom based on storey heights between 2588mm up to 2680mm with 339mm floor zone)

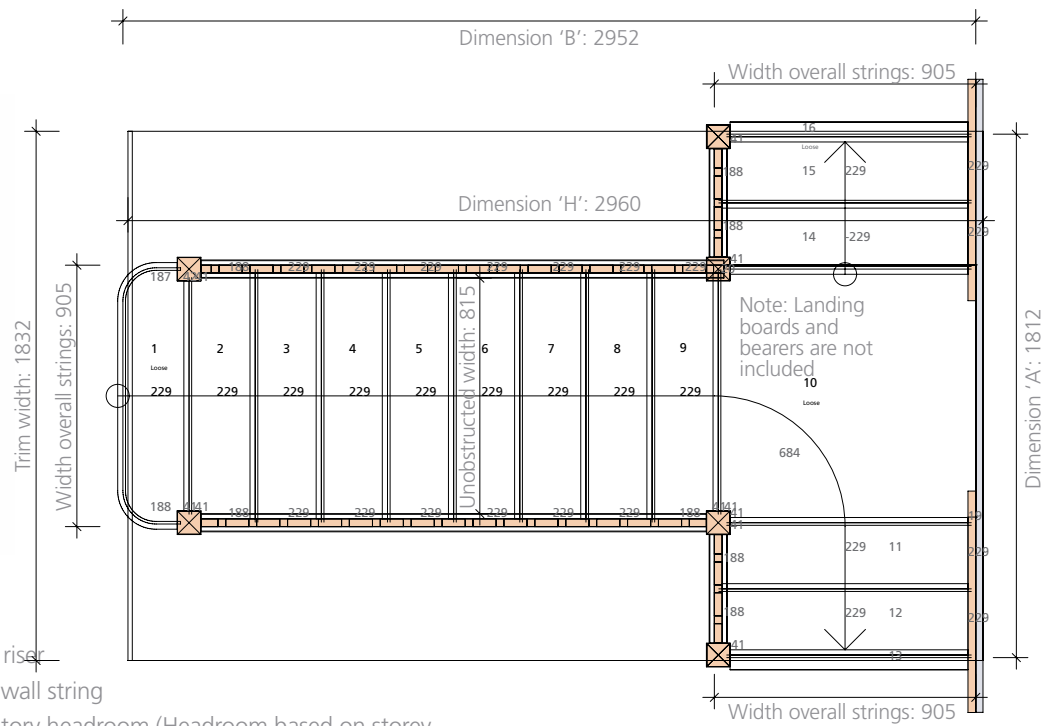
Unobstructed width dimension does not allow for a wall handrail; should this be a requirement the projection of the handrail would need to be deducted.



A: Pulpit end string to back of top riser
B: Face of bottom riser to wall string
H: Minimum distance to give statutory headroom (Headroom based on storey heights between 2588mm up to 2680mm with 339mm floor zone)

STAIR LAYOUTS

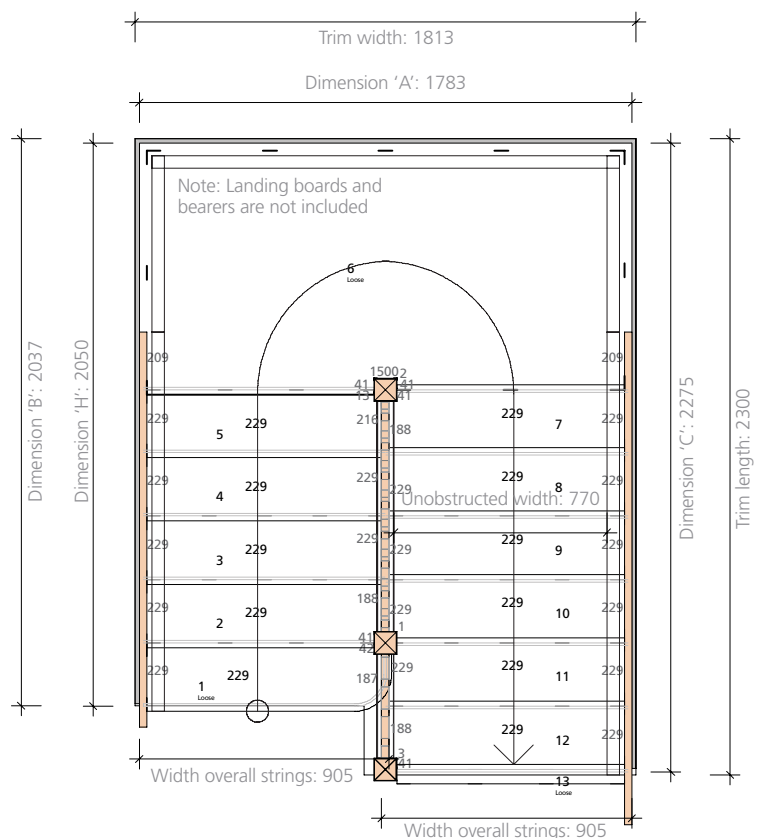
Layout T



Dimensions

- A: Back of top riser to back of top riser
- B: Face of bottom riser to back of wall string
- H: Minimum distance to give statutory headroom (Headroom based on storey heights between 2588mm up to 2680mm with 339mm floor zone)

Layout U



Dimensions

- A: Wall string to wall string
 - B: Face of bottom riser to wall string
 - C: Back of top riser to wall string
 - H: Minimum distance to give statutory headroom (Headbased on storey heights between 2588mm up to 2680mm with 339mm floor zone).
- Unobstructed width dimension does not allow for a wall handrail; should this be a requirement the projection of the handrail would need to be deducted.



Stair Layout T
Colonial
primed

Stair talk

Apron Lining – moulded fascia material used to cloak the side view for a cleaner look.

Baluster – also called a spindle. The vertical piece between the handrail and the base rail, or tread if cut-string.

Balustrade – the name for the complete assembled run of handrail/base rail/newels/spindles etc.

Bullnose – refers to the shape of the step, usually the bottom step and can have one or both ends of the step with a rounded end.

Closed string – the face of the string is housed/trenched to accommodate the treads and risers so their profile is not visible.

Continuous handrail - where the lengths of handrail are connected to the fittings and flows over the tops of the newels to make a continuous run.

Curtail step – a semi-circular shaped protruding step chosen for added decoration or to support a volute handrail and newel.

Going – this is the horizontal distance between the face of the first and last riser. The individual going of a step is measured from face of riser to face of riser or nosing to nosing and should be a minimum of 220mm for domestic flights.

Newel – this is the upright supporting piece that anchors the strings, handrails and treads of the staircase.

Nosing – the edge of the tread which projects over the face of the riser and the face of a cut string.

Pitch – the angle between the pitch line and the horizontal.

Pitchline - the notional line connecting the nosings of all the treads in the flight.

Rake – the pitch of the stairs.

Rise – this is the vertical distance between the floors or landings connected by the flight. The individual rise is the vertical measurement from top of tread to top of next tread.

Riser – the vertical board that forms the face of the step.

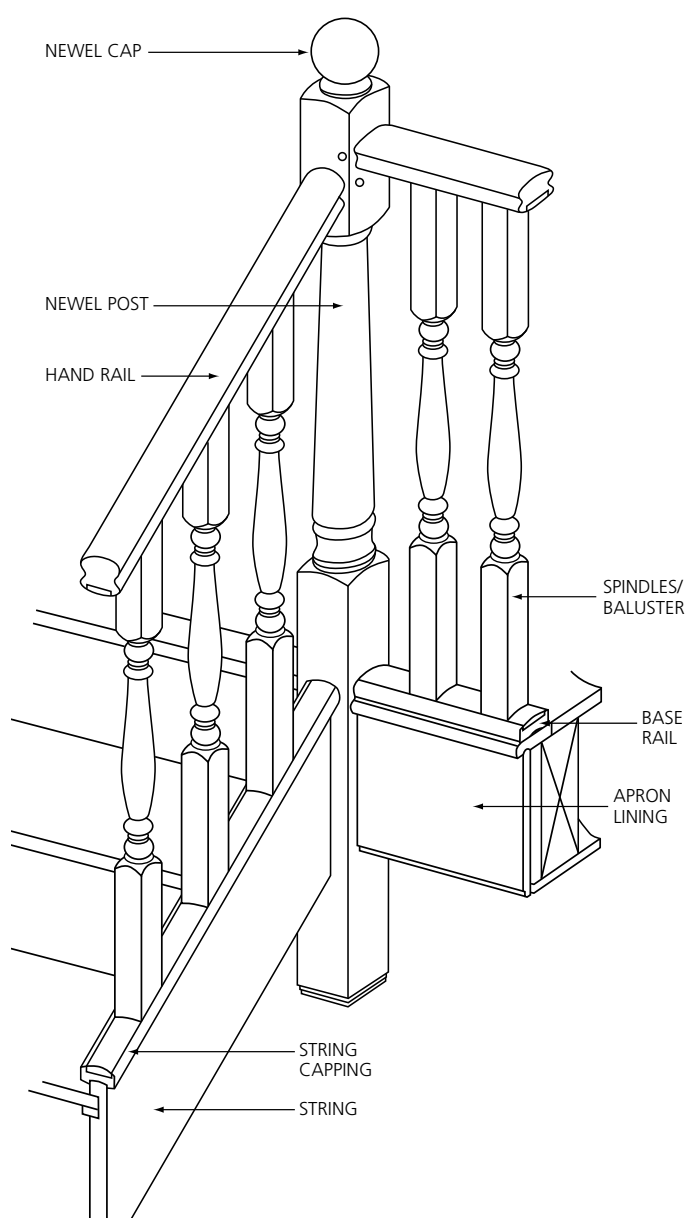
Stairwell – the space that accommodates the staircase.

Step – the tread and riser combined.

Tread – the horizontal surface of the step.

Wall string – a staircase string fitted flush against a wall.

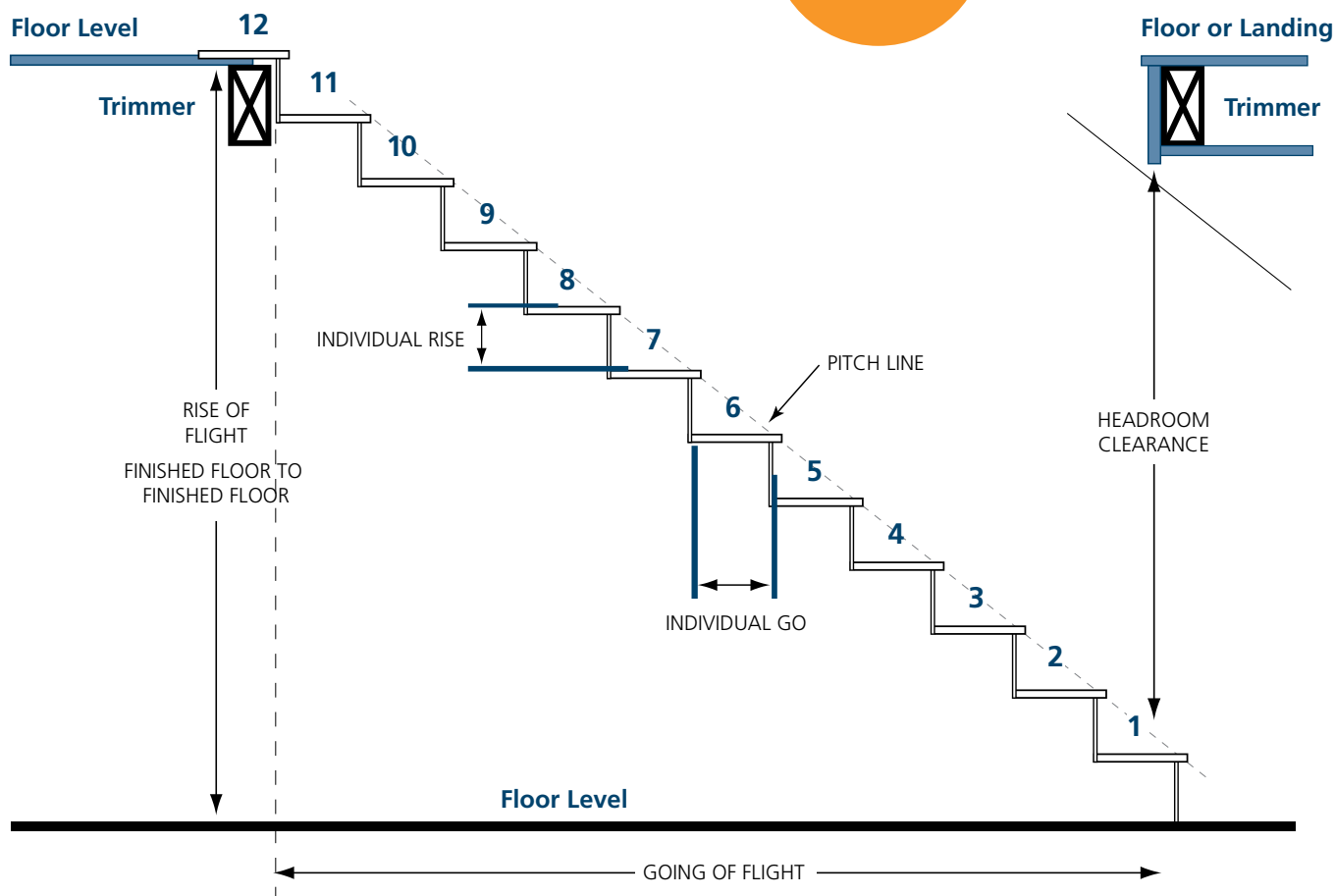
Winders – tapered steps are used to change the direction of a stair through 90° or 180°.



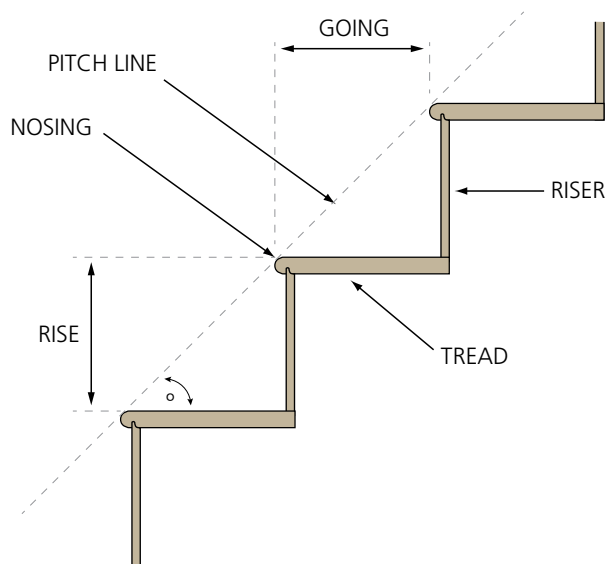
Stair Installation

This diagram shows a typical cross section of a stair installation.

For more technical details see the **Technical Specification Guide** on our website.



Rise and going



Additional tread options



Double Bullnose Step



Double Curtail Step

Guarantees

In keeping with our quality policy, JELD-WEN offers the following guarantees on its products:



10 year guarantee on all products against manufacturing defects. JELD-WEN will not accept responsibility for product that has been poorly installed or modified where the structural strength of the stairs is impaired.



Chain of Custody Certification JELD-WEN are able to offer, on request, a full Chain of Custody FSC Certified stair specification. Please call us to discuss your requirements.



Conditions of sale

Prices are subject to our standard terms and conditions, and goods will be supplied in accordance with our standard conditions of sale.

Postal/courier deliveries

A minimum charge of £10.00 will be added to orders for small items requiring delivery by post or courier. For orders exceeding this minimum postal charge a quotation will be given prior to despatch.

Deliveries

All orders will be delivered on articulated vehicles for off-loading by the customer. Where access is restricted deliveries can be made on a rigid vehicle, incurring a £75 premium for each delivery. It is the customers responsibility to advise JELD-WEN of the available access for delivery at the time of order.

Cancelled/amended orders/products

All products cancelled or amended will incur the following charges: Products manufactured will be charged at the full price; products cancelled or amended during the manufacturing process will incur a 35% of the full price charge; and products cancelled or amended where a manufacturing instruction has been issued will incur a 25% of the full price charge.

Non standard items are manufactured to special order and cannot be accepted for return.

Wherever practical, staircase trunks are supplied pre-assembled. If you are in any doubt over any particular design, please contact the stairs sales department.

Upon delivery, all parts are clearly labelled and boxed and final assembly is a simple operation.

Goods returned for re-delivery

Any delivery refused on the acknowledged delivery week will incur a 20% handling and re-delivery charge. Any products that are returned and stored for more than one month from the original acknowledged date will be invoiced in full.

Remedial issues

Remedial costs will be charged in full to the customer where no manufacturer's error is identified. If the fault identified is not the responsibility of JELD-WEN a minimum charge of £150 will be made. JELD-WEN will undertake any remedial work at the customer's request following receipt of an order to cover these works.

Materials

JELD-WEN use materials from a variety of sources. As timber is a natural material, colour variations will occur between components of the same timber species. For JELD-WEN Terms & Conditions please see page 62 - 63 or refer to www.jeld-wen.co.uk.

Recommendations

Handling

This product weighs in excess of 15kg and must be handled with care. Your own risk assessment can determine whether an assisted lift is required or even mechanical lifting arrangements will be required. Do not lift stairs by one string (top string if laid on edge).

Storage

Stairs should be stored in a dry place, slightly raised from the ground, adequately protected from the weather and extremes of temperature. As with all internal joinery, stairs should not be fitted in a building which has not adequately dried out. Failure to maintain the moisture content as delivered may have a seriously detrimental effect on the stairs and how they fit.

Installation

Refer to the 'stair packing list' and the 'manufacturing worksheet' and check that the works number is the same on the stair flight(s) and loose components. Confirm also that all components are present. The stair needs to be offered into position, be aware that load bearing newel posts need to be trimmed to length prior to installation (look for chisel mark or two drill holes which denotes floor line). Check treads/newel posts are level and plumb. If a bullnosed step is to be fitted, check length and fit, trim as required.

Stairs are supplied assembled as far as practical, leaving final trimming of key components for exact fit on site. If fitting winder treads, again 'dry' assemble. Treads have been cut to size in our workshop. Check treads for level and fit. Treads and risers should be wedged and glued into the strings and pinned and blocked at newel posts where the riser meets the tread, always screw and glue into position to prevent 'squeaking'. (Refer to Fitting and Care Instructions for Winder Flight Stairs).

If stairs start with a complex turn, i.e. a quarter space landing or tapered treads on first floor level and above, we recommend that the decking overhangs the trimmer by 25mm to allow for support of the first riser. Strings running against a wall should be securely fixed with screw fixings at approximately every 600mm and packed to prevent the fixings pulling the string off the treads and risers.

Notice to carpet fitters / purchasers

Carpet gripper rods must not be nailed to the treads and risers. They must be screwed or glued only. We cannot accept responsibility for squeaking / damaged stairs if the gripper rods are not fixed in the correct manner.

Stair protection

Available as options, on request, JELD-WEN has a range of protection that can be added to your stair specification. From simple tread protection to packaging to protect your part finished components. Please call us to discuss your requirements.



Terms and conditions

1. GENERAL

- (a) In the Contract, 'Bespoke Products' means any Goods which are produced by the Company to the Customer's specification which differs from the relevant Catalogue specification and product code for the type of goods; 'Catalogue' means the Company's catalogue available on the Company's website www.jeld-wen.co.uk and also available in hard copy from the Company on request; the 'Company' means JELD-WEN UK Ltd; the 'Customer' means the person, firm or company buying the Goods under the Contract; the 'Contract' means any agreement between the Company and the Customer for the supply of Goods by the Company to the Customer which incorporates these Conditions and any applicable Special Conditions, Recommendations or Guarantees; the 'Conditions' means these terms and conditions; 'Goods' means the subject matter of the Contract including (but not limited to) raw materials, finished or semi-finished materials or articles, machinery and spares, commodities etc, and any installation or other services provided in connection with the Goods whether one or a number of items whether or not identical or similar, excluding Hirework; 'Guarantee' means the warranties which apply to the relevant Goods as set out in the Company's current Catalogue at the time of delivery; 'defect' means any non conformity of the Goods with the requirements of the Contract or any Guarantee, and 'defective' shall be construed accordingly; 'Hirework' means any work carried out by the Company to fit/install repaired or replaced Goods including, without limitation, the use of scaffolding; 'Recommendation' means any recommendation (if any) as to fitting/installing, use and/or maintenance of the Goods set out in the Company's current catalogue at the time of delivery; 'Special Products' means any Goods which are not described in the Company's current catalogue at the time of delivery as being 'Products in Stock'; 'Special Condition' means any Conditions of Sale in the Company's current catalogue at the time of delivery in respect of the relevant Goods (including, without limitation, additional terms which apply in the event of cancellation and charges for specialist delivery equipment and/or storage); 'Statutory Interest' means statutory interest as set from time to time pursuant to the Late Payment of Commercial Debts (Interest) Act 1998; References to 'time of delivery' shall be to the time of delivery as determined in accordance with Condition 6 of these Conditions.
- (b) The Contract will be subject to these Conditions and any Special Conditions, Recommendations or Guarantees to the exclusion of any conditions of order or purchase of the Customer or any other standards, specifications or particulars of or adopted by the Customer unless expressly accepted in writing by the Company as part of the Contract. In the event of any conflict between these Conditions and any Special Conditions, Guarantees or Recommendations, the Special Conditions, Guarantees and Recommendations shall prevail.

2. QUOTATIONS AND TENDERS

- (a) A quotation by the Company will constitute an invitation to treat and not an offer. An order constitutes an offer by the Customer to purchase the Goods from the Company on these Conditions and any applicable Special Conditions, Recommendations or Guarantees. No order placed in response to the Company's quotation will be binding on the Company unless accepted by the Company in writing.
- (b) Tenders submitted by the Company are open for acceptance for a period of no longer than 30 days from the date of the tender, unless in the tender some other period is specified or accepted. A tender may be withdrawn at any time before acceptance.

3. PRICES

- (a) Where the Goods are sold by reference to the Company's published price list, the price payable for the Goods shall be the price as published in the price list current at the date of despatch of the Goods from the Company's works less any discount (if any) allowed to the Customer (any such discount shall be given at the Company's discretion). If an actual price is stated in any quotation order or acknowledgement, which is taken from a list price, then that price shall be substituted with the list price as at the date of despatch.
- (b) Where the Goods are sold other than by reference to the Company's price list the price shall be the price as agreed between the parties in writing.
- (c) Where the price for the Goods is varied in accordance with this Condition 3 the price as varied shall be binding on both parties and shall not give either party any option of cancellation.
- (d) There shall be added to the price for the Goods any value added tax and any other tax or duty relating to the manufacture, transportation, export, import, sale or delivery of the Goods (whether initially charged on or payable by the Company or the Customer).
- (e) Where the price is stated in the Company's price list the price includes packing and free delivery by a method of transport of the Company's choice to the destination stated in the Contract if such destination is on the mainland of Great Britain and provided the value of order exceeds the prevailing minimum order value published in the Company's current catalogue (if applicable).
- (f) If the value of the order does not exceed the prevailing minimum order value as set out in the Company's current Catalogue at the time of delivery, the appropriate surcharge published in the Company's current Catalogue shall be charged.
- (g) If such destination is not on the mainland of Great Britain and

unless otherwise agreed in writing, the Goods will be delivered ex works (as such term is defined in Incoterms 2010).

- (h) If the Contract stipulates, or the Customer requests, special packing and/or transport arrangements, the extra cost will be for the account of the Customer.
- (i) Payment shall be made in pounds sterling via the payment method agreed between the parties.

4. TERMS OF PAYMENT

- (a) Where the Company agrees to provide credit to the Customer, and unless otherwise expressly agreed, invoices are due for payment not later than the end of the month following the month of despatch.
- (b) Where the Company has not agreed to provide credit to the Customer payment must be received before delivery or in the case of Special Products before the commencement of manufacture.
- (c) The Company will be entitled, at its discretion, to deliver Goods by separate instalments. When deliveries are spread over a period each consignment will be invoiced separately and be payable accordingly.
- (d) The Company reserves the right to demand security for payment of the price (together with any value added tax or similar payable and any additional charges payable) pursuant to the Contract (including any Special Conditions) (such as (but without limitation) an on-demand guarantee given by a bank or a parent company guarantee).
- (e) Without prejudice to any other rights and remedies of the Company, if any amount payable to the Company by the Customer becomes over due, the Company shall be entitled to charge the Customer Statutory Interest, accruing on a daily basis until payment is made, whether before or after any judgement and statutory fixed compensation for recovery of the debt together with the reasonable costs of the Company in recovering the debt over and above the fixed sum.
- (f) Where the Company has reasonable grounds to doubt a Customer's financial position, or the Customer fails to pay when due the price for any Goods (or any delivery or instalment of the Goods) or any other amount, or the Customer fails to provide any security for payment when requested, the Company shall be entitled to suspend manufacture, delivery and work under the Contract and any other order or contract with the Customer without liability until payment in full has been made or satisfactory security for payment has been provided. Any such suspension shall be without prejudice to any other rights the Company may have.

5. ORDERS OF SPECIAL AND BESPOKE PRODUCTS

- (a) Where the Company accepts orders for Bespoke Products the Company will use reasonable endeavours to execute the order, but if it proves impossible, impracticable or uneconomical to carry out or complete the order, the Company reserves the right to cancel the Contract or the uncompleted balance thereof, in which event the Customer will only be liable to pay for the part thereof actually delivered.
- (b) Subject to Conditions 6 and 7, the Customer shall not be entitled to cancel the Contract once an order for Special and/or Bespoke Products has been accepted.

6. DELIVERY AND COMPLETION DATES

- (a) Subject to Condition 6 (b), unless otherwise agreed in writing by the Company, the Goods shall be delivered:-
- (i) to the destination stated in the Contract, if on mainland Great Britain;
- (ii) ex works (as defined in Incoterms 2010) at the Company's manufacturing site as notified by the Company to the Customer, if the destination stated in the Contract is not on mainland Great Britain.
- (b) Delivery for the purpose of Condition 6(a)(i) means to the nearest point to the destination stated in the Contract for delivery on a road suitable in the opinion of the driver, for the vehicles used.
- (c) The delivery or performance periods specified in the Contract and Special Conditions are approximate only and time for delivery is not of the essence. The Customer shall have no right to reject the Goods or terminate the Contract in such circumstances unless:-
- (i) the delay is substantial and results from a reason other than an event of force majeure as defined in Condition 16; and
- (ii) the Customer has given to the Company notice on or after any agreed date for delivery and the Company has failed to deliver within 60 days following receipt of such notice.
- If the Customer exercises its right to terminate the Contract pursuant to this Condition 6(c) the Company will refund to the Customer any monies which it has already paid to the Company under the Contract in respect of Goods not yet delivered and the Customer will not be required to pay any further monies to the Company under the Contract in respect of Goods not yet delivered. Notwithstanding this, whether or not the Customer exercises any right to reject the Goods or terminate the Contract, the Company will have no further liability in any circumstances for the consequences of any delay in delivery or failure to deliver.
- (d) The Company cannot undertake to meet any schedule of Customer's requirements supplied after the date of the Contract and will have no liability whatever for delay in meeting or failure to meet all or any of such requirements (howsoever such failure or delay may arise including without limitation in negligence) unless and to the extent that the Company expressly agrees in writing to meet such requirements, in which

event Condition 6 (c) shall apply.

- (e) The Customer will provide, at its expense, the necessary labour and equipment to unload the Goods from the vehicle with the minimum of delay. Delivery will be deemed to occur when the Goods arrive at the delivery location as determined in accordance with this Condition 6.

7. CANCELLATION

- (a) Save where explicitly stated the Customer shall not be entitled to cancel the Contract once an order has been accepted.
- (b) Subject always to Conditions 6(c) and 7(a), where the Customer is entitled to and does so cancel an order which has been accepted by the Company, the Customer shall pay the price for all Goods included in such order in full whether or not such Goods have been delivered.

8. DELAYED ACCEPTANCE

- (a) If for any reason the Customer is unable or unwilling to accept delivery of the Goods, when the Goods are ready for delivery:-
- (i) the Company may arrange storage of the Goods and the Customer shall be liable to the Company for the reasonable costs (including, without limitation, insurance) of such storage;
- (ii) risk in the Goods will pass to the Customer; and
- (iii) the Goods shall be deemed to have been despatched and delivered at the time delivery is tendered by the Company, and if no credit period has been allowed, the price and all additional charges in respect of the Goods shall become immediately due and payable.
- (b) This provision is without prejudice to any other right which the Company may have in respect of the Customer's failure to take delivery of the Goods.

9. RISK AND TITLE TO GOODS

- (a) The risk in the Goods shall pass to the Customer on the earlier of:-
- (i) delivery of the Goods to the Customer or its representative;
- (ii) tender of delivery to the Customer; or
- (iii) when the Goods are appropriated to the Customer's order but kept at the Company's premises or elsewhere in storage at the request of the Customer.
- (b) The Company accepts no responsibility for any damage, shortage or loss in transit after risk in the Goods has passed. Claims for any damage, shortage, or loss in transit whilst risk in the Goods was with the Company should be notified within 2 Business Days by facsimile or telephone, confirmed in writing to the carrier and to the Company and the carrier's conditions in relation to claims for damage shortage or loss in transit must be strictly complied with. (c) Title to the Goods shall remain with the Company until payment in full (in cash or cleared funds) has been received by the Company for the Goods, for any other goods supplied to the Customer by the Company, and for any other monies due from the Customer to the Company on any account.
- (d) Until title to the Goods has passed to the Customer under Condition 9 (c) above the Customer shall:
- (i) hold the Goods on a fiduciary basis as the Company's bailee;
- (ii) store the Goods (at no cost to the Company) securely and separately from all other Goods of the Customer or any third party in such a way that they remain readily identifiable as the Company's property;
- (iii) not destroy, deface or obscure any identifying mark or packaging on or relating to the Goods;
- (iv) not attach the Goods to real property such as buildings or land; or
- (v) not use, consume or resell the Goods other than in accordance with Condition 9(i) below.
- (e) The Customer's right to possession, use and resale of the Goods will terminate immediately if, before ownership of the Goods passes to the Customer in accordance with Condition 9(c), any of the circumstances in Condition 15(a) (ii) to (iv) occur and in the case of Condition 15(a)(iv) the Company has given written notice of this to the Customer.
- (f) Where the Customer's right to possession, use and resale has terminated the Company may (without prejudice to any other of its rights) retake possession of all or any part of the Goods or require delivery up to it of all or any part of the Goods.
- (g) The Customer agrees that the Company may enter any premises of the Customer for the purpose of retaking possession of all or any part of the Goods (or authorise others to do so) pursuant to Condition 9(f).
- (h) The Company may at any time appropriate sums received from the Customer as it thinks fit notwithstanding any purported appropriation of the Customer.
- (i) Notwithstanding that the Goods (or any of them) remain the property of the Company, the Customer may sell or use the Goods in the ordinary course of the Customer's business at full market value [for the account of the Company]. Any such sale shall be a sale by the Customer on its own account and not as agent for the Company.

10. WARRANTY AND LIMIT OF RESPONSIBILITY

The Customer's attention is particularly drawn to this Condition.

- (a) It is the sole responsibility of the Customer to ensure that all Goods in an order are correct for the Customer's requirements and are used in accordance with, but not limited to, the following:
- (i) all current building regulations including, but not limited to, the Building Act 1984, the Building Regulations 2010 and the Building (Approved Inspectors etc.) Regulations 2010, in each case as updated from time to time;
- (ii) any regulations regarding fire safety;

- (iii) Secured By Design and/or Crime Prevention Through Environmental Design requirements of the Customer's local Crime Prevention Design Advisors & Police Architectural Liaison Officers (where applicable); and
 - (iv) any applicable planning permissions and/or consents and any local planning requirements.
- The Company shall have no liability to the Customer in respect of any of the above and by submitting an order the Customer acknowledges and agrees to the above.
- (b) The Company's only warranty to the Buyer in respect of the Goods is the Guarantee. Subject to Condition 12(b), all warranties, conditions and other terms implied by law (whether by statute, common law or otherwise) are excluded from the Contract.
 - (c) If any Goods of the Company's manufacture are defective, the Company will (at the Company's choice) either repair or supply replacements, or refund a reasonable proportion of purchase price for the Goods, provided that the Company shall have no liability (including without limitation in negligence) for:
 - (i) apparent defects notified to the Company later than 2 working days from delivery of such Goods to the Customer; or
 - (ii) any latent or other defects notified to the Company later than 14 days after the Customer becomes aware or ought to have become aware of the defect in such Goods from Company's works; or
 - (iii) any latent or other defects notified to the Company outside any guarantee periods given in the Company's then current catalogue at the time of despatch (the 'warranty periods').
 - (d) The Company will require a reasonable period of time to carry out any repairs or supply of replacements.
 - (e) In relation to Goods not of the Company's manufacture (including but not limited to parts and components supplied by others for Goods manufactured by the Company) the Company will so far as it is able to do so give the Customer the benefit of any express guarantee or warranty by the manufacturer or supplier of such Goods and any of the other rights which the Company has against the manufacturer or supplier.
 - (f) The Company shall have no liability (including without limitation in negligence) under Conditions 10(b) to (e) or otherwise to the extent that any defects in the Goods result from a failure of the Customer to comply with the following requirements:-
 - (i) all Goods must be stored in a dry place, stacked flat, slightly raised from the ground and adequately protected from the weather. No internal joinery shall be installed in a building, which has not adequately dried out;
 - (ii) all joinery supplied in the white must be suitably primed without delay after receipt and all joinery supplied shall receive further coats of paint within a reasonable period. Joinery supplied with a base-coat of stain must receive further coats as soon as possible, as detailed in the fitting/installing and maintenance instructions provided with the Goods on delivery;
 - (iii) any surface which is exposed by cutting or drilling must be retreated with a HSE approved cut end preservative. Follow the instructions for safe use on the manufacturer's safety data sheet. If required for paint finish, it must also be primed before the joinery is fixed into position;
 - (iv) all joinery shall be installed correctly in accordance with normal trade practices and adequately maintained in service;
 - (v) paintwork or other protective surface finish of external joinery must be maintained in service and excess moisture shall not be allowed to penetrate into the timber;
 - (vi) the Customer must not have fitted, fixed, painted (except where required by the Company and/or the fitting/installing and maintenance instructions provided with the Goods on delivery) or in any way altered the Goods; and
 - (vii) the Customer must have complied with any instructions of the Company relating to the Goods including (but not limited to) all Recommendations and all conditions of any Guarantee.
 - (g) Additionally, in the event of any claim under any Guarantee the following provisions shall apply:-
 - (i) the Goods to be repaired or replaced shall be made available for collection by the Company at the original point of delivery and the expenses of re-delivery shall also be for the Company's expense;
 - (ii) exchanged Goods will become the property of the Company; and
 - (iii) if any claim is invalid, the Company may make charge to the Customer for any costs and expenses incurred in investigating the claim, recover any refunds given, and charge for any repairs or replacements made.
 - (h) The Customer's remedies and the Company's liability in respect of any defects in the Goods shall be limited to the remedies and liability set out in this Condition 10. All replaced or repaired Goods will be warranted for the unexpired portion of the warranty periods set out in the relevant Guarantee.
 - (i) Descriptions in the Company's Catalogue (including, without limitation, as to colours, designs, methods of manufacture and specifications) are illustrative only and the Goods delivered may alter from their description. The Company shall be entitled to alter the description of Goods at any time without notification.
- 11. HIREWOK**
- (a) Hirework will be undertaken by the Company only where agreed between the parties, for an additional charge (unless otherwise agreed in writing between the parties) and on the express understanding that (subject to condition 12(b)) the Company cannot be responsible for any damage, distortion, faults or defects which appear or develop during or are caused by the Hirework, howsoever arising even if resulting from any fault, negligence or mistake of the Company.
 - (b) The Company warrants to the Customer that it will provide the Hirework with reasonable care and skill. The Company gives no other guarantee or warranty of any kind in relation to the Hirework but subject to the availability of capacity and facilities, it will endeavour to correct any such damage, distortions, faults or defects at the Customer's expense and risk. Subject to Condition 12(b), the Company shall not in any circumstances be liable (including without limitation in negligence) for any

damages, compensation, costs, expenses, losses or other liabilities whether direct or consequential and any other remedy which would otherwise be available in law is hereby excluded.

12. GENERAL LIMITATION OF LIABILITY

The Customer's attention is particularly drawn to this Condition.

- (a) Subject to Conditions 12(b) and (c), other than as expressly stated in the Contract and except to the extent such exclusion is prevented by law, the Company's aggregate liability arising out of or in connection with the Contract including, without limitation, (i) breach of this Contract; (ii) defective Goods; (iii) Hirework (subject to Condition 12(d)) (iv) negligence in connection with this Contract; (v) the acts or omissions of its officers, employees, agents or contractors, and (vi) misrepresentation (other than fraudulent) in connection with this Contract, whether such liability is in contract, tort, statute or otherwise howsoever arising including if caused by negligence or if caused by a deliberate and/or repudiatory breach by the Company (the "Default Liability") will be limited to the price of the relevant Goods (or, in the case of Hirework, the price of the relevant Hirework).
- (b) Notwithstanding anything to the contrary in this Agreement, the Company does not limit or exclude its liability for personal injury or death due to its negligence, or for fraud or fraudulent misrepresentation, or for any other matter for which it is not permitted to exclude or limit liability under English law.
- (c) Subject to Condition 12(b), the Company excludes and shall not have any Default Liability for (1) any special, indirect or consequential loss, or (2) any loss of profit, use, anticipated savings, data, production, business, revenue, contract or goodwill (in each case whether direct or indirect), or (3) any costs or expenses, liability, commitment, contract or expenditure incurred in reliance on or expectation of the Goods or Hirework being provided in accordance with this Contract (in each case whether direct or indirect), or (4) losses suffered by third parties or any liability of the Customer to any third party (whether direct or indirect).
- (d) Subject to Condition 12(b) and without prejudice to Condition 12(a), where the Company has any liability under a Contract in relation to Hirework and such Hirework (or part thereof) was undertaken by a third party on behalf of the Company (e.g. installing scaffolding) the Company's liability to the Customer in respect of such Hirework (or part thereof) shall not exceed the amount that the Company is able to recover from such third party in respect of such Hirework.

13. CUSTOMER'S SPECIFICATION

- (a) The Company is entitled to assume that all drawings, descriptions, specifications and other information supplied by the Customer to the Company, whether written or verbal, is in all respects complete, accurate and entirely suitable for the Customer's requirements.
- (b) Unless otherwise expressly agreed or set out in a Guarantee, the Company shall have no responsibility for the performance suitability or durability of any Goods or any materials or workmanship comprised therein to the extent that the same is manufactured in accordance with the Customer's designs, drawings, standards or specifications.
- (c) The Customer agrees upon demand to indemnify the Company against all losses, damages, injury costs and expenses of whatever nature suffered by the Company to the extent that the same are caused by or related to:-
 - (i) designs, drawings or specifications given to the Company by the Customer in respect of Goods;
 - (ii) defective materials or products supplied by the Customer to the Company and incorporated by the Company in the Goods; or
 - (iii) the improper incorporation, assembly, use, processing, storage or handling of Goods by the Customer.
- (d) For the purposes of this Condition 13 materials or products supplied by the Customer shall be of a quality sufficient to enable the Company to provide the Goods in accordance with this Contract.

14. CONFIDENTIALITY; PATENTS ETC.

- (a) Any drawings, specifications or other technical information supplied to the Customer by the Company in connection with the Contract are provided on the express understanding the Customer will not give, loan, exhibit or sell such drawings, specifications or technical information to any third party and that the Customer will not use them in any way except in connection with the Goods or services provided hereunder. The intellectual property rights in all documents provided by the Company will remain vested in the Company.
- (b) The Customer shall indemnify the Company against all actions, costs (including but not limited to the cost of defending and legal proceedings), claims, proceedings, accounts and damages in respect of any infringement or alleged infringement of any patent, registered design, copy-right, trade mark or other industrial or intellectual property rights resulting from compliance by the Company with the Customer's instructions whether express or implied.

15. TERMINATION

- (a) The Company may without prejudice to its rights and remedies under these Conditions stop all Goods in transit and suspend further deliveries and repossess any Goods without notice to the Customer and terminate any Contract immediately if the Customer:-
 - (i) shall commit any breach of any part of the Contract; or
 - (ii) being a company, become unable to pay its debts (within the meaning of Section 123 of the Insolvency Act 1986) or shall be liquidated or wound-up or have a petition for winding-up presented against it or pass a resolution for winding up or if a petition for the appointment of an administrator be presented against the Customer or if the Customer shall have any receiver or administrative receiver appointed in respect of the whole or any part of its undertaking or assets or if the Customer shall convene any meeting of its creditors or make a deed of assignment or arrangement or otherwise compound or

compromise with its creditors; or

- (iii) being an individual or a partner, becomes unable to pay its debts (within the meaning of Section 268 of the Insolvency Act 1986) or is subject to an interim order or commits any act of bankruptcy, or makes a voluntary arrangement with his creditors; or
- (iv) in the opinion of the Company has its financial responsibility impaired.

16. FORCE MAJEURE

The Company shall not be liable for any failure or delay in performing this Contract, including but not limited to failure to deliver or delay in delivering the Goods, where due to events or circumstances beyond the reasonable control of the Company including, without limitation, acts of God, governmental actions, war or national emergency, acts of terrorism, protests, riot, civil commotion, fire, explosion, flood, epidemic, lock-outs, strikes or other labour disputes (whether or not relating to either party's workforce), or restraints or delays affecting carriers or inability or delay in obtaining supplies of adequate or suitable materials.

17. ENTIRE AGREEMENT

The Contract and any applicable Special Conditions, Guarantees and any Recommendations constitute the entire agreement between the Company and the Customer for the sale of the Goods. The Customer acknowledges that in entering into the Contract it does not rely upon and shall have no remedy in respect of any statement, warranty or representation of the Company or any other person, relating to the Contract (other than fraudulent misrepresentations).

18. SEVERANCE

Each of the provisions of this Contract are separate and severable. To the extent that any provision of the Contract is found by any court, tribunal or administrative body of competent jurisdiction to be wholly or partly illegal, invalid, void, voidable, unenforceable or unreasonable it shall to that extent be severed and the remainder of the Contract shall continue in full force and effect.

19. WAIVER

Failure or delay by the Company in enforcing or partially enforcing any provision of the Contract will not be construed as a waiver of any of its rights under the Contract.

20. PACKING

Where specialist packing cases and/or packing materials are required for the Goods (as notified by the Company to the Customer) such packing cases/materials will be returnable. The Customer will keep such packing cases/materials in good condition and will notify the Company within a reasonable period following delivery (and in any event no later than one month following delivery) that such packing cases/materials are available for collection and the Company will arrange for the collection of such packing cases/materials.

21. SUB-CONTRACTING

The Company reserves the right to sub-contract the whole or any part of the Contract.

22. APPLICABLE LAW

The Contract shall in all respects be governed by and construed in accordance with English law and the parties hereby submit to the exclusive jurisdiction of the English courts.

23. CONTRACTS (RIGHTS OF THIRD PARTIES) ACT 1999

The parties to this Contract do not intend that any of its terms will be enforceable by virtue of the Contracts (Rights of Third Parties) Act 1999 by any person not a party to it.

24. DATA PROTECTION ACT 1998

The Customer agrees that the Company shall be entitled from time to time to:-

- (i) make searches with a credit reference agency with respect to the Customer and to permit that credit reference agency keep a record of that search and share it with other businesses;
- (ii) in connection with its membership of any credit circle, disclose to other members of that credit circle, details of such credit searches and information concerning the Customer's account with the Company, including but not limited to payment history, late payment and breaches of contract. The Customer may by notice to the Company request that its details not be disclosed to a credit circle.

JELD-WEN UK Ltd.

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