

# Replacing windows or doors?

## Why you need a FENSA Approved Installer

Remember to ask if you'll get a FENSA certificate

Only a FENSA Approved Installer can give you a FENSA certificate once the work's complete.

*It's all the proof you need that your installation...*



### Complies with building regulations

All replacement windows and doors must comply with building regulations, by law. A FENSA Approved Installer is proven to comply.



### Is registered with your local council

Installations must be registered, and it's your responsibility to ensure they are. FENSA Approved Installers do that for you.



### Includes a warranty that's insured

FENSA Approved Installer will always guarantee your installations, and back them with insurance to protect you.



### Gets a FENSA Certificate, essential when selling your property

Buyers and their solicitors will want to know your installations are compliant and professional, with proof to back that up.



### Has been fitted professionally

Not only is it satisfying to know your installation's professional, it can save you from costly repairs.



# Your questions, answered.

**Who is FENSA?** FENSA is a government-authorised scheme that monitors building regulation compliance for replacement windows and doors. Every FENSA Approved Installer, from small local companies to large national brands, is assessed regularly by us to ensure their standards are continually maintained.

**What is a FENSA Approved Installer?** It's a carefully vetted company that is monitored through regular assessments to make sure its installation work continues to meet stringent guidelines.

**What is a FENSA certificate?** It's all the proof you need that your FENSA Approved Installer's work is compliant, registered, and professional.

**What proof does a FENSA certificate provide?** A FENSA certificate proves the work complies with building regulations, shows your installation is energy efficient, confirms it's registered with the local council, and verifies that your installer's warranty is insured.

**Why else is a FENSA certificate so important?** A building regulations compliance certificate is essential when selling your house. Solicitors will ask to see such proof.

**When will I get my FENSA certificate?** We'll post your certificate within two weeks of your Approved Installer registering the completed job with FENSA.

**What's the risk of using a non-approved installation company?** Not all installers comply with building regulations or register installations with the local council. If there are problems with the work carried out by a non-approved installer and you can't get them to return and fix the issue, you may need to hire another installer to put things right.

**Do most installers support their warranty with insurance?**

**No.** If you use a non-Approved Installer who goes out of business and you need something fixed that would have been covered by their warranty, they're unlikely to have arranged warranty insurance which could cover the cost of remedial works even if they're no longer trading.

**Must my replacement windows and doors comply with building regs and be registered?** Yes, compliance and registration are your responsibility and are required by law.

Remember to ask if you'll get a FENSA certificate.

*It's all the proof you need.*

