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 ‘Reliability for real life’. It’s what all joinery products should give you.
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For further information and prices call 0845 122 2894
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.
One call solves it all

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 team of dedicated stair technicians 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 providing an instant estimate
- **Free** technical advice and support
- **Guaranteed** quality, design and manufacture to meet all Building Regulations
- **Full responsibility** taken for measurement and specification
- **Delivery** from just 10 days on standard stock flights

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

www.jeld-wen.co.uk
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 our list of recommended trades people featured on our website.

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: stair.enquiries@jeld-wen.co.uk

Following your enquiry we’ll provide you with the contact details of your stair technician who will be your personal contact throughout. Please use the space below to write down the details of your stair technician.

Name: .....................................................................................

Mobile: .........................................................................

For further information and prices call 0845 122 2894
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 currently the only national staircase supplier that 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 ‘Common Stairs’. JELD-WEN offers a complete solution for ‘Common 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
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.
“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.
PRESTIGE
Continuous handrail

PRESTIGE
Square oak & chamfered

For further information and prices call 0845 122 2894
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.

*Only available with 55mm spindles
** Newel size will depend on choice of staircase
For further information and prices call 0845 122 2894
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
- Plain – 55mm
- Twist – 55mm
- Flute – 55mm

Redwood Handrail

Prestige

Prestige Cap

For full size options and codes of all components see pages 42.

For further information and prices call 0845 122 2894
CONTEMPORARY

For the way we live today
Think modern. Our Contemporary staircase fits perfectly into a funky brand new build and can provide a total transformation to 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.

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.
“Contemporary oak stairs, the perfect recipe for fashionable palettes”
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.

Liskeard

For full size options and codes of all components see pages 42.
CONTEMPORARY

Radiance components

Radiance

Glass Panels

Caps & Fittings

Radiance Glass Panel — 835 x 210 x 8mm

Radiance Bracket

Radiance Handrail

Radiance Baserail

Radiance Bracket Pyramid Cap

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 34.

Ashford — 895mm

White Oak Spindles

White Primed Spindles

For full size options and codes of all components see pages 42.

www.jeld-wen.co.uk
TRADITIONAL

Something old, something new
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.
Enjoy coming home to the warm glow of our redwood stairs
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.
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 43.
For further information and prices call 0845 122 2894
TRADITIONAL
Traditional redwood
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 components**

For full size options and codes of all components see pages 43.
Factory 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.

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

1. The balustrade fully assembled
2. Unscrew and remove the bolt holding the handrail and keep safely
3. Unscrew the floor rail
4. Once all the fittings have been removed, the section of assembled balustrade is simply lifted off

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.

Demountable balustrade unclipped and removed
Factory assembled balustrade
Standard stock flights

Maybe you’re contemplating a cellar conversion or just want a good quality set of functional stairs for a basic refurbishment.

Our standard straight flights are available from stock on an express delivery from 10 days.

For more information please contact our sales team on 0845 122 2894 for help and advice or see online for more details www.jeld-wen.co.uk.

You can also purchase standard stock flights of stairs through our national supply chain of builder’s merchants and selected retailers.

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“Choose our standard flights and get an express delivery”
## Component sizes and codes

### Prestige Oak

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See pages 16 and 19 for images of the Prestige components. See pages 24 and 26 for images of the Contemporary components.
## Traditional Hemlock

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</tr>
<tr>
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<tr>
<td>Turned Newel</td>
<td>82mm SMNT8R14</td>
</tr>
<tr>
<td>Square Cap</td>
<td>SMPCSR</td>
</tr>
<tr>
<td>Mushroom Cap</td>
<td>SMTC5MR</td>
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<tr>
<td>Ball Cap</td>
<td>SMTC5BR</td>
</tr>
<tr>
<td>Acorn Cap</td>
<td>SMTC5AR</td>
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## Traditional White Primed

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<td>41mm TSM44WBC</td>
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<td>32mm SMB39WFL</td>
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See pages 32, 34 and 37 for images of the Traditional components.

For further information and prices call 0845 122 2894
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 Part ‘K’ of the Building Regulations. You can contact them on 01664 484613 or speak to your dedicated stairs technician.

Layout A

Dimensions

B: Face of bottom riser to back of top riser

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

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.
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 (Based on storey heights between 2588mm up to 2680mm with 339mm floor zone)

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.

Note: Landing boards and bearers are not included

For further information and prices call 0845 122 2894
**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
   (Based on storey heights between 2588mm up to 2680mm with 339mm floor zone)

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
   (Based on storey heights between 2588mm up to 2680mm with 339mm floor zone)

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 F

**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 (Based on storey heights between 2588mm up to 2680mm with 339mm floor zone)

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 G

**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 (Based on storey heights between 2588mm up to 2680mm with 339mm floor zone)

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.

For further information and prices call 0845 122 2894
### 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 (Based on storey heights between 2588mm up to 2680mm with 339mm floor zone)

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 (Based on storey heights between 2588mm up to 2680mm with 339mm floor zone)

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.
**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

(Based on storey heights between 2588mm up to 2680mm with 339mm floor zone)

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.

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**Layout J**

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**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

(Based on storey heights between 2588mm up to 2680mm with 339mm floor zone)

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**

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**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

(Based on storey heights between 2588mm up to 2680mm with 339mm floor zone)

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
  
  (Based on storey heights between 2588mm up to 2680mm with 339mm floor zone)

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 (Based on storey heights between 2588mm up to 2680mm with 339mm floor zone)

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 (Based on storey heights between 2588mm up to 2680mm with 339mm floor zone)

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 O**

**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 (Based on storey heights between 2588mm up to 2680mm with 339mm floor zone)

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.

For further information and prices call **0845 122 2894**
**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  
   (Based on storey heights between 2588mm up to 2680mm with 339mm floor zone)  

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.

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**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  
   (Based on storey heights between 2588mm up to 2680mm with 339mm floor zone)  

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.
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 (Based on storey heights between 2588mm up to 2680mm with 339mm floor zone)
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.

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

For further information and prices call 0845 122 2894
**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 (Based on storey heights between 2588mm up to 2680mm with 339mm floor zone)

Headroom based on storey heights between 2588mm up to 2680mm with 339mm floor zone.
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 58 - 59 or refer to www.jeld-wen.co.uk.

Head office
JELD-WEN UK Ltd
Retford Rd, Woodhouse Mill
Sheffield, South Yorkshire S13 9WH.
www.jeld-wen.co.uk
Recommendations

Handling
Product weight exceeds 15kg: This product weighs in excess of 15kg. 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 affect 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. We recommend newel posts be fitted ‘dry’ and the stair offered into position. Be aware that load bearing newel posts need to be trimmed to length prior to installation (look for chiselmark 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 but may need further trimming when installed. Check treads for level and fit. Risers will need to be cut to length and bevelled to fit angles. 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. Demountable Balustrade System: For installation and removal please refer to the easy to follow instructions and user guide.

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.

For further information and prices call 0845 122 2894
1. GENERAL
(a) In the Contract, the ‘Company’ means JELD-WEN UK Ltd; the ‘Customer’ means any firm or company ordering the Goods under the Contract; the ‘Contract’ means any agreement between the Company and the Customer for the supply of Goods and/or services to the Customer; and the ‘Conditions’, ‘Terms’, ‘Guarantees’, ‘Recommendations’ and ‘Specs’ are as defined in the Company’s current catalogue at the time of delivery. If any term or condition in these Conditions, the ‘Conditions’ means these terms and conditions. The ‘Goods’ means the subject matter of this contract. The ‘Original Order’ means any order 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, ‘Guarantee’ means a guarantee (if any) set out in the Company’s current catalogue at the time of delivery, ‘defective’ means any non conformity of the Goods with the requirements of the Contract or any Guarantee, including negligence or breach of any applicable or implied terms as to quality, standard, condition or fitness for purpose, and ‘defective’ shall be construed accordingly; ‘remedies’ means any remedial work carried out by the Company other than remedial works carried out pursuant to Condition 10(b), ‘Recommendation’ means any recommendation (if any) 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’ and/or Goods which are not available from the Company’s stock at the time the order is accepted, ‘Special Conditions’ means any Conditions of Sale in the Company’s current catalogue at the time of delivery, ‘Statutory Interest’ means statutory interest as set from time to time pursuant to the statutory interest (Interest Act) 1991 being at the date of this print, 8% per annum above the offer rate for dealing rate of the Bank of England. 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. PRICES
(a) No order placed in response to the Company’s quotation will be binding unless accepted by the Company in writing.
(b) Where the Goods are supplied by a third party, stock supplied is subject to the availability of stocks at the date of delivery.
(c) Tenders submitted by the Company are open for acceptance for a period of 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, tender, order or acknowledgement, which is then taken to be the 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 current catalogue, no order placed in writing, the price stated in the Contract shall be a reasonable price including the cost to the Company of materials, fuel, power, transport and labour at the date of acceptance of the order or quotation (whichever is the earlier) and a reasonable profit of all the business done by the Company’s works there has been any increase in all or any of such costs, the price payable for the Goods may at the discretion of the Company be increased accordingly.
(c) Where the price for the Goods is varied in accordance with this Condition if the price as varied shall be binding on both parties and the Customer shall not have any option of canceling the Contract.
(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, transport, export, import, sale, delivery of the Goods (whether initially charged on or payable by the Company or the Customer).
(e) The Contract includes packing and free delivery by a method of transport of the Company’s choice to the destination stated in the Contract in such function 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 at the time of delivery.
(f) If the value of the order does not exceed the prevailing minimum order value as set out in the Company’s current catalogue which shall be charged.
(g) If such destination is not on the mainland of Great Britain and unless in the tender some other period is specified or accepted in writing, the Goods will be delivered ex works.
(h) If the Company stipulates, or the Customer requests, special packing or transport arrangements, the extra cost will be for the account of the Customer.
(i) Payment shall be made in pounds sterling.

4. TERMS OF PAYMENT
(a) Where credit is approved and unless otherwise expressly agreed, accounts are due for payment not later than the end of the month following delivery.
(b) Where credit is not approved payment must be received before delivery or in the case of Special Products before the commencement of manufacture.
(c) When deliveries are spread over a period each consignment will be invoiced as dispatched and each month’s invoices will be treated as a separate account and be payable accordingly.
(d) The Company reserves the right to demand security for payment for the Goods (whether initially charged on or payable by the Customer). Any such security shall be without prejudice to any other right the Company may have.

5. ORDEALS OF SPECIAL PRODUCTS
(a) Where the Company accepts orders for Special Products the Company will not be bound to execute the order, but if it proves impossible, impracticable or un economical to carry out or complete the order, the Company reserves the right to cancel the order if the Goods are not delivered on the agreed date of despatch, in which event the Customer will only be liable to pay for the product thereof actually delivered.
(b) The Company reserves the right to cancel the Contract once an order for Special Products has been accepted.

6. DELIVERY AND COMPLETION DATES
(a) Unless otherwise stated in writing by the Company, the Goods shall be delivered:-
(i) to the location stated in the Contract, on mainland Great Britain;
(ii) if works as (defined in Incoterms 2000) at the Company’s manufacturing site, if the destination stated in the Contract is not on mainland Great Britain.

7. CANCELLATION
(a) Save where expressly stated the Customer shall not be entitled to cancel the Contract once an order has been accepted.
(b) Subject always to Condition 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 for which orders have been accepted by the Company, 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 insurance) of such storage.
(ii) the Customer shall pay all reasonable costs incurred by the Company and if the Goods are not collected within 14 days of the date of notification, the Company shall have the right to sell the Goods or such part thereof as the Company shall think fit notwithstanding any previous agreement with the Customer.
(iii) the Goods shall be deemed to have been despatched and delivered at the time of 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.

9. RISK AND TITLE TO GOODS
(a) In 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;
(iii) when the Goods become available to the Customer’s order but kept at the Company’s premises or elsewhere in storage at the request of the Customer; or
(iv) when loaded on board a ship at a UK port as appropriate, if the Company has agreed in writing to deliver the Goods outside mainland Great Britain or to a ship.
(b) The Company accepts no responsibility for any damage, shortage or loss in transit after the Goods has passed, claims for any damage, shortage, or loss in transit 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 or shortage or lost transit must be complied with. If the carrier’s conditions are not strictly complied with, the Customer will indemnify the Company against all loss resulting therefrom.
(c) The Goods shall be deemed delivered complete at the Customer’s premises in full (in cash or cleared funds) has been received by the Company for the cost of the Goods. The Customer shall be liable to the Company for the full price of the Goods at the time of delivery of the Goods, when the Goods are ready for delivery:-
(i) the delay is substantial and r
(ii) not use, consume or resell the Goods.
(iii) not attach the Goods to real property such as buildings or land;
(iv) not destroy, deface or obscure any identifying mark or packaging or on relating to the Goods.
(v) not attach the Goods to real property such as buildings or land;
(vi) not destroy, deface or obscure any identifying mark or packaging or on relating to the Goods.
(vii) not attach the Goods to real property such as buildings or land;
(viii) not destroy, deface or obscure any identifying mark or packaging or on relating to the Goods.
(ix) not attach the Goods to real property such as buildings or land;
(x) not destroy, deface or obscure any identifying mark or packaging or on relating to the Goods.
(xi) not attach the Goods to real property such as buildings or land;
(xii) not destroy, deface or obscure any identifying mark or packaging or on relating to the Goods.
(xiii) not attach the Goods to real property such as buildings or land;
(xiv) not destroy, deface or obscure any identifying mark or packaging or on relating to the Goods.
(xv) not attach the Goods to real property such as buildings or land;
(xvi) not destroy, deface or obscure any identifying mark or packaging or on relating to the Goods.
(xvii) not attach the Goods to real property such as buildings or land;
(xviii) not destroy, deface or obscure any identifying mark or packaging or on relating to the Goods.
(xix) not attach the Goods to real property such as buildings or land;
(xx) not destroy, deface or obscure any identifying mark or packaging or on relating to the Goods.

10. TITLE TO GOODS
(a) At any time before title to the Goods passes to the Customer (whether or not any payment to the Company is then overdue or in default, the Customer will have no right to sell the Goods or any part of the Goods without the prior written consent of the Company) the Customer 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.
(b) The Customer agrees that the Company may enter any premises of the Customer for the purpose of repossessing any of all or any part of the Goods (or authorise others to do so).
(c) The Company may at any time appropriate sums received from the Customer or any other sums due to the Company (or any derivable from the Company the Customer) to any other customer or any other customer who has an obligation to the Company) to the extent that the Company expressly agrees in writing to meet such requirements, in which event Condition 6 (c) shall apply.
(d) The Customer acknowledges that the Company is not obliged to provide the Customer with any prior notice of a delivery date and time.
(e) The Customer will, at its expense, any necessary labour and equipment to unload the Goods from the vehicle with the minimum of delay.

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Company on a fiduciary basis and shall not be mixed with other money or paid into any other drawdown bank account and shall at all times remain in the sole and absolute discretion of the Seller's money.

10. WARRANTY AND LIMIT OF RESPONSIBILITY
(a) In accordance with the usual custom of the trade the Company does not guarantee doors manufactured of Redwood, and shall not be liable for defects in such Goods.
(b) Subject to Condition 10(a), if any Goods of the Company’s manufacture are defective, the Company will replace the Goods to be repaired or replaced shall be made in accordance with the Customer in accordance with Condition 9; or
(i) 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
(ii) 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”).
(c) The Company will require a reasonable period of time to carry out any repairs or supply of replacements.
(d) The Company warrants 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) that it will so far as it is able to do so give the warranty periods provided by the manufacturer or supplier of such Goods and any other warranty the Company has against the manufacturer or supplier.
(e) The Company shall have no liability (including without limitation in negligence) for any defects in the Goods results 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 treatment in a reasonable period. Joinery supplied with a base-coat of stain must receive further coats as soon as possible;
(iii) any surfaces subsequently cut, particularly those exposing end grain, must be brush coated with preservative and if required for paint finish must also be primed before the joinery is fixed in 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 exterior joinery must be maintained in service and 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) or in any way altered the Company’s joinery;
and
(vii) the Customer must have complied with all instructions of the Company relating to the Goods including (but not limited to) the correct storage, transportation and all conditions of the warranty.
(f) Additionally, in the event of any claim under any of the foregoing warranties in the event of any condition of warranty or guarantee implied by law or under any other express condition warranty or guarantee the following provisions shall apply:
(i) any 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 be borne by the Customer; and
(ii) exchanged Goods will become the property of the Company; and
(iii) if any claim is invalid, the Company may make charge for any costs and expenses incurred in investigating the claim, recover any refunds given, and charge for any repairs or replacement.
(g) The Customer’s remedies and the Company’s liability in respect of any defects in the Goods, including for breach of any implied warranty, term or condition as to the quality, standard, fitness for purpose or compliance with some of the Goods, shall be limited to the repair or replacement of the Goods set out in Condition 10.b, and to the warranty periods specified in Condition 10.b. All replaced or repaired Goods will be warranted for the unexpired period of the remaining warranty.
(h) Descriptions in the Company’s catalogue (including as to colours, designs, methods of manufacture and specifications) are based on goods delivered in law are hereby altered at the Customer’s description. The Company shall be entitled to alter the description of Goods at any time without notification.

11. DEFECTS
(a) If any Goods are found defective during the Warranty Period then the Customer will give the Company notice of any such defects immediately at which time the Company shall have the right to accept such Goods in the absence of any request for a refund from the Customer.

12. EXCHANGE
(b) Goods may not be returned by the Customer without the prior written consent of the Company.
(c) Goods may not be exchanged until the Customer has paid for such Goods.

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, the Company shall have no responsibility for the performance suitability or durability of any of the Goods manufactured or supplied by the Customer to the Company.

14. CONFIDENTIALITY; PATENTS ETC
(a) Any drawings, specifications or other technical information supplied by the Company to the Customer in connection with the Contract are provided on the express understanding that the Company will not be required to supply 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 copyright 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 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, copyright, trade mark or other industrial or intellectual property rights arising from the Customer.

15. TERMINATION
(a) The Company may terminate the Contract immediately if the Customer:
(i) is insolvent or bankrupt or is held to be so by the Court;
(ii) has been wound up or the Court has made an Order for winding up or the Court has made an Order for the liquidation of the Customer or for its 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 administrator appointed in respect of the whole or any part of its undertaking or assets or if the Customer shall covenant any agreement to mortgage or charge or assign or sell or part with or assign or dispose of all or any material or property or any material or property or any part of its undertaking or assets or if the Customer shall have any receiver or administrator appointed; or
(b) The Customer may without prejudice to its rights and remedies under these Conditions stop all Goods in transit and suspend further deliveries and repossession any Goods without notice to the Customer and terminate the 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 be wound up or have a petition for winding up presented against it or pass a resolution for winding up or if it enters into, or proposes, a composition with its creditors or an arrangement or other compound or compromise with its creditors; or
(iii) in the opinion of the Company the Customer shall have any receiver or administrator appointed.
JELD-WEN also manufactures an extensive range of windows, doors and patio doors.

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