

### **News item 28<sup>th</sup> July 2008**

We have eliminated a potential problem due to mishandling. We had noticed that after installation, the improper opening of the bottom sash by an inexperienced user could lead to damaged 'sash stops'. The sash stops are on the inside top of the window and prevent the sash from travelling too high and damaging hardware (locks and spiral balance).

As there is virtually no weight on any sash (irrespective of size), it is conceivable that someone could lift the bottom sash too heavily and quickly and ram the sash into the mitred sash stops. We purchased a new end miller to profile our sash stops resulting in a rigid stop for the top to help prevent any damage.