

Have
you met
RUFUS?

experience. brighter

It's no secret why we're the number one choice for professionals. For over 30 years, Whitesales has led the way in the design, manufacture and supply of high-performance flat roof windows and rooflights.

As humans, we spend an estimated 90% of our time indoors and the benefits of optimum levels of daylight and fresh air are well known. Incorporating modern, quality rooflights into a building can be transformational.

Why choose Whitesales for your project...

Reliability, strength, longevity and all-round environmental performance are our watchwords.

Long term satisfaction comes from selecting a product that is tried and trusted, offering assured peace of mind – all backed up with unsurpassed service and support.

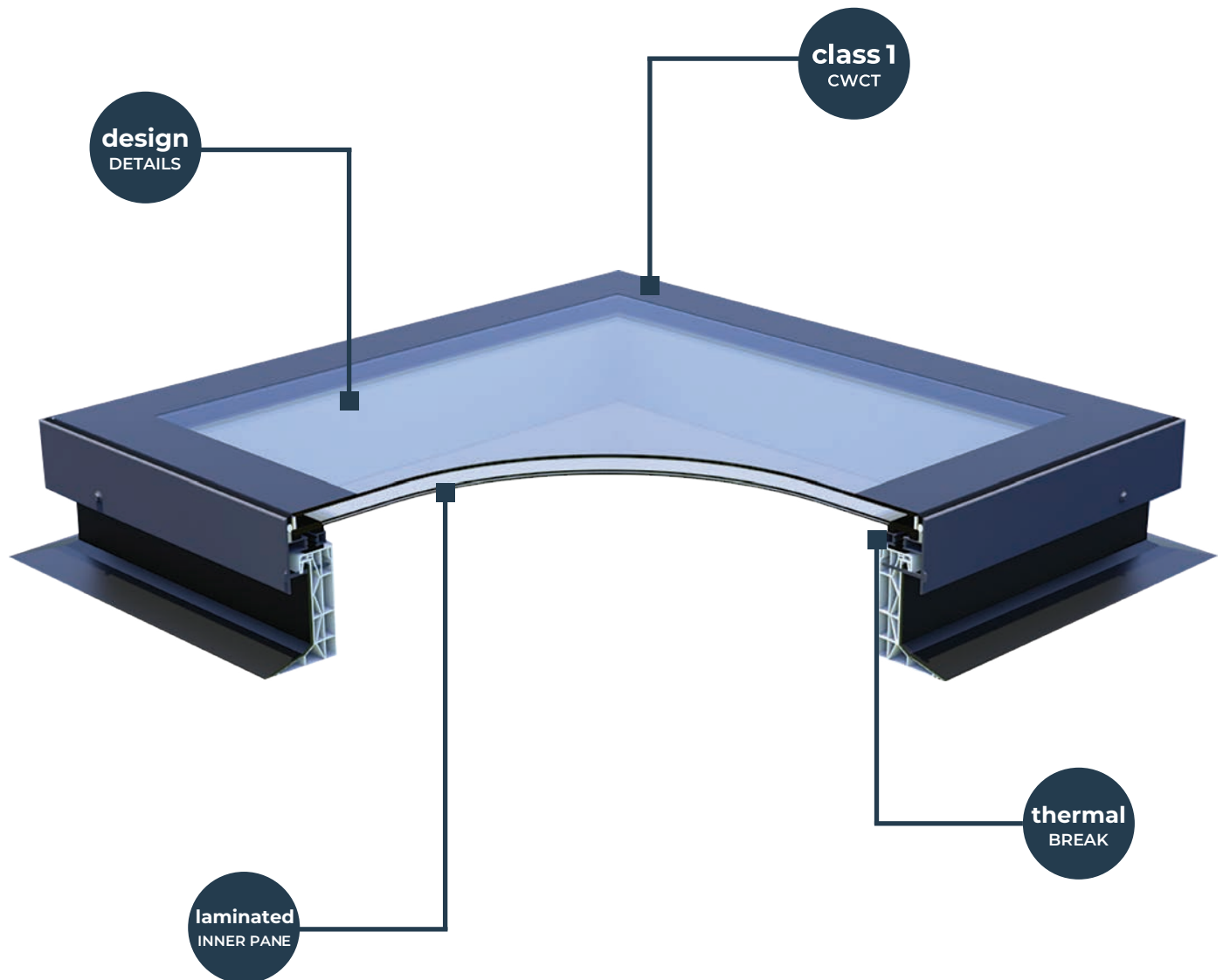
Explore the design possibilities and our full range of sizes, options and finishes – delivering a **brighter experience**.

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What to look for in a quality glass rooflight

Superb aesthetics and high performance – the basic checklist when selecting a rooflight product. However, it's important to look closely at the details and specification of a product. Testing for impact-resistance, durability, environmental and thermal performance, and security and safety performance are essential criteria.





Glass Specification & Safety

The first, and **safest, choice** for the **inner pane** of a rooflight should be **laminated glass**.

Laminated glass is constructed of two sheets of glass which are bonded together with interlayers to form a permanent bond. If the glass is damaged, these interlayers act like a 'glue' to hold the fragments in place ensuring the glass does not break up into large jagged shards or hundreds of little pieces, **protecting occupants below**.



Non-Fragility & Testing

Non-fragile rooflights are designed to be strong enough to prevent a person from falling through the glass should they slip or trip whilst carrying out maintenance, cleaning or other activities on the rooftop (subject to risk assessment).

Several testing procedures are undertaken by the Advisory Committee For Roof Safety and the Centre for Window & Cladding Technology. **CWCT TN66 & 67 deals specifically in glass rooflights** and sloped glazing.

Class 1 refers to rooflights that can be trafficked infrequently for maintenance but are not designed for everyday foot traffic. **Class 2** is the minimum non-fragility classification, designed to prevent a person from falling through the glazing if they were to fall onto the rooflight. **See page 6 for further information on testing and certification.**



Thermal Performance – and 'True' Thermal Break Design

The thermal performance of a rooflight **must be considered for the whole assembly**, because while glazing may be compliant, poor frame design can affect thermal performance. It's important to look for the **'whole product' U-values** to ensure thermal performance in compliance with Part L Building Regulations. 'Centre pane' U-values do not take into account edge spacers and frame construction. Whole unit values are represented as Ud-value.

A 'true' thermal break is achieved when a frame design incorporates specific features to achieve the thermal break. The use of foam strips cannot be considered as a true thermal break as these strips may deteriorate over time and therefore their efficacy will be affected.



Design Details

Where a rooflight frame has been poorly designed, or the unit has been installed without sufficient pitch to allow water run-off, the result can be **water building up on the glazing** and eventually **penetrating edge seals**. Look for a glass unit that has been factory bonded into the frame, and specific design details that ensure the unit is fully watertight. Poorly designed frames can lead to water tracking back on the underside of the glass. Flat glass rooflights should always be installed at a slight pitch to avoid ponding – typically **a minimum 5 degree pitch**.

Guaranteed Quality

Technical Data Sheets

Full technical details and specification information can be found on each product datasheet. Datasheets and other performance documents are available on our website.



Quality Assured

Our products are easy to install, rigorously tested by independent experts, compliant with all current building regulations and legislation, and tried and trusted by professionals.

A stringent approach to quality assurance ensures that every product we manufacture is of the highest standard. Our design ethos is to strive for an elegant product whilst maintaining maximum thermal efficiency and high-performance glass technologies.

Product Warranty

Our rooflights and flat roof windows have an expected life of at least 25 years. All of our products are guaranteed for 10 years.

Glazing: 10 years

Mechanical components: 1 year

Powder coating: 10 years

Silicone Sealants: 2 years

Note: Warranty validity is dependent on correct installation and ongoing care as detailed in product Operation & Maintenance (O&M) Manual (documents can be found on our website).

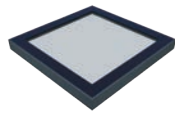
Testing & Certification

Our products are rigorously tested during design and development and are compliant with all current building regulations and legislation. A typical testing regime for a rooflight or flat roof window is similar to that for a vertical window or door and includes air permeability, water tightness and wind resistance. Additional testing covers safety and impact resistance, which should be in accordance with the Centre for Window and Cladding Technology (CWCT) test TN67. This includes impact tests to assess the effect of both hard and soft bodies on the glazing.

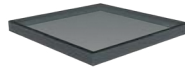
CWCT TN92 provides a set of 'deemed to satisfy' criteria, which is an alternative measurement, and can be applied to glass units specifically. Solar gain and sound insulation properties are also important measures to consider when selecting an appropriate product.

Detailed technical datasheets and declarations of performance can be found on our website.

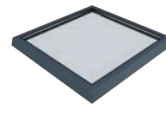
Flat roof window range



em.glaze™
flat glass Premium



em.glaze™
flat glass Economy



ray.lux™



em.dome™

Specification	Flat glass: stocked and special order	Flat glass: stocked and special order	Flat glass: stocked sizes only	Polycarbonate dome: stocked and special order
Stocked sizes	18 standard sizes	11 standard sizes	14 in Anthracite Grey and White	40+ sizes
Delivery times	1-5 days for stocked sizes Specials 5-8 weeks	3-5 days for stocked sizes Specials 5-8 weeks	Next-day for most stocked sizes	Next-day for most stocked sizes; Specials 1-4 weeks
Glazing spec.	Toughened outer with laminated inner	Toughened outer with laminated inner	Toughened outer with laminated inner	Certified non-fragile polycarbonate
Glazing options	Double-glazed, as standard; triple available for special order	Double glazed as standard	Double-glazed only	Single, double, triple and quad skins (some sizes/skins special order only)
Glazing finishes	Solar control tint and EasyClean available on special orders	Solar control tint and EasyClean available on special orders	N/A	Clear or diffused
Kerb options	uPVC kerb or builder's upstand	uPVC kerb, builder's upstand or Timber Sloping Kerb	uPVC kerb or builder's upstand	uPVC kerb or builder's upstand
Colours	RAL 7016 Anthracite Grey or powder coated to any RAL colour	RAL 7016 Anthracite Grey or powder coated to any RAL colour	RAL 7016 Anthracite Grey and RAL 9010 White	N/A
Testing	CWCT Class 1 as standard *	CWCT Class 3 as standard	CWCT Class 1 as standard *	CE certified to EN1873
Operation	Fixed, vented, manual and electric opening	Lid only and electric opening	Fixed, manual and electric opening	Fixed, vented, manual and electric opening
Accessories	Winding rod, standard and premium comfort kit		Winding rod, standard and premium comfort kit	Winding rod, security grid, powered extract fan, standard and premium comfort kit

* Refers to standard spec/size – refer to technical datasheet for full details



10yr
WARRANTY

laminated
INNER PANE

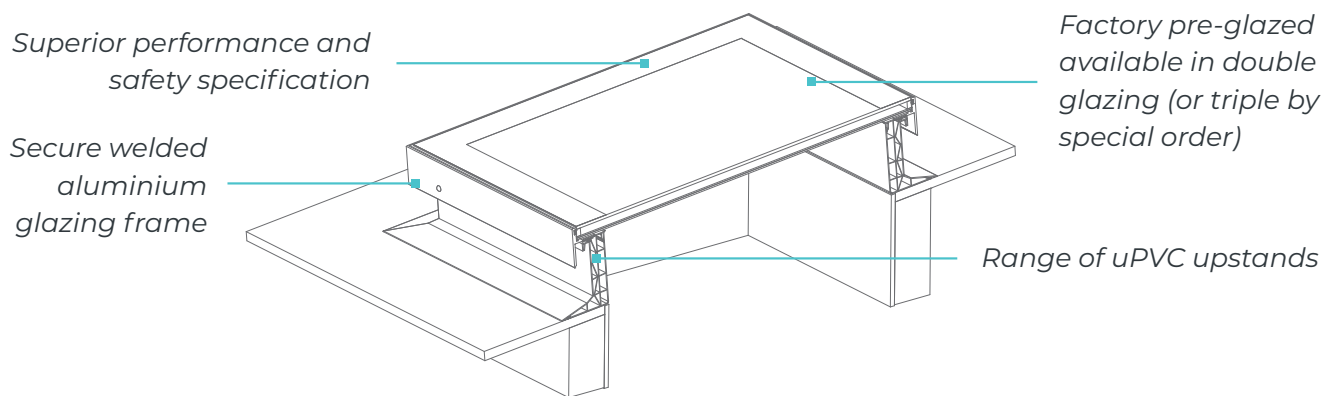
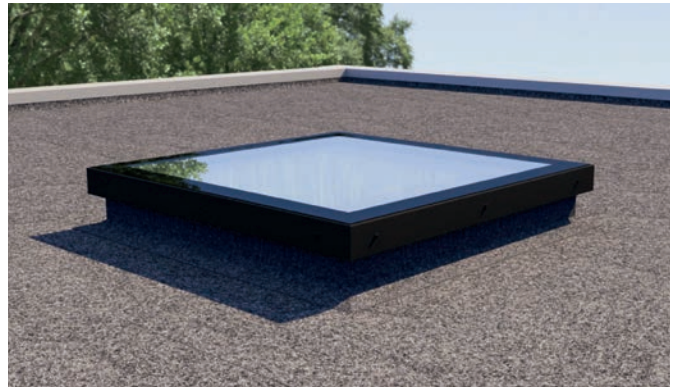
5★
RATED

em.glazeTM
flat glass Premium & Economy

With a clean, minimalistic finish both inside and out, em.glaze is an elegant solution for externally visible installations.

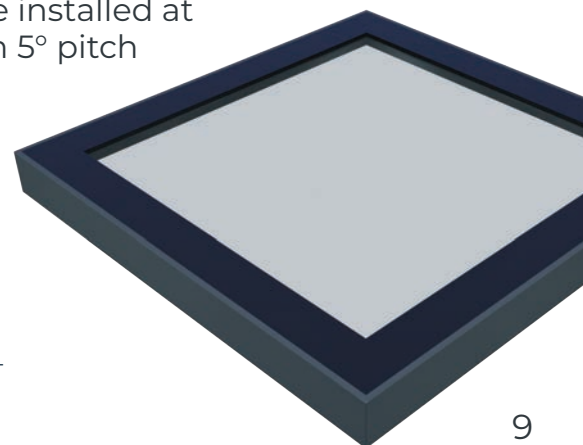
em.glaze flat glass Premium

Highly energy efficient, its glass-to-edge design offers uninterrupted views and stunning, modern good looks. Exceptional performance perfectly blended with contemporary styling ensures em.glaze Premium will add the finishing touch to your project.



Key Features & Benefits

- 18 sizes available from stock
- Flush glazed glass-to-edge design
- Thermally broken aluminium frame
- Combined unit U-Value 1.23W/m²K
- Non-fragility CWCT Class 1 tested, as standard
- Toughened outer and laminated inner – the safest choice
- Stocked in RAL 7016 (Anthracite Grey)
- Bespoke sizing and colours available (5-8 weeks lead-time)
- For Part L and Part B compliance, install em.glaze with our new Timber Sloping Kerb. Find out more on page 23.
- For use with a range of ventilation options – manual, electric and fixed
- To suit site-formed, builder's upstand, or proprietary uPVC or new Timber Sloping upstand
- Should be installed at minimum 5° pitch

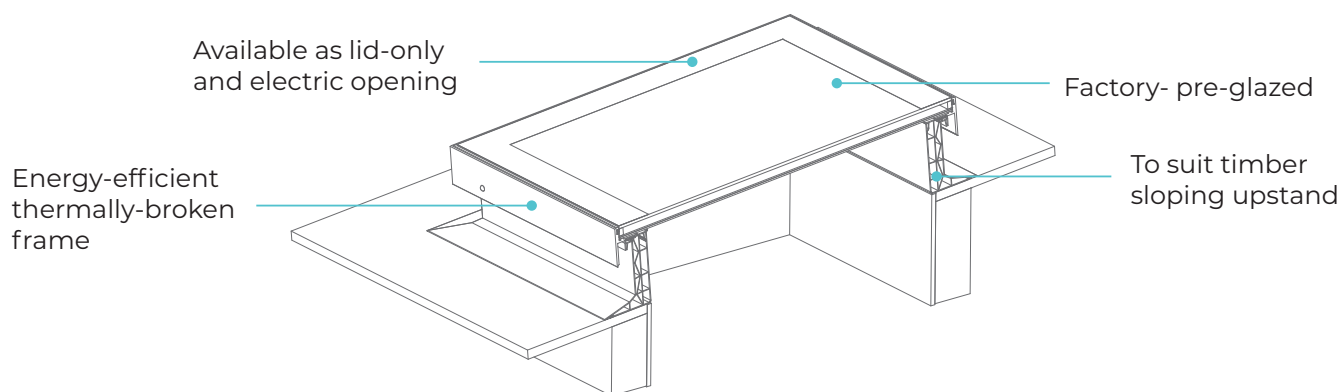
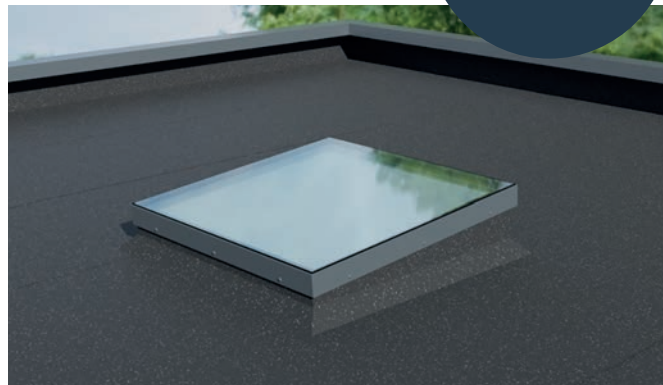


Did you know? You can contact us through **WhatsApp** – see inside back cover for more details.

em.glaze flat glass Economy

NEW

The NEW em.glaze Economy is our entry offering, designed for mainstream applications. With CWCT Class 3 glazing, this economical flat glass rooflight offers a different glass specification to em.glaze Premium, but many of the same features loved by customers.

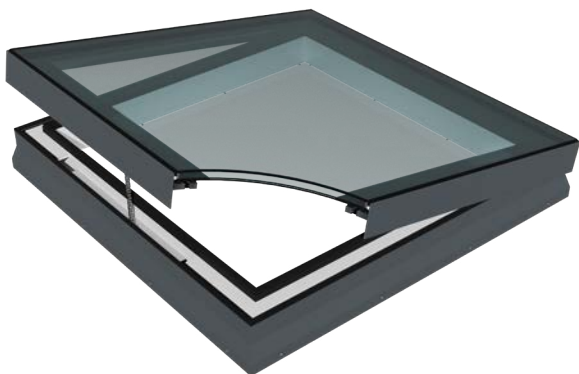


Features & Benefits:

- 11 sizes available from stock in 3-5 days
- Flush glazed **glass-to-edge design**
- Good **thermal and sound** insulation properties
- Low U-Values of 1.3W/m2K
- Factory pre-glazed for **easy installation**
- Aluminium frame powder coated to **any RAL colour**
- Compatible with builders and **uPVC upstands** and our Timber Sloping Kerb
- **Ventilation** options available
- **Thermally broken** frame
- em.glaze **EasyClean Coating** available
- **Bespoke units** available in **5-8 weeks**
- Available as lid only, and electric opening



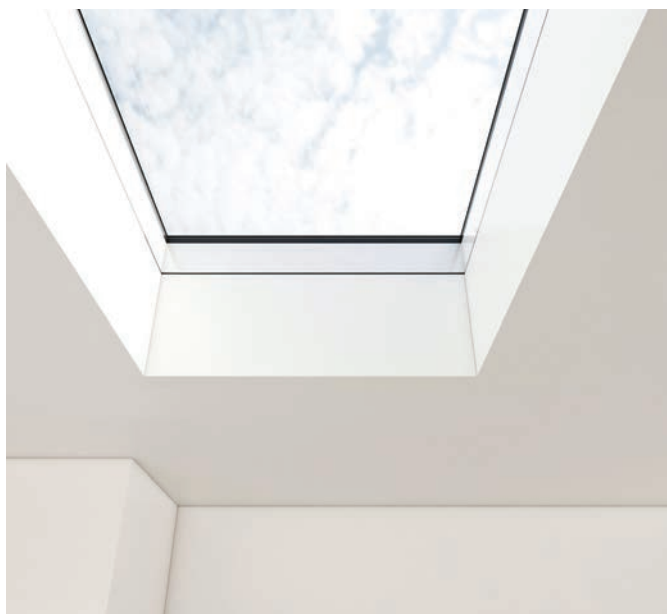
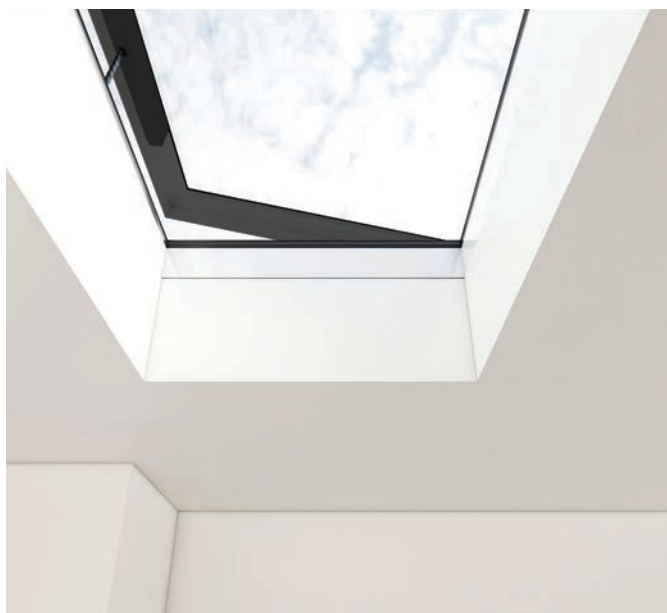
em.glaze electric opening



em.glaze electric opening with concealed actuators

em.glaze electric opening units now feature concealed actuators, offering a sleek and modern look.

- Thermally broken profile
- All units have actuator leads protruding minimum 2m
- Special actuator bracket to em.glaze flat glass unit allows unit to be detached from inside in event of power failure
- Water management channel within profile
- Single or tandem actuators depending on unit size
- Tandem units require no additional control panels. The intelligent actuators communicate with each other.
- Unit fit to builders kerb or uPVC em.curb
- Concealed hinge with no visible fixings internally or externally
- Wiring concealed within the base frame
- Standard RAL 7016 externally and White RAL 9016 internally
- Compatible with our new Timber Sloping Kerb which complies with new building regulations and is supplied pre-assembled for faster installation.



em.glaze bespoke range

Our comprehensive em.glaze range offers a wide choice of glazing options, finishes and glass specifications. Call us to discuss your requirements.



We understand the technical complexities of daylighting in the built environment. Our em.glaze bespoke glass range offers the ability to customise numerous features:

- Glass specification
- Glazing options (see page 13 for further details)
- Bespoke sizing
- Frame colour

Glass Options

Solar Control Coating:

Helps to reduce the build up of heat. The coating, applied to the outer pane of glass, reflects the heat from the sun keeping the interior cooler, and significantly reduces the amount of heat that is able to pass in, providing occupants with a more comfortable and usable living space.

EasyClean Coating:

Uses the forces of nature to maintain a cleaner and clearer appearance. In a dual-action process, organic dirt is broken down by daylight and is then washed away by rain, thus making it environmentally friendly and very easy to maintain.

Triple Glazing:

If you require triple glazing for increased efficiency and noise reduction, almost our entire em.glaze range can be manufactured with triple glazing as a tailor-made option.

Heat Strengthened Laminate (HSL):

Flat-roof glazing can often involve large expanses of glass. When considering the size, location and functionality of a glass unit, the requirement for heat-strengthened laminated glass should be considered. Heat-strengthened laminated glass is typically specified when additional strength is needed to resist wind pressure, thermal stress, or both.

What is thermal stress and why can it cause thermal fracture? Detailed information can be found on our website and a brief overview can be seen in the FAQs on page 37.

Whitesales have a specific policy relating to Thermal Stress Fracture (TSF) & Toughened Glass. The policy outlines how we will support TSF related claims. It can be found at: <https://www.whitesales.co.uk/terms-and-conditions/>

Minimalist, contemporary design.
Factory glazed modules form continuous
rooflights of unlimited length with large
glazed areas and minimal framework.

Key Features & Benefits

- Modular system allows multiple glazed sections to be linked together with no external capping
- Non-fragility CWCT Class 2*
- Secure, welded thermally-broken glazing frame with self-supporting joints
- Can be wall abutted
- Aluminium frame powder coated to any RAL colour
- Available in bespoke sizes and glass specifications
- Bespoke units available in 4–6 weeks
- Available as a supply-only product

* Refers to standard spec/size – dependent on glass specification required.

*Glass specification:
(dependent on size)*

- 6–10mm toughened outer
- 14–16mm argon spacer
- 8.8–11.5mm laminated inner



Visit: whitesales.co.uk/linked or call us for further details and pricing.

*Standard up to 3m span
and infinite length; for sizes
above 3m please contact us*





10yr
WARRANTY

class 1
CWCT

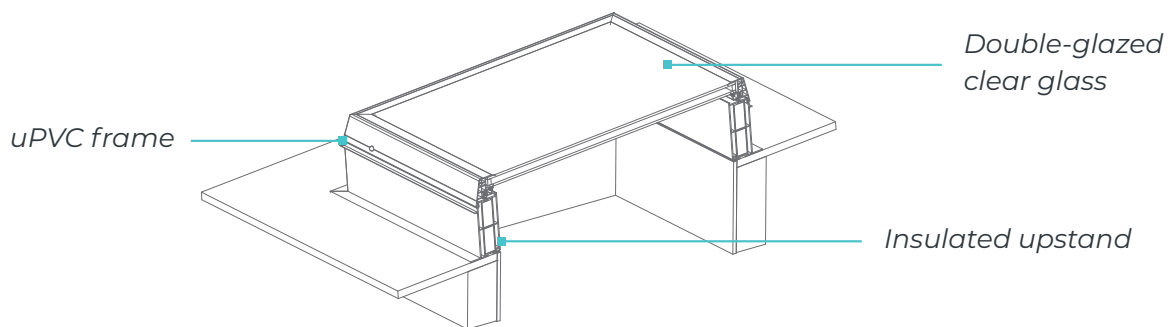
laminated
INNER PANE

ray.luxTM

Modern and precisely engineered, ray.lux is the ideal solution for any project.

ray.lux glass

The blend of optimal functionality with easy installation makes Ray.lux glass suitable for both new and refurb projects. Create light and welcoming spaces with this adaptable and affordable roof window.



Key Features & Benefits

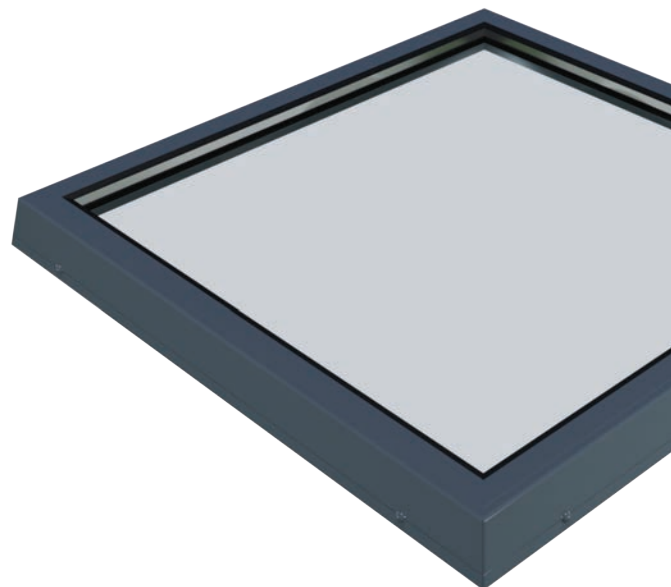
- 14 sizes available from stock
 - Thermally broken uPVC frame
 - Combined unit U-Value 1.26W/m²K
 - Non-fragility CWCT Class 1 tested, as standard
 - Toughened outer and laminated inner panes – the safest choice
 - For use with a range of ventilation options – manual, electric and fixed
 - Available in two colour choices:
- To suit either site-formed builder's upstand, or proprietary insulated upstand with vertical sides
 - Should be installed at an angle between 5 and 15°



White – RAL 9010



Anthracite Grey – RAL 7016



Save time. Visit whitesales.co.uk/RUFUS to generate a unique product part code to order the exact product you need.

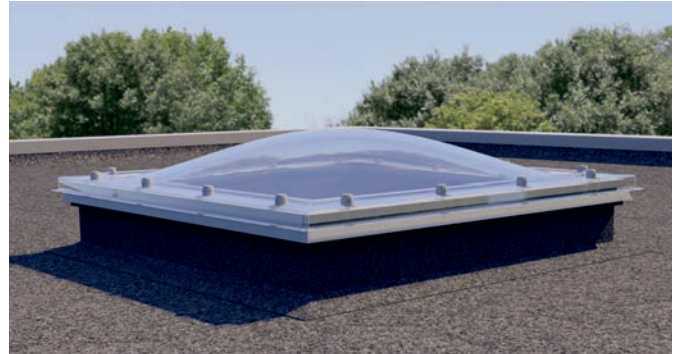


em.dome™

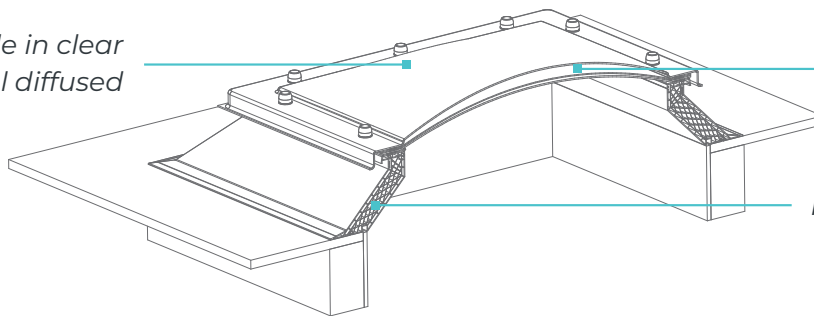
em.dome – the number one
choice for professionals.

em.dome polycarbonate

Tested to the highest standards, available in a wide range of shapes and profiles in over 140 sizes, the em.dome is simply unmatched – choose this outstanding dome for your next project.



Available in clear and opal diffused



Available in double or triple skin (some sizes single or quad skin for special order)

Range of uPVC upstands

Key Features & Benefits

- Over 40 sizes available from stock
- Next-day nationwide delivery on stock sizes
- Range of uPVC upstands
- Clear or opal diffused glazing stocked
- Polycarbonate em.domes are certified 'Non-Fragile'
- Wide range of ventilation options
- Available in single, double, triple or quad skin
- Square, rectangular and circular units in stock
- CE certified to EN 1873 (UKCA from 2022)
- Comprehensive range of proprietary accessories available



Did you know? You can contact us through **WhatsApp** – see inside back cover for more details.



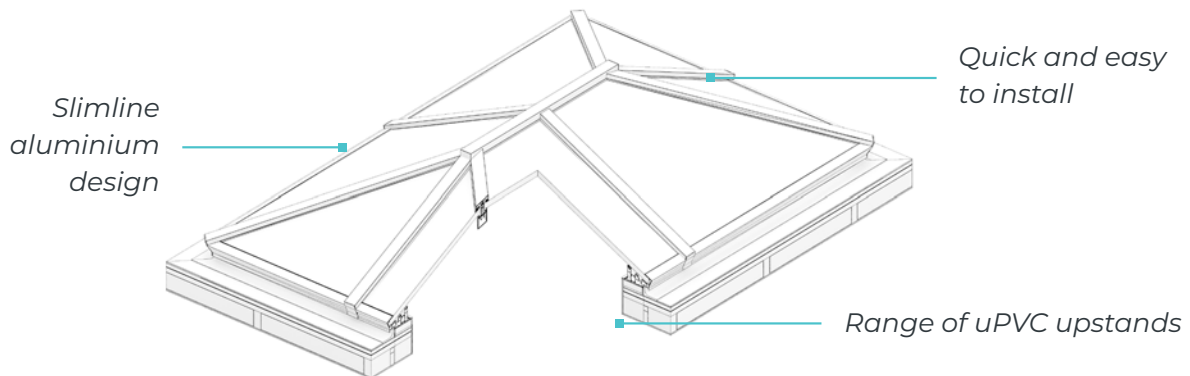
em.glazeTM
skyvu

Ultra-slim sightlines and maximum weather performance put this stylish lantern ahead of the rest.

em.glaze skyvu

NEW

Introducing the new em.glaze skyvu, the stylish new aluminium roof lantern. With slim sightlines, and contemporary design, this modern lantern has the looks and performance to make it stand out from the crowd.



Key Features & Benefits

- 38mm internal rafters for slimmer sight lines and more light
- Stocked in single colour (white, grey, black) and dual colour (grey on white)
- Glass and frame supplied together for faster installation
- Fully tested for maximum weather performance
- Quick and easy install in as little as 40 minutes
- Low U-values of 1.3w/m2k for a warmer property
- Multiple options - 4-pane and multi-pane designs
- 6 sizes available from stock with 3-5 days lead time on standard sizes and colours



Need more in-depth information? Visit whitesales.co.uk/RUFUS to generate a unique product part code to order the exact product you need.

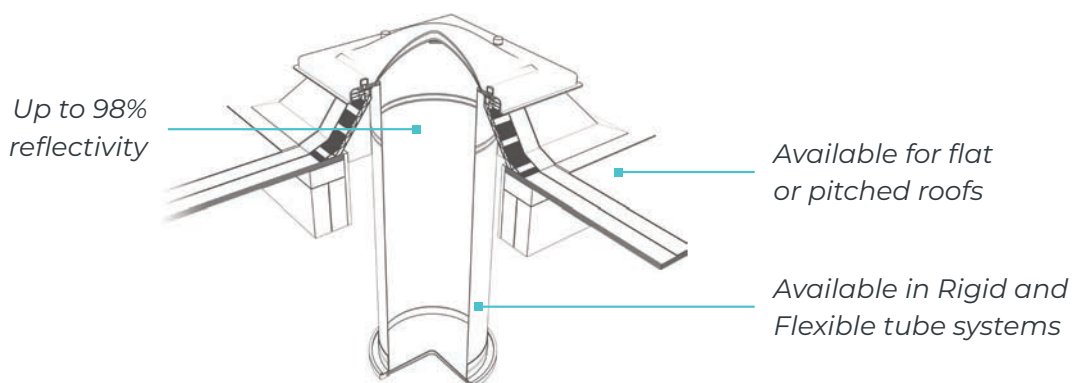
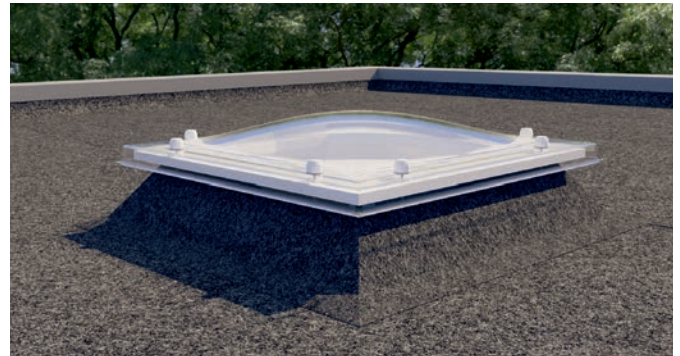


em.tube™

Bringing natural light to gloomy interiors is not a challenge with the highly adaptable em.tube.

em.tube flat & pitched

Its innovative features allow light captured at roof level to be directed downwards to illuminate windowless internal spaces – lighter, brighter and exceptionally functional.



Key Features & Benefits

Rigid tube

- Provides 98% reflectivity, transmitting more light than flexible tube
- Recommended where longer tube is needed

Flexible tube

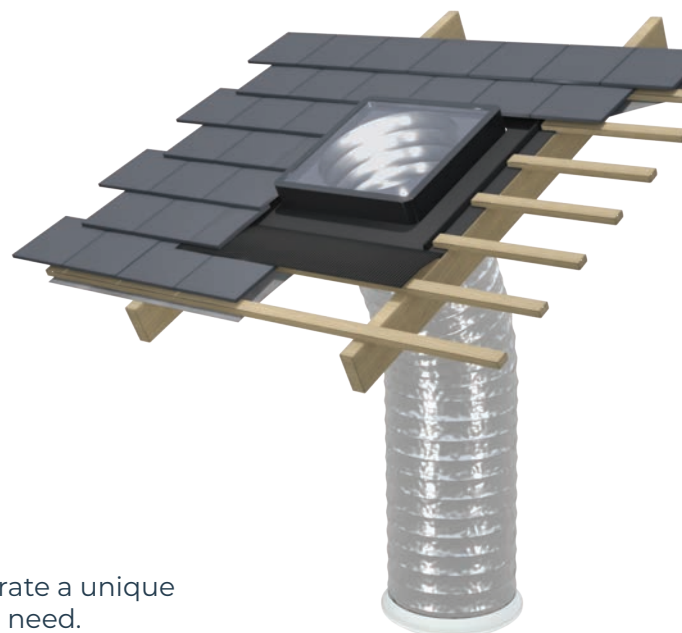
- Simple and easy to install
- For use where rigid tube is not suitable
- Most cost-effective option

Flat roof option

- To suit builder's or proprietary uPVC upstand
- Incorporates polycarbonate dome

Pitched roof option

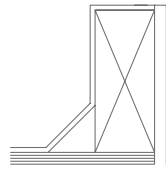
- Aesthetically-pleasing square flat glass unit
- Compatible with both slate and tiled roofs



Save time. Visit whitesales.co.uk/RUFUS to generate a unique product part code to order the exact product you need.

There are a number of kerb options to choose from depending on your project requirements.

Builder's Kerb:



If there is a site-formed upstand (builder's Kerb), both domes and flat glass units can be provided without a proprietary kerb. In this case, you must provide the external dimensions of the upstand and the thickness of the upstand.

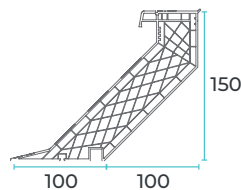
Our proprietary upstands are suitable for use with almost our entire range. Prefabricated upstands ensure rapid, airtight and watertight rooflight installation for shorter construction timescales. em.curbs are suitable for use with various roofing membranes, including single ply (bonded, welded or mechanically fixed), torch-on felt, hot melt, asphalt, GRP and liquid systems. Some designs feature smooth white internal finish to eradicate the need for further interior decoration – as well as a U-formed groove at the bottom of the kerb to allow for a seamless fit with 12.5mm plasterboard, eliminating risk of unsightly cracks at the rooflight and lining interface.

150 Splayed GRP:



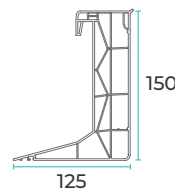
For circular units only. Integral 10mm polyurethane foam insulation and robust dome fixing and mounting flanges.

150 Splayed uPVC:



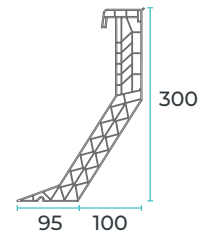
Extruded white uPVC. Multi-chambered construction. Thermally efficient performance.

150 Vertical uPVC:



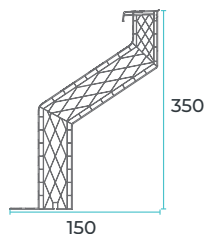
Vertical kerbs are useful when the dimensions of the roof aperture need to be maintained.

300 Splayed uPVC:

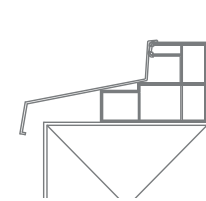


Allows for smaller unit whilst still providing excellent spread of light through the room. Ideal for when additional insulation is required.

Oversleeve Splayed: Cowl:



To oversleeve an existing site upstand. Useful if existing linings must not be disturbed e.g. asbestos.



Enables domes to be fitted where existing dimensions are irregular or a direct size match is not available.

Timber Sloping Kerb:



A pre-fabricated proprietary timber upstand for use with em.glaze fixed and concealed motor rooflights. Enables trades people to meet new Part L building regulations easily and economically.



Useful tip. By selecting a vertical kerb, you can increase the amount of daylight transmission by up to 40%. Kerb selection will affect the overall thermal transmission and u-value of the rooflight.

em.glaze Timber Sloping Kerb

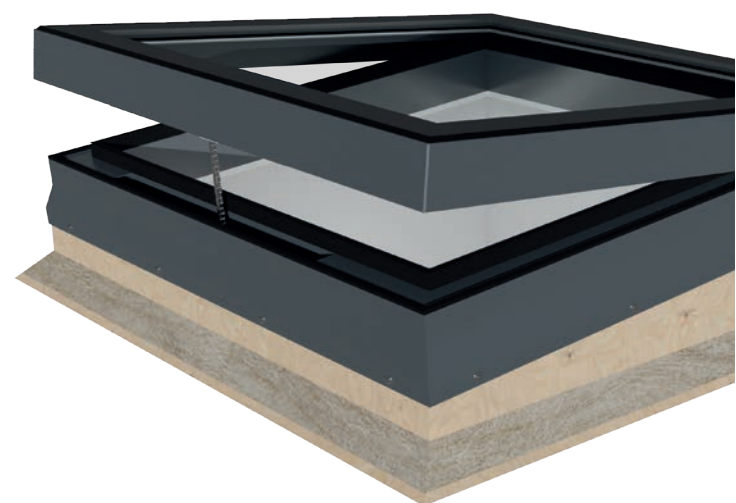
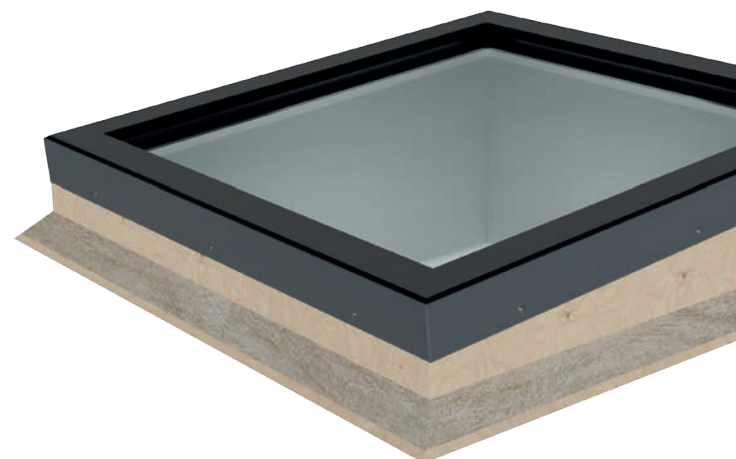
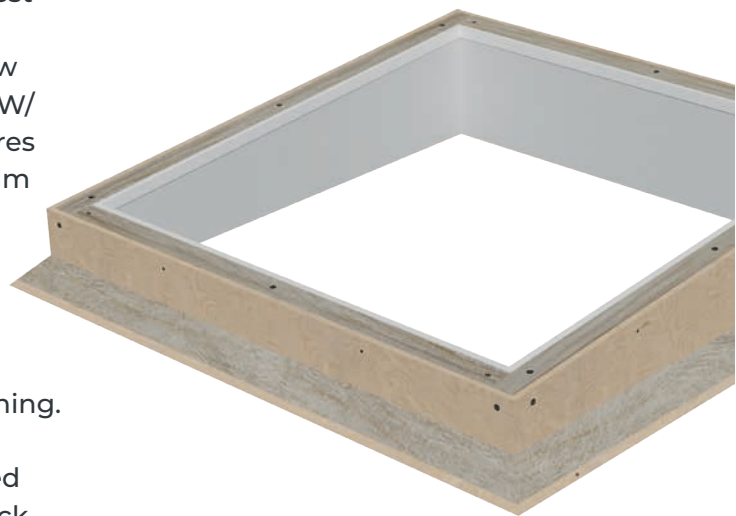
We've done all the hard work with our new upstand so you can save installation time on site and meet the latest building regulations. The new Part L Thermal building regulations require all upstands built on site, either new build or refurbishment projects, meet a u-value of 0.35W/(m²·K). The new proprietary Timber Sloping Kerb ensures that every em.glaze fixed or concealed motor aluminium roof light is fully compliant.

It also meets the new Part B fire safety regulations. Constructed from thick CLS timber, the upstand is sandwiched together with Rockwool insulation and marine grade plywood with a fire rated plasterboard lining.

And our proprietary upstand is delivered pre-assembled for faster installation and is available in 18 standard stock sizes in just 3-5 days lead time.

Key Features & Benefits

- Available in 18 standard stock sizes in 3-5 working days lead time
- Bespoke sizes available
- Fully compliant with Part L and Part B Building Regulations
- 150mm height sloping 5° pitch to ensure correct alignment to prevent water pooling
- Slimline design to ensure maximum daylight transmission
- Supplied pre-assembled to reduce installation time on site
- Can be supplied ahead of roof light to support onsite timescales
- Manufactured from CLS graded timber, responsibly sourced & sustainable.

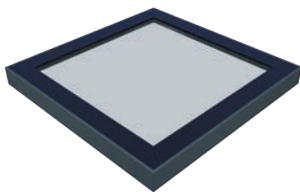


Product Options: Overview

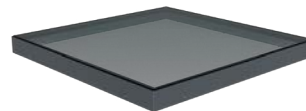
Stocked: ✓ – Most popular, standard option ✓* – Optional X – Not available S – Special order

Glazing

	em.glaze Premium	em.glaze Economy	ray.lux	em.dome	em.glaze skyvu	em.tube
Glazing Types						
Single glazed	X	X	X	S	X	✓
Double glazed	✓	✓	✓	✓	✓	✓* Flat roof only
Triple glazed	S	X	X	✓	S	✓* Flat roof only
Quad glazed	X	X	X	S	X	X
Glazing Finish						
Clear	✓	✓	✓	✓	✓	✓
Diffused	S	S	X	✓	X	X
Heat Reflect	X	X	X	S	✓	X
Easy Clean Coating	S	✓	S	X	✓	X
Glazing Shape						
Square	✓	✓	✓	✓	X	✓
Rectangle	✓	✓	✓	✓	✓	X
Circle	S	X	X	✓	X	X
Glazing Profile						
Flat	✓	✓	✓	X	X	✓ Pitched roof only
Dome	X	X	X	✓	X	✓ Flat roof only
Trapezoidal	X	X	X	S Limited sizes	✓ Trapezoidal only	X



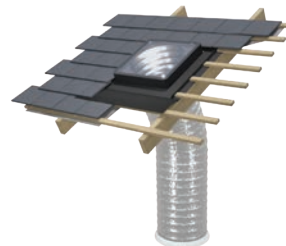
em.glaze™
flat glass Premium



em.glaze™
flat glass Economy



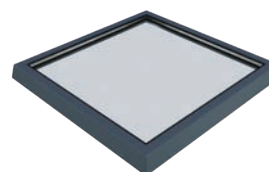
em.glaze™
skyvu



em.tube™



em.dome™



ray.lux™

Stocked: ✓ – Most popular, standard option ✓* – Optional X – Not available S – Special order

Kerb

	em.glaze Premium	em.glaze Economy	ray.lux	em.dome	em.glaze skyvu	em.tube
Upstands						
Builders Kerb	✓	✓	✓	✓	✓	✓ Flat roof option
Timber Sloping Kerb	✓	✓				
Proprietary PVC Options						
150mm splayed	✓*	X	X	✓	✓	✓ Flat roof option
150mm vertical	✓	X	✓	✓*	✓	X
300mm splayed	✓*	X	X	✓*	X	X
350mm splayed oversleeve	✓*	X	X	✓*	X	X

Ventilation

	em.glaze Premium	em.glaze Economy	ray.lux	em.dome
Ventilation				
Permanent ventilation	X	X	X	✓*
Trickle ventilation (only with PVC upstand)	✓	X	X	✓
Manual hinged opening	✓ Limited sizes	X	✓ Limited sizes	✓
Electric hinged opening	✓	✓	✓	✓

Accessories

	em.glaze Premium	em.glaze Economy	ray.lux	em.dome
Ventilation				
Winding rods (for manual hinged opening)	✓	X	✓	✓
Security grid	S	X	X	S
Powered extract fan (only with uPVC kerb)	✓*	X	X	✓*
Premium comfort kit (for electric hinged opening)	✓	✓	✓	✓
Standard comfort kit (for electric hinged opening)	✓	✓	✓	✓

Product Options: Controls & Accessories

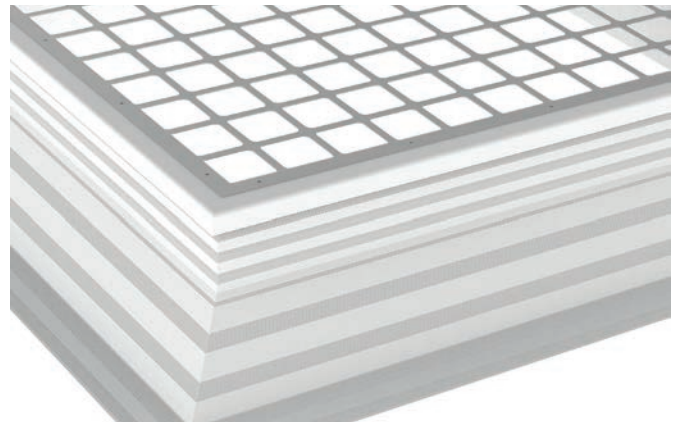
Operating Rods

Manual spindle for hinged manual opening ventilation.



Security Grid

- Increased security
- Visual deterrent to potential intruders



Fans

- Used where natural ventilation is insufficient
- Designed for ventilating internal bathrooms, WCs and other small rooms
- Mounted in side wall of em.curb 150mm or 300mm upstand



Standard Comfort Controls

- Electric opening units supplied with retractive switch as standard
- Option of standard comfort kit including a control panel, remote control and rain sensor



Premium Comfort Controls

- For electric opening
- Wireless controls which include open/close manual switch and internal and external temperature
- Wireless weather station which includes wind and rain sensor
- Option of handheld remote



Frequently Asked Questions

What are your lead times?

Our delivery depot holds large volumes of stock, allowing us to supply your order at short notice – including next-day delivery if ordered by 2pm, in most cases (exceptions apply). Special order units may take 1–3 weeks for delivery. Bespoke units can be manufactured in as little as 3–5 weeks. See page 7 for further details.

How do I place an order (homeowners)?

Homeowners: your installer is likely to purchase your product on your behalf. Direct purchases can be made through our national network of building and roofing merchants. Use our 'find a merchant' resource on our website to find Whitesales' merchants in your area.

Do you get the unit to my roof?

Unless specifically advised otherwise, products will be delivered and offloaded by the delivery driver and placed in a practical location within reasonable proximity to the vehicle. Please note the driver cannot move the product to point of installation or inside your building so please ensure you take note of the product weight and make appropriate arrangements to move it as required. Due to vehicle sizes used we may not be able to deliver to locations with restricted or narrow access.

Do you have an installation service?

Our full range of products are designed for easy installation. Full installation instructions are available for download from our website, and we have installation videos on our YouTube channel. For bespoke products and projects, we are able to offer installation services. Please call us to discuss your requirements. Our design team can offer guidance and advice.

Do you offer a site survey service?

We are very happy to visit a site to check measurements and review product suitability for larger scale orders/projects. Our survey team cover the entire UK and can provide condition surveys, quotes and roof plans if needed. However, in most cases we work to customers' measurements provided. We can offer telephone assistance or video call over WhatsApp to ensure correct measurements are being taken.

How will my rooflight be packaged?

We want to ensure that our rooflights arrive exactly in the same condition as when they left our production facility. We take every precaution to ensure that units are not damaged during transportation. Most larger glass units will be shipped on a pallet. If goods are damaged in transit, the carrier's note must be signed accordingly and Whitesales notified in writing within 3 days of receipt of goods. We cannot accept claims for damaged goods if they are signed for in good condition.

How do I store the rooflight?

If the unit/s are to be stored before installation the following points should be noted:

- care should be taken to ensure protective packaging is not ripped, as glazing could then be scratched
- units should be stored under cover

For glass only:

- units should be laid flat and not placed upright on their edge. Units should not be stacked
- units should not be stored in light/shade environments which could allow heating of one area of the unit (see thermal fracture FAQ)

What is thermal fracture?

In simple terms, thermal stress fracture occurs (very rarely) because one area of glass is heated faster than another area of the glass – this ‘heated’ area will expand, while the ‘cooler’ area will not – causing expansion/compression forces and resulting in the glass ‘fracturing’. In reality it is quite a complex scientific process and there are many factors that increase/decrease the risk of thermal fracture. It is important to understand the implications of thermal stress and more information can be found on our website.

Is planning permission required?

In England and Wales, planning permission is not usually required for the installation of new rooflights, subject to the current limits and conditions stipulated by the government's Planning Portal under Schedule 2, Article 3, part 1 class C permitted development. However, we advise that you thoroughly research planning permission rules and building regulations prior to purchase.

How high does an upstand need to be?

A rooflight upstand must be 150mm above the roof surface at it's lowest point. em.curb proprietary kerbs are compatible with almost our entire range and ensure rapid, airtight and watertight rooflight installation.

What about cleaning and maintenance?

Please refer to the O&M Manual for your specific product. This can be found on our website.

What warranty do you provide?

Our rooflights have an expected life of at least 25 years and are guaranteed for 10 years. For full details of our comprehensive product warranties, please contact customer services.

More info on terms and conditions?

Please refer to our website where our Terms & Conditions can be viewed. Should you require any further details, please feel free to contact us.

Terms & Conditions

Delivery:

Free delivery on all orders over £1000 for products shipped to Mainland UK only, £30 delivery surcharge for orders under this amount. For deliveries outside of Mainland UK we offer delivery to a port on the mainland for onward shipping arranged by the customer, or we can agree a carriage charge relevant to the order. Next-day for most stock products for orders placed by 2pm (exceptions apply). See page 7 for further details.

Unless specifically advised otherwise, products will be delivered and offloaded by the delivery driver and placed in a practical location within reasonable proximity to the vehicle. Please note the driver cannot move the product to point of installation or inside your building so please ensure you take note of the product weight and make appropriate arrangements to move it as required. Due to vehicle sizes used we may not be able to deliver to locations with restricted or narrow access.

Prices and conditions of sale:

All prices quoted are subject to VAT. Goods will be charged at prices ruling at date of despatch. The supply of any goods to which the price list applies will be subject to Whitesales standard conditions of sale available on request, on our website and shown on the reverse of each delivery note.

Damage or loss in transit:

If goods are damaged in transit, the carrier's note must be signed accordingly and Whitesales notified in writing within 3 days of receipt of goods. We cannot accept claims for damaged goods if they are signed for in good condition. Whitesales must also be notified in writing if goods are not received within 10 days of date of invoice.

Return of goods:

By prior arrangement only, and subject to the goods being received in reasonable condition upon inspection by Whitesales. Subject to a 25% handling charge (minimum £50) for all products. Special order items cannot be returned for credit.

Fixings:

All units are supplied complete with security fixings at no extra cost.

Application and limitation on use:

All units are designed for use in normal circumstances on flat roofs up to 15° pitch. For applications in excess of 15° or in unusual circumstances (e.g. extreme temperature or climatic conditions) please refer to Whitesales. Please note that all information supplied is based on our best knowledge and general experience. Because of factors outside our control which can affect installation and use of products, no warranty is given or implied in respect of information provided. A policy of continuous improvement applies and Whitesales therefore reserve the right to alter specifications without prior notice.

Condensation:

Condensation occurs where warm moist air meets cold surfaces. As warm air rises, the risk of condensation forming at rooflight level is relatively greater than at lower level. The risk can be minimized by specifying thicker glazing/ more glazing skins and em.curb insulated upstands. The provision of ventilation may also assist. However, because temperature and humidity levels are clearly beyond our control, no guarantee can be given against the formation of condensation.

Want to build your product at the click of a button?

Our online portal and configurator **RUFUS** is your 'one site' to configure products, save quotes, place orders and more...



Saves time



Available on the go



Detailed product information

Visit whitesales.co.uk/RUFUS

What's the difference between splayed and vertical upstands?



What's the most cost-effective product for my situation?



What product is going to fit my hole in the roof?



experience.brighter

Delivering on our promises, that is our focus – and it is what has made us the no.1 choice for professionals for over 30 years. We take our role as market leaders very seriously. Our aim is to develop superior solutions that allow our customers to buy in complete confidence.

Did you know you can now contact us on WhatsApp!

Create a contact in your phone with the phone number: 07553 730663

You could call it 'Whitesales Support'

Open WhatsApp

Search for the Whitesales Support contact and send us a message. You can attach pictures, videos, files, whatever you want to help us solve your query.



whitesales

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Opening Times: 07:30–16:30

