
JOINERY PRODUCT CARE AND MAINTENANCE GUIDE

Handling

Before delivery the customer must prepare a suitable area for receiving the delivered goods. This area must be cool, dry and not exposed to the elements (eg frost, wind, rain, direct sun).

For supply-only orders the customer must provide adequate labour to assist with unloading and to check the goods are correct.

Storage

The customer must provide a clean, safe, dry area for storage.

- Goods must be stacked vertically on bearers to ensure adequate ventilation.
- Product wrapping must be removed if goods are to be stored for longer than 30 days to ensure adequate ventilation.
- Never store products where wet trades (eg plasterers) have recently been working or where walls, floors or surfaces are still drying.
- Never store goods in direct sunlight or dark areas for long periods to avoid paint or surface discolouration.
- Do not lay products flat on bearers. Products must be stored vertically to protect glazing and coatings.

Installation

Frames are to be installed into openings in accordance with these instructions:

- Maintain a manufactured 5 – 10mm perimeter gap from frame to structure.
- Ensure the outer frame is square.
- Ensure frame jambs are plumb, straight and parallel with each other.
- Ensure outer frame is installed without twisting or distortion.

Position fixings between 150mm & 250mm up and down from all four corners, and 600mm centres thereafter. If the frame exceeds 1800mm an additional fixing will be required in the head member.

Rooms must be well ventilated as excessive moisture can cause timber products to swell and distort. Excessive moisture can also cause rust on internal metal components on ironmongery.

Building in of joinery is not guaranteed under this policy.



General Product Care

Adequate building ventilation is required after installation, particularly when wet trades have been working in the vicinity. Excessive moisture may cause timber to swell or result in surface blistering and discolouration.

Take particular care to protect joinery products during the building process. Ensure they are not stored where falling debris could cause damage to decorative coatings, weather seals and ironmongery.

Adequate ventilation is required after building works have finished to avoid high humidity. Abnormal levels of humidity can increase or decrease moisture content in joinery.

Ironmongery disconnected or removed must be reconnected immediately to avoid damaging the joinery.

If resistance is felt on opening sashes or doors always investigate the cause. Never force products open or shut as this could cause damage.

Lubricate moving parts at regular intervals, clean ironmongery with non corrosive cleaners.

Wipe internal and external faces of the frame clean; clean glass and opening members.

Coatings Maintenance - Cleaning

Doors and windows should be cleaned regularly to prolong their life. The guidelines below apply to both interior and exterior surfaces.

Wash vertical painted surfaces from top to bottom to avoid streaking. Superficial dirt should be removed with water and a damp cloth. Use household detergent for heavier dirt, being careful to remove excess detergent with a damp cloth.

Never allow abrasive tools, strong detergents, ammonia, bleach or harsh cleaning chemicals to come into contact with finished surfaces.

Do not use solvents on any surfaces.

Avoid leaving detergent and liquid cleaners on surfaces to avoid adsorption.

Avoid saturating the product

Cleaning cloths must be free from grit and debris to avoid damaging finished surfaces.

Do not use a jet washer or pole cleaner as these could damage surfaces and invalidate the guarantee.

