

Maintenance Guide

1. Storage Conditions - If applicable

- NOT to be stored in transportation wrapping, remove plastic foil so wood can breathe – packaging is purely for transportation protection.
- Ensure decent ventilation.
- Temperature ranging from 10 to 25 degrees Celsius.
- Controlled humidity ranging from 60 to 70%.
- Keep products under cover, in dry area, not exposed to weathering.
- Keep safe from physical damages.

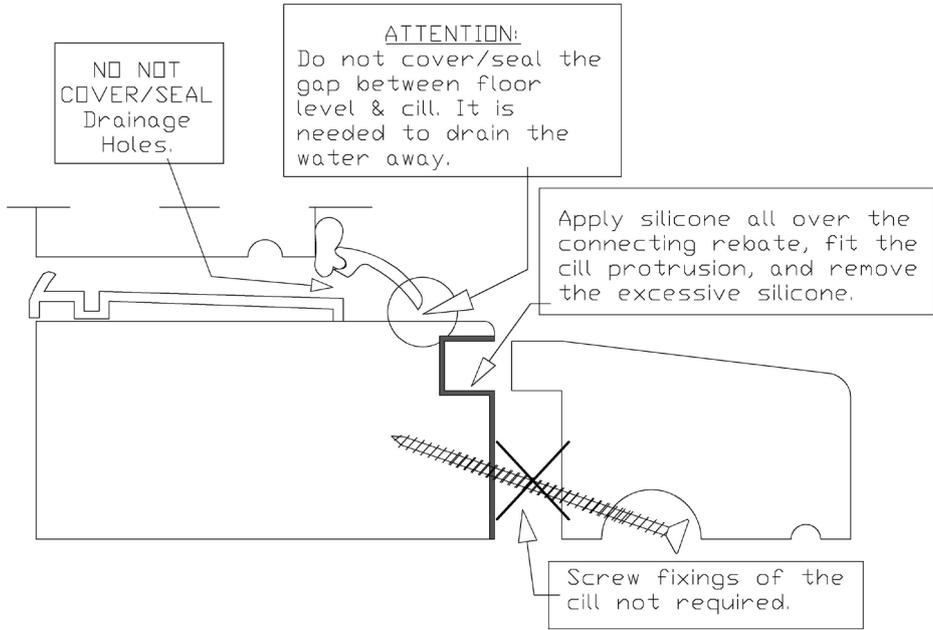
Not following the above guidelines can cause swelling or distortion of parts within windows and doors, thus damaging their appearance and function. Given that this is not the manufacturer's fault, such issues are not covered under our warranty.

2. Installation

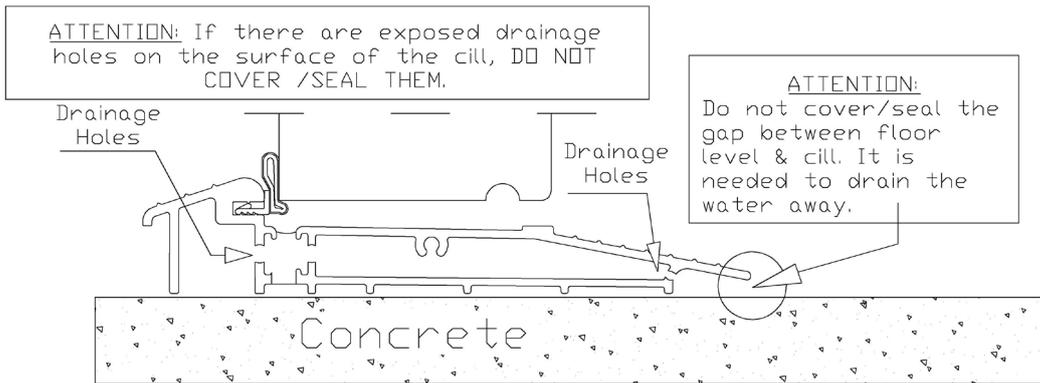
- During installation, follow the exact rules of the Code of Practice for Survey and Installation of Windows and External Doorsets (BS8213 Pt4).
 - DO NOT delay the installation process long after delivery to site. In order to establish proper performance of our products, the installation process must be precise.
 - Preformed openings should be at least 5 mm ALL-AROUND than the overall frame size of our joinery products.
 - Ensure that the products are installed plumb and square, as per installation best practices.
 - To avoid sagging of multi section mullions, support them with a minimum of two fixing points per side, starting between 100 or 200 mm in from the corners.
 - In accordance with BS 5889, all gaps between aperture and frame perimeter must be filled with a non-setting sealant suitable for joinery purposes.
 - It is very important not to cover drainage holes on all types of cills (as shown on Drawing 1 & Drawing 2), so the water can drain effectively.
 - Any item/element redesigned/cut/changed by installer or third person is no longer guaranteed by manufacturer.
 - If cutting, drilling or any damage occurs on site, the area should be treated with RENNER xxx end grain sealer. After proper application and drying time, primer and topcoat should be applied.
 - For white finish standard primer used by manufacturer is RENNER xxx and the topcoat is RENNER xxx. For stained oak standard primer is xxx (should be applied 2 times) and the topcoat is xxx. Touch up paint is supplied with each job. Larger quantities are available from your installer.
 - When joining two items on site (e.g. door with sidelight), or attaching any other element to the frame (e.g. cill protrusion, transom drip, external cover trims), it is necessary to seal the joint with silicone to prevent the water penetrating in (see Drawing 1)
 - As per guidelines set out in Code of Practice for carpentry and joinery (BS 8000, Pt 5) letter plates, ancillary locks etc, should be fitted & silicone sealed prior to hanging the door.
- In order to prevent water ingress, areas on preservative treated doors that have been drilled for letter plates, ancillary locks etc, must also be preservative treated and sealed with a repairing sealer, prior to hanging doors.

Glazing of loosely glazed items

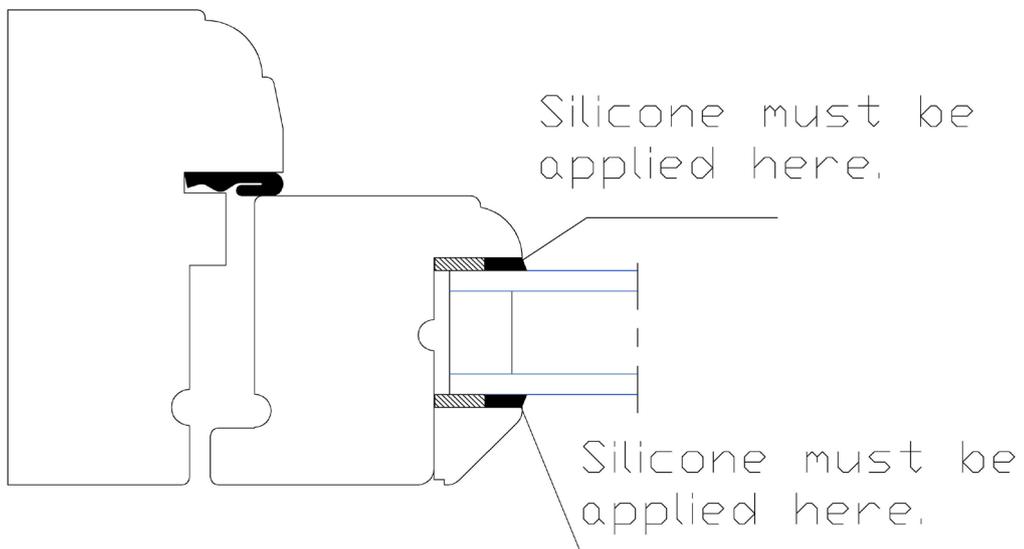
- Unglazed items (only on customer's request or if items are too heavy for handling purposes) are to be glazed on site, as per Glass & Glazing Federation & these guidelines. If required ask us for instructions to do this.
- If glass is supplied by manufacturer, it will be dry glazed, with double sided self adhesive butyl tape applied to the back of the beading grid, and silicone supplied, based on normal consumption of 8m per tube.
- Very important is to generously apply silicone onto the glass side of the glazing bead, as well as onto the timber side of glazing bead, and then remove excessive
- Silicone with a packer under 45 degrees (refer to Drawing 3). If this step is not followed, the warranty is no longer valid.



drawing 1



drawing 2



drawing 3

3. Cleaning

-Glass: The glass should be washed with a mild non aggressive, standard household glass cleaner and a non-abrasive cloth. Finish cleaning with paper towel or similar. Do not use aggressive, acidic or alkaline cleaners. Do not use pressure spray for cleaning.

-Painted/Stained Timber: General cleaning of frame and openers should be performed regularly with mild soapy water (at least twice a year).

-Safety: It is important to remember to keep safety as a paramount consideration when cleaning any windows – do not over reach at any time. Given the design of these windows you should be able to safely reach all surfaces of regular sized windows without over reaching or bending out of an opened window.

Always hire a professional window cleaner if necessary, and use a safe step ladder where needed.

4. Maintenance

-Check for any open joints on frames and openers. If anything is alarming, send photographs close up & far away to your installer for inspection.

-Check for cracks or gaps around glass beadings and glass. If necessary, clean over and re-silicone as was.

-Check if any scratches or cracks appear in the exterior coating. Repair by sanding (use a fine sandpaper) and applying said sealer and top coat.

-Check condition of sash cords, and if necessary replace them as soon as possible.

Inspect handles, hinges, locks and all moving metal parts – treat with a light acid-free oil twice per year (we recommend Coast Gard Corrosion Protection System).

-Adjustment of 3D door hinges & lubricating door locks is considered normal due to weather changes and is the responsibility of purchaser (or to hire a competent person) if necessary. Ask for instructions if needed.

-3D adjustable butt hinges (Click here to see adjustment instructions).

-Maintenance pack available from supplier. Ask for details.

5. Notes

-If there is condensation on the interior surface of the glass unit, it can normally be reduced by improving air circulation.

-Pay special attention to doors and windows installed on southern and western elevations as they are the most exposed to weather elements.

-Cracks in the paint can lead to increased moisture in timber and eventually, its decomposition.

-Most metal parts are not manufactured by us, therefore we can only guarantee as per what the original manufacturer provided us with (1 year guarantee).