

High performance timber windows & doors general maintenance

Please keep these operation & maintenance instructions in a safe place for future reference

Correctly installed and maintained, our high performance windows and doors will give many years of trouble-free operation. Should you require after-sales assistance or service, please don't hesitate to contact the Supplier. Please read through these maintenance instructions, and keep them for future reference. Please also note the information on product warranties attached.

1

After installation

Ventilation and heating should be provided as soon as possible after fitting, in order to bring the frames to their normal service conditions. Please note however that care must be taken to ensure that heating is only gradually brought up to the normal service level.

It is recommended that all pivot points on hinges be lubricated with an appropriate silicone spray after installation.

2

Cleaning and care

Your timber windows need regular cleaning and care to ensure full service life and functional performance.

The inside and outside faces of the windows should be cleaned annually or more frequently according to local environmental conditions. Care must be taken not to use products which could damage the surface coatings or the corrosion resistance of the hinges and other hardware.

Unsuitable products in general are any coarse cleaner

(e.g. scouring agents, steel wool, blades etc.), acids or products containing acids, or solvent-borne products (e.g. thinners, benzene).

Suitable cleaning products for the hardware are neutral p-h biodegradable solutions, such as OSMO Wash and Care (available from the Supplier).

Take care to dispose of any cleaning products safely and responsibly.

Care of painted or stained timber surfaces

- We recommend 6 monthly inspection of all finishes and retention of a written and photographic inspection record. To maintain warranties on the finish system should be cleaned and maintained 6 monthly with the Remmers Aidol Induline care set available from your local decorative supplies merchant, or contact Remmers UK on 0845 373 0103
- Repair of the timber finish can be a specialist task. If the surface suffers damage or otherwise requires renewal, please ask for advice before attempting any works.

Care of door thresholds

- Door thresholds must be cleaned regularly to ensure that they do not prevent water draining to the outside of the building. Some types of threshold have drainage holes which must be kept clear.

Care of the glazing units and seal

- Clean glass with proprietary domestic cleaners for glass surfaces.
- If the glass is covered with dust from, for example, construction works do not clean with a dry cloth as dry abrasive particles may scratch the glass. Rinse first with warm soapy water before cleaning as above.
- Use warm soapy water to clean the window seals around the glass. Do not use chemically active cleaners. Do not paint the seals.

3

Finishes

The finish on your window is a Remmers Aidol product (see www.remmers.co.uk for more information. Finishing comprises the following:

- Impregnation SW900
- Primer GW201 (paint) or GW300 (stain)
- Paint finish DW601 (paint) or LW700 (stain)

Repair

• Scuff or scratch, not to bare wood

Small quantities of touch-up material (top coat) is either provided, or can be supplied on request. These can be used to touch up minor scuffs or scratches, blending carefully into the surrounding surface.

• Minor damage to bare wood

We can obtain touch up quantities of primer and top coat if required, at a small charge. Carefully rub down an area around scratch with 320 wet & dry, prime as required blending carefully into the surrounding area. Apply top coat (2 coats) when dry, blending in carefully.

• Major damage

Major damage is best dealt with by returning frame to the factory for complete re-spray. Alternatively supplies of Remmers products can be obtained from BRW on 0870 7740681

Maintenance

Paint and stain maintenance recoating when required should be undertaken with a suitable Remmers product. Alternatively other high quality micro porous finishes may be used (refer the manufacturer of the finish for painting instructions).

Surfaces should be prepared by light sanding, removal of debris and washing down prior to commencing redecoration.

In all instances a high quality synthetic brush should be used for site application.

Dealing with resin exudation

Resin exudation is a natural phenomena which may very occasionally occur with the pine/redwood timbers. This may come through the finish and although this will have no effect on the performance of the product, it may be seen as unsightly. Should this occur, wipe off soft exuded resin with a cloth moistened with turpentine substitute or similar. Scrape to remove coating and hardened exudation as necessary. Apply shellac knotting where necessary. Reapply a suitable maintenance coats to area or complete component as required.

4

Maintenance of ironmongery

Your windows and doors are fitted with high quality components. To ensure their smooth and trouble free operation you must carry out the following maintenance on them at least once a year.

- Lubricate or oil all moving parts and locking points.
- Use only clean and non-resinous grease or oil.
- Check all important components for looseness and wear. If necessary tighten fixing screws and replace defective parts.
- If hinges are not fitted with cover caps, please check whether the top hinge pin is pushed up fully in the hinge.
- Only clean your windows with a mild, neutral pH, diluted detergent. Never use aggressive, acid based detergents or scouring powder because they can damage the protective surface of your hardware.
- To maintain surface quality it is recommended that after cleaning the hardware surfaces they should be treated with a silicone and corrosion free (ie non-acidic) oil, eg. sewing machine oil.

Malfunctioning ironmongery

In the case of a malfunction of the ironmongery, do not continue to operate the window, as this can carry a risk of injury. Make the window safe and have it repaired immediately. The following jobs should only be carried out by a competent person.

- Replacement of fittings.
- Removal and replacement of sashes.
- Adjustments of fittings – especially hinges and stays.

No sealants which are hardened by the effect of vinegar/ acetic acid or acid, or which contain these substances should be used on the windows or their immediate vicinity. Direct contact with the sealant or its vapours could attack the surface of the hardware fittings.

If painting or staining your windows or doors, all hardware components should be protected from contamination by the paint or stain.

Please note that, although the operation of all doors and windows is checked before leaving the Manufacturer's works, they may require adjustment or easing after fitting, and from time to time, to maintain correct tolerances and ensure smooth operation. Normal onsite adjustment is the responsibility of the householder or person responsible for building maintenance and does not reflect any defect in the product.

5

Doorset operation

Doors are designed with compression seals. **The multipoint locking should be routinely engaged to maintain the stability of the door and gasket compression.** If the deadbolts are not engaged on a regular basis there will be a tendency for the doors to bow at the top and bottom due to deflection from the compression gaskets.

In non-standard installations where mortice locks and/or security bolts are fitted, these should be routinely engaged for the same reason.