

JOINERY CUSTOMER CARE INSTRUCTIONS.

To maintain and ensure that the natural beauty of our timber products are maintained it is vitally important that the following guidelines are followed at all times.

Maintenance

The joinery leaves the factory having been base coated or primed with OSMO 420 clear UV Oil a micro-porous oil made largely with natural oils, or an alternative finish product if pre-ordered.

The Osmo base coating gives a satin natural finish which will protect the joinery whilst it is being handled prior to installed, most customers choose to maintain this finish internally however this finish will not give long term ultra violet or weather protection even when regularly coated.

Please note: once you have chosen which product to further decorate your joinery with it is essential that you follow the manufactures application guidelines.

IMPORTANT: Once received all doors should be stored horizontally prior to installation in a cool dry environment. Care must be taken to avoid storing doors in twist.

Under no circumstance should the doors be stored in damp wet areas or close to artificial heat sources.

Moisture ingress is the most common contributing factor to problems with any natural wood product. All joinery should be correctly treated prior to installation and as soon as the packaging has been removed. It is important to treat all surfaces. Particular attention should be paid to the top, bottom and side edges of the doors along with any areas where 'cut outs' are present such as letter boxes and hinges and hardware 'cut outs' which if not properly decorated will quickly absorb moisture causing the joinery to swell and twist.

Invest time and effort in ensuring the finishing of the products are completed to a high standard. Such investment will allow you to appreciate these products for many years to come.

In choosing what top coat to apply you need to first decide on how you want your joinery to weather, its required colour and how much redecoration you want to do. Oak has a natural tendency to fade and turn grey when it weathers particularly on exposed surfaces and elevations (cills and bottom beads).

- Should you wish to minimise the discolouration & weathering you need to top coat the joinery externally with a finish that has a pigment in it to resist the effects of the ultraviolet light. The darker and thicker the colour the more ultra violet protection & weather resistance.
- If a more durable finish is required, we recommend Sikken's HLS & Filter 7 as an external coating system.
- When choosing Oak joinery to compliment an oak framed building and want their joinery to weather naturally to a silver grey, in this instance we strongly recommend that the joinery is still regularly oiled externally to help reduce moisture ingress.
- Inspect windows at least annually. Pay particular attention to lower areas, glazing beads and cill. Repair any small patches of coating damage promptly.
- Redecorate when the lower parts of the joinery show general signs of wear. The time taken for this to happen will depend on the climate and level of shelter. Redecoration time must be based on physical inspection of the windows.
- Remember that timber is a natural product – it expands and contracts with varying climatic conditions. With a panelled door this may give rise to lines on the paintwork around the panel. Sand down any unevenness and touch up the coating in this area.
- Wash surfaces with a solution of warm water and liquid detergent – change water frequently. Rinse thoroughly with clean water. The build-up of dirt on joinery surfaces encourages mould growth.
- Keep moving parts – hinges, locks, handles etc. clean and free of grit, dirt or mortar. Clean regularly. Apply acid free oil, Vaseline or a silicone lubricant to all moving parts at least once a year.
- Do not paint over rubber gaskets or ironmongery

Storage

- Provide a clean, safe and dry area for storage.
- Goods to be stacked on a flat even surface to protect door against twisting, separated apart allowing adequate airflow between products.
- Store loose items of ironmongery separately in a secure area for fitting after installation.
- Remove product wrapping if products are to be stored for more than 1 month and ensure adequate ventilation.
- DO Not; Store products in an area where wet trades have recently been working or areas that are still drying out.
- DO Not; Store in areas of strong sunlight or darkness for long periods of time to avoid paint discolouration.
- DO Not; Store products flat on bearers, as products need to be stored vertically to protect glazing and paint systems.

During the Build Process

- Keep the coating intact at all times.
- Protect surfaces from plaster, render or concrete damage. Clean off any spatters while wet, with clean water – do not use any acid based cleaners. Plaster damage will cause damage to coating and timber staining.
- Use any brick or stonework wash with extreme caution. These products are usually acidic. Spatters will cause paint, timber and hardware damage.
- Pay particular attention to the protection of window cills and door thresholds from damage by plaster, render or cleaning products.
- Keep moisture content of timber at acceptable levels. Dry and ventilate the building. Excessive moisture levels will cause expansion of timbers, jamming of doors and growth of mould and algae on the timber surface. This is particularly important if the windows & doors are installed before the plastering and floor screeding is carried out, in this case a dehumidifier is essential.
- When the house is completed, heat and ventilate.

Glass

After Completing Decoration

IMPORTANT: The bottom horizontal glazing bead must be silicone capped. This cap must be maintained to ensure that moisture does not ingress into the glazing rebate which causes the double glazed unit to fail.

Should the silicone cap not be adequately maintained it will invalidate the warranty of the double glazed unit.

- Protect glass from all alkali materials and fluoride bearing compounds
- Never use scrapers, razor blades, steel wool or other metal tool on glass – the window supplier is not responsible for scratches occurring during construction or cleaning.
- Water used to wash the face of the building may contain contamination taken from mortar, cement, organic coatings etc. – it will damage the glass surface.
- Remove glass labels promptly after installation – prolonged exposure to the sun can make the adhesive very difficult to remove.
- Protect glass from splatter during welding/cutting – otherwise this will cause permanent damage.
- Protect glass from concrete splatter – dried on concrete is impossible to remove without glass damage
- Organic solvents, oils and plasticisers must not come in contact with the glass.
- Protect glass during surface treatment of masonry – acid washing, sand blasting, grouting and waterproofing.
- Prolonged exposure to sprinkling or spraying with hard water can lead to the minerals in the water precipitating out on the glass and becoming chemically bonded to the glass causing permanent damage.

Please don't hesitate to call the office and discuss the decoration process with Andy if you need and more assistance.

PLEASE CHECK YOUR GOODS!

When signing for receipt of your joinery (either when they are delivered or collected), "unchecked" will not be accepted. Visible damage must be detailed and noted clearly by you at the time of receipt on the Delivery / Receipt Note for any claim to be entertained. The company accepts no liability if costs are incurred by booking a carpenter before having received and checked the goods.

Any claims for damaged goods – or where goods supplied do not match those ordered - must be reported within 3 working days of receipt.

Every effort is made to supply you with the correct joinery in perfect condition. However on occasion, errors are made or a piece of joinery is not up to standard. It is imperative that you check your doors for any of the following potential faults prior to commencing any alterations:

- Warping or bowing beyond 4mm tolerance
- Scratches on glass
- Wrong joinery model supplied
- Wrong size supplied
- Two odd doors supplied where they should be a matching pair

The above examples of potential faults/errors but this list is not exhaustive.

Please remember that, by fitting or finishing your door or making alterations in any way, you will be deemed to have accepted the goods as supplied. Unfortunately, we cannot replace a faulty or incorrectly supplied joinery if ANY alterations have been carried out.

Making alterations

Assuming that you have checked your joinery over thoroughly, the maximum that your doors can be altered in width is 6mm off each edge. Remember that you must re-seal any edges, cavities or cut-outs straight away. The top and bottom edges of the door are often overlooked but must be done, even if it involves taking the door down for a short while.

Please bear in mind that timber is a natural material which will move, & when subjected to changes in temperature and humidity. We cannot accept liability for natural movement or distortion.