



**WYRE FOREST
WOODCRAFT**
purpose made joinery



CARE AND MAINTENANCE

TIMBER WINDOWS AND DOORS

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Introduction

Dear Customer

At Wyre Forest Woodcraft, our aim is to produce quality joinery and now that you have invested in high performance windows and doors it is very important that you care for them correctly.

Regular maintenance will ensure long life and optimum performance from your joinery. This booklet outlines the simple steps necessary to ensure your windows and doors continue to look good and function well over a long lifetime.

Care and Maintenance

During the building process

- Keep the coating intact at all times. Recoat any surfaces which are cut on site (eg. cladding) - one undercoat plus two topcoats. Fill and coat any nail holes. Pay particular attention to end grains.
- Protect surfaces from plaster, render or concrete damage. Clean off any splashes whilst wet, with clean water – do not use any acid based cleaners. Plaster can damage coating and stain timber.
- 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..
- Dry and ventilate the building. Keep moisture content of timber at acceptable levels. Excessive moisture levels will cause expansion of timbers, jamming of doors and growth of mould and algae on the timber surface. Heat and ventilate building on completion.

Maintenance

- Inspect windows at least every year, paying particular attention to lower areas, glazing beads and cills. Any small patches of coating damage should be repaired promptly.
- Wash surfaces with a solution of warm water and liquid detergent , changing water frequently. Rinse thoroughly with clean water. The build up of dirt on joinery surfaces encourages mould growth.
- Check joinery for signs of algae or mould growth. Treat affected areas with a solution of one part household bleach to two parts water. Allow 20 minutes to act and wash off with cold water and a stiff nylon brush. This is important on building facades which are exposed to cold and damp. Mould growth can damage the coating and penetrate the timber to causing permanent damage.

- Redecorate when the lower parts of the joinery show general signs of wear. The time for this to happen will depend on climate and level of shelter. Redecoration time must be based on physical inspection. Apply two coats of a good quality exterior paint sanding between coats with a 280 grit sandpaper.
- Timber is a natural product – it expands and contracts with varying climatic conditions. With a panelled door this may cause lines on paintwork around the panel. Sand down any unevenness and touch up the coating in this area.
- Keep moving parts – hinges, locks, handles etc. clean and free of grit, dirt or mortar. Clean regularly and apply an acid free oil, Vaseline or a silicone lubricant to all moving parts at least once a year. Do not lubricate balance channel on sliding sash windows.
- Do not paint over rubber gaskets or ironmongery.

Our Guarantee

General Guarantee Conditions

The company will honour the guarantees offered for the contract, provided that:

The company agrees that such defects are due solely to faulty materials or workmanship by the company.

All payments applied for and due have been received by the company.

The product has been handled, stored, installed, glazed, decorated and maintained and cared for correctly.

Our liability shall be limited to the cost of any replacement component only or any rectification works that may be carried out by ourselves. All other liabilities whether contractual, tortious or otherwise are excluded, and neither shall we be responsible for any consequential cost arising from the failure of any component as scheduled above.

This guarantee is offered as an extra benefit and does not affect your statutory rights as a consumer.

Specific Exclusions From These Guarantees

This guarantee does not cover:

1. Joinery supplied on request in an unfinished state.
2. Any damage accidental or deliberate occurring on site after installation and specifically excludes damage to timber or to coating caused by cleaning practices or application of any chemicals or abrasive substances.
3. Any damage to timber or to coating caused by other operations in the build process and specifically excludes damage by cement, mortar, render or any cleaning operation to remove these substances.
4. Failure of hinges due to the build up of cement, mortar, sand, grit or any other building debris in the moving parts.
5. Failure of moving parts due to not having been lubricated regularly.
6. Corrosion or discoloration of ironmongery caused by cleaning agents, chemicals or dirty water, from cleaning operations.

7. Faults on products which have not been maintained according to Wyre Forest Woodcraft maintenance guidelines. The end user of this guarantee is responsible for maintenance and cleaning of the product.
8. Problems relating to the installation of a product by personnel other than trained Wyre Forest Woodcraft staff.
9. Visual defects in glass, such as scratches or marks, which are not reported within 48 hours of installation.
10. Any visual defects in the product that are not reported in writing within three days of installation.
11. Any damage caused by condensation being deposited on windows and doors. Condensation is an indication of excess moisture in the building and is not a window problem.
12. Products that are used in swimming pool areas.
13. Variations in the colour and grain of timber. Timber is a natural material – each tree grows under different conditions to a different shape and size. This makes variations in the colour and grain unavoidable.
14. Damage to outward opening doors due to being left open in windy or breezy conditions.
15. Redecoration of items or components which have been replaced or their surroundings.
16. Damage caused outside the control of Wyre Forest Woodcraft, which shall include accident, fire, disaster or burglary.
17. Guarantees offered do not extend to joinery that has swollen due to excessive absorption of moisture, nor any faults arising from misuse, damage, neglect or unauthorised repair or modification on the part of the purchaser. Nor do they extend to customers specific designs and specification requirements.
18. Any product which has not been paid for in full.

Claim Procedure

If you have a valid claim please contact our office in the first instance.

Validation

It rests with the customer to substantiate proof of purchase by giving the date of delivery and invoice.

No claim will be considered without this information

30 Year Guarantee Against Fungal Attack

Against rot and fungal attack on all treated external timber components, visible signs of distress to the timber substrate beneath the decoration indicating an earlier period of lack of maintenance will invalidate this guarantee.

All cut or drilled timber is to be treated and re decorated in accordance with good practice recommendations.

10 Year Guarantee Against Manufacturing Defects of Joinery

On all products manufactured to our specification. This excludes softwood doors (except engineered timber), doors greater than 1000mm wide or 2150mm high, grain or colour matching of hardwood, resin exudation and extractive staining around knots, evidence of pin hole borer, stick marks, book matching to paint grade veneers or joinery manufactured to purchasers own design or specification. We also cannot guarantee the operation of loose supplied items such as sashes or doors if they are not hung by Wyre Forest Woodcraft. Joinery found not to have been cared for properly will invalidate this guarantee.

5 Year Guarantee Against Manufacturing Defects of Double Glazed Units

This only applies to factory-glazed twin sealed units with a minimum 12mm spacer, when glazed into fully factory paint/stain finished joinery.

The guarantee specifically excludes units displaying the optical phenomenon, occasionally seen as interference colour bands, known as "Brewster's Fingers" and/or shadowing which occurs from the low e coating. Any defects including scratches, blemishes or pimples will be accepted in accordance with the GGF/British Standard for optical quality. Lime staining of glass and/or discolouration of lead and/or breakages of glass by others is not covered by their guarantee.

The use of strong solvents or cleaning products or visible signs of distress to the timber substrate beneath the decoration indicating an earlier period of lack of maintenance will invalidate this guarantee.

Wyre Forest Woodcrafts liability will be limited to the cost of the supply of replacement unit only. Joinery found not to have been cared for properly will invalidate this guarantee.

10 Year Guarantee Against Manufacturing Defects of Ironmongery

This only applies to Wyre Forest Woodcraft standard window and doorset ironmongery, or ironmongery specifically agreed in writing by ourselves. This guarantee covers the ironmongery only and not the fitting, therefore, Wyre Forest Woodcrafts liability will be limited to the cost of supply of replacement part only. Please note that the guarantee excludes chrome or gold colour plated ironmongery. Brass and/or ironmongery which exposure to salt is past that of the manufacturers test data is not covered by this guarantee. The colourfastness or surface finishes may be affected by environmental conditions, this will not result in any loss of performance or reliability, and is not included in this guarantee. Ironmongery found not to have been cared for correctly will invalidate this guarantee.

10 Year Guarantee Against Manufacturing Defects of Weatherseals

Over painted weather strips or weatherseals found not to have been cared for will invalidate this guarantee.

8 Year Guarantee on Paint & 4 Year Guarantee on Stain Against Coating and System Failure on Factory Applied Finishes

The above guarantees are subject to location and climate conditions and reflect the warranted lifespan on coatings provided the specified maintenance schedule is followed. No

recoating will be required during this period provided the coating is not damaged (details are given below).

Guarantee covers the coating against:

Peeling

Cracking (over greater than 5% of the coated areas.)

Damage resulting from fungal growth within the coating.

Significant Yellowing of the coating.

Premature erosion of the film leading to areas of exposed timber.

It does not guarantee against:

The exudation of resin.

Extractive staining around knots.

Failure of coating to cills or drips with a projection greater than 76mm.

Failure of black pigmented or clear finish external coatings.

The light oak tinted lacquer stain, has a 2 year guarantee.

Once the joinery is supplied, the main conditions for the warranty to remain valid are that:

The windows are installed in accordance with our recommendations.

No physical damage to the joinery or coating has occurred, such as chipping, staining etc. Should the coating become damaged when the joinery is installed the coating is promptly repaired in accordance with our remedial coating instructions.

The coating is cared for in such a way that it is not damaged by abrasion, for example, window cleaners ladders.

The coating, and area surrounding the coating, is not cleaned with strong chemicals.

The coating is cleaned at specified intervals so that dirt retention does not lead to excessive mould growth. Such mould growth is more likely to occur on north facing elevations. Only coatings recommended by us are applied to the joinery.

The correct coating maintenance schedule is followed.

The site is not exposed to excessive industrial pollution.

Wyre Forest Woodcrafts liability will be limited to the cost of supply of replacement paint/stain only.

Condensation on Internal Doors & Windows

Nowadays because of improved airtightness of buildings coupled with changing lifestyles more people are experiencing difficulties with condensation. Because this problem frequently manifests itself on windows and doors, there is a tendency to regard windows and doors as being in some way responsible. This is a totally erroneous viewpoint.

Condensation is water vapour from the atmosphere in the building and cannot possibly under any circumstances be generated by windows or doors. It is introduced into the air inside the building by the users of the building carrying out such activities as breathing, cooking, washing, showering, bathing, drying clothes etc. In the case of a new house the amount of water vapour generated by the users is significantly added to by the materials used in the construction of the house itself drying out. When the house is warm the air

accepts this water vapour until it reaches saturation point. As the house cools down the saturation point of the air drops and it can no longer hold the amount of water vapour, which it accepted, when warmer. This excess has to be deposited on the various surfaces in the room and the cold glass surface provides an ideal surface for this.

The formation of condensation on a surface does not indicate any problem with that surface – it merely indicates the presence of excessive levels of water vapour in the air. Any surface will condensate given the right combination of two factors - difference between indoor and outdoor temperature and relative humidity of the environment. For example a particular glazed element will not condensate for an outdoor temperature of -2°C and an indoor temperature of 20°C at a relative humidity of 50%. If however the relative humidity is increased by a mere 2% (eg. boiling kettle, unloading dishwasher or similar) condensation occurs.

Windows and doors can help recognise and deal with a condensation problem. Initially the formation of condensation on windows and doors provides an early warning that there are excessive amounts of water vapour at large in the building. They provide a clean wipeable surface on which condensation may form without causing a lot of damage unlike more porous surfaces such as paintwork, presses, clothes, furniture etc. Condensation forming on a window or door surface will cause a lot less structural damage than elsewhere in the building. The presence of heavy condensation on a window or door is a symptom of a problem with moisture control in the building.

The solution to condensation lies in maintaining the correct balance between heating and ventilation in a building and limiting activities which give rise to the build up of excess water vapour. Heating creates a situation where the air in the building can absorb a lot of water vapour and ventilation ensures that as the air cools down the excess water vapour can escape instead of condensing on cold surfaces within the building.

A particular problem with moisture control may arise in a new building as the materials in the building itself go through a drying out process which may take a year or two. If this proves too difficult to manage by normal means a dehumidifier will help to control the problem.

Remember these points:

- Windows and doors do not cause condensation.
- Windows and doors are safe clean surfaces on which condensation may form.
- Condensation on windows and doors provides an early warning of a moisture control problem.
- Windows and doors can be used to provide adequate ventilation to solve a condensation problem.

Condensation on External Doors & Windows

With improvements in the thermal performance of glass, the phenomenon of condensation on the exterior surface of glazing has become more prevalent. External condensation occurs in particular climatic conditions with high humidity levels and/or particularly cold weather. It is not a defect in the glass or the windows but it does demonstrate that the item is doing the job it's supposed to do – keeping heat in.

The low emissivity inner pane reflects heat back into the building preventing the outer pane from warming up. The outer pane presents a cool surface and, given the right temperature and humidity conditions, water vapour from the air will condense on it.

This was not an issue with traditional double glazing when there was much more heat loss through the inner pane so that the outer pane was warmed up by this wasted energy.

Today, because of energy prices, global warming, the need to comply with Building Regulations and reduce carbon emissions, it is no longer possible to install inefficient glazing. In Northern European countries which have much colder winters than we do, glazing with very low U-values has been used for some time and the phenomenon of external condensation is understood and accepted. It is considered much more important to conserve energy and have a warm comfortable indoor environment.

Customers are sometimes perplexed by the fact that condensation may occur on one house but not on another, on one window but not on another, indeed even on one pane but not on another. This happens because the surface temperature of the glass is affected by the degree of shading from a roof overhang, a projecting reveal or lintel, a tree, another house or by a very minor difference in orientation.

There is nothing that can be done to predict where external condensation will occur or to avoid it. It does however, indicate that the glazing is very energy efficient and is saving money by conserving heat. In most cases the condensation will disappear as soon as the window is exposed to a little sunshine or a breeze.

Further information on this topic can be found on major glass manufacturers websites eg. www.pilkington.co.uk

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