

# Maintenance Guidelines

## Introduction

Maintaining your new timber windows and doors is the key to ensuring that they stand the test of time. It is essential that you read and follow the information and instructions in this document. Your new windows and doors will require care and attention to ensure that they stay in perfect working order. Whilst your windows and doors are new, they do require ongoing attention and care.

High performance, engineered products such as boilers, washing machines, cars or joinery (of any material) will require some form of maintenance in order to ensure long life, efficient performance and visual appeal. Failure to keep to a planned maintenance schedule may at best ruin the appearance of your joinery and, at worst, could lead to the early deterioration of the components.

There is guidance in this document on what you need to do following installation, and what ongoing maintenance and care you need to do.

Please note that if you fail to adhere to this guidance and requirements, it may invalidate the guarantee that we offer.

## Post-installation

After installation, be sure to open your windows and doors daily in the first few weeks after installation. You can gradually decrease this to every other day, followed by at least once a week as time progresses. Timber is a natural product that can expand and contract with the weather and also needs a little time to settle into its new environment. It is incredibly important to keep your windows and doors moving, otherwise they can stick and become difficult to open.

You should continue to operate your windows and doors at least once a week. If you do not open your windows and doors over the winter months, you may find that they are sticking when you come to open them in the summer months.

If we have to return to free up windows that have not been operated according to these guidelines, we may charge £75 + VAT to attend to free them up.

If your windows are putty fronted, you must arrange to have the putty painted within 6 weeks of installation being completed. You must ensure that whomever paints the putty ensures that they apply a "painters line" where the paint covers both the putty and part of the glass. If the putty is not painted within 6 weeks of installation being completed (and evidence being provided of this), then all guarantees will be invalidated.

Wandsworth Sash Windows is a trading name of Sanford Group Limited  
Company Reg. No.: 10550497 VAT Reg. No.: 263 2750 10  
Directors: N Smith M Smith T Smith

## Maintenance & Care

### Using your windows & doors

When operating your windows & doors, it is important that you use them as they were designed to be used. For example, when operating a sash window, you should use the ironmongery and not try to slide the window using the glazing bars or rails, as this will weaken the joints over time. Similarly, with any doors, these should be gently closed and not slammed shut to prevent the hinges from loosening or the locks from disengaging over time.

### Paint

One of the most important elements to maintain on your new windows and doors is the coating system. As standard, our joinery is finished using a coating system by Teknos.

The type and level of maintenance required will depend on the location of your property and exposure to weather. Exterior joinery in a south facing position in a coastal area will deteriorate far quicker than if it is north facing and sheltered from the wind and rain.

The paint finish of your custom-made joinery must be looked after and must be regularly maintained. We recommend painting according to the following schedule for our standard white paints:

Location	Moderate <i>Cities or towns</i>	Climate Harsh <i>Plains or exposed inland areas</i>	Extreme <i>Coastal areas</i>
Sheltered			
<i>Under covered or in a brick reveal</i>	7-8 years	6 years	5 years
Exposed			
<i>On the façade of a building, not behind a reveal</i>	6 years	5 years	4 years

Any dark coloured paints will require more frequent maintenance as the sun will cause more damage to the finish than on lighter coloured paints.

### Ironmongery

General cleaning should be carried out regularly (minimum twice a year) using a nonabrasive cloth with mild detergent and warm water to remove any contaminates, whilst frequently changing the water. After cleaning, rinse thoroughly with clean water to remove all residues but do not use hosepipes or pressure cleaning equipment. Moving parts should be lubricated with silicone spray.

During cleaning, if any damage is noticed, then this must be repaired immediately. Areas of general wear and tear such as window and door cills and door edges, should be made good and touched up as necessary.



## Glazing

All double-glazed units in our joinery are manufactured in-house by our glazing team to the highest standards.

Glazing is covered under our guarantee. For the specific details on what is covered and for how long, please check our guarantee information document.

In the event your glazing breaks, please contact us and we will be able to quote for a replacement either as supply only or supply and fit.



Wandsworth  
Sash Windows

---