

Ambass-A-Door

Windows & Doors Ltd

BUILDER INFORMATION PACK

AMBASS-A-DOOR WINDOWS & DOORS LTD would like to take this opportunity to thank you for purchasing your windows and doors from us, and have designed this brochure to give you general guidelines for achieving maximum performance and service from the finished product.

Every effort has been made to ensure the accuracy of advice given. However, it is only intended as a general guide.

We appreciate that site situations and conditions vary in many differing ways and should you require any further information please do not hesitate to contact us on 01603 720332 where a member of our Sales Staff will be only too happy to give further assistance.

Remember timber windows and doors installed many years ago are still giving good service. Treat the joinery with a bit of TLC and your client too can enjoy many years of the same.

CONTENTS

DELIVERY / STORAGE	Page 3
GENERAL INSTALLATION	Page 4
PAINT FINISHES	Page 7
COMMISSIONING	Page 8
COSHH / Health & Safety	Page 9
DRYING OUT THE BUILDING & JOINERY ADJUSTMENTS	Page 9

DELIVERY / STORAGE

The way in which Joinery is handled and stored on site will affect its long term performance. Good practise avoids damage and maintains quality, this in turn saves money.

Windows should be lifted by the main frame (not by the opening casement or glazing bars).

Carry joinery upright and do not "roll over" when moving up or down stairs.

All Joinery should be kept in a dry area, on a raised platform and properly stacked to avoid damage. **DO NOT store in areas that have been recently plastered or not adequately dried out.**

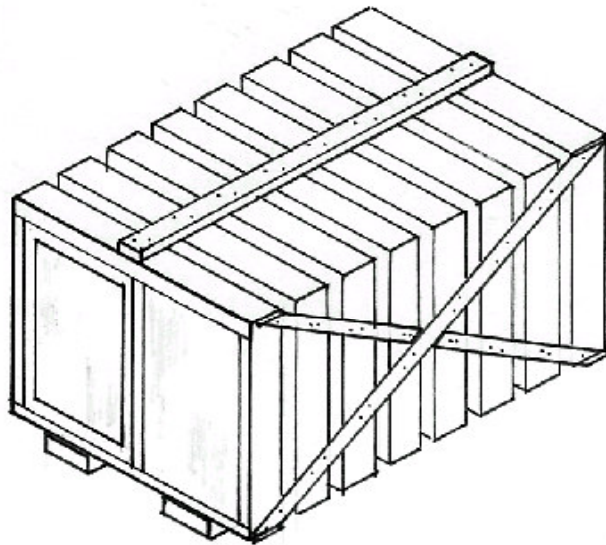
All joinery should be stacked vertically and cross braced with timber splines

Do not store flat or stack windows against each other.

Joinery should **not** be stored under polythene sheets or in metal site containers as this will cause humid conditions resulting in excessive movement of the timber which may adversely affect paint finishes. **Store in well ventilated conditions.**

Whenever possible, windows should be stored in the sequence in which they will be installed – avoiding unnecessary handling/damage.

We do not recommend moving joinery around the site by forklift as damage might occur. However, a forklift can be used to lift joinery to 1st floor and above. Ensure the windows are well protected from the metal work etc by using cardboard etc.



Treat the joinery as you would a piece of furniture.

GENERAL INSTALLATION OF WINDOWS & DOORS

To ensure trouble free performance, correct installation is essential. The following should be observed.

Care should be taken when handling all frames. **Carry joinery upright and do not "roll over"** when moving up or down stairs.

Joinery should not be installed into buildings which have not adequately dried out.

DO NOT use these products as a brickwork former.

DO NOT use windows for access during the building processes without adequate protection.

Any DPC's should be checked for position and trimmed back if necessary to avoid obstruction. It should be noted that the effectiveness of the DPC and cavity closer must not be compromised by this operation. The opening must be clean and free of debris.

Any packaging material that will hinder window installation must be removed before installation. It is very important to **remove any protection under the cill.**

We recommend cills be bedded on silicone, and windows supported on durable packers at a maximum 150mm from jambs and beneath mullions.

All frame products must be **fitted plumb and square, free from "twist" or "bow"** ensuring that clearance between door leaves, casements, sashes and frame are maintained and parallel so that all opening parts are functioning correctly.

Ensure that fixings do not distort or deflect the window or door in any way, or interfere with the correct operation and function.

Do not force frames into prepared openings as this can put them off square and impair performance.

Particular care must be observed when installing factory finished and glazed windows and door sets. Where possible, cavity closer/building formers should be used to ease installation.

In exposed conditions consideration should be given to using a rebated check reveal (internal brick set back from external brick work).

Frames should be fitted as late as possible in the construction sequence.

Once installed, the joinery should be fully checked for operation and any defects reported to us together with any details of damage to paint finishes. Any damage to the paint finish should be rectified immediately in accordance with our recommendations.

CASEMENT WINDOWS

Care should be taken to ensure that frames are not racked or twisted and jambs not bowed by packing pieces. Check that frame is plumb and will function fully once installed.

Casement New Build - Fixing straps should be fitted to jambs 150mm from corners and at 400mm centres – packers may be used as necessary. We recommend that straps are cropped from 30 x 2.5mm batt strap either galvanised or stainless steel. Length to suit situation and fixed securely. Straps will then be covered once plastered.

Casement window replacement – Fixing straps can be used and made good after fitting. Alternatively direct fixing by Fischer type sleeve bolts can be used if little / no making good is required. Dependent on the width of frame some form of head fixing may be necessary. If bolts are countersunk beneath the timber ensure area is filled and painted. Another alternative fixing method is expanding foam. If using this method, please note, excessive use may distort window. Use small amount until you are confident in its use.

SLIDING SASH WINDOWS

It is imperative that the windows sit plumb and jambs do not bow outwards or inwards – a straight edge may help in achieving this.

New build Fixing is again by straps (see casement instructions). Note Traditional cords and weight window straps can be screwed into the front and back linings, taking care not to stress or split the timber – any screw holes should be drilled first. Folding wedges can also be used if desired. If during installation the jambs bow inwards the only solution may be to fit a Fischer bolt through the jamb to straighten the section. However, care should be taken not to over-tighten the fixing, and packers should be used between the frame and brickwork. (Does not apply to Traditional Cords & weights window).

Window replacement – Generally fixed in the same way as above. If using Fischer bolt ensure they are sunk below surface therefore not to obstruct opening movement. Cords & weights can only be fixed using straps or foam.

DOOR FRAMES – Pre-hung door set generally fixed in the same way as casement windows. We also recommend that Fischer type sleeve bolts are used in addition to the straps and these should be positioned at hinge points. Care must be taken to ensure that the frames are not bowed and the doors will function.

DOORS HUNG ON SITE - A minimum of three hinges should be fitted to all external doors. Mortices for locks must not be cut through joints in the door as this will impair performance of the joint, and may affect door stability. Once mortices have been completed apply preservative treatment (see directions on can). Any adjustment to door edges must be repainted to stop moisture ingress.

GENERAL SEALING RECOMMENDATIONS.

Gaps between window and brick may require cement fillets depending upon design of construction joint. (Replacement of Sliding sash or windows with rebated brickwork may require this depending on gaps if the brickwork is not vertical.)

Depending upon specification the cement fillet is the finish and then painted.

or

Once cement / paint are dry the perimeter joints can be sealed using a low-modulus silicone sealant (Ensure silicone is compatible with any stonework, which may discolour due to chemical reaction.)

If no cement fillet is required we recommend the perimeter joints can be sealed using a low-modulus silicone sealant on a foam-backing rod if required. (Ensure silicone is compatible with any stonework, which may discolour due to chemical reaction.)

Once joinery has been installed (painted on site if not factory finished) protect against mortar droppings or other contaminates. Fix with a low tack tape. ****DO NOT USE MASKING TAPE**** as this will damage ironmongery and paint finish.

Do not allow joinery to sweat, allow sufficient ventilation.

Care and protection during and after installation will pay dividends later on in the course of the works if the frames are to remain undamaged and working correctly.

Once fitted all units should be locked and marked "Do not open without permission".

Any damage to the paint finish should be rectified immediately in accordance with our recommendations.

PAINTING ON SITE

If the windows have been supplied with a base coat only, it is strongly recommended that an additional application is applied to the joinery, including edges that will not be accessible after the frame has been built-in. All base coat joinery should receive further finishing coats as soon as possible and certainly within one month of delivery.

Paint/Stain is applied to joinery after considerable preparation. Even with a three coat application, the natural features of timber will still be visible allowing the full character of the timber to be retained.

It may be necessary to apply a further coat of paint to "smarten up" units if building debris have discoloured and/or damaged the paint finish.

It should be noted that the use of dark coloured paint or stain finish on joinery, particularly on South/South West elevations will result in higher surface temperatures and can increase the risk of resin exudation through the finish.

General instructions: - Ensure **end grain is well coated**. Always use good quality microporous paints or stains. Only apply paints / stains in dry weather and allow the minimum drying time as instructed on the tin. Avoid inhalation of dust when sanding and sand in the grain direction. Ensure all surfaces are dry and dust free before applying the paint / stain. Two coats may be required to build up coating film to achieve an even coating and depth of colour if applying a stain. Finishes can be purchased from AmbassAdoor, please call our sales team. Your local paint dealer will be able to offer expert advise if required. Always read the instruction on the tin.

Do not over paint weather strips or moving part (hinges, locks mechanisms etc)

Do not close windows or doors before the paint is completely dry.

Do not allow brush to dry out between coats or short spells. Place the brush in a plastic bag when not being used.

Denib - When dry, denib using a fine grade (P180 or P240) abrasive paper. Do not break the surface of the coating.

Top Coat - Build back the level of the patch primed areas with one or two top coat(s) paint / stain to give the surface a thick film of material. A light denib may be necessary between coats.

Touching up damaged paint work on site

Surfaces requiring attention- Remove all signs of surface damage to the product by sanding with the appropriate abrasive material (P100). Fill any open joints, splits, etc. using suitable external filler. Sand filler flat when dry.

Patch prime any bare timber (with wood primer / base stain) and **follow procedures for painting as above**.

COMMISSIONING

Commissioning will ensure trouble free operation and reduce the overall customer complaint to your after sales department. The following points may be of help.

Open sashes and wash all faces of the joinery (internal, external edges) with warm soapy water. Be careful how the cement, plaster or other contaminants are removed, and any damage to the coating should be rectified immediately. Care should also be taken when cleaning the glass and labels must be removed by soaking them in water. If traces of glue are still apparent they can be cleaned with thinners. PLEASE DO NOT USE HIGH POWERED WASHERS.

Inspect the paint work for any damage to paint finishes – rectify where necessary.

Damaged ironmongery must be replaced – please contact our after sales team for detailed specification and quotation if required.

Ensure any safety mechanisms work correctly and are not damaged in any way.

CASEMENT WINDOWS

Friction hinge tracks should be kept free of dirt and be removed with a small brush and “blowing” the dust out of the track. Keep moving the casement so different areas can be cleaned. Remove all dust, grit, before lubricating pivot points and all other moving parts with light machine oil (e.g. 3 in 1). If an espagnolette is fitted also oil moving parts.

Within the friction there is a brass friction screw to allow the correct tension for retaining the window in the open position. Adjust only half a turn at a time.

Butt hinges can again be lubricated if required.

Clean handles using warm soapy water only. Avoid abrasive cleaners, which will cause damage to the finish of plated fittings.

SLIDING SASH WINDOWS

Remove any dirt by a small brush and “blowing” the dust out of any tracks and corners. All sliding sash windows should be counter balanced at the factory. Cords & Weights window will not need adjusting. Spring balanced windows can be adjusted if required. This should be carried out by you the builder prior to occupation. Before hand over all sashes should be sprayed with silicone spray (candle wax / furniture polish). This will ease the sash movement and should be tried before adjusting spring balances. Instructions on how to adjust the balances, which have precision engineered components, and should only be attempted by experienced personnel. If you require this information, please visit our website at www.ambassadoor.co.uk/sash

Clean other Ironmongery with warm soapy water. Avoid abrasive cleaners.

DOORS

Ironmongery – clean and lubricate similar to Casement Windows.

COSHH

There are no dangers with Coshh as all processes are dry before delivery. However, if windows require cutting around post or adjustments – do not breathe in dust and wash hands before eating food or going to the toilet. Wear goggles, gloves, and a mask suitable for fine dust / gas.

Once cut ensure timber is treated with preservative. (see Coshh data on tin)

Once dry, coat bare timber with paint. (see Coshh data on tin)

Health & Safety

Some units may be heavy. Please ensure there are enough personnel to offload, store, manhandle and fit. The windows have labels stating their weight and if requiring more than one person lift. See Manual Handling Regulations

DRYING OUT THE PROPERTY and JOINERY ADJUSTMENTS

During the manufacturing processes the moisture content of the timber has been monitored. This is again checked before delivery and is within recommendations.

Timber is a natural material that expands and contracts with the changing of moisture and humidity. A small percentage of windows or doors may absorb moisture due to site conditions. If the joinery has absorbed moisture this may cause the timber to swell. Although swelling might be causing difficulties in operation of the window or door at the moment, they will dry out during summer months or when the heating system has dried the property.

It is important to dry the property gradually, and not to distort the joinery. DO NOT use door closures and wedge the doors open, as the doors will twist.

In the early weeks / months when the heating system is turned on, or portable gas heaters are used, then please allow ventilation by means of opening a few windows or doors. When the property is being warmed humidity will rise therefore this must be allowed to escape other wise the moisture will remain in the property.

Do not plane down the joinery because when the joinery re-adjusts to the correct moisture they may become too small for their opening thus increasing the risk of draughts.

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