



Ambass-A-Door

Windows & Doors Ltd

HOME OWNERS USER GUIDE

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CONDITIONS OF MAINTENANCE

AMBASS-A-DOOR WINDOWS & DOORS LTD has 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 yours with a bit of TLC and you too can enjoy many years of the same.

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COMMISSIONING

Commissioning of windows should be completed before handover and will ensure trouble free operation. The following points may be of help.

Windows should have been washed with warm soapy water (frame & glass) and be cleaned of cement, plaster or other contaminants removed. If there is still cement or plaster please be careful how the cement / plaster is removed, and any damage to the coating should be rectified immediately. Labels must be removed by soaking them in water. If traces of glue are still apparent they can be cleaned with thinners. Take care and protect paint / stain surfaces from contact with the thinners.

Inspect the paint work for any damage to paint finishes and report to the builder. Failure to report will affect your warranty on the paint finish.

Ensure any safety mechanism works correctly and is not damaged in any way.

GENERAL MAINTENANCE

Simple regular maintenance will ensure trouble free operation and the following may be of help.

The joinery's external surfaces should be kept free of dirt and air borne pollutants; by occasionally washing with warm soapy water. Ask the window cleaner to wash down the timber on the window / door frame when cleaning the glass. This needs to be done at least every 6 months or more regular depending upon pollution.

Inspect paintwork on a regular basis for any damage to paint finishes – rectify where necessary. Ask the window cleaner to advise you if they notice any damage after they clean down the timber work. PLEASE DO NOT USE HIGH POWERED WASHERS.

CASEMENT WINDOWS - Friction hinge tracks should be kept free of dirt and be removed by 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) which should be done annually. If an espagnolette is fitted also oil moving parts annually. Please note lubrication is required more often than annually if situated near coastal areas or near other water type environment.

Within the friction there is a brass friction screw to allow the correct tension for retaining the window in the open position. If the tension needs adjusting, adjust by only half a turn at a time.

Butt hinges can 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

General - Remove any dirt by a small brush and "blowing" the dust out of any tracks and corners. If the sash do not open as well as they should, silicone spray (candle wax / furniture polish,) can be used to help sashes slide. . This will ease the sash movement and should be tried before adjusting spring balances. Clean ironmongery with warm soapy water. Avoid abrasive cleaners.

SPRING BALANCED SASH WINDOWS - Depending upon location and frequency of use, lubrication of the internal mechanism of the balance may be desirable after a length of time. This period will vary according to site circumstances. A few drops of light machine oil or spray such as WD40 applied via the top end of the balance tube will always improve the operation action of a balance after long service.

All sliding sash windows have been counter balanced at the factory. Cords & Weights window will not need adjusting. Spring balanced windows can be adjusted if required, and should be carried out by the builder prior to occupation. 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 www.ambassadoor.co.uk/sash.

DOORS

Ironmongery – clean and lubricate similar to Casement Windows

DECORATION - How to achieve a good lifetime performance from your joinery

Ambass-A-Door High Quality Windows and Doors have been carefully designed and manufactured. You should follow the redecoration and maintenance schedule. If there are any aspects that you are not clear about please contact us.

1) To achieve maximum performance, it is vital that the protective coating remains intact. Ambass-A-Door Windows and Doors are protected with microporous coatings, which should only require a single maintenance coat after the first eight years (Do not leave longer than 8 years) and thereafter every five years (5 years maximum). Time scales may vary according to specification, and location (North or South facing, altitude etc.). Re-coating is essential, and simple with no sanding or undercoating required. Regular cleaning and inspection is required and damage rectified where necessary. Remember "a stitch in time saves nine".

2) When do you need to paint your window?

Just like a car a window will require a service. In the case of a window, the mileage can be equated to the amount of weathering that the paint / woodstain coating endures from by the climate conditions i.e. Location etc.

3) What should you look out for: -

Certain areas on a window are far more vulnerable than others, such as the lower third of the window frame and all horizontal surfaces. These are the areas where timber gets damp and wet. Rainwater will tend to gather on the lower areas of a window frame and in particular, the lower glazing beads and any cill that is present. If the coating becomes damaged at these areas, then the end grains will absorb moisture, and the wood will swell, thus causing damage to the coating. This will allow in more moisture and the problem if left unattended will become significantly worse. If the coating becomes damaged on the lower part of the window, you should follow our remedial instructions. Remedials including small-localised areas must be undertaken as soon as any damage has occurred, as this will save additional and more costly re-decoration in the future.

4) North facing windows

North facing buildings are predominately colder and damper. These conditions are ideal for the growth of algae / mould, and if not removed will damage the coating. Treat with a solution of one part household bleach to two parts water, allow the solution a minimum of 20 minutes to work before, washing off with clean water. A nylon bristle (not metallic) brush may be used. Allow to dry. This should be done on a regular basis, which will be determined by how quickly algae or mould build up.

5) Windows in industrial areas where there is a high pollution: -

In areas of the country where air pollution is high, dirt will tend to build up on joinery items. This can be a feeding ground for mould, which can then lead to the problems described. When dirt occurs ensure removal. If mould growth has already commenced, clean off as described.

Guidelines for future re-decoration: -

6) General instructions: - Ensure **end grain and horizontal surfaces affected by the weather and sun are well coated.** Always use good quality exterior grade 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. Remove all dust before applying the next coat. Remove weatherstrips or ironmongery if necessary. Two coats may be required to build up coating film to achieve an even coating and depth of colour if applying a stain. Consult a reputable paint supplier for their advice on the best materials to be used. Alternatively please call our sales team. Always read the instruction on the tin / packaging. DO NOT close windows / doors before the finish is completely dry.

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 timber resin exudation through the finish.

7) General Cleaning requirements - see instruction 4.

8) **Exuding resin** – Wood is a living organism, therefore, it must be accepted that there maybe a yellow sticky resin. This should be allowed to dry to white crystalline resin before any attempt is made to remove it. Dried resin can then be removed by lightly sanding the surface. Then using a cloth (dampened with methylated spirits), clean affected area removing any small traces of resin. Gently warming the surface with a warm-air type stripper will draw the resins to the surface, where it can be wiped away.

9) **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.

10) **Patch priming** - Patch prime any bare timber (with wood primer / base stain). Always prime bare wood as soon as it becomes exposed.

11) Denib – this is carried out to remove small high spots of paint or stain. When dry, denib using a fine grade (P180 or P240) abrasive paper. Do not break the surface of the coating.

12) 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.

13) Joinery products requiring a full re-decoration.

If the joinery product requires a wash see point 4 and then follow points 7 – 12. Decorate the complete joinery item with one full coat of top finishing product.

Note: Should there be a significant colour change when redecorating a further coat may be necessary. Matching existing shades and achieving an even depth of colour

when repairing translucent systems can prove very difficult. Consult a reputable paint supplier for their advice on the best material to be used. Alternatively please call our sales team.

We recommend a yearly inspection, and therefore we have listed a TYPICAL PLANED MAINTENANCE SCHEDULE for joinery which has factory - 3 coat system applied. If your property is in a block of flats this is not always possible.

	Recommended Intermediate Inspection Rectify as necessary	Recommended FULL inspection Full redecoration & Maintenance
Year 3	✓	
Year 5	✓	
Year 8		✓
Year 11	✓	
Year 13		✓
Year 16	✓	
Year 18		✓
Year 21	✓	
Year 23		✓
Year 26	✓	

To ensure maximum protection of the product, any repair to the coating is strongly recommended. Please note the intervals in the above schedule are dependent upon the exposure conditions (see table below); therefore in exposed conditions we recommend more regular inspections and maintenance.

The table below demonstrates how climate and building design influence exposure.

	CLIMATE		
CONSTRUCTION	Moderate, this would include non coastal areas at low altitude	Hard, this would include areas within ½ mile of coastline	Extreme, any areas of high altitude e.g. Snowdonia, or Northern Scotland, or exposed coastal areas
Sheltered, e.g. beneath porch or large roof overhang	Mild Exposure	Mild Exposure	Medium Exposure
Partly sheltered, e.g. window built back into reveal	Mild Exposure	Medium Exposure	Severe Exposure
Not sheltered, e.g. face of building	Medium Exposure	Severe Exposure	Severe Exposure

COSHH (control of substances Hazardous to Health)

The timber has been treated with preservative to help stop fungal attack. Timber is coated with a water based paint / stain. Although water based, they contain anti-fungal to reduce mould growth. Please ensure small children or pets do not chew or eat any timber components.

When re-decorating please read the cosh details on the tin or packaging. Do not breath dust and wash hands before eating food or going to the toilet. Wear goggles, gloves, mask

Health & Safety

GLASS - We have fitted safety glass to the critical areas as the building regulations dictate. There are two forms of safety glass available:

- a) Toughened glass – this is normal annealed glass heated to extreme temperatures that change the molecular structure of the glass. If the glass breaks it shatters into millions of pieces. It will reduce any cuts or graze considerably.
- b) Laminated glass – this glass has a thin plastic sheet sandwiched between two thinner panes of glass. The glass cracks but stays together, again it will reduce any cuts or graze considerably.

If you require more help, please visit www.ambassadoor.co.uk/glass

Cleaning of windows - Frequency of cleaning is determined by atmospheric conditions.

IT MUST BE STRESSED THAT AT ALL TIMES CARE SHOULD BE TAKEN NOT TO OVER REACH OR RISK FALLING OR DROPPING CLEANING UTENSILS.

We recommend that only a mild detergent solution is used to clean the glass and the paint work.

We suggest that a small combined sponge and squeegee blade is used securely fixed to a suitable handle which should ideally be telescopic.

If you require more help, please visit www.ambassadoor.co.uk/clean

PLEASE DO NOT USE HIGH POWERED WASHERS.

Removing sashes – (replacing cord or tensioning springs)

If you require this information, please visit www.ambassadoor.co.uk/sash