



**J O I N E R Y**  

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**L I M I T E D**

# **MAINTENANCE MANUAL & WARRANTY**



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Windows | Doors | Conservatories | Bi-fold Doors | Stairs

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## MAINTENANCE, CARE & PROTECTION OF YOUR PRODUCTS.

### MAINTENANCE CHECKLIST

GK Joinery timber products are made with great care and to the highest quality and standards. Like any premium product, our timber products require regular aftercare and maintenance to ensure they last a lifetime.

To get the best out of our products and ensure your enjoyment of them long-term, we have compiled a simple checklist of the maintenance and aftercare procedures that need to be followed to ensure the validity of your warranty in the unlikely event of a claim being made. We are confident that by following these steps your products will last a lifetime with very little effort.

To be carried out on a quarterly basis:

- ◆ The cleaning of your windows and doors, including furniture
- ◆ Cleaning of the weather seals to remove any dirt or debris

To be carried out on an annual basis:

- ◆ Lubricate all moving parts, including furniture.

To be carried out as required:

- ◆ When the opening of the window or door becomes more resistant to movement than normal, then lubricate as required.

#### **PLEASE ENSURE YOU HAVE READ & FULLY UNDERSTOOD THE FOLLOWING:**

Windows are installed in accordance with our instructions. Please check that there is no damage to the coating, such as chipping, staining, etc.

Should the coating become damaged when the windows are installed, the coating should be promptly repaired in accordance with our remedial coating instruction, which is covered in this section.

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

The coating and surrounding area are not cleaned with strong chemicals.

The coating is cleaned at specific intervals so that dirt retention does not lead to excessive mould growth. Such mould growth is likely to occur on north-facing elevations.

Only coatings recommended by G K Joinery should be applied to the joinery.

Our focus is to achieve a long life with low maintenance. We are able to provide up to 8 years guarantee on paint finishes because of the premium materials that we use and the way in which we apply the coating. In reality, we are confident that the coating will last much longer, as long as some simple maintenance is carried out. For ease of use, the maintenance guidance is summarised below. Please note, all of the guidance below relates to the window frames and sashes.

## **Cleaning Your Windows and Doors**

### ***Q: How often should I clean my windows and doors?***

A: This should be done at least quarterly, usually at the same time as cleaning the glass. Cleaning on a quarterly basis will help to prevent any fungal build-up and provide an opportunity to inspect for any damage or coating wear.

### ***Q: Which detergent should I use to clean my windows and doors?***

A: Wash with warm soapy water (any mild liquid detergent solution will suffice) to remove any contaminants, frequently changing the water. After washing, rinse thoroughly with clean water to **remove all residue, then wipe dry with a clean cloth.**

### ***Q: What should I do in the case of stubborn dirt?***

A: For stubborn dirt, it may be necessary to use a stronger, non-abrasive cleaner such as a bathroom cleaner. Apply with a non-abrasive scouring pad, then rinse thoroughly with clean water to remove all residue. Wipe dry with a clean cloth.

### ***Q: What should I do if I find signs of fungal growth?***

A: If any fungal growth is found, apply a solution of one-part household bleach to two parts water. Leave the solution for approximately twenty minutes to act, then rinse thoroughly with clean water to remove all residue. Wipe dry with a clean cloth.

## **Surface coatings**

### **Recoating**

#### ***Q: When do I need to recoat?***

A: Recoating is only necessary when the coating begins to show signs of wear, such as colour fading and significant loss of sheen, or after the repair of damage.

#### ***Q: How do I order the paint or stain to recoat?***

A: We supply the full range of products which are required to recoat your windows and doors. If you wish to place an order, please call us on 01453 755007 or email [info@gkjoinery.com](mailto:info@gkjoinery.com)

#### ***Q: How do I know which colour paint or stain to order for recoating?***

A: We will have a record of your original order, so will be able to let you know what you need to order based on the original specification.

#### ***Q: What is the recommended process that I need to follow when the time comes to recoat?***

A: Recoating a paint or stain finish is extremely simple providing the following steps are taken:

Step 1 - Clean the window or door as per the instructions detailed in the section Cleaning your windows and doors. Rinse thoroughly to remove all residue then wipe with a damp cloth and allow to dry.

Step 2 - If the surface is looking weathered then it can be recoated without preparative sanding. If there is any sheen to the coating then before applying the relevant paint or stain, it's recommended

to lightly sand with a fine sand paper, such as p240 or finer. After sanding, wipe with a very lightly dampened sponge to remove sanding dust and then wipe dry with a clean cloth.

Step 3 - Apply a brush application of an approved coating. For paint colours, you will need to apply two to three coats. For stains, you will need to apply two to three coats. It's essential that a synthetic brush designed specifically for the application of water-borne coatings is used.

Where moisture has penetrated joints, end grain or mitres, or natural movement of timber has opened shakes in wood - sand the damaged area with a medium-grade sand paper and follow with a fine-grade sand paper.

Clean down and wash the sanded area to remove dust and dirt then allow it to dry thoroughly.

Prime with a high-performance, water-based, micro-porous, brush-applied coating in the original colour or stain.

Seal any end grain with end grain sealer. If there are any gaps to be filled use an acrylic sealant that can be over-painted. Then repeat the process for the top coat as described in the previous section.

#### **Where damage has affected the full depth of the coating creating a deep gouge**

The full system requires repair. The gouge should be sanded and filled with good-quality external wood filler. Leave to dry then sand down to a good finish and prime using a high-performance, water-based, micro-porous, brush-applied coating.

Then using a good quality synthetic brush apply a single coat of high-performance, water-based, micro-porous, brush-applied coating. Leave for four hours and then give it a final coat.

#### **Where the coatings system is intact but requires a cosmetic upgrade**

Lightly sand the damaged area with a fine-grade sand paper. Clean down and wash the sanded area to remove dust and allow to dry thoroughly. Then give two top coats as described in the previous section.

#### **Where resin has exuded through the coating**

The best remedial treatment is to allow it to weather until it dries and oxidises forming a white crystalline powder. Then the resin can be removed with a stiff nylon brush and the remaining residue washed off with a cloth.

Water-based coatings with their relatively high degree of moisture vapour permeability often allow the passage of resin to the surface without damage to the coating. If the finish is not damaged by over-vigorous scrubbing during crystalline removal, re-coating is often unnecessary.

Although it may be unsightly it is better not to remove the fresh sticky resin. In practice, this can be very difficult and the presence of sticky resin indicates that the exudation is still continuing. The remedial work for resin exudation is often best left until the first maintenance period by which time the resin has fully crystallised. After removal as described above the overall application of one maintenance coat of finish will restore the general appearance of the timber and maintains its protection.

When carrying out any coating work do not attempt to paint when the temperature is below 8°C or if the relative humidity exceeds 85% as curing of the coatings may be impaired.

### **Stained/dark-coloured paint**

The use of dark-coloured stains and opaque colours will have an impact on maintenance intervals and the level of maintenance work required. Dark colours absorb more of the sun's energy which can accelerate the degradation of the coating film, and the impact of high surface temperatures can mobilise natural resins within the timber substrate. This can lead to blistering of the coating. The amount of differential movement between components will also increase resulting in open joints and possible moisture ingress if not rectified.

Dark colours mean, Black, Charcoal Greys, Dark Blues, Dark Greens and in some cases Red. Maintenance cycles will need to increase to keep the product performance and may need additional colour/making good, especially on exposed locations and south-facing products.

Annual inspections and preventative maintenance in line with the instructions in this manual will ensure the long-term performance of the product.

Due to the natural characteristics and variation of surface texture within the same species of timber, there will be colour and/or grain variations between component parts. Certain manufacturing processes will also be evident when translucent stains are used.

### **Door Cills / Threshold**

These take a lot of wear and tear and need a little extra attention. On an annual basis, the timber will need to be lightly sanded and coated with an oil. GK Joinery uses Sikken's Filter 7 plus for timber door thresholds as standard.

### **Glazing**

G K Joinery products are factory glazed under controlled conditions to maintain the integrity of the vented and drained system for guaranteed sealed units. This method also ensures a high degree of security against unwanted de-glaze from outside. Re-glazing should only be necessary in the case of site damage or breakage. We recommend the following course of action and options:

- Re-order a completely new sash for replacement by a carpenter or a G K Joinery service engineer.
- G K Joinery service engineers replace glass on site.
- Outsourced Site glazier re-glazes the product, however in these circumstances G K Joinery will not Warranty the product function or bar adhesion. In the unlikely event of a unit failing please refer to the Company's Warranty and Terms & Conditions.

To maintain the 5-year warranty it is vital to ensure that all vented areas to the glazing cavity are not blocked and any break in the silicone seal is repaired immediately

Only vented standard double glazing is covered under warranty.

## **Weather Seals**

To ensure that the weather seals function correctly and to maximise their life, it's important to keep them free of any dirt or debris.

We recommend that you check the seals at the quarterly maintenance check and if you find any dirt or debris, remove them using warm water with a mild detergent. For products that are opened regularly, it's recommended to check more frequently.

## **Furniture**

The fitted furniture should be cleaned when the windows and doors are cleaned, which we recommend is carried out on a quarterly basis. The cleaning process varies by which Furniture Collection you have chosen, and the hardware manufacturer's instructions should be followed.

Guidance on handling cleaning

Wipe clean with a damp cloth. If required, soak the cloth in warm soapy water (any mild liquid detergent will do), then squeeze out excess water before application. After cleaning, wipe dry with a clean cloth.

The polished brass option is supplied unlacquered on all external furniture for a more durable finish. The unlacquered finish can either be left to take on an antique brass finish or cleaned using a quality metal cleaner to maintain the polished finish.

Traditional painted iron handles require regular maintenance. Wipe clean using a lightly oiled cloth. Apply a light clear grease to the contact area between the handle and face plate and between the screws and the face plate.

We recommend that all moving parts on all handles are lightly oiled at least once a year to allow the action to remain smooth and protect any uncoated surfaces.

Please note, for particularly harsh and corrosive environments, such as coastal locations and those areas exposed to high levels of industrial and agriculture pollution, more regular maintenance will be required.

## **Locks and Cylinders**

Multi-point door locks and window espagnolette locks should be lubricated annually or when they show signs of resistance. We advise using Coastal GLS-200 general lubricant

Lock cylinders should also be lubricated on an annual basis or when required.

## WARRANTY

Thank you for choosing G K Joinery products, which are manufactured to high and exacting standards.

This product Warranty is applicable from the agreed delivery date for up to 8 years and is subject to G K Joinery Standard Conditions of Sale.

THIS PRODUCT WARRANTY COVERS ITEMS DETAILED BELOW:

### Workmanship - Installation

The works are guaranteed against physical faults or errors in the installation which have been caused by the defective workmanship of a GK Joinery installer for a period of 5 years from the date of installation.

### Workmanship - Products

The Company warrants that all wood components are free from defects in workmanship and materials that could affect performance for a period of 5 years. To achieve this desired service please follow the aftercare procedure.

### Surface treatment.

The Company warrants that the standard three coats of opaque finished joinery are warranted for up to 8 years and the stain finishes up to 4 years against blistering or flaking but excluding natural resin exudation and movement around knots and joints. Regular maintenance should be carried out as specified in the surface coatings maintenance section of this manual. Consideration should be given to the effect extreme climates can make on the lifespan of the surface coating. Please refer to the Climate Guideline chart.

Coating Type	Under Canopy / Within Porch	Ground or First Floor	2 <sup>nd</sup> Floor and Above / Exposed Inland Locations	Areas of High Altitude / Coastal Location
Light Coloured Paint	8 Years	5 Years	3 Years	N/A
Dark Coloured Paint	4 Years	3 Years	1 Years	N/A
Stain (Accoya only)	4 Years	2 Years	1 Years	N/A
We offer no guarantees on any coatings applied to oak.				



## **Ironmongery & seals.**

The Company warrants hinge systems and handles for a period of 5 years against functional failure. Surface finishes for ironmongery is not covered by this Warranty. Replacement ironmongery will be supplied only under Warranty for the customer to fit.

## **Sash Window Spring Balance.**

The Company warrants the spring balance mechanism for a period of 5 years against functional failure. If the failure occurs in the first two years of the Warranty period the Company will supply and fit a replacement balance, but if this occurs in the following 3 years the Company's obligations are limited to supplying the replacement balance but not the cost of installation.

## **Double-Glazed Units & Glass.**

The Company warrants that the glass will comply with the Glass and Glazing Federation's visual quality standards.

The GGF has devised the following test to enable both customer and glazing companies to examine the glass against an objective standard.

*TEST: - Inside the house stand around 3 metres back from the glass. You must ensure that the test is carried out in daylight but not in direct sunlight. The area which you are checking is the whole window with the exception of a 50mm (approx. 2") wide band round the edge. The glass is considered to be acceptable if the following are not obvious nor bunched together:- Totally enclosed seeds, blisters, hairlines or blobs, fine scratches not more than 25mm (approx. 1") long and minute embedded particles. NB Patterned glass, due to the way it is made, is not governed by the above guidelines.*

The Company warrants that seals on double-glazed units will be free from failure (failure is taken to mean failure of the insulated glass unit resulting in penetration of moisture into the air space and appearance of moisture on the glass inside the airspace) for a period of 5 years from delivery. If the failure occurs in the first 2 years the Company will be responsible for the supply and fitting of replacement glass units. If failure occurs in the following 3 years then the Company's obligations are limited to supplying the unit only. The replacement units must be paid for in full and a refund issued once the defective units have been returned and inspected by GK joinery and their suppliers.

The Company reserves the right to supply a whole sash as an alternative to supplying glass for re-glazing on site. No other glass defects or phenomena are covered by this Warranty.

Only vented standard double glazing is covered under warranty.

Slim/heritage sealed units are covered for 5 years for supply only, GK Joinery will not cover the labour or materials to replace them.

## **Exclusions to this Warranty**

- Damage to the surface coating has occurred by physical damage, for example, damage caused by window cleaner's ladders, damage to cill extension joints by handling or installation, pet damage, chemical damage, damage caused by bad maintenance or poor design of the building.
- Where damage has occurred as a result of faulty installation not carried out by GK Joinery Ltd, repairs, alterations, work processes or pollution from surrounding areas.
- Where damage has occurred from excessive cleaning processes or hosing down of the product.
- Where products have been stored in an unventilated area prior to fitting or areas that have been unventilated during the construction processes.
- Where damage that is caused by external causes outside the control of the Company which shall include, accident, fire, disaster, and burglary.
- Where products have been exposed to unusual physical conditions.
- Where surface wear has been caused by natural elements.
- Where cill projections exceed 85mm. The paint supplier will not warranty the coating over this size.
- Where the glass has been installed onsite by persons not directly employed by GK Joinery
- Where any sums remain due to the Company
- Surface treatment warranties are subject to environmental conditions

The Installer shall not be responsible for:

1. Defects in any materials which were not sold to the Guarantee Beneficiary by the company
2. Breaches of the Building Regulations where the Guarantee Beneficiary does not hold a Building Regulations Compliance Certificate issued in respect of the Works;
3. The elimination of condensation;
4. Repairs to the Works instructed by the client without the Installer's written approval

## **Transferability**

Any parts of this guarantee which provide cover in respect of breaches in the Building Regulations are freely and automatically transferrable to subsequent owners of the Works. No notification needs to be made to the Installer to transfer these parts of the guarantee.

The warranty of the product can be transferred to subsequent owners of the Works by paying an administration fee of £10 to the Installer to transfer the guarantee to the new owner.

## Claims procedure

In the unlikely event you believe you have a claim please contact GK Joinery and speak to customer services.

### Validation

It is necessary for the customer to substantiate the date of delivery and provide proof of purchase.

The Warranty covers the coatings against:

- Peeling.
- Cracking (over greater than 5% of the coated area).
- Damage resulting from fungal growth within the coating but this should be cleaned in the 6 monthly maintenance programs.
- 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.
- Cracking of paint at joints