



THE SASH WINDOW WORKSHOP THE SASH WINDOW WORKSHOP NEW WINDOW AND DOOR MAINTENANCE GUIDELINES

Your new windows should last you a lifetime and beyond if properly treated and maintained. It is essential that you read this guide carefully and afterwards adhere to the standards set down. If you have any questions or queries regarding any of the information below, then please call us for advice we will be delighted to help you.

If you follow the guidelines and give the windows / doors the correct care and attention, products will give you extended life between maintenance cycles. Please note that if you fail to adhere to these standards any product warranty we offer may be at risk.

Paint finish

The paint finish is of primary importance and must be looked after, please be sure to do the following:

- Make sure the paint finish does not get damaged by abrasion or chemical agents.
- Clean the paint finish at regular (annual) intervals with a mild detergent.
- Inspect regularly for any minor surface damage and carry out touch ups as necessary.
- Maintain and repaint the windows / doors in line with the following schedule:

EXPOSURE	CLIMATE		
	MODERATE non coastal low altitude	HARSH exposed areas inland	EXTREME high altitude, coastal
Sheltered e.g. under a porch TSWW standard Dark colours and stains	8 Years 5 Years	7 Years 4 Years	6 Years 3 Years
Part sheltered e.g. in a brick reveal TSWW standard Dark colours and stains	7 Years 4 Years	6 Years 3 Years	5 Years 3 Years
Exposed e.g. on the building facade TSWW standard Dark colours and stains	6 Years 3 Years	5 Years 3 Years	4 Years 2 Years

Dark colours

Products painted in dark colours will normally require more frequent maintenance as paint will be damaged by the sun and the temperature on the surface of the paint /window /door will increase. This can sometimes lead to blistering paint and the opening up of window / door joints. **Good maintenance of dark coloured windows / doors will extend the time between coats of paint.**

How to carry out paint repairs if paint finish gets damaged

If the timber is exposed:

- Scrape or sand around affected area, seal with end grain sealer and fill with a quality two part filler as required.
- Sand down after filling
- Prime, undercoat and topcoat affected area allowing paint to dry properly between the coats.

For cosmetic repairs:

- Gently sand affected area
- Apply topcoats as required to bring back the paint finish

If there is extensive damage to the paint coating then windows / doors may have to be fully sanded back and redecorated.

If you have any questions regarding redecoration, please call us on 01344 868668.

Double glazed units

All TSWW's double glazed units are made to the highest standards and carefully quality checked and glazed.

Re glazing should only be required if the unit is broken. If this happens please contact us, we will quote either for re glazing on site or a complete replacement window or door.

In the event of a sealed unit failure i.e. misting up, please contact us and we will arrange replacement in accordance with our warranty.

Sticking windows and doors

Sticking windows and doors are generally the result of the newness of the paint finish and clients not opening their windows and doors for months at a time, especially over the winter months, when the timber might expand slightly.

TSWW will always leave windows and doors fully operational at point of installation. It is essential that customers move their windows and doors regularly, **especially immediately following installation, and for a period of 6 months thereafter to avoid windows or doors sticking shut.**

Please will you be sure to open and close your windows and doors:

- A couple of times the day following installation
- At least once a week for the first 4 weeks after installation
- At least once a month thereafter

In the event that you have sticking windows or doors, please call us. There are actions that can be taken to free up windows or doors without a return visit. **If we do have to return to free up windows or doors because they have not been used, we reserve the right to make a charge of between £50 and £100 plus VAT.**

General window and door maintenance

- All hinges, handles, trickle vents and working parts should be checked annually and lubricated as required with silicone spray or light oil.
- Weather seals should be cleaned and any dead insects removed.
- Check the weather sealing around the exterior of the frame to ensure a good seal.

New windows and doors fitted on building sites

Once fitted on a building site, windows and doors must be protected from site damage. They should be treated as you would treat something like a new kitchen unit/ appliance. This includes protection against damage from wet trades (plaster), dust, dirt and pollutants. If windows or doors are exposed to these hazards, glass, paint finish, weather seals and hardware may be damaged.

Windows and doors should be covered once fitted but must not fully enclosed allowing the potential build-up of condensation.

Condensation

Ongoing high levels of condensation can be damaging to windows and doors – this often occurs on building sites. A very damp, unventilated environment may well cause damage to paint surfaces, movement in the timber, corrosion of the ironmongery or applied leadwork.

Installation of windows or doors into these environments must be carefully managed post installation, and adequate ventilation must be allowed.

Advice

If you require any further advice about the maintenance of the windows or doors, please call us on 01344 868668.