

# HAWKER JOINERY

## Hawker Joinery - Care and Maintenance Guide

Thankyou for ordering with us at Hawker Joinery. All of our timber windows and doors are manufactured using a strict quality control check to ensure the product is perfect for you. However, for you to continue to maintain this quality, the product must be cared for and maintained as below.

### **Handling of products**

Our windows and doors have been cared for over many hours during our manufacture process so it would be shame to damage them now. If supply and delivery you as the client will need to ensure enough labour is available to unload and check all goods are correct and in good condition. We would recommend a minimum two person lift for each standard sized item to ensure safe off load into the property.

### **Storage of products**

A clean, low traffic and dry area is the best destination for storage. Each item will need to be placed vertically on timber bearers ensuring safety and stability. There should be gaps between each item to allow the correct airflow between.

Please ensure you remove all the wrapping from the products so you can check all immediately, this also allows the product to breathe ensuring no moisture is trapped within the packaging.

DO NOT: Store products in an area where wet trades have been recently. We recommend checking humidity levels if you are unsure.

DO NOT: Store products in area of strong sunlight or darkness for long periods of time to avoid paint discolouration.

DO NOT: lay products flat on the timber bearers, all products need to be stored vertically.

### **Care of products when on site**

At all times products must be protected from dust, wet plaster and debris during the building / renovation process. Failure to do this will cause damage to spray coatings, glass and ironmongery.

### **Care and maintenance**

Once every 3 months you should wash your windows and doors with warm water to remove any surface pollution. If this isn't done it can cause large mould growth and coating damage.

A yearly inspection should be carried out, paying close attention to lower/projecting areas of the product such as the beads and cill. If there is signs of wear and coating damage, this should be repaired and sorted promptly. For oiled finishes we would recommend 6 monthly inspections.

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Ironmongery gets so much use during a year we recommend every 6 months you should lubricate with suitable oil (please refer to manufacturers guidelines for various types of ironmongery).

Weather seals on the window should be wiped down with warm water once a year to remove any dust or grime.

It is important to keep moisture content of timber to acceptable levels as high moisture content will cause expansion in timber which will lead to jamming on doors, joint movement and high growth of mould and algae on the surface. Maintaining a constant temperature within the building and good ventilation are crucial factors.

## Decoration

If your product is in need of decoration, please see below the simple step by step guide. If you require the correct paint, please contact our team and we can supply the primer and topcoat paints.

### Step by step for cosmetic paint touch ups

1. Wash down all joinery and dry with a cloth to ensure all grime and dirt is gone from the surface.
2. Once dry using a good long-haired brush apply one coat of the microporous water-based paint.
3. If you feel a second topcoat is required, please let the first coat dry overnight and apply a further coat. A light de-nib with 240G paper may be required between coats.

### Step by step for patch painting of an area

1. Firstly, sand down the area with a low-grade sandpaper.
2. Change to a high-grade sandpaper and sand the area again.
3. Wash down area and dry with a cloth to ensure all dust and grime is gone from the surface area.
4. Once dry using a good long-haired brush apply one coat of the microporous water-based paint.
5. If you feel a second topcoat is required, please let the first coat dry overnight and apply a further coat.

## Disclaimer

All of the advice above can be done by a homeowner but please if you are unsure, we recommend hiring a trained professional. Should any product prove unsatisfactory as a result of defective manufacture our liability shall in no circumstances exceed the price of the defective piece. We shall not be responsible for any incidental work or expenses incurred in rectifying defect occasioned by mistreatment or poor workmanship applied to our product, or for any consequential loss howsoever arising (please refer to our full T&Cs for further information).

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