



Phone: 01603 412 123
Fax: 01603 291 346
Email: mail@acrejoinery.co.uk
www.acrejoinery.co.uk

JOINERY CUSTOMER CARE INSTRUCTIONS

Thank you for ordering your joinery from Acre Joinery.

To ensure our timber products are cared for, it is vitally important that the following guidelines are followed at all times.

PLEASE CHECK YOUR GOODS!

When signing for receipt of your joinery (either when they are delivered or collected), “unchecked” will not be accepted. Visible damage must be detailed and noted clearly by you at the time of receipt on the Delivery / Receipt Note for any claim to be entertained.

Any claims for damaged goods – or where goods supplied do not match those ordered – must be reported within 3 working days of receipt.

Every effort is made to supply you with the correct joinery in perfect condition. However it is imperative that you check your joinery for any faults prior to commencing any alterations:

Please remember that, by fitting or finishing your joinery or making alterations in any way you will be deemed to have accepted the goods as supplied. Unfortunately, we cannot replace a faulty or incorrectly supplied joinery item if ANY alterations have been carried out.

Please bear in mind that timber is a natural material, which will move and when subjected to changes in temperature and humidity. We cannot accept liability for natural movement or distortion.

STORAGE

- Provide a clean, safe and dry area for storage.
- Products to be stacked on a flat even surface to protect against twisting, separated apart allowing adequate airflow between products.
- Store loose items of ironmongery separately in a secure area for fitting after installation.
- Remove product wrapping if products are to be stored for more than 1 month and ensure adequate ventilation.
- DO NOT: Store products in an area where wet trades have recently been working or areas that are still drying out or will remain wet.
- DO NOT: Store in areas of strong sunlight or darkness for long periods of time to avoid paint discolouration.

- DO NOT: Store products flat on bearers, as products need to be stored vertically to protect glazing and paint systems.

MAINTENANCE

Our joinery usually leaves the factory having been base coated or primed with paint, oil, or stain. If there is no base coat then one should be applied immediately on delivery.

The base coating will protect the joinery whilst it is being handled prior to installation, but no more.

Please note: You need to complete your joinery decoration before it is exposed to weather on the outside and heating from the inside. It is essential that you follow the coating manufacturer's application guidelines.

Moisture ingress is the most common contributing factor to problems with any natural wood product. All joinery should be correctly treated prior to installation as soon as the packaging has been removed. It is important to treat all surfaces. Particular attention should be paid to the top, bottom and side edges of the doors along with any areas where 'cut outs' are present such as letter boxes, hinges and hardware 'cut outs' which if not properly decorated will quickly absorb moisture causing the joinery to swell and twist.

Invest time and effort in ensuring the finishing of the products are completed to a high standard. Such investment will allow you to appreciate these products for many years to come.

- Should you wish to minimise the discolouration and weather you need to top coat the joinery externally with a finish that has a pigment in it to resist the effects of the ultraviolet light. The darker and thicker the colour the more ultra violet protection and weather resistance.
- Inspect joinery at least annually. Pay particular attention to lower areas, glazing beads and cills. Repair any small patches of coating damage promptly.
- Redecorate when the lower parts of the joinery show general signs of wear. The time taken for this to happen will depend on the climate and level of shelter. Redecoration time must be based on physical inspection of the windows.
- Remember that timber is a natural product – it expands and contracts with varying climatic conditions. For example a panelled door may give rise to lines on the paintwork around the panel. Sand down any unevenness and touch up the coating in this area.
- Wash surfaces with a solution of warm water and liquid detergent – change water frequently. Rinse thoroughly with clean water. The build-up of dirt on joinery surfaces encourages mould growth.
- Keep moving parts – hinges, locks, handles etc. clean and free of grit, dirt or mortar. Clean regularly. Apply acid free oil, Vaseline or a silicone lubricant to all moving parts at least once a year.
- Do not paint over rubber gaskets or ironmongery.

DURING THE FITTING PROCESS

- Keep the coating intact at all times.
- Protect surfaces from plaster, render or concrete damage. Clean off any spatters while wet, with clean water – do not use any acid based cleaners. Plaster damage will cause damage to coating and timber staining.
- Use any brick or stonework wash with extreme caution. These products are usually acidic. Spatters will cause paint, timber and hardware damage.
- Keep moisture content of timber at acceptable levels. Dry and ventilate the building. Excessive moisture levels will cause expansion of timbers, jamming of doors and growth of mould and algae on the timber surface. This is particularly important if the windows and doors are installed before the plastering and floor screeding is carried out, in this case a dehumidifier is essential.
- When the property is completed, heat and ventilate.

GLASS

After completing decoration

IMPORTANT: The bottom horizontal glazing bead must be silicone capped. This cap must be maintained to ensure that moisture does not ingress into the glazing rebate which causes the double glazed unit to fail. Should the silicone cap not be adequately maintained it will invalidate the warranty of the double glazed unit.

- Protect glass from all alkali materials and fluoride bearing compounds.
- Never use scrapers, razor blades, steel wool or other metal tools on glass – the window supplier is not responsible for scratches occurring during construction or cleaning.
- Water used to wash the face of the building may contain contamination taken from mortar, cement organic coatings etc. – it will damage the glass surface.
- Remove glass labels promptly after installation –prolonged exposure to the sun can make the adhesive very difficult to remove.
- Protect glass from splatter during welding/cutting – otherwise this will cause permanent damage.
- Protect glass from concrete splatter – dried on concrete is impossible to remove without glass damage.
- Organic solvents, oils and plasticisers must not come in contact with the glass.
- Protect glass during surface treatment of masonry – acid washing, sand blasting, grouting and water proofing.
- Prolonged exposure to sprinkling or spraying with hard water can lead to the minerals in the water precipitating out on the glass and becoming chemically bonded to the glass causing permanent damage.