



Aftercare & Installation Guide

INTRODUCTION

Thank you for purchasing Browns bespoke Joinery products. All of our timber products are manufactured using a strict quality assured system, exacting performance and ensuring customer satisfaction. However, in order to maintain and prolong this quality assurance, the product must be cared for, installed and maintained in accordance with this manual.

If your Joinery is being installed by someone other than a Browns Joinery approved installer, please ensure that the below guide is followed. As an alternative the procedures outlined in *BS 8213-4:2007 Windows, doors and rooflights – Part 4: Code of practise for the survey and installation of windows and external doors sets* can be used.

Due to the wide range of material and construction methods available it is not possible to give an in depth installation procedure. Therefore, this document is to be used as a guide to good practise outlining the general processes, specific product requirements and recommended products to use in relation to the bespoke Joinery products we have supplied.

HANDLING OF PRODUCTS

Firstly, treat your bespoke joinery items like a piece of furniture.

The customer is to prepare an area not exposed to the elements for safe storage of delivered goods, in the case of supply only the customer is responsible for providing adequate labour to unload and check goods are in good condition and correct.

Large heavy joinery items will have components removed, or if not possible then glazed units will be supplied loose for site installation to reduce the weight to avoid any injury during manual handling.

Site must ensure a risk assessment is carried out for unloading of goods, fixing and working at heights.

STORAGE OF PRODUCTS

Provide a clean, safe and dry area for storage.

Goods to be stacked vertically on bearers ensuring safety and stability separated apart allowing adequate airflow between products.

Store loose items of ironmongery separately in a secure area for fitting after installation.

Remove product wrapping and check the goods immediately. If products are to be stored for more than 1 month ensure adequate ventilation.

DO NOT: Store products in an area where wet trades have recently been working or areas that are still drying out. Always keep away from artificial heat sources.

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

DO NOT: Lay products flat on bearers, as products need to be stored vertically, on bearers to lift off the ground to protect glazing and paint systems. Care must be taken to avoid storing doors in twist.

INSTALLATION GUIDE

The frame is to be fixed into the opening ensuring:

The outer frame must be square.

Three hinges should be fitted to all external doors.

Mortises for locks must not be cut through joints in the door framing as this will impair performance of the rail joint.

The jambs of the frame must be straight and parallel with each other.

The outer frame must be without twist and to be plumb.

Use Packers to support behind the fixing, but do not distort the frame.

Fixings should be positioned 150mm up and down from each of the four corners and thereafter at maximum 500 centres in between.

All joint tolerances are maintained and consistent to facilitate operation and water run off where applicable.

During the installation of joinery continual checks must be carried out to ensure that the opening components have freedom of movement whilst maintaining their seal against the weather-strip.

In the case of replacement joinery reveals must be sterilised before new joinery is fixed. Joinery should be installed into prepared openings. The practice of “Building In” is not advised and will invalidate the guarantee.

Dummy frames must be used to prevent the Joinery picking up moisture.

If any cutting, planing or drilling is necessary during installation, the exposed parts must be treated with preservative (if appropriate) and sealed, with a further two decorative coats as originally specified.

Fill and coat any nail holes. Treatment is required to the back edges of joinery before installation. Pay particular attention to end grains that may have been cut on site.

GLAZING ON SITE

All glazing is to be installed by a Glazier or a competent person.

Browns recommend either High Security Glazing Tape with Glazing Silicoln or Glazing Silicon alone. These products can be purchased from Browns.

IMPORTANT: The correct grade Silicon must be used, or this will result in the failure of the Glazed Units.

Linseed oil putty glazing is not permitted and such use will invalidate the guarantee.

All site glazing must be of a non-drained and vented system with setting blocks, distance pieces and glazing spacers correctly positioned.

Stainless Steel Panel Pins to be used where applicable and filled where necessary.

Glazing rebates and the concealed surfaces of all beads must receive a coat of treatment, end Grain Sealer (where applicable) and one topcoat of the finishing material prior to glazing. The final top coats can then be applied once glazed.

For complete peace of mind and to ensure your product guarantees are not compromised, please specify the use of our complete factory finishing service, where we pre-glazed the joinery before dispatch ready for immediate installation.

CARE OF PRODUCTS ON SITE

Joinery components must not be used as scaffold supports, walkways, templates or subjected to other abuse.

Ensure adequate building ventilation, especially where wet trades have been as high levels of humidity can cause the decorative coating to blister and discolour.

Products must be protected at all times from dust and debris during the building process.

Failure to do so will cause damage to decorative coating, weather seals, glass and ironmongery mechanisms.

CARE DURING USE

The joinery items are manufactured from the best of the specified timber and to the highest quality commensurate with the product specification.

All moving parts should be maintained free of all binding and dragging.

Joint tolerances should be maintained with an optimum gap to facilitate their operation and water run off where applicable.

Any item of ironmongery disconnected or removed for any reason must be reconnected or refitted otherwise damage to the joinery may ensue.

When operating opening windows or door sets, if a resistance is felt **do not forcibly operate** the item or damage will occur. Always investigate the reason for the resistance.

All surfaces should be protected from mechanical damage during and after installation, with particular attention paid to corners and edges.

Reasonable care and attention must be taken at all times to avoid mechanical damage, thereby preserving the integrity of the applied decoration.

CARE AND MAINTENANCE

At least once per year all coatings should be washed with mild detergent and water to remove any surface pollution. The build up of dirt on joinery surfaces encourages mould growth and coating damage.

Check joinery for signs of algae or mould growth. Treat the affected areas immediately. This is important on building facades which are exposed to cold and damp. Mould growth can damage the coating and penetrate the timber to cause permanent damage.

Inspect the finish every year, paying particular attention to lower areas, glazing beads and cills. Any small patches of coating damage should be repaired promptly.

All hinge mechanisms and handles should be checked at least biannually for ease of operation and lubricated with light oil such as WD40, as required.

Weather seals should be cleaned at least once per year to remove any dust or grime in accordance with the manufacturer's instructions.

Ventilators should be cleaned at least once per year to remove any dirt or grime in accordance with the manufacturers' instructions.

Dry, heat and ventilate the building. Keep moisture content of timber at acceptable levels. Excessive moisture levels will cause expansion of timbers, jamming of doors and growth of mould and algae on the timber surface.

DECORATION & TREATMENT

POINTS TO REMEMBER:

IMPORTANT: Joinery supplied at the request of the client with a **BASECOAT ONLY** of either water based primer or Osmo UV Protection oil, will require a minimum of 3 further coats of suitable treatment before installation or as soon as fitted. **A basecoat is not a weather proof finish.**

Browns may disclaim responsibility for any defect or failure that may subsequently occur which is attributable to non-compliance either wholly or in part with the advice given in this guide.

Timber is a natural product – it expands and contracts with varying climatic conditions. With a panelled door for example this may cause a bare timber line to appear on paintwork around the panels. Sand down any unevenness and touch up the coating as outlined below.

The quality of the brush is very important. A long haired synthetic brush will give the best results; short haired or worn brushes may leave lines in the dry line.

Thoroughly wet the brush with water before starting, ensuring the base of the bristles (the heel of the brush) is fully wetted.

Do not attempt to paint when the temperature is below 5 degrees Celsius, or if the relative humidity exceeds 80%: the curing and performance of the coating may be impaired.

Do not paint over the weather seals as the performance of the seals will be compromised.

TEKNOS and OSMO paints and finishes can be purchased from Browns or directly from the suppliers. Typically 1 litre of primer or topcoat will cover a surface area of 8-10m².

FIRST AND SUBSEQUENT RE-DECORATION

All areas to be recoated should be washed down with a mild detergent solution & rinsed with clean water to remove dust, insects and other contaminants, which can form a base for algae and fungi growth.

Where the coating system is intact but requires a cosmetic coat, the following procedure should be followed:

Using a good quality, long haired, synthetic brush, designed for use with acrylic paints, apply one or two coats of Aquatop 2600 or OSMO in the appropriate shade, colour & gloss level.

Allow to dry between coats as outlined by the manufacturer.

Where minor flaking affects small areas of the topcoat surface but the timber substrate is not exposed, the following procedure should be followed:

Abrade the damaged area with a fine grade abrasive paper to remove all unsound coating & feather out.

Clean down and wash the abraded area to remove dust, and allow to thoroughly dry.

Using a good quality, long haired, synthetic brush, designed for use with acrylic paints, apply one or two coats of Aquatop 2600 or OSMO in the appropriate shade, colour & gloss level.

Allow to dry between coats as outlined by the manufacturer.

If the damaged area is widespread, it is recommended that the whole frame is lightly abraded and repaired as described above with the second coat applied to the complete frame.

Seal any exposed end grain with Teknoseal 4000 end grain sealer or OSMO Oil & allow to thoroughly dry.

Where moisture has penetrated joints, end grain, mitres or natural movement of the timber has opened shakes, treat as follows:

Abrade the damaged area with a medium and then fine grade abrasive paper.

Clean down and wash the abraded area to remove dust, and allow to thoroughly dry.

Treat bare wood, where appropriate, with a surface preservative, such as Teknol Aqua 1410 and allow to dry.

Prime with Aqua Primer 2900 base coat stain in the original colour for translucent systems or Anti Stain Aqua 2901 for opaque systems.

Seal any open joints with Teknoseal 4001 joint sealer applied by mastic gun. Wipe with a damp cloth or spatula to give a smooth joint and allow to dry to a clear finish.

Using a good quality, long haired, synthetic brush, designed for use with acrylic paints, apply a coat of Aquatop 2600 in the appropriate shade, colour & gloss level. Allow to dry for four hours and then apply a second coat.

Where damage has affected the full depth of the coating system, i.e. a deep cut or gouge, the full system requires repair:

Abrade the damaged area with a medium and then fine grade abrasive paper.

Clean down and wash the abraded area to remove dust, and allow to thoroughly dry.

Treat bare wood, where appropriate, with a surface preservative, such as Teknol Aqua 1410, and allow to dry or Teknos fine surface filler.

Prime with Aqua Primer 2900 base coat stain in the original colour for translucent systems or Anti Stain Aqua 2901 for opaque systems.

Using a good quality, long haired, synthetic brush, designed for use with acrylic paints, apply a coat of Aquatop 2600 in the appropriate shade, colour & gloss level. Allow to dry for four hours and then apply a second coat.

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.

The dried resin can then be removed with a stiff nylon or natural bristle brush, and any remaining residues 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 crystal removal, re-coating is often unnecessary.

Although it may be unsightly, it is better not to remove 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 normally fully crystallized. After removal as described above, the overall application of one maintenance coat of finish restores the general appearance of the timber and maintains its protection.

All items supplied either fitted to the joinery or supplied loose for site fixing must at all times be maintained in a clean grit free condition. Where protection such as plastic wrapping is present this should be left in place until all building works likely to allow the introduction of foreign matter are complete.

CARE OF IRONMONGERY

Lubrication should be applied sparingly to moving parts at suitable intervals according to their environment during use. The manufacturer advises WD40 applied at the top end of the spiral balance.

In the event of grit particles entering any moving parts the item concerned must be cleaned and re-lubricated immediately, where possible removal for cleaning is advised.

Failure to observe these recommendations will result in rapid deterioration and ultimately failure of the product.

Any item of ironmongery failing as a result of neglect must be replaced immediately in order to preserve the original geometry and function of the item to which it is fixed. Failure to do so may result in damage to accompanying items of ironmongery due to overloading.

Distortion of the joinery product itself may also occur due to the lack of full positional control afforded by an incomplete ironmongery system. Fine metallic finishes (i.e. lacquer)

to ironmongery must be cleaned with non-abrasive, non-corrosive cleaners; otherwise the fine surface finish will be damaged.

It is important to ensure that multipoint locking is used correctly. The handle must be turned upwards to engage all the operating points whenever the door is closed. This ensures security and protects the timber against warp and bowing.

Browns do not recommend the use of Beeswax Ironmongery Internally or Externally due to rusting. Should the client wish to use Beeswax items, Browns do not accept any liability.

Dry and ventilate the building. Keep moisture at acceptable levels. Excessive moisture levels may cause rust and failure of ironmongery.

CONDENSATION

Nowadays because of improved airtightness of buildings coupled with changing lifestyles more people are experiencing difficulties with condensation. Because this problem frequently manifests itself on windows and doors, there is a tendency to regard windows and doors as being in some way responsible. This is a totally erroneous viewpoint. Condensation is water vapour from the atmosphere in the building and cannot possibly under any circumstances be generated by windows or doors. It is introduced into the air inside the building by the users of the building carrying out such activities as breathing, cooking, washing, showering, bathing, drying clothes etc. In the case of a new house the amount of water vapour generated by the users is significantly added to by the materials used in the construction of the house itself drying out. When the house is warm the air accepts this water vapour until it reaches saturation point. As the house cools down the saturation point of the air drops and it can no longer hold the amount of water vapour, which it accepted, when warmer. This excess has to be deposited on the various surfaces in the room and the cold glass surface provides an ideal surface for this. The formation of condensation on a surface does not indicate any problem with that surface – it merely indicates the presence of excessive levels of water vapour in the air. Any surface will condensate given the right combination of two factors - difference between indoor and outdoor temperature and relative humidity of the environment. For example a particular glazed element will not condensate for an outdoor temperature of -2°C and an indoor temperature of 20°C at a relative humidity of 50%. If however the relative humidity is increased by a mere 2% (eg. boiling kettle, unloading dishwasher or similar) condensation occurs. Windows and doors can help recognise and dealing with a condensation problem. Initially the formation of condensation on windows and doors provides an early warning that there are excessive amounts of water vapour at large in the building. They provide a clean wipeable surface on which condensation may form without causing a lot of damage unlike more porous surfaces such as paintwork, presses, clothes, furniture etc. Condensation forming on a window or door surface will cause a lot less structural damage than elsewhere in the building. The presence of heavy condensation on a window or door is a symptom of a problem with moisture control in the building - heed the warning but do not shoot the messenger! The solution to

condensation lies in maintaining the correct balance between heating and ventilation in a building and limiting activities which give rise to the build up of excess water vapour. Heating creates a situation where the air in the building can absorb a lot of water vapour and ventilation ensures that as the air cools down the excess water vapour can escape instead of condensing on cold surfaces within the building. A particular problem with moisture control may arise in a new building as the materials in the building itself go through a drying out process which may take a year or two. If this proves too difficult to manage by normal means a dehumidifier will help to control the problem. Remember these points: Windows and doors do not cause condensation Windows and doors are safe clean surfaces on which condensation may form. Condensation on windows and doors provides an early warning of a moisture control problem Windows and doors can be used to provide adequate ventilation to solve a condensation problem.

Important points to remember:

- Windows and Doors do not cause condensation.
- Windows and Doors are safe clean surfaces on which condensation may form.
- Condensation on Windows and Doors provides an early warning of moisture control problems.
- Windows and Doors can be used to provide adequate ventilation to solve a condensation problem.

DISCLAIMER

The advice offered herein can be done by a homeowner with some mechanical aptitude. If you are unsure, it is recommended that you hire a trained service provider such as a competent and licensed construction contractor or building professional.

Aftercare and Installation Guides are available to maintain the performance of our joinery supplied. Please download a copy and ensure they are passed to all personnel involved in the handling of our joinery product, especially the end user. No claims will be considered if these recommendations are not adhered to.

THE JOINERY MANUFACTURER MAY DISCLAIM RESPONSIBILITY FOR ANY DEFECT OR FAILURE THAT MAY SUBSEQUENTLY OCCUR IN THE JOINERY PRODUCTS, WHICH IS ATTRIBUTABLE TO NON-COMPLIANCE EITHER WHOLEY OR IN PART WITH THE AFOREMENTIONED ADVICE.

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. In the unlikely event of a claim, please refer to our Guarantee Conditions & Claims Procedure.