

## 9. COATING OPTIONS

Arden Windows and Doors are coated with a specialist coating system formulated by GORI. The finish is designed to provide long lasting protection against the elements. It is important to realise that maintenance will be required after a number of years weathering (see redecoration guidelines) to restore the appearance of the coating and maintain the long term durability of the item. Unless specified all products will be supplied with a semi-finish which affords limited protection and **must be over-coated within a maximum of 2 months.**

### Specified Finishes:

#### **Translucent Stain Colours**

Semi Finish	Base & 1 coat specified colour. On site minimum 1 further top coat applied by brush.
Fully Finished	Base plus 2 coats specified colour.

#### **Opaque Paint Finish**

Semi Finish	Base and mid-coat. On site minimum 1 further top coat <sup>3</sup> .
Fully Finished	Base plus mid and top coat.

NB.

1. Factory applied coatings are specially formulated for spraying and give a higher film build than can be achieved by brush application. Therefore for longer durability, factory finishes are recommended.
2. It may be necessary to apply a "lustre" coat (no cutting in) to bring the joinery up to pristine condition after site storage and building activities, even if the fully finished option is chosen.
3. To apply a further coat on Semi-Finished joinery, a light surface abrading only is required using a 3M Scotch<sup>®</sup> Brite pad (or similar pad) on all painted surfaces. All surfaces must be adequately washed down to remove dirt, dust and other surface contaminants and allowed to dry. GORI 894 should then be brush applied or a similar good quality micro-porous paint used, in dry weather in the appropriate colour.

## 10. REMEDIAL OR REPAIR ADVICE (GORI<sup>®</sup>)

### **Remedial instructions for damaged or weathered finishes**

Firstly wash any affected areas to remove any dirt contamination. This is best achieved using a mild detergent, but if any mould or algae has taken hold it is best to treat affected areas with one part household bleach to two parts water. After 20 minutes this treatment should be rinsed with clean water.

### **When damaged surfaces are clean and dry the repair work can begin.**

If the damaged timber has been left for some time and bare timber was exposed the timber surface may have become grey and weathered. In this circumstance it will be necessary to sand the affected surface until fresh bare timber is visible before repairs are attempted. While this may seem a time consuming process, failure to do this may result in premature failure of subsequently applied coatings.

### **Opaque and Translucent Finishes**

On bare timber apply GORI<sup>®</sup> 413 by brush. If the area to which this product is applied is large enough and the timber grain has raised the GORI<sup>®</sup> 413 surface will need to be lightly abraded with a fine abrasive paper. We would recommend a grade no coarser than P220 for this. To the primed surface apply two brushed coats of GORI<sup>®</sup> 894 in the appropriate colour. Only apply in dry weather and allow 3 hours between coats. If more than 8 hours is left between coats lightly abrade surfaces to give a key. Any existing coating that is maintained should be abraded to provide a key.

### **Translucent Finishes**

Take care to only apply translucent coatings to the affected areas as overlap onto the sound coating will be clearly visible. For site damages on new joinery we would recommend that the factory coating GORI<sup>®</sup> 897 is obtained from Arden Windows Ltd. This coating is only suitable for touch up and should not be used to finish semi finished joinery or conduct maintenance when this becomes due.

For semi finished items and future maintenance GORI<sup>®</sup> 894 should be used.



# Fitting, Maintenance and Care Instructions



**Arden Windows Ltd**  
Manufacturers and installers of bespoke  
timber windows and door sets

## 1. INTRODUCTION

Whether you are an owner occupier or renting the property, the windows fitted have been supplied by Arden Windows Ltd and we trust they will give years of good service.

As with all products of long life expectancy they benefit from care and maintenance and the windows and doors in your home are no exception. Some of the information that follows may not concern you, however care and maintenance is everyone's concern if the product is to function correctly and remain in pristine condition. Please also read our Terms & Conditions and relevant product guarantees for further information.

## 2. PRODUCT GENERAL DESCRIPTION

Within Arden Windows' range of windows we have various designs and design features, ironmongery options and levels of coating finishes. More detailed product information is available on request.

## 3. TIMBER & QUALITY

Whichever product(s) you have received or are using they have been inspected for quality from start to finish during the manufacturing process. We purchase quality timber from sustainable sources and make every effort to ensure the standards laid down in BS 1186 and now BS EN 942 are met and/or surpassed.

Generally we endeavour to remove all large knots and fill any small dead knots. We try to avoid using timber with shakes but any which do appear will usually be filled unless too small for this to be practical.

Wherever necessary timber is treated with a water based Boron preservative to guard against rot and fungal attack. Knotting is applied as required by the NHBC, however we can not guarantee against sap migration and extractive staining.

Where specified by the customer, Arden Windows use FSC certified softwood.



## 4. GLAZING OPTIONS

1. Factory glazing by Arden Windows Ltd before delivery extends the glazing guarantee from 5 to 10 years, subject to the maintenance programme being followed.
2. Site glazing must be carried out in accordance with GGF recommendations for timber and the coatings applied, otherwise any guarantee will be null and void - refer to sketches below.

Glazing beads to be secured 50mm from each end and at maximum 150 centres between thereafter. Refer to the separate glazing sketches for sequence of procedures. On externally beaded windows supplied unglazed we are required to supply drained and vented bottom beads. These are set on 6mm plastic packers in accordance with our standard detail approved by NHBC Head of Standards.

Aluminium bottom beads are available. Sealed units supplied by Arden Windows Ltd are manufactured in accordance with BS EN 1279-2.

## 6. SITE STORAGE

1. Semi-finished or Factory finished windows are to be stacked on levelled bearers. Each window shall be packed up to ensure stack does not rock. Vertical sliding sash windows and door sets should be stood upright. A central bearer should be placed on top and the stack covered down with water proof sheeting. A free flow of air must be maintained.
2. Glazed and fully finished windows should be stood up only on levelled bearers or pallets and strapped, a central bearer placed on top and covered down as above.

## 7. FITTING RECOMMENDATIONS

NB: Methods must conform to recognised good building practises such as the 'BWF Code of Practise for the Survey and Installation of Windows and Door sets - November 2004' to retain guarantee.

1. Prepare the opening ensuring all debris is removed.
2. Windows must be fitted level square and in a plumb and vertical plane.
3. (a) Joinery can be fixed with straps or other proprietary means attached to back edge of frame and then secured to brickwork. With this method, cling film wrapping can be left on for the time being.

- (b) Joinery can be wedged into the openings, sashes opened and fixed through the frame with Fischer type fixings or similar, place packers at each fixing point. NB: Vertical sliding windows do not lend themselves to this method.
- (c) All cut ends and any incursion into the product coatings must be treated with cut end preservative sealer & repaired if necessary.
- (d) If specified early enough, plastic cavity closers can be built in. Subject to overall size and weight, a mechanical fixing may also be required. It is recommended to use traditional straps for a more secure and rigid fit.

In all cases fixing points should be 150mm up & down from sill & head and @ 450mm centres thereafter. Windows over 1500mm wide should have a central fixing at head & sill.

In all cases the tolerance gap between joinery and brickwork should be sealed either with expanding tape applied when the joinery is put in or with gunned Silicone, applied under pressure to ensure adequate depth and expansion between brick and timber.

### Further Information

Locking window handles are usually fitted to ground floor windows.

Non locking handles with possibly a green button are fitted to egress windows (fire escape) in accordance with NHBC standards 6.7—M6 (h).

Fire escape openings are available for a minimum opening size of 450mm by 750mm, with a minimum of 0.33M<sup>2</sup> overall size to meet the requirements of Building Regulation Part B.

Trickle / background ventilation is required by Building Regulation F1.

Windows must meet a U-value of 1.8W/M<sup>2</sup>K to comply with Building Regulation L1.

Friction hinges hold the casement in the position you put it, adjustment can be made by turning brass grub screws in black plastic block in hinge channel.

## 8. CONTRACTORS HAND OVER MAINTENANCE

Contractors should carry out pre-hand over checks which should cover all of the issues mentioned below.

### Maintenance Programme

Window cleaning and maintenance of the fittings and the following paragraphs will guide you through the maintenance programme.

### Monthly

Or as and when cleaning glass, wash down windows with mild detergent.

NB: Some window cleaners do this as a matter of course.

### 6 Monthly

Check all types of hinges are clean and clear of any debris, lightly oil joints or pivot points.

Handles in general - Clean with soft damp cloth.

### DO NOT USE ABRASIVE CLEANERS OR METAL POLISH

Espagnolette & Shoot bolt locking systems - lightly oil moving parts through the holes in face plates, smear face plate with oil.

### NB : DO NOT USE EXCESSIVE AMOUNTS OF LUBRICANT AS THIS CAN SOAK INTO THE TIMBER CAUSING STAINING AND MAKING TIMBER SURFACE RESISTANT TO FURTHER COATINGS

Ensure screws are tight. Clean weather seals and rebates.

### 12 Monthly

Check condition of coatings paying particular attention to horizontal surfaces such as bottom glazing beads or mouldings and sill extensions. These items take the brunt of weathering and may need attention before anything else on the windows.

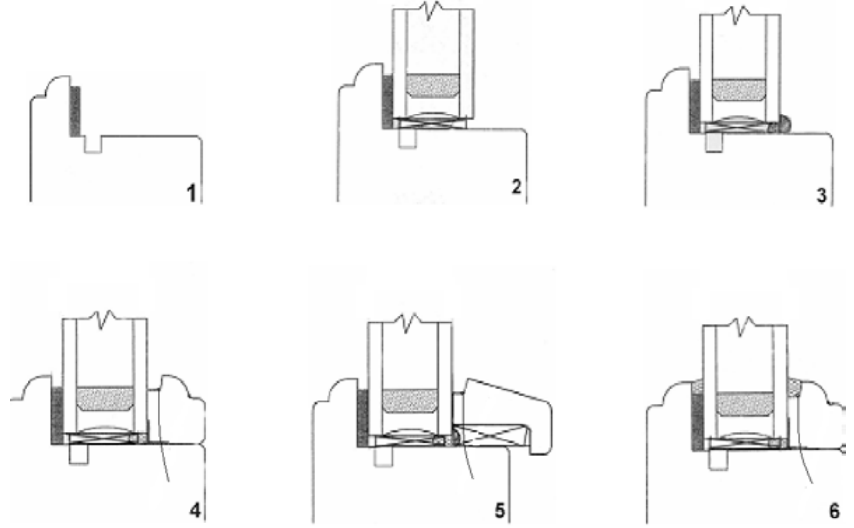
NB: We anticipate on average a 5 year redecoration cycle but this will depend on weathering, etc.

If factory finished, we recommend using the same manufacturers coatings for brush application.

## 5. GLAZING PROCEDURES

Arden Windows Ltd factory glazing procedure accommodates up to 28mm glazing which helps to achieve Building Regulation Part L1. It is also better for cold weather conditions, when glazing on site.

The sketches below indicate our procedures, which can be adopted for on site glazing:



1. Ensure rebate is clean and sealed, apply 15 x 3mm closed cell tape - single or double sided all round rebate.
2. Place setting blocks on rebate and insert sealed unit, add setting blocks appropriate to type of sash being glazed and wide enough to support both panes of glass in accordance with BS 6262. Correct location of setting blocks is extremely important to ensure bracing of the casement for its mode of operation.
3. Apply bead of silicone all round edge of glass, bridging gap to rebate. Note : If the rebate has a drainage groove do not solid fill or block this drained system.
4. Insert glazing beads in remaining rebate area, pressing tight against glass. Pin beads in place, fixing approximately 50 from each end and at 150mm centres thereafter. Internal beading shown.
5. As above but external bottom bead shown.
6. Top off with silicone.

Typical glazing options showing position of glazing packers:



1. Fixed Light

2. Side hung, projected side hung, or door

3. Top hung or projected top hung

4. Bottom hung

5. Vertically sliding

## CONTACT DETAILS

For further assistance please contact the relevant number below:

### General

Tel: 02476 632423 Fax: 02476 237317 email: info@ardenwindows.net

### Sales & Enquiries

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### After Sales & Customer Service

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### Web

www.ardenwindows.net

## ACCREDITATIONS & CERTIFICATIONS



Certificate Number 013/015



TT-COC-002362

By buying products with the FSC label you are supporting the growth of responsible forest management worldwide

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## 11. REDECORATION - FULLY FINISHED PRODUCTS

The exact point at which a factory applied coating system will need a complete redecoration is very hard to predict with certainty. The table below gives general guidelines on the durability of an opaque coating and can therefore be used to plan maintenance.

	Climate		
Construction	Moderate, Inland areas at low altitude	Hard, Areas close to the coast but not directly facing the sea	Extreme, mountainous areas or sites in exposed coastal locations
Sheltered, where building features protect the coating such as beneath roof overhang	8-10 years	8-10 years	7-8 years
Partly sheltered, where exposure is partially limited such as windows built back in reveal	8-10 years	7-8 years	5-6 years
Not sheltered, where building detail offers no protection to coating	7-8 years	5-6 years	5-6 years

Please note that if the protective coating becomes damaged, it is important to carry out a repair as quickly as possible.

## 12. FURTHER CONSIDERATIONS

### Aspect of building

If the building is facing north the time to redecoration will be extended. It may be possible to redecorate the north side of a building many years after the south face has required attention.

### Window design

The design of the window can have a profound influence on the coatings lifespan. The size or presence of cills can be a crucial factor. Sometimes only the cills may require redecoration, while less vulnerable surfaces may last for longer periods.

### Choice of coating

It is important not to coat exterior areas that do not require redecoration and equally important not to use coatings that seal the surface such as traditional gloss paints. The best rule to follow is that the interior of the window or door should have a thicker coating with better sealing properties to the outer surface.

We strongly recommend that dark colours, such as black paint or stain, are not used on our products which can cause shakes and splitting within the wood. Arden Windows currently guarantees fully finished products for 10 years based on a maintenance cycle of 5-7 years when our standard colours are specified. This will reduce to a 5 year guarantee with a maintenance cycle of 2-3 years when dark colours are used. Please contact Arden Windows if you are unsure as to whether the reduced warranty will apply to your chosen colour.

To obtain GORI® maintenance products in the UK please contact the UK importer of GORI® products Joinery Coatings. Tel: 01506 436222 Fax: 01506 448826 Web: www.dyrup.com

The above information is stated to the best of our knowledge and is based on the latest technical information from GORI®. The information is non-committal and does not release the buyer or the user from the obligation to test our products for specific means and methods. Because of the various possibilities of application and preparation all obligations and liabilities are hereby excluded.

