



# Sashless Window Co Ltd

Warranty, Maintenance and Fitting Instructions

## Warranty

With effect from March 2016.

All Sashless fully factory finished timber products are covered by our comprehensive standard 24 month warranty against faulty materials, manufacturing defects, defective surface coatings, insect or fungal attack, ironmongery\* and sealed unit failure.

This warranty is automatically extended to:

- 10 Years against Manufacturing Defects.
- 10 Years on Sealed Insulating Glass Units.
- 8 Years on opaque factory applied finishes, 5 years on translucent finishes (2 years on Oak).
- 10 Years on Ironmongery\*
- 30 Years against Insect and Fungal attack (rot)

Provided that your doors and windows are stored, installed and maintained in accordance with the Sashless Window Company's recommendations.

With the exception of window and/or door cill 'horns', Windows or Doors which are site trimmed, reduced in size or otherwise adapted by others carry no warranty. All site cut horns must have exposed timber 'end grain sealed', primed and coated with at least one top coating of compatible micro-porous finish, applied in accordance with the manufacturers instructions and at 5°c rising.

- Your windows and doors are covered against manufacturing defects. This includes any factory fitted components. Mechanical or impact damage, vandalism and forcing are excluded from cover.
- The Insulating Glass Units (24mm, 28mm & 40mm Double or Triple glazing) are covered against failure of the sealed unit with regard to water or water vapour ingress. Mechanical damage, scratches and breakages to the glass are excluded from cover. Slim IGU's are excluded from this warranty and are covered against failure for a period of 12 months.



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- The factory applied surface coating is warranted against peeling back to bare timber, cracking of the painted surface by more than 5% of the surface area, premature degradation (chalking) or excessive yellowing of the finish.
- Factory fitted Ironmongery is covered against failure. After year one\* the warranty covers supply of the Ironmongery only. The warranty excludes mechanical damage, the surface finish and failure due to lack of maintenance.
- Your windows and doors are covered against fungal and insect attack provided that the surface coatings are maintained intact, that the primer coating is not exposed and that the appropriate re-coating schedule for the exposure location\*\* is in force.

### **Maintenance**

Timber joinery manufactured by Sashless Windows are a premium quality product that will provide many years of reliable service, with a service life expectation of 60 – 80 years (Herriot Watt report 2012).

All construction products exposed to the elements require a degree of regular maintenance to ensure their trouble free operation.

### **Ironmongery**

Door and window handles, locks, restrictors and hinges.

It is important that hinges, espagnolettes, handles and other ironmongery and fittings are never painted.

They must be kept clean and lubricated using Petroleum Jelly (Vaseline) or neutral oil.

Cleaning and lubricating ironmongery should be carried out every 6 months. In coastal areas, or areas of high pollution, this should be more regular.

Multi-point locks should be lubricated using a water dispersant lubricating spray.

Weatherseals and Glazing tapes must also be kept free from dirt, detritus and paint. They should be wiped down with a clean, soft cloth on a monthly basis. Damaged sections should be replaced. Replacement seals/gaskets are available from Sashless Windows.



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### **Re-decoration**

Regular maintenance of the paint, or stain, finish of Windows and Doors is required to ensure their long term performance. Decorative surfaces are a sacrificial layer and their rate of wear is dependant upon many factors, including levels of exposure to sunshine (UV exposure/thermal gain), wind, rain, pollution and salt spray.

All external surfaces of windows and doors should be cleaned, as a minimum, every 3 months using a mild soap solution and a soft cloth to remove dirt, detritus, insects, algae growth, surface pollutants and acids. Window frames should be rinsed with clean water.

Power washers must not be used to clean the windows.

Drainage holes, channels and air gaps should be checked monthly and kept clear using a soft brush or 'pipe cleaner' to remove any dust, dirt and detritus.

Inspection of the decorative finish should be carried out, at least annually, to check for wear and tear (particularly top surfaces of cills and glazing beads). Any localised areas of wear or damage should be re-decorated using a microporous mid and top coat, or a top coat, as required, by roller or brush.

Re-decoration of windows and doors may not be necessary en-bloc, Southerly, or exposed, elevations may need repainting before more sheltered facades.

The existing coating should be lightly abraded with fine grade abrasive to provide a key for the new coating, but not back to bare timber.

Should bare timber be exposed it must be retreated with a preservative and over-coated with primer.

A water based micro-porous mid-coat should be applied in accordance with the coating manufacturers instructions, followed by a compatible top coat. The factory applied coatings are Spray applied to ensure an even coating to all surfaces. We recommend that the surface re-coatings are applied by roller to ensure there are no brush marks.

### **Installation - Storage and Handling.**

All factory finished windows should be stored on-site in accordance with the WWA and the BWF guidelines.

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Any loose protective wrapping to windows, doors or to pallets of windows should be left in place for as long as practical.

All windows and doors should be stored under cover, preferably inside a building, protected from contamination. If stored outside they should be stored off of the ground on a pallet or on level bearers and protected from the weather using a tarpaulin (plastic sheet should not be used), windows must not be laid flat nor stored in standing water.

There should be gaps between windows and doors and between each pallet to allow circulation of air. All windows and doors should be stored vertically.

Factory finished items require extra care to avoid damage to the finish or to the glazing. When windows are moved around site they should be lifted (not dragged) and carried in the vertical position to avoid distortion.

Manual handling guidelines should be adhered to when carrying heavy items. The weight of each item is identified on the delivery docket and order confirmation.

**Installation** - All windows and doors manufactured by Sashless Windows must be installed in accordance with the guidelines issued by the BWF, the WWA and comply with BS 8213-4:2012.

The final responsibility for correct installation and compliance with all statutory regulations lies with the client, site management and their nominated installation company. The following are guidelines and are not intended to be definitive nor to replace the requirements of Building Regulations or British Standards.

Generally, windows and doors should be installed into pre-formed openings and not built in. The extended warranty does not apply to built in timber windows. Lintels should be clear of the window head, windows must not be used for load bearing situations. Timber windows are not a structural element of the building.

Window openings should be at least 10mm greater in width and in height than the window being fitted, be true and square. An approved foam may be used to fill the void around the perimeter of the window aperture.

Where appropriate, correctly installed damp proofing should be around all openings to prevent the transfer of moisture from outer to inner construction.

Windows should be fitted without distortion. They should be level and upright. Position should be checked using a spirit level.



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Windows should be secured in the openings using fixings at the jambs positioned approximately 150mm from the head and cill and then at maximum 450mm centres. On timber frame construction fixings are also required to the head and cill of windows positioned approximately 150mm from the jambs and then at maximum 450mm centres.

When fitting the frame, and when using foam, care must be taken to avoid distortion of the components as this could impair operation of the window and will affect the manufacturer's warranties.

An appropriate fixing method should be used. Ideally fixing straps/brackets should be used so as not to deface the window, or compromise the thermal performance (Part L).

When using fixing brackets there should be a minimum of 25mm screw fixing into the frame and 50mm screw fixing into the internal wall, at least two fixings through each strap/bracket into the building structure to ensure there is no twist.

For timber frame construction where pinch battens are fitted to the windows screw fixing should be used through the face of the batten (using an 80mm long screw).

When installing into timber frame, allowance must be made for differential movement between the external construction and the timber frame and allowance must be made for fire stopping at the window opening.

## **Exposure level chart**

**See Sashless WWA documentation**