



Maintenance Guide

for DM Window Solutions Timber Products

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The natural beauty of timber as a material for windows and doors means that, if maintenance is carried out regularly, it will retain its visual appeal for a lifetime. Failure to keep to a planned maintenance schedule may at best ruin the window's appearance and, at worst, could lead to the early deterioration of the components. It is therefore necessary to check all aspects of a window. The most important elements to maintain are the coating system and the hardware. However, it is advisable to check the whole window (interior and exterior), including the glazing unit and weatherseals, for any signs of deterioration. If there are any causes for concern, follow the guidelines below. If the problem persists, contact the window manufacturer. The type and level of maintenance required will depend on the window's location and exposure to the weather.

Coating Systems:

It is important to remember that regular, minimal maintenance will make re-decorating the windows a far easier job.

- 1. Cleaning and washing* - Every 6 months wash with warm water and liquid detergent. Rinse with clean water. During this process it is advisable to inspect all components of the window for defects and take action if necessary.
- 2. Mould and algae* - All windows can suffer from mould and algae caused by airborne spores, which settle on the surface (which is why exterior plastic products go grey over time). To remove mould and algae, wash with professional cleaning products available on the market. Then rinse. If the blemish is stubborn, scrub with a stiff nylon bristle (not metallic) brush.
- 3. Exuding natural resin* - Wait until dried to a white crystalline resin before you attempt to remove it. If the resin is particularly stubborn, you may need to carefully use a scraper to remove surface deposits. Do not use a metal scraper as this will damage both the coating and the underlying timber substrate. Use a hot air paint stripper to soften the exuded natural resin and to draw as much as possible from the underlying timber. Do not overheat as this may damage the coating system. Remove with a lint-free cloth dampened by methylated spirits to clean any remaining resin residues from the timber surface. Apply a suitable base stain or primer to bare timber areas. Then bring forward these areas with one coat of finish, before applying a further coat of finish overall.
- 4. Damage* - If any part of the window's coating system is damaged to the point of showing bare timber, see the Redecoration Guide below for guidance.
- 5. Extreme exposure to water* - Wood naturally expands when it's wet and can cause windows to crack or splinter. In places where the windows are more than usual exposed to water, like in bathrooms, all care should be taken to maintain good ventilation through fan extractors and general airing.



Registered Company 33641





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Hardware:

It is necessary to maintain all hardware regularly in order to ensure it works and lasts.

1. *General* - Wipe away all dirt and debris, especially on moving parts. Check all screws are tight.
2. *Handles* - Wipe clean with a damp cloth. Do not lubricate.
3. *Window Locking System* - Apply petroleum jelly to all locking bolts, guide slots (on frame) and striker plates.
4. *Hinges* - Add the minimum amount necessary of light machine oil to all pivots. Wipe away excess.
5. *Ventilator and canopy* - Wipe clean with a damp cloth. Clean away blockages. Do not lubricate.

Glazing units:

Check for any defects. Pay particular attention to looking for cracked glass, misting of the unit and shrinking of the glazing material. For cracking and misting, contact us as soon as possible. If the glazing material has shrunk and the glazing system has not failed, ensuring the window is completely dry, it may be possible to cap the original glazing material with silicon or polysulphide sealant. It may be more difficult to overcoat silicone sealants, especially if using water-based paint or stains. Although much slower to cure, polysulphide sealants can be over coated much more successfully. If the glazing system has failed, then the glazing unit should be completely replaced.

Weatherseals:

Check that the weatherseals have not moved or been pulled out. If they have, simply push them back into place. If torn, replace with new weatherseals of similar size and type. Paint or stain on a weatherseal will cause it to become rigid, reducing its effectiveness. If the weatherseals have been over-coated, scrape off the coating material with a plastic scraper. Ensure that they return to their original shape and compress when the window is closed. If they do not return to their original shape, replace with new weatherseals of similar size and type. Any stubborn water-borne wood stains or paints may be removed by wiping down with a cloth dampened by methylated spirits.

All repairs should be carried out as and when necessary in order to make the job easier when it comes to the planned maintenance and re-decoration. By carrying out these checks before the problem gets worse, and redecorating in accordance with the instructions below, a quality timber window will last for a lifetime.

Hardware - Whenever necessary and at least once a year.

Other components - Whenever necessary and at least every 5 years.





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Redecoration Guide:

All products deteriorate over time and this is particularly true of those that are exposed to the elements. Wind, rain and sunlight – not to mention wind-borne spores and insects – all contribute to the breakdown and deterioration of all materials' appearance. It is therefore important to protect these products by putting a barrier between them and the elements. Whatever their framing material, windows are no exception. So long as timber windows are properly maintained, they will last. The beauty of re-coating timber windows is that when they are done, they look brand new again.

Preparation: Remove any loose coating material from the affected areas with a fine grade of sandpaper (or equivalent), taking care to sand in the direction of the "grain". Ensure that any 'grey' timber that has been damaged by ultraviolet light is removed back to a clean, bright surface. If not

Patch prime: In dry weather and making sure that the wooden surface is dry, apply one coat of appropriate base stain or primer to all bare timber. Preferably from Sikkens or similar. Ensure any end grain is completely coated. Allow the coating material to dry.

Denib: Rub lightly with a fine grade sandpaper or equivalent. Do not break the surface of the coating material. Remove all dust.

Bring forward: Apply one or two coats of the relevant exterior quality stain or paint system to the patch primed areas. Ensure any end grain is completely coated. Allow to dry between coats.

Final coat: Apply one generous coat of the appropriate stain or paint system in a full-flowing manner (see manufacturer's instructions). Completely cover any end grain. Do not apply the coating material too thinly. Avoid getting any wood stain or paint on the weatherseals or hardware.

Our Timber Windows are guaranteed not to need re-coating for **up to 10 years** subject to the climate (moderate, hard or extreme) and the positioning of a window within a building (sheltered, partly sheltered or not sheltered at all). When it is necessary, a quick rub down of the surface should be all that is necessary in preparation, followed by a simple coat of paint or stain. In practice, carrying out the first redecoration approximately one year before the recommended time will significantly improve the longevity of the coating system.

