



baskil

WINDOW SYSTEMS LTD.

CARE & MAINTENANCE



56 Glenavy Road, Crumlin, BT 29 4LE

t. 028 90774885 f. 028 90775242

e. info@baskilwindowsystems.co.uk

www.baskilwindowsystems.co.uk

INDEX

INTRODUCTION	1
IMPORTANT SAFETY INFORMATION	2
WOODEN WINDOWS AND DOORS CARE & MAINTENANCE	3
GUARANTEE	4
UPVC WINDOWS AND DOORS ALUMINIUM WINDOWS AND DOORS ALUCLAD WINDOWS AND DOORS CARE & MAINTENANCE	5
GUARANTEE	6
CONDENSATION & WINDOWS & DOORS INTERNAL	7
EXTERNAL	8
GLAZING QUALITY	9
GGF VISUAL QUALITY STANDARD	10
CONTACT INFORMATION	11

Dear Customer,

Now that you have invested in high performance windows and doors, it is very important that you care for them correctly.

Regular maintenance will ensure long life and optimum performance from your joinery. This booklet outlines the simple steps necessary to ensure your windows and doors continue to look well and function well over a long lifetime

IMPORTANT SAFETY INFORMATION

Some windows in your house may be fitted with a restrictor which limits the initial opening of the window to 100mm approx. This provides protection from falling to small children.

It is important that occupants are familiar with these restrictors and can release them.

To release the restrictor :

- Open the sash out as far as the restrictor will allow
- Then pull the sash back in slightly – (10 – 12mm, ½”) to line up the pin with the opening slot in the restrictor arm
- Finally pull the restrictor arm inwards.

This releases the restrictor and allows you to open the sash fully. The restrictor will automatically engage when you close the sash again.

1



2



3



4



Wooden Windows and Doors

Care and Maintenance

Important Note

Solid timber doors are made from natural materials and must be afforded protection from the elements. In exposed locations the door must be recessed from any façade of the building which is facing into the elements. This applies particularly in coastal locations.

During the Build Process

1. Keep the coating intact at all times post installation. Recoat any surfaces which are cut on site (eg. cladding) - one undercoat plus two topcoats. Fill and coat any nail holes. Pay particular attention to end grains.
2. 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 can damage coating and stain timber.
3. Use any brick or stonework wash with extreme caution. These products are usually acidic. Spatters will cause paint, timber and hardware damage.
4. Pay particular attention to the protection of window cills and door thresholds from damage by plaster render or cleaning products.
5. 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. Heat and ventilate building on completion.

Maintenance

1. The level of maintenance required by timber products varies greatly depending on location, orientation, level of shelter, exposure to severe weather etc. Depending on these factors maintenance requirements can vary.
2. Inspect windows at least twice annually. Pay particular attention to lower areas, glazing beads and cill. Repair any small patches of coating damage promptly.
3. 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.
4. Check joinery for signs of algae or mould growth. Treat affected areas with a solution of one part household bleach to two parts water. Allow 20 minutes to act and wash off with cold water and a stiff nylon brush. This is important on building facades which are exposed to cold and damp. Unchecked mould growth may damage the coating and penetrate the timber to cause permanent damage.
5. Redecorate when the lower parts of the joinery show general signs of wear. The time for this to happen will depend on climate and level of shelter. Redecoration time must be based on physical inspection. Apply two coats of a good quality exterior paint sanding between coats with a 280 grit sandpaper.
6. Timber is a natural product – it expands and contracts with varying climatic conditions. With a panelled door this may cause lines on paintwork around the panel. Sand down any unevenness and touch up the coating in this area.
7. Keep moving parts – hinges, locks, handles etc. clean and free of grit, dirt or mortar. Clean regularly. Apply an acid free oil, Vaseline or a silicone lubricant to all moving parts at least once a year. Do not lubricate balance channel on sliding sash windows.
8. Do not paint over rubber gaskets or ironmongery
9. GRP doors need to be inspected annually and redecorated with two coats of good quality exterior paint if there is any evidence of coating wear.

Operation

It is important to ensure that multi-point 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.

Customer Care Support

The homeowner must take responsibility for the tasks outlined above. Baskil Window Systems offers an excellent customer care service that is competitively priced. See contact details at back to avail of this service

Guarantee on Wooden Windows and Doors

The Glazing Unit

The company guarantees this unit for a period of ten years from date of installation. Should any defect arise due to faulty materials or workmanship during that period a replacement unit will be provided by the company. The warranty specifically covers broken down units-i.e. where condensation is visible in between the panes of glass. The warranty does not cover broken, cracked or shattered units. There will be no callout charge during the first year. Thereafter a callout fee to cover labour and travel expenses will apply.

Components other than Glass

All other parts including handles, gears, hinges, vents are guaranteed for one year from date of installation. Should any part be deemed to be defective due to faulty materials or workmanship during that period a replacement part will be provided by the company. There will be no callout charge during the first year. Thereafter a callout fee to cover labour and travel expenses will apply.

Paint Finishes

The lifetime of paint coatings is strictly maintenance dependent and is not covered by warranty

Terms and conditions

This guarantee does not cover

1. Any damage accidental or deliberate occurring on site after installation and specifically excludes damage to timber or to coating caused by cleaning practices or application of any chemicals or abrasive substances.
2. Any glass breakage occurring on site after installation
3. Any damage to timber or to coating caused by other operations in the build process and specifically excludes damage by cement, mortar, render or any cleaning operation to remove these substances
4. Failure of hinges due to the build up of cement, mortar, sand, grit or any other building debris in the moving parts
5. Failure of moving parts due to not having been lubricated regularly
6. Corrosion or discoloration of ironmongery caused by cleaning agents, chemicals or dirty water, from cleaning operations.
7. Faults on products which have not been maintained according to Munster Joinery maintenance guide lines. The end user of this guarantee is responsible for maintenance and cleaning of the product.
8. Problems relating to the installation of product by personnel other than trained Munster Joinery staff
9. Visual defects in glass, such as scratches or marks, which are not reported within 48 hours of installation. Such defects must be assessed according to the GGF Visual Quality Standards.
10. Any visual defects in the product that are not reported within three days of installation in writing
11. Any damage caused by condensation being deposited on windows and doors. Condensation is an indication of excess moisture in the building and is not a window problem.
12. Variations in the colour and grain of timber. Timber is a natural material - each tree grows under different conditions to a different shape and size. This makes variations in the colour and grain unavoidable.
13. Damage to outward opening doors due to being left open in windy or breezy conditions
14. Damage to timber flooring fitted within one metre of a door
15. Redecoration of items or components which have been replaced or their surroundings
16. Any product which has not been paid for in full

uPVC, Aluminium and Aluclad Windows and Doors

Care and Maintenance

uPVC Windows and Doors

1. Protect window from , plaster or render spatters
2. If using an acid brick wash or other aggressive cleaner make sure this does not damage the window or leave any residue on hardware or weatherstripping
3. Warranty does not cover damage caused by wet trades or aggressive cleaning.
4. Clean uPVC parts using water and a mild household detergent annually
5. Wipe off any glass cleaning product which gets on the uPVC or on the gaskets.
6. Never allow contact between paint stripper or a blow lamp and the uPVC
7. Keep moving parts – hinges, locks, handles etc. clean and free of grit, dirt or mortar.
8. Apply an acid free oil, Vaseline or a silicone lubricant to the moving parts annually.
9. Do not paint uPVC windows
10. GRP doors need to be inspected annually and redecorated with two coats of good quality exterior paint if there is any evidence of coating wear. Take care to ensure that paint is applied to door leaf only – not to frame.

Aluminium and Aluclad Windows and Doors

1. Protect window from spattering with cement based products such as plaster or render
2. If using an acid brick wash or other aggressive cleaner make sure this does not damage the window or leave any residue on hardware or weatherstripping
3. Damage caused by wet trades or aggressive cleaning is not covered under warranty
4. Clean frames using water and a mild household detergent twice yearly. This is especially important in coastal locations as the build up of salt on surfaces can cause coating damage.
5. Wipe off any glass cleaning product which gets on the frame or on the gaskets
6. Never allow contact between paint stripper or blow lamp and window or door
7. Keep moving parts – hinges, handles etc. clean and free of grit, dirt or mortar.
8. Apply an acid free oil, Vaseline or a silicone lubricant to hardware annually. Do not oil the balance channels on sliding sash windows
9. With regard to aluclad products it is vital that the building be kept dry, well ventilated and free from moisture during the build process

Glass

1. Protect glass from all alkali materials and fluoride bearing compounds
2. Never use scrapers, razor blades, steel wool or other metal tool on glass – the window supplier is not responsible for scratches occurring during construction or cleaning
3. 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
4. Remove glass labels promptly after installation – prolonged exposure to the sun can make the adhesive very difficult to remove
5. Protect glass from splatter during welding/cutting – will cause permanent damage
6. Protect glass from concrete splatter – dried on concrete is impossible to remove without glass damage
7. Organic solvents, oils and plasticisers must not come in contact with the glass
8. Protect glass during surface treatment of masonry – acid washing, sand blasting, grouting and waterproofing
9. 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.

Standard Glass Cleaning Procedures

1. Clean glass from top of building to bottom
2. Never clean glass in direct sunlight – the cleaning solution will dry on the glass – the dry surface will allow scratching to occur
3. Use a solution of water and mild detergent – e.g. wash up liquid
4. Use clean grit free cloths or a clean grit free sponge
5. Rinse the glass immediately with plenty clean water to remove all detergents
6. Use a clean, lint free cloth or squeegee to dry the glass

Customer Care Support

Baskil Window Systems offers an excellent customer care service that is competitively priced. See contact details at back to avail of this service

Guarantee on uPVC, Aluminium and Aluclad Windows and Doors

The Glazing Unit

The company guarantees this unit for a period of ten years from date of installation. Should any defect arise due to faulty materials or workmanship during that period a replacement unit will be provided by the company. The warranty specifically covers broken down units-i.e. where condensation is visible in between the panes of glass. The warranty does not cover broken, cracked or shattered units. There will be no callout charge during the first year. Thereafter a callout fee to cover labour and travel expenses will apply.

Components other than Glass

Sash and frame components are guaranteed for ten years from date of installation. All other parts including handles, gears, hinges, vents are guaranteed for one year from date of installation. Should any part be deemed to be defective due to faulty materials or workmanship during that period a replacement part will be provided by the company. There will be no callout charge during the first year. Thereafter a callout fee to cover labour and travel expenses will apply.

Terms and conditions

This guarantee does not cover

1. Any damage accidental or deliberate occurring on site after installation and specifically excludes damage caused by cleaning practices or application of any chemicals or abrasive substances.
2. Any glass breakage occurring on site after installation
3. Any damage caused by other operations in the build process and specifically excludes damage by cement, mortar, render or any cleaning operation to remove these substances
4. Any damage to internal frames on aluclad windows due to environmental conditions
5. Failure of hinges due to the build up of cement, mortar, sand, grit or any other building debris in the moving parts
6. Failure of moving parts due to not having been lubricated regularly
7. Corrosion or discoloration of ironmongery caused by cleaning agents, chemicals or dirty water, from cleaning operations.
8. Faults on products which have not been maintained according to Munster Joinery maintenance guidelines. The end user of this guarantee is responsible for maintenance and cleaning of the product.
9. Problems relating to the installation of product by personnel other than trained Munster Joinery staff
10. Visual defects in glass, such as scratches or marks, which are not reported within 48 hours of installation. Such defects must be assessed according to the GGF Visual Quality Standards.
11. Any visual defects in the product that are not reported within three days of installation in writing
12. Any damage caused by condensation being deposited on windows and doors. Condensation is an indication of excess moisture in the building and is not a window problem.
13. Damage to outward opening doors due to being left open in windy or breezy conditions
14. Damage to timber flooring fitted within one metre of a door
15. Redecoration of items or components which have been replaced or their surroundings
16. Any product which has not been paid for in full

CONDENSATION AND WINDOWS AND DOORS

Internal

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 in recognising 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

External

External Condensation

With improvements in the thermal performance of glass the phenomenon of condensation on the exterior surface of glazing has become more prevalent. External condensation occurs in particular climatic conditions with high humidity levels and/or particularly cold weather. It is not a defect in the glass or the windows but it does demonstrate that the item is doing the job it's supposed to do – keeping heat in.

The low emissivity inner pane reflects heat back into the building preventing the outer pane from warming up. The outer pane presents a cool surface and, given the right temperature and humidity conditions, water vapour from the air will condense on it.

This was not an issue with traditional double glazing when there was much more heat loss through the inner pane so that the outer pane was warmed up by this wasted energy. Today, because of energy prices, global warming, the need to comply with building regulations and reduce carbon emissions, it is no longer possible to install inefficient glazing. In Northern European countries which have much colder winters than we do, glazing with very low U-values has been used for some time and the phenomenon of external condensation is understood and accepted. It is considered much more important to conserve energy and have a warm comfortable indoor environment.

Customers are sometimes perplexed by the fact that condensation may occur on one house but not on another, on one window but not on another, indeed even on one pane but not on another. This happens because the surface temperature of the glass is affected by the degree of shading from a roof overhang, a projecting reveal or lintel, a tree, another house or by a very minor difference in orientation.

There is nothing that can be done to predict where external condensation will occur or to avoid it. It does however indicate that the glazing is very energy efficient and is saving money by conserving heat. In most cases the condensation will disappear as soon as the window is exposed to a little sunshine or a breeze.

Further information on this topic can be found on major glass manufacturers websites eg. www.pilkington.co.uk or www.saint-gobain.com

GLAZING QUALITY

At Baskil Window Systems we take great care to ensure that our glazing units perform well. We have strict inspection and testing regimes in place and our plant is inspected regularly by independent bodies. We can absolutely guarantee that our glazing units perform the task for which they are designed – to allow light in, keep heat in and allow you to see through.

However glass in windows is for looking through – not looking at! Glass is a fragile material and absolute perfection in terms of appearance is not possible. Imperfections are unavoidable but do not affect the serviceability of the unit.

Today's glazing units are extremely complex - meeting thermal, safety, acoustic, structural, light transmission and solar gain requirements. To achieve this the glass undergoes many processes. It is coated, toughened, laminated, layered up into insulating units. Each operation introduces its' own blemishes.

For this reason industry rules are needed to define what is/is not acceptable. The Glass and Glazing Federation (GGF) set out rules for glass inspection and visual quality – see over.

Important points are:-

1. Glazing must be inspected from a distance of 3m
2. Glazing must be inspected from the inside in natural light – not bright sunshine
3. Scratches less than 25mm long are unavoidable and therefore acceptable
4. Any flaws should be visible at a quick glance and not require an in depth inspection.

Even the finest quality glass will contain imperfections but these imperfections do not impair the view or reduce the efficiency of the glazing.

VISUAL QUALITY STANDARD FOR INSTALLED INSULATING GLASS UNITS CONSTRUCTED FROM FLAT TRANSPARENT GLASS

Glass and Glazing Federation

1. Transparent glass used in the manufacture of insulating glass units is identical to that used traditionally for single glass and will, therefore, have a similar level of quality.
2. Both panes of the sealed unit shall be viewed at right angles to the glass from the room side standing at distance of not less than 3 metres in natural daylight and not in direct sunlight. The area to be viewed is the normal vision area with the exception of a 50mm band around the perimeter of the unit.
3. Flat transparent glass, including laminated or toughened (tempered) glass shall be deemed to be acceptable if the following phenomena are neither obtrusive or bunched: totally enclosed seeds, bubbles or blisters; fine scratches not more than 25mm long; minute embedded particles. Obtrusiveness of blemishes can be judged by looking through the glass not at it under the conditions described in 2.
4. When thermally toughened (tempered) glass is viewed by reflection the effect of the toughening process may be seen under certain lighting conditions. The visibility of the surface colorations or patterns does not indicate deterioration in the physical performance of the toughened glass. Because of the nature of the toughening process, distortion can be introduced. Such distortion will be accentuated when the glass is viewed in reflection or incorporated in insulating glass units.
5. Visible double reflection can occur under certain lighting aspect conditions, especially when viewed from an angle. This is an optical phenomena arising from multiple surface reflections in sealed units.
6. The manufacture of flat laminated glass does not usually affect the visual quality of the glass incorporated in insulated sealed units.
However, the faults generally accepted in Paragraph 3 may be increased in number by the fact that several glasses and interlayers are used in the production of laminated glass.
When viewed under certain light conditions, insulating units incorporating clear or tinted flat laminated glass may show a distortion effect caused by reflection on the multiple surfaces of the components of the laminated glass.

NOTE: Patterned Glass

The above criteria do not apply to patterned glass, as due to the method of manufacture, imperfections such as seeds and bubbles are deemed to be acceptable.

Contact Information

Baskil Window Systems offers an excellent customer care service that is competitively priced.

Should you need to contact Baskil Window Systems with regard to your windows and doors at any time, it will be faster and easier both for you and for the operator if you can quote your contract reference. This can be found printed on the spacer bar that separates the two panes of glass in your double glazed units. The string of numbers on the bar is in the following sequence:

Date Size MJ BS EN1279 KM30858 **Contract No** Job. No.

Please quote the contract number as your reference.

Baskil Window Systems contact details:

Phone: 028 90774885

Fax: 028 90775242



56 Glenavy Road, Crumlin, BT 29 4LE

t. 028 90774885 f. 028 90775242
e. info@baskilwindowsystems.co.uk
www.baskilwindowsystems.co.uk