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Installation/Maintenance Procedures

Paint/Stain

Clean window/door frames regularly (twice yearly as a minimum) using warm water, a mild detergent and non-abrasive cloth. Do not use alkaline or acidic cleaners as they can damage the painted or stained finish and can potentially have a detrimental effect on the glazing system.

When the product is showing signs of fading it will require to be recoated. However in areas of high exposure a complete recoat may be required sooner. Any knocks or abrasions can be repaired with flexible two-pack filler, then de-nib with siasoft (or similar) prior to redecoration. When coating, simply clean the timber frame and redecorate with a high quality, water based micro-porous paint or stain as appropriate. NB: Use of abrasive solutions, pastes or grit paper will cause severe damage to the stain system.

Ironmongery

General cleaning should be carried out regularly in the same way as for window frames. A soft, non-abrasive cloth should be used on brass or chrome fittings to prevent scratching. Please do not use alkaline or acidic cleaners as they can tarnish the surface and/or destroy any protective material to the handles/furniture.

General Maintenance

Spray hinges, locks, door handles and aluminium channels (where fitted), with a silicone spray twice a year to keep them operating smoothly. Espagnolette locking systems and hinge systems must be cleaned of insects, dirt and cobwebs prior to the silicone spray is applied. If you have windows fitted with drains or vents they should be cleaned regularly.

Glazing

Glass should normally be cleaned with a clean cloth and a clear non-abrasive cleaner, such as clean soapy water or a proprietary window cleaner. For glass with a patterned, etched or sandblasted surface, a stiff bristle or nylon brush can be used to remove dirt from the recesses in the surface.

Patterned glass, acid etched glass and sandblasted glass should only be cleaned with a clear non-abrasive cleaner. Any insoluble material in the cleaner may deposit in the recesses of the etching or sandblasting and may be very difficult to remove.
It is not advisable to use razors or knife blades to remove stubborn marks on the glass surface.
No spirit based solutions to be used in cleaning the glass.

Windows

On delivery to site, windows should be stored in a dry place, slightly raised from the ground and adequately protected from the weather. Windows must always be stored upright and orientated in the way in which they are designed to be installed.

Installation techniques vary from area to area and joiner to joiner, but the main priority is to ensure they are plumb and level, have no twist, are fully secure and completely sealed to ensure no water penetration.

The window should be bedded on mastic and before final fixing, the opening sashes should be checked that they accurately locate into the keepers. It may be necessary to wedge the window before final fixing to achieve this.

Fixing through the rebate or via a metal bracket attached to the outside of the frame is perfectly acceptable as is the attachment of a timber fire stop and subsequently fixing to the kit through this, so long as all necessary precautions are taken when fixing the screw into the frame with the screw first being dipped into an appropriate 'gun' applied silicon.

Expanding foam can be used to effectively seal and insulate all round the window, but appropriate mastic should be used to seal the outside edges. NB: too much expanding foam can exert sufficient pressure on the window/door frame and cause opening of sashes/door leaves difficult/impossible.

We go to great lengths to correctly apply the required coatings to all parts of the window, but sometimes in replacement work it is necessary to cut off part of the cill extension or make some other trim. In this case, it is imperative that these bare areas are treated and sealed in such a manner as to prevent moisture ingress. We can provide end stop, 1st, mid and top coat should that be required.

Handles and hinges should be lubricated with light oil every six months. Providing the installation is correct, there is little further need of adjustment.

Sliding Patio Doorsets

On delivery to site, the Patio should be stored in a dry place, slightly raised from the ground and adequately protected from the weather. Patio Doorsets must always be stored upright and orientated in the way in which they are designed to be installed.

As with all doorsets, it is imperative that the installation is carried out so that the doorframe is level, plumb and without twist. This is particularly important with a sliding patio because there is no door adjustment possible. A good guide to this, is that as the sliding door closes against the frame, the fit between the door stile and post **MUST** be parallel. If this is not the case, then the frame must be wedged to suit before the final fixing is completed.

Conventional fixings can be used, whether it is screwed, bolted, or external brackets is not important, as long as the frame is properly secured in the manner as above. Fixing through the rebate or via a metal bracket attached to the outside of the frame is perfectly acceptable as is the attachment of a timber fire stop and subsequently fixing to the kit through this, so long as all necessary precautions are taken when fixing the screw into the frame with the screw first being dipped into an appropriate 'gun' applied silicon.

Once the doorframe is secured, a check should be made to ensure correct operation. If, for whatever reason, the sliding door needs to be removed, then undo the single screw at the top on the lock side and five screws on the meeting stile side. Then ease out these two top brackets and providing the door is in the lowered position, lift door up and pull bottom of door towards you clear off lower track (2 man operation). Take care not to damage the underside of the door or the running gear which is inside a groove in the bottom rail. Replacement of the door is an exact reversal of the above.

It is important to keep the lower track clean and clear from debris and occasionally spraying the various seals with a silicon spray will ease the effort needed to open and close the door.

There are only two areas where adjustment is possible. Where the sliding door closes against the post, there are two steel pegs that act as locking points. These can be adjusted by screwing in or out by half a turn or so if the joint is not parallel, however, as detailed in paragraph one this may not correct any inaccuracies in installation. The other adjustment is between the two meeting stiles. There are one or sometimes two adjusting screws which serve to interlock these stiles and can compensate for any movement in the stile material to ensure they are maintained parallel to each other.

External Doorsets

On delivery to site, the doorset should be stored in a dry place, slightly raised from the ground and adequately protected from the weather. Doorsets must always be stored upright and orientated in the way in which they are designed to be installed.

Exterior doorsets, whilst designed so that the external side can cope with external conditions, as with internal doors, the internal side is preconditioned for finished internal conditions, and problems may ensue if these conditions are unsuitable.

It is imperative that installation is carried out so that the frame is installed plumb and level, with no twist and is sensibly secured in a manner that will maintain this state. Fixings can often be concealed behind hinges and keepers so as not to spoil the surface finish and its appearance. Again, fixing screws should be dipped into 'gun applied' silicone prior to screwing through stained/painted timbers, thereby maintaining the integrity of the paint/stain system.

Final adjustment is possible to the lock keepers but is unlikely to be required until much later in the service life of the doorset.

The client or keeper of the building should be informed of the adjustment possibilities, and also, of the necessity for a minimum twice a year to lubricate all the ironmongery fittings.

Should a weather seal become worn or damaged, they are easily replaced with identical items sourced either from us or any good ironmongery wholesalers, or T J Ross (Joiners) Ltd.

Internal Loose Doors

On delivery to site, the internal doors should be stored in a dry place, slightly raised from the ground and adequately protected from the weather. Internal doors must always be stored upright and orientated in the way in which they are designed to be installed.

Items for interior use are supplied at moisture content suitable for typical internal conditions. It is imperative that these items are not installed prior to the environment achieving this status. Dry timber will very quickly re-absorb moisture from a cold damp building, and doors constructed traditionally will be subject to material movement which could cause problems of swelling and subsequent shrinking together with the potential for warping and twisting of the stiles.

Items supplied pre-finished are partly protected from these circumstances, but as the finishes are micro porous, the problem can still occur.

If doors are to be stored on site prior to installation they must be kept in a warm dry area, off the ground, and stacked perfectly flat. A small bow in the latch stile is an acceptable manufacturing tolerance, but a good site installer will position this such that the hollow side closes on the stop.

All glass in TJ Ross (Joiners) doors and adjoining screens and fanlights, is toughened or laminated to comply with current building regulations. Should any replacements be required, it is imperative that glass of a similar standard is used.