



RANEBROOK
windows

MAINTENANCE & AFTERCARE



- 3 HANDLING, STORAGE & INSTALLATION
- 4 PAINTWORK MAINTENANCE & REDECORATION
- 6 BRUSH COAT APPLICATION PROCEDURE
- 7 GENERAL MAINTENANCE
- 8 CARE OF HARDWARE FINISHES
- 9 CONTACT US

HANDLING, STORAGE & INSTALLATION

The buyer is required to provide all necessary means for offloading products on delivery. This could be a crane, a fork lift or sufficient manual labour depending on the size and weight of the products being delivered.

The buyer should check that the items delivered are correct and correspond to their order and the delivery documentation. Ranebrook Windows should be informed immediately of any discrepancies. A claim for shortages or damage on arrival will only be considered if lodged within 24 hours.

After delivery, the product must be stored appropriately prior to installation to avoid deterioration and to validate the warranty. Storage areas should be dry, well ventilated, and not subject to extremes of temperature.

During and after installation the environment must be controlled and the product protected.

- Processes such as concreting, plastering, rendering, etc., will create very high humidity levels. If joinery is installed prior to completion of wet processes, the high residual humidity will force moisture to penetrate the joinery from the inner face, increasing the moisture content of the timber. This will inevitably cause windows and doors to swell, and they may then take time to settle back down. Gentle internal heating and good ventilation of the building will help reduce the problem.
- Plaster and other building materials can cause contact damage. If contamination occurs, it should be removed as soon as possible with a solution of detergent and rinsed with clean water.
- Unauthorised alteration of components may void the warranty, but some drilling for fixings and cutting of trims or sills may be necessary during installation. Where bare timber is exposed, it must be recoated (see coating instructions for bare timber) as soon as possible and in any event before being exposed to any water.



PAINTWORK MAINTENANCE & REDECORATION

Ranebrook Windows supplies high quality, factory finished exterior joinery which typically has a service life of several decades when installed and maintained correctly. With proper care and attention, your Ranebrook Windows product will have an extended life between redecoration cycles. As for oiled windows, please remember that they should be re-oiled at least twice per year.

The following table shows the recommended maintenance and redecoration schedules, which are location dependent.

| | Moderate* | Harsh* | Extreme* |
|---|---|--|---|
| Transparent 4-layer Opaque 4-layer | 12 Monthly Maintenance 8 Years Redeclaration 10 Years Redeclaration | 12 Monthly Maintenance 6 Years Redeclaration 8 Years Redeclaration | 6 Monthly Maintenance 4 Years Redeclaration 5 Years Redeclaration |

***Criteria:**

1. Topographic location of the building above the sea level < 1,000 m
2. Distance from the coast >30km;
3. Building height ≤ 3 floors;
4. Depth of elements in the building > 10.0 cm;

Moderate – applies when all 4 of the above criteria are met

Harsh – applies when 3 of the above criteria are met

Extreme – applies when ≤ 2 of the above criteria are met

To achieve the best performance and to comply with your guarantee, the following should be observed:

- At least once a year, preferably in the spring period, and in accordance with the frequency indicated in the maintenance schedule redecoration chart above, all paintwork to be cleaned with pure water with an addition of a REMMERS brand cleaner (you can get it together with REMMERS Care Set for Windows & Doors, which consists of a cleaner, care balsam and 2 cloths) or other comparable mild detergent solution to remove any surface pollution.
- It is very important to ensure that any area where the integrity of the paintwork is compromised (damage or breaks in mitre joints, corner posts, glazing beads etc.) is repaired as soon as possible. Seasonal movement of timber is unavoidable and where this causes cracking to the paint finish, it must also be repaired. Failure to do this will result in water ingress into adjacent timber components and subsequent breakdown of the factory applied paint.
- At least once every two years, preferably immediately after the cleaning and the local repairs described above, use the REMMERS balsam or an Autowax treatment product in accordance with the instruction for the respective product. First, conduct the examination described above and perform all the necessary repairs.

Where the coating is intact but requires a cosmetic coat, the following procedure must be followed:

- Polish the defective area with a fine sandpaper.
- All areas to be recoated should be washed down with a mild detergent solution & rinsed with clean water. This is to remove dust, insects, and other contaminants, which can form a base for algae and fungi growth.
- Apply a coat of repair varnish of appropriate colour using a good-quality paintbrush with artificial bristles intended for water-based acrylic paints and then, after a few hours, apply another coat of paint in the same area(s). (*see brush coat application procedure*).
- If the defective area is large, gently polish the entire frame and paint its entire surface as described above.

Where minor flaking affects small areas of the topcoat surface, but the timber substrate is not exposed, the following procedure must be followed:

- Abrade the damaged area with a fine grade abrasive paper to remove all unsound coating & feather out.
- Clean down and wash the abraded area to remove dust and allow to thoroughly dry.
- Apply at least two coats of Topcoat in the appropriate shade, colour, and gloss level.
- If the damaged area is widespread, it is recommended that the whole frame is lightly abraded and repaired as described above with the second coat applied to the complete frame. (see *brush coat application procedure*)



Where moisture has penetrated joints, end grain or mitres, or natural movement of the timber has opened shakes or damage has affected the full depth of the coating system, the full system requires repair. Please treat as follows:

- Abrade the damaged area with a medium and then fine grade abrasive paper.
- Clean down and wash the abraded area to remove dust and allow to thoroughly dry.
- Protect raw wood with a wood preservation product, or another appropriate product and leave until it becomes dry.
- Apply a REMMERS transparent or opaque primer paint, or another appropriate product and leave it until it becomes dry.
- Where needed - seal any open joints with REMMERS INDULINE AF-920 ACRYLIC JOINT PROTECTION HS joint sealer applied by mastic gun or a similar product. Wipe with a damp cloth or spatula to give a smooth joint and allow to dry to a clear finish.
- Apply a coat of surface paint of an appropriate, transparent, or solid colour, using a good-quality paintbrush with artificial bristles intended for water-based acrylic paints. Leave until it becomes dry and then apply a second full coat using the paintbrush. (see *brush coat application procedure*)

Ranebrook Windows uses Remmers coatings. Remmers is one of Europe's leading suppliers of wood coatings. For further information and technical support, please contact your local service centre:

Remmers (UK) Limited
Unit B1 - The Fleming Centre
Fleming Way
Crawley
West Sussex
RH10 9NN

Tel. +44 (0) 1293 594 010
Email: sales@remmers.co.uk

Remmers products can be bought online at: www.remmers.co.uk/en_GB/

BRUSH COAT APPLICATION PROCEDURE

All areas to be recoated should be lightly abraded with a fine grade abrasive paper, washed down with a mild detergent solution, and rinsed with clean water to remove dust, insects, and other contaminants, which can form a base for algae and fungi growth.

Use a good quality synthetic long-haired brush, as a short haired or worn brush may leave lines on the finished surface. Prior to application thoroughly wet the brush with water, ensuring that the base of the bristles is fully wetted.

A variety of brushes are now readily available which are specifically made for the application of waterborne coatings.

For the best results a three-stage application technique should be developed:

- Load the paint generously onto the substrate and disperse over the surface.
- Even out the coating with diagonal cross strokes.
- Finish with light brush strokes in the direction of the grain

With practice the above technique enables an even coat to be applied quickly. An even film is important for durability and for appearance especially in the case of translucent wood stains.

When applying darker opaque colours over previously applied lighter shades, use a base coat of the final colour to aid opacity.

- Allow to dry for at least four hours between coats.
- Do not apply in extremes of temperature. The most suitable temperature range is between 8 and 20°C.

- Humid conditions will prolong the "wet edge" time of the coating and warm windy conditions will reduce it. When possible avoid application in direct sunlight.
- For brush cleaning, wash out brush with detergent and rinse with clean water.

NB. When carrying out any coating work, do not attempt to paint when the temperature is below 8 degrees Celsius, or if the relative humidity exceeds 85% as the curing and performance of the coating may be impaired.

If there is any doubt about the substrate or underlying paint film, apply the appropriate products to a small, inconspicuous area, allow to dry for 24 hours & then inspect for appearance and adhesion to substrate. Repair products should be stored in frost free conditions for up to six months in sealed packaging.



GENERAL MAINTENANCE

The following maintenance procedures must be carried out at least once a year. Harsher environmental conditions such as exposed or coastal locations, will require shorter intervals in accordance with the location maintenance chart.

GLASS

Clean all glass at least to the maintenance schedule and additionally as and when required. Cleaning should be with warm water containing a mild detergent. (pH neutral solution) and soft cloth, whilst frequently changing the water. Under no circumstances should aggressive, alkaline, or acidic cleaners be used. After cleaning, rinse thoroughly with clean water to remove all residues.

Eliminate the risk of Stress Cracks on your window glass, by avoiding the glass contacting with dark stickers or other dark materials, as they are a natural consequence of glass expanding and contracting when the direct sun light causes dramatic changes in temperature.

GASKETS

Inspect gaskets and push tightly into their grooves as they can sometimes prevent the window or door closing properly. They can be washed with warm water and a mild detergent if required.

OPENING WINDOWS & DOORS

Check the operation of opening windows and doors, making sure that the surrounding frame is free from all debris. Adjust hinges and locking mechanisms as necessary.

HINGES

Periodically (twice a year) clean dirt and debris from hinges. Apply light machine oil to pivot points (1 drop only) and wipe away any excess. Check the tightness of screws and rivets.

LOCKING SYSTEMS

Light machine oil should be applied to guide slots (where there is a moving part), and a light grease to locking bolts, and receiver plates.

WINDOW & DOOR HANDLES

Do not lubricate or use any abrasive solvent cleaners or polishes. See 'Care of Hardware Finishes' below for further information.

TRICKLE VENTILATORS AND WEATHER SEALS

Clean dust and debris from any trickle vents and weather seals.

Each spring, inspect the joinery and spot repair any minor areas of coating damage, shakes or open joints. Moisture should not be allowed to penetrate the timber throughout its life.

CARE OF HARDWARE FINISHES

INTERNAL

Regular cleaning with warm soapy water should be sufficient to keep any finish in its original condition for a long period. The occasional use of a good quality wax polish is also recommended.

EXTERNAL

Environmental conditions can have dramatic effects on the stability of surface finishes. Industrial pollution, high humidity, coastal air, and acidic rain will cause the finish to deteriorate. Regular cleaning with a good quality wax polish is recommended to slow this process.

Plated finishes can be occasionally cleaned with chrome cleaner, followed by a wipe with a cloth impregnated with a light oil. Brass and Rustic Bronze can be given a wipe with a cloth impregnated with a light oil as required.

There are various corrosion protection sprays available commercially, which help protect against corrosion and increase the durability and toughness of the finish. We would advise using these as part of your maintenance routine.

If in any doubt, temporary removal of the ironmongery by competent site personnel should be considered.

LOCATION

It is the responsibility of the customer to specify hardware that is suitable to the environment when ordering, considering where it will be installed. We offer a range hardware designed to offer better protection in coastal locations. The tarnishing of surface finishes is not covered by our warranty and it is the responsibility of the customer to maintain a regular maintenance schedule which in some areas could be as frequently as weekly.



CONTACT US

PHONE – 01322 332237

E-MAIL – info@ranebrook.co.uk

Your Ranebrook Windows product is covered under our standard warranty unless otherwise stated. This is summarised in your separate warranty document.





REGISTERED ADDRESS

83 High Street, Chesham, Buckinghamshire, HP5 1DE
01322 332237

info@ranebrook.co.uk
www.ranebrook.co.uk

Copyright © 2020 Ranebrook Windows Ltd