

OVER
60
YEARS
OF
EXCELLENCE
Est. 1964

Care & Maintenance *Guide* 2024



Wood

Wood is a beautiful natural product. This guide has been formulated to help you care and maintain it so that you can enjoy it for many years to come. Wood is unique and colour variations in timber may occur as it is a natural product. **Our wood is guaranteed for 30 years against rot and infestation.**



Dear Customer

Thank you for choosing our service and product. We hope you get many years of enjoyment out of your Jack Brunson & Son doors and windows.

To help you keep your product in the best condition and to assist you in any questions you may have we have put together this little Care & Maintenance Guide.

If you have any further questions regarding keeping your products looking their best, contact us and we will be happy to help!

Jack Brunson & Son



As wood is a natural product it is susceptible to expansion and contraction. Our process using engineered timber reduces this issue significantly. However, movement will still occur. Due to this movement cracks may appear at the joints of the product. This is not a fault of the product. If this occurs, please refer to the paint maintenance section of this document on how to protect your joints.

Engineered timber is constructed using a finger joint method. Some finger joints may be visible through the paintwork. This is not a fault in the product.

If in the construction of the product, e.g. a panel has produced End Grain this may visually look slightly different than the rest of the product. This is because End Grain wood soaks up more stain and paint than other cuts of wood. We will try our best to make sure this visual difference is not too obvious but sometimes, as wood is a natural product, there will remain some visual difference.

Movement of timber can affect the function of your windows and doors. However, our doors are fitted with adjustable hinges so if movement occurs this can easily be rectified by an adjustment to these hinges.

Please keep your door closed with locks fully engaged when not in use. This keeps the door in its correct alignment. For more advice on keeping your door operating smoothly see the "Locking Mechanism" section under Hardware.





Paint & Stain

Our **Painted Finishes** are guaranteed for **8 years**. Some areas may require upkeep and touch up prior to this time. **Stained Finishes** are guaranteed for **2 years**



Paintwork

Our products are finished in the factory with a **4-Coat paint system**.

First the wood is thoroughly impregnated to ensure protection against rot and infestation. This impregnation is why we can extend a 30-year guarantee. After the coat of impregnation, two coats of primer follow and after that the chosen topcoat of colour is applied.



Due to the elevation and exposure to the elements that your windows and doors will be subjected to it is vital that the paint/stain finish is maintained by yourselves during this period. To maintain your product, it is important to clean the surface at least once a year. Clean the surface more often if the product is in high traffic areas or where it is more exposed to the elements and to dirt. Do not use hose pipes or power washers to clean the product.

Use a soft cloth and mild detergent to remove dirt, grease, and debris. If in doubt, ask your window cleaner for advice or ask him to regularly wipe down the frames. If any damage to the paintwork is detected, please use the touch up paint provided to fix any damage. (see Painting Method below).

Painting Method

Lightly sand down any damaged area with a fine sandpaper and wipe the area with a damp soft cloth and dry thoroughly. If the damaged area is more widespread it is recommended that a whole section is redecorated. Where damage has affected the full depth of the paint system such as a deep cut or gouge, we recommend sanding down the area with a medium grade sandpaper and a fine graded sandpaper. Fill the gouge with wood filler and allow to dry. Carefully sand the filled area and wipe the area clean from dust with a damp soft cloth and dry thoroughly.

Spray Painted Products: Dilute the paint with water so that it is a 50% water 50% paint mix. Using a decorator's sponge gently apply the paint mixture to the affected area. Build up the coats of paint to the required finish. Allow sufficient time between coats for drying. This will avoid brush marks and gives a close to factory finish.



Hand Brushed Products: Dilute the paint with water so that it is a 30% water, 70% paint mix. Using a fine artist's brush, apply the paint mixture in the same directional line as the existing finish.

Protecting Exposed Joints

Due to the natural movement of timber the joints of the product may expand. If this happens protect the integrity of your product by filling cracks neatly with wood filler and use the touch up paint to cover the affected area.

Tannin Stains

Tannin occurs naturally in many wood species. With exposure to water, air, and the general atmosphere tannin stains (dark stains) may occur in the wood. This is not a fault in the wood but a naturally occurring phenomena so is not covered by our warranty. Smaller Tannin stains can be sanded out and re-coated with a protective seal. (contact Teknos for advice on which product to use). To remove larger areas of discolouration you can use Oxalic Acid to bleach the wood to remove the stains.

Recommended Paint

The paint we use is from Teknos.

The finish is **Aqua top 2600, its microporous and water based and is a semi-matt finish**. If you are unsure what colour/stain/RAL your product was painted with contact us and we will be able to advise you. Additional paint can be ordered directly from:



Teknos UK Ltd, 7 Longlands Road, Bicester, Oxfordshire, OX26 5AH

Tel: 01869 208005 Email: sales@teknos.co.uk Website: www.teknos.co.uk



GLASS

Our **24 mm Standard double-glazed units** carry a **guarantee of 10 years**.

If your bespoke product is fitted with a Single Unit, 12mm Slim Lite Unit, 16mm unit or a 20mm unit you can find out which guarantee applies by referring to your Warranty Document.

Glass Quality

At Jack Brunson & Son our expectations on glass quality are set higher than the standards of the GGF (Glass and Glazing Federation in the UK).



We use the GFF Guidelines only as a reference point, setting our quality control standards higher.

Glazing with single fine particles and/or small scratches (that are over 15mm) *that are visible from 1 meter are NOT acceptable* at Jack Brunsdon & Son. If there is more than one scratch/particle located in the same unit and they are “bunched together” please provide photographs for us to assess on an individual basis.

Glass Markings

The spacer bars inside our glazed units contain printed information that must be present. Kite marks are also stamped on the glass itself and will be visible and appear in any corner of the glass. Where possible we ensure that this is placed in a discreet area however this is not a choice that can be made, and this information must present and visible.



External Condensation

By replacing your windows with our high performing product, you will notice a decrease in your energy costs. This is because our product keeps hot air inside your home for longer. When the outside temperature drops dramatically you may notice condensation on the outside of your glazed unit. This condensation is nothing to worry about. It is the sign of a quality unit and in fact it means your house is now performing better.

Internal Condensation

Internal condensation can be down to household factors such as too much humidity in the room or little to no air circulation. If you find condensation on the inside of the glazed unit, please ventilate. Kitchens, bathrooms, and bedrooms especially need ventilation to remove excess humidity and prevent condensation. Condensation on the inside of the glazing unit is not at fault of the unit.

Cleaning Glass

Regularly clean the glass. Keep the units free from debris. Make sure all the silicon edges are kept intact and in a state of good repair. Do not use any abrasive sharp tools when cleaning glass. Remove all hand jewellery. Wear gloves and clean glass using a soft sponge or cloth with warm soapy water or dry soft cloth with glass cleaner.



Rubber Seals

All rubber seals around the sashes of the product should be checked to ensure that they are seated properly in its channel. The seals should be checked from time to time for splits, tears and any damaged seals should be replaced. Keep the seals clean by wiping with warm soapy water and dry thoroughly.



HARDWARE

We carry a wide selection of hardware of different materials and finishes. **Our Hardware is guaranteed for 10 years.** (excluding any

Coates and Warner items)

Hinges

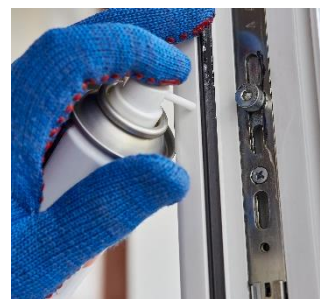
Window and Door hinges that travel along a track need to be kept clean of dirt, debris any obstruction. Clean all hinges with a soft damp cloth with soapy water and dry thoroughly. Lubricate with a 3 in 1 Oil and wipe away any excess oil.

Locking Mechanism

Every 6 months:

Wipe down Locking Mechanisms and strikers with a soft cloth.

Smear petroleum jelly on moving parts and strikers. Apply a 3 in 1 Oil to the shoot-bolt extensions and the faceplate of the drive-gear. Also apply 3 in 1 Oil directly into the key cylinder.



If the operation of handles becomes stiff it may be that some adjustment is required to the sash cams. This should be carried out as soon as possible.

Grub Screws

If your door or window handle has become loose, please ensure the grub screw in the handle is inserted securely inside the handle so it doesn't fall out.

Brass Hardware

Brass is very durable. It can last for hundreds of years if you maintain it. Some polished brass has a protective coating of lacquer. This is applied to prevent discoloration of the brass. If you want to keep this lacquer do not polish the brass with anything abrasive or any strong brass cleaners.



However, if the lacquer on the brass has been chipped and looks bad you may prefer to remove the lacquer and repolish the brass.

If you do this, you will have to polish the brass more often to keep it looking shiny. You may prefer an aged look though and chose to polish less frequently or only parts of the hardware. If left unpolished brass hardware will darken over time and may even display a greenish tinge. This is normal for brass hardware and does not harm the integrity of the product. Discolouration of brass occurs naturally and is not covered by our warranty.



Make sure when you polish brass hardware that you do not get any polish on the paintwork or cause any damage to paintwork while you carry out the maintenance.

Stainless Steel Hardware

Tea Staining on stainless steel is a cosmetic issue that takes place on contaminants on the surface of the steel. This does not affect the structural integrity or lifetime of the material. Salt deposits and pollutants in the air causes this staining to form on the surface. Stainless indicates it will have less stains but not that it is stain free. Clean your stainless steel regularly and if needed use a specialist stainless steel cleaner to remove any staining.



Period Ironmongery

Period Ironmongery (cast, malleable, wrought iron) carries a higher risk of corroding and rusting. Any moving parts of period ironmongery will constantly rub against each other causing the protective coating to wear away. This is unavoidable, but as a preventative measure, apply a light oil into the moving parts to stop any corrosion occurring.



Cleaning Hardware

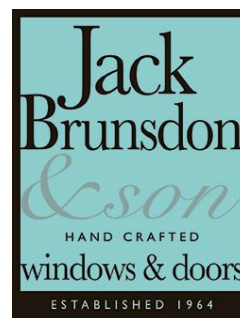
All hardware should be cleaned with warm, soapy water and dried thoroughly. A good quality wax polish can be used occasionally to buff up the hardware.

Take care not to scratch or damage the surface of the hardware during cleaning.



Make sure you:

1. Always use soft cloths
2. Do not use wire wool or other harsh abrasives
3. Clean off old lubrication oil
4. Adjust and secure your hardware when needed to ensure good working order.



Need to contact us?

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