



Heron Joinery®

PRODUCT TECHNICAL DETAIL

TIMBER WINDOW
AND DOOR
**MAINTENANCE
AND REPAIR**



WHO ARE WE

*Crafting
Beauty &
Warmth*

Quality You Can Trust

At Heron Joinery, we have been crafting timber windows and doors for over 60 years. We understand that choosing the right windows and doors for a house is one of the most important decisions that a homeowner has to make. Whether your home is contemporary or traditional, our timber range of windows and doors give you the choice of colours and styles that will add beauty, warmth and value to your home.

Timeless Elegance

We believe in the beauty of wood, crafted and finished to the highest standards. Energy saving, low maintenance and friendly to the environment our doors and windows are made to last. That means unbeatable long-term value too.

Outstanding Choice

We offer a fabulous range of 14 stylish windows and doors. Whether you're a private homeowner looking for beauty and warmth or an architect specialising in conservation, we can tailor each product to meet your needs. You ask - we deliver!

Person To Person

Friendly and flexible, your needs are our priority. We guarantee fast lead-in times, a speedy delivery and can refer you to a further network throughout the UK and Ireland. Just pick up the phone or email us at info@heronjoinery.com. Our welcoming customer care representatives are waiting to hear from you.

TIMBER WINDOW AND DOOR MAINTENANCE AND REPAIR

Heron Joinery use certified paint systems for all its products.

Windows and doors must be inspected and cleaned at least twice a year to prolong their life. The following guidelines apply to both interior and exterior surfaces.

CLEANING

On a vertical painted surface streaking will be minimised if the surface is washed from top to bottom. Superficial surface dirt can be removed by washing with water and a damp cloth. Remove heavier accumulations with a mild solution of household detergent. Always wipe the surface well with clean water to remove excess detergent.

- Do not allow abrasive tools, strong detergents, ammonia, bleach or other harsh cleaning chemicals to come into contact with finished surfaces.
- Avoid solvents.
- Avoid leaving detergents and other liquid cleaners on wood substrates to prevent possible absorption.
- Avoid saturating the product.
- Avoid cement, plaster or abrasive materials coming into contact with finished surfaces.

MAINTENANCE RECOMMENDATIONS

The maximum Warranty Period for each Coating System is detailed later in this recommendation. In practice carrying out redecoration earlier than the expiry of the Warranty Period will significantly improve the longevity of the Coating System.

Surfaces that have been damaged or where the paint film has some other form of defect should be treated with an exterior quality coating following the manufacturer's guidelines.

Any blistering, cracking or flaking should be dealt with immediately, as follows:

- Wash the window frame/door with a mild alkaline cleaning solution.
- Sand away cracked and flaking paint, and scrape off any resin that may have seeped out of the wood.
- Fill any cracks that may have developed in the corner joints of the frame/casing, or on the windowsill, with elastic filler.
- V-joints/other joints where water ingress is evident should be sanded with 240 grit paper and sealed with exterior quality elastic filler. Apply a small mastic bead in the joint and wipe in to fill the joint as much as possible.
- All exposed end grain should be sanded with 240 grit paper and treated with a generous brush application of exterior waterborne basecoat/primer (depending if opaque or translucent system) following manufacturer's instructions.
- Allow end grain and joint sealer to dry overnight, temperature permitting.
- Sand and repaint the repaired surface.

REPAINTING

- 1 For opaque systems use an exterior quality acrylic based primer
- A Allow to dry (following manufacturer's recommendations) then give a light sand and repaint the entire exterior of the window frame/door using an acrylic topcoat paint, suitable for application on window frames/doors.
- 2 For translucent systems use an exterior quality high build stain to the selected shade. In order to maintain the transparency and depth of colour it is advisable to apply a shade lighter than the existing colour during maintenance.
- A Allow to dry then give a light sand then apply 1-2 coats of a quick drying woodstain (eg Ronseal Quick Drying Woodstain) to all surfaces following the manufacturers recommendations.

Further Information

- Any surface cut, particularly when exposing end grain must be brush coated with preservative and then coated with at least one full coat of an alkyd or acrylic paint suitable for exterior application before the joinery is in a fixed position.
- If the paint finish film is damaged it must be repaired immediately. Failure to do so will result in reduced durability of the coating system.
- Frames should not be rubbed down with coarse sanding paper. If a key is required use a fine sanding cloth.
- Failure to follow the above recommendations may affect this warranty and the long term performance of the windows.
- Avoid painting in rain or when the joinery/ timbers are damp. Also avoid painting in direct sunlight and extreme temperatures.
- Particular attention should be taken to comply with the paint manufacturers recommended over coating/drying intervals
- Brushing should be carried out using a long bristled synthetic brush. This will help reduce the appearance of brush marks.

WARRANTY PERIOD – DURABILITY AND CLIMATE

The matrices below show the warranty period for three exterior coating system classes; Opaque Finishes (white and pastel shades), Translucent Finishes and Opaque Dark Colours. The data provided in these tables cannot realistically cover all possible permutations of exposure, location and construction, etc. and is therefore provided for guidance purposes only.

The warranty periods shown are to first brush applied full redecoration and do not include maintenance cycles. Windows must be regularly inspected, cleaned and maintained according to Heron Joinery's maintenance and repair recommendations.

Opaque systems – Warranty Period

A surface coated with an opaque system will normally last up to 10 years depending on the degree of exposure. These guidelines apply to water based coating systems, white and pastel shades.

| Opaque finishes (White and Pastel Shades) | Climate | | |
|--|---|---|---|
| Construction * | Mild: Non- coastal areas at low altitude. 1-2 storey buildings | Medium: Areas within ½ mile of coastline. Buildings 3 storeys and above or on a hill side | Severe: Areas of high altitude or exposed coastal areas |
| Sheltered, e.g. beneath porch or large roof overhang | 10 Years | 9 Years | 7 Years |
| Partly Sheltered, e.g. window built back in reveal | 9 Years | 7 Years | 6 Years |
| Not Sheltered, e.g. face of building | 7 Years | 6 Years | 5 Years |

* For full constructional definition refer to EN927-1 A.4.3 Constructional Factors

Translucent systems – Warranty Period

A surface coated with a translucent system will normally last up to 6 years depending on the degree of exposure. These guidelines apply to water based translucent systems.

| Translucent finishes | Climate | | |
|--|---|---|---|
| Construction * | Mild: Non- coastal areas at low altitude. 1-2 storey buildings | Medium: Areas within ½ mile of coastline. Buildings 3 storeys and above or on a hill side | Severe: Areas of high altitude or exposed coastal areas |
| Sheltered, e.g. beneath porch or large roof overhang | 6 Years | 5 Years | 4 Years |
| Partly Sheltered, e.g. window built back in reveal | 5 Years | 4 Years | 3 Years |
| Not Sheltered, e.g. face of building | 4 Years | 3 Years | 2 Years |

* For full constructional definition refer to EN927-1 A.4.3 Constructional Factors

Dark colours are covered by this warranty according to the following matrix.

Dark Colours – Warranty Period (Excluding black)

A surface coated with an opaque dark system will normally last up to 5 years depending on the degree of exposure.

| Dark colours | Climate | | |
|--|---|---|---|
| Construction * | Mild: Non- coastal areas at low altitude. 1-2 storey buildings | Medium: Areas within ½ mile of coastline. Buildings 3 storeys and above or on a hill side | Severe: Areas of high altitude or exposed coastal areas |
| Sheltered, e.g. beneath porch or large roof overhang | 5 Years | 4 Years | 3 Years |
| Partly Sheltered, e.g. window built back in reveal | 4 Years | 3 Years | 2 Years |
| Not Sheltered, e.g. face of building | 3 Years | 2 Years | 1 Year |

* For full constructional definition refer to EN927-1 A.4.3 Constructional Factors

SPECIFICATIONS SET FORTH ABOVE AND ON THE ACCOMPANYING PRODUCT DATA PAGES ARE NOT COVERED BY THE TERMS OF THE LIMITED WARRANTY

Further information

Exposed arrises with radii less than 3mm are permitted with the Heron Joinery finish warranty according to BS644 7.1.3, however an annual inspection and maintenance schedule must be adhered to, to ensure against premature failure arising from thinned out paint on sharp corners. The maintenance program outlined earlier is to first brush applied re-decoration and does not include for minor touch up. Minor touch up includes repair to exposed arrises with radii less than 3mm.

Exuding Resin; Resin is a natural occurrence on timber windows. It is not considered as a failure of the coating system nor does it affect performance. Any yellow sticky resin should be allowed to dry to white crystalline resin before any attempt is made to remove it. Dried resin can then be removed by lightly abrading and wiping with a cloth dampened with methylated spirits and then allow to dry.

GLASS AND GLAZING

The glazing of windows encompasses low emissive coated glass inside, and is assembled with a special insulating gas between the glass unit panes. Whilst additional glass unit's fitted adjacent to windows, and also those that are below the opening windows, and within 800mm of the finished floor level, will be made up of toughened safety glass (notable by an etching in the corner of the glass unit)

Glass Cleaning; Can be made with any proprietary household glass cleaner, used with a soft cloth and it is recommended that heavy external grime be initially removed with a solution of soap and water.

Scratches to Glass; Most scratches occurring can be removed with jewellers rouge, or an equivalent rubbing compound, taking care in use and application as detailed by the manufacturer's instructions, alternately seek professional advice.

Blemishes and Imperfections; Minor blemishes and imperfections are inherent in all modern glazing and therefore beyond control, but are considered acceptable by the most rigorous industry standards, therefore your attention is drawn to the following, as extracted from the 'Glass and Glazing Federation Standard', which is the accepted industry based standard.

- 1 Transparent Glass, used in the manufacture of double glazed units is identical to that used in traditional single glazing and will therefore have a similar level of quality.
- 2 Both panes of the double glazed unit shall be viewed from the room side, standing at a distance of two metres (6.5') in natural daylight and not in direct sunlight. The area to be viewed is the normal vision area, with the exception of a 50mm (2") wide band around the perimeter of the unit.
- 3 Flat transparent glass shall be deemed acceptable if the following phenomena are neither obtrusive nor bunched: totally enclosed seeds; bubbles or blisters; hairlines or blobs; fine scratches, not more than 25mm (1") long; minute embedded particles.

Obtrusiveness of blemishes shall be judged by looking through the glass and not at it, under normal lighting conditions as described in point 2.

Glass Unit Replacement; The replacement of any glass sealed units must be carried out by a competent person in accordance with BS 6262; and the units themselves must be confirmed as complying with BS EN 1279 and as applicable BS EN 12150 for toughened glass i.e. glass with etched mark in the corner

Condensation; On a clear and frosty night there can be times in the morning where the surface of the outside of the glass pane is colder than the air outside, this can result in external condensation in the middle of the glass unit, however the condensation will disappear when the outside air temperature rises during the day.

This condensation is caused by the low emissive coated glass (often referred to as the energy pane) doing its job and reflecting heat back into the room, saving you money and making a positive contribution against global warming, though as maybe seen by some as small, but never the less a positive contribution.

If the condensation is on the inside of the glass unit, it is generally considered a sign that the relative humidity in that particular room or that of the house overall may need to be reduced, in most circumstances this is achievable by improving air circulation, and thereby reducing possible damage to your windows caused by damp and/or a bad indoor climate.

WEATHER SEALS

Weather seals need no special maintenance apart from ordinary cleaning with a cloth and a solution of soap and water.

Ensure that the fitted weather seals do not become dislodged from their grooves, should this occur, slide/fix back into position immediately to avoid damage when the window is closed. If the weather seals are broken or damaged in anyway and draughts are felt, ensure/seek prompt repair or replacement by a competent person.

MAINTENANCE

Hardware Lubrication

Keep the locking mechanism sliding components free of dirt and lubricate each slot with light machine oil i.e. 3-in-1 as required, but recommended at least once a year wiping away any excess oil.

Lubricate the slots of the locking keeps either with light oil (as above) or with non-abrasive grease as required. Generally, there is no maintenance required for window or door handles, other than for wiping over with a non-abrasive proprietary household cleaner, used with a soft cloth.

Please refer to Annex A for instructions to carry out adjustment on doors and espag lock.

Mastic Seals

Please note that whilst generally used in ensuring the effective weather sealing of windows some discolouration of mastic seals is a natural occurrence and cannot be avoided.

Coastal / Heavy Industry Areas

Conditions at coastal locations (within 3 miles of the coast) or at heavily industrialised areas may require more regular maintenance of ironmongery and seals. It is recommended that maintenance as described above is carried out once every 3 months.

Window Security

Heron Joinery windows have been specifically designed to include a variety of security features in order to enhance the added protection of your home against intrusion, and in recognition of the same have been awarded the Police preferred specification status 'Secured by Design' (SBD). Usage of the associated logo is restricted to exclusively to those products that have been successfully tested to SBD requirements.

We never the less recommend a number of sensible precautions which should be taken to gain full advantage of the security features encompassed, such as to never leave a window open when your home is unattended, and for added protection, lock all windows and doors and remove any keys as relevant to the handles fitted.

Note: In order to provide adequate means of escape in the event of any emergency arising, we recommend that the appropriate keys for windows fitted with locking handles are located within the vicinity of the window, but out of external view.

Door Warranty Limitation

Ideally, external door frames should be set well back from the outer face of a wall. External doors opening outwards should be particularly well protected.

Warranties on doors are not valid if the door is installed in a wall without a projective canopy, or where there is no cover provided from a roof overhang or a projecting head drip.

ANNEX A

DOOR ADJUSTMENT



Release all 4 locking screws
1 turn anticlockwise



Turn both adjusting
screws either clockwise or
anticlockwise to move the
hinge either in or out.



Tighten all 4 locking screws

Close door and check
perimeter margin around
the leaf and operation of
the lock.

Repeat as necessary with
each hinge.

ESPAG ADJUSTMENT



HERON JOINERY

Traditional or contemporary,
our joinery is always beautifully
crafted from the finest
sustainably sourced timber.

Our windows and doors give a
distinctive stamp and warmth to
a home and are ideal for any new
build or refurbishment project.



A member of
The **Wood Window** Alliance
Setting standards for high performance windows and doors





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WINDOW AND DOOR RANGE

Our window and doors are available as Double Glazed or Triple Glazed, with the option of internal or external glazing. They are factory finished in a colour of your choice.

Windows

- Flush Casement Window
- Stormproof Casement Window
- Traditional Sliding Sash Window using Cords and Weights
- Traditional Sliding Sash Window using a Spiral Balance
- Tilt and Slide Window
- Fully Reversible Window
- Tilt and Turn Window
- Dual Swing Window
- Aluclad Window

Doors

- Traditional Door Sets – single and double doors
- Sliding Patio Door
- Bi-Folding Door
- Aluclad Door

All windows and doors are crafted to the standards of the UK Q Mark (Timber Window and Door Quality Standard) and are Secure by Design Certified. They come with an extensive warranty covering timber, glass, paint and ironmongery.