



# **Caring For Your Dengate Joinery Timber Windows and Doors**

## **Introduction**

Dengate Joinery windows and doors are designed for beauty, efficiency and convenience. This information shows you how to care for your windows and doors- how to help keep them looking and working like new.

Should you run into problems or situations not covered in the following pages, please contact Dengate Joinery

The Dengate Web Site: [www.dengatejoinery.com.au](http://www.dengatejoinery.com.au)

The instructions contained in this section are general guidelines only. For more detailed information contact us on our customer service number: 1300 885 417

Please read and follow the manufacturer's instructions for proper installation of Dengate Joinery Products. If your abilities do not match the requirements, contact an experienced contractor.

Thank you for buying Dengate Joinery products

# **Maintenance**

## **General Finishing and Cleaning Guidelines**

1. If Dengate Joinery windows and doors have not been supplied factory pre finished they will be treated with a temporary protective coating (wood dressing) which is designed to help prevent soiling during construction. Protection will be provided for up to 3 months dependent upon prevailing weather conditions. Wood dressing should not be coated with a stain until a weathering and seasoning period of 4 weeks has elapsed. It is essential that all timber surfaces are painted with high quality paints or stains as soon as is practical. Failure to do so could cause permanent damage to the timber and void warranty.
2. Brassware if fitted is supplied polished and clear lacquered to provide a clear protection to the polished surface. Regular dusting with a soft cloth and occasional application of a good quality furniture polish will help prolong the life of the lacquer. On no account should abrasive metal polishes or agents be used as they will remove the lacquer.
3. Glass and timber may be scratched during cleaning. Make sure cleaning rags have not picked up any grit, remove rings from your fingers and be careful with scraping devices.
4. Wash down with a soft cloth and mild detergent. Rinse off residue with clean water. Don't use solvents.
5. Keep bottom tracks clean, wipe with a cloth and use a dry silica based lubricant if required, lightly grease top tracks, oil hinges. This will ensure a smooth action and increase the lifespan of the hardware.
6. Dengate Joinery timber windows and doors will last generations if the coatings applied are maintained. Recoating your timber windows and doors can be kept a simple job if a maintenance regime is followed. You or your painter should ask your paint supplier for a life time maintenance program. If Dengate Joinery has supplied pre finished product you will receive with the delivery a Sikkens maintenance/ Care leaflet which will enable you to extend the life of the timber and serviceability of the windows and doors for generations to come.
7. Any sash or door that is re fitted must have all surfaces fully coated before re assembly or re hanging.

8. Insulating, low-e or heat reflective glasses require specific maintenance to ensure their complete effectiveness. Contact Dengate joinery for our glass supplier's instructions.
9. Be aware of excessive condensation as this can cause structural deterioration and the possibility of mould growth.
10. Some of Dengate Joineries timber products have simple drainage or weep systems. These water drainage pathways must be kept clear and clean for the window or door to operate correctly. It's normal for water to accumulate in the sill or track area with wind driven rain. The water is intended to drain to the outside and requires a clean pathway.
11. Protect and/or cover Dengate Joinery products during cleaning process to prevent acid contact. If acid does come into contact with unit, immediately wash all surfaces with clean water.
12. Before painting or staining Dengate joinery products, please familiarize yourself with these general finishing guidelines:

Do not paint balancer ropes (if present), weather-stripping, gaskets, interlocks, silicon beads or any other surface that comes in contact with other parts.

Do not allow painted surfaces to come in contact with other surfaces until thoroughly dry.

For a clean, attractive stained appearance, the use of a pre stain or primer is strongly recommended.

Abrasive cleaners or solutions containing corrosive solvents should not be used on Dengate Joinery Products

Properly prepared timber surfaces absorb finish materials more easily. Prior to finishing timber interiors, lightly sand the surfaces with fine sandpaper or steel wool. Remove dust particles with a soft dry rag.

**Note:** Sanding, staining, varnishing and other finishing procedures should always be done in well ventilated areas.

### 13. Replacing Broken Glass:

In most cases, it is easier and more economical to replace the entire window sash, rather than the glass. If a window pane is broken, always cover the damaged area for safety and cover the floors to avoid damage from falling glass. Then consult a qualified glazier. Make sure the replacement glass has the same energy performance as the pane being replaced.

## **Checklist**

### **Check every 12 months or sooner**

- ☐ Clean all frame surfaces.
- ☐ Clean sill track and weep holes if present.
- ☐ Check for properly operating hardware.
- ☐ Check for roller operation if present.
- ☐ Check the weather strip.
- ☐ Check and lubricate hinges, tracks, locks and handles.
- ☐ Check for evidence of condensation.

### **Key Do's and Don'ts**

Do clean the frame surface, but  
Don't use a razor blade.

Do use a glass cleaner or a mild detergent, but  
Don't use any petroleum based cleaners or solvents.

Do clean tracks and weep holes, but  
Don't use oil based lubricants or block weep holes.

Do check weather strip and hardware.  
Don't live with poor performing components, replace them.