



WINDOOR

# IMPORTANT INFORMATION

## EXCELLENCE IN TIMBER WINDOWS + DOORS

[www.windoor.com.au](http://www.windoor.com.au) | 9833 6900



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### PRE INSTALLATION

Lift, carry and store in an upright position, under cover where possible to protect against damage. Do not rack frames out of square.

### BUILDERS INFORMATION

1. Effective flashing is critical to the weather tightness of the building. It is the builders responsibility to ensure that prior to installation, flashing is fitted to sills and where required, to jambs and heads.
2. Install frames square with sashes closed - check diagonals for squareness. Brace or adjust braces where required. Ensure that frames are not twisted.
3. Correctly wedge at all frame member joints without bowing, back nailing where possible. NOTE: Bowed jambs will affect the operation of all windows.
4. Check that the sill is straight and level. If required, pack with Hardiflex or similar sheet to support front to rear.
5. Ensure that jambs are not bowed when bricks are being laid.
6. Do not slide planks or walk on window / door frames. Always protect door jambs and sills during construction.
7. Protect all surfaces from brick cleaning acid, mortar, plaster etc.
8. Highly concentrated brick cleaner will result in damage to paintwork and corrosion, including stainless steel fixing. This will result in black marks around the heads of nails, fixing glazing beads, and around the heads of screws in timber.
9. Timber sections exposed to the weather must be surface finished within 30 days to ensure warranty protection. Timber products supplied untreated should be surface finished as soon as practical, within 30 days. Timber hung doors should be stored flat in a dry weather protected area. When stored in excess of 30 days seal all surfaces and edges beforehand.
10. Fixing through exposed timber should be hot dip galvanised steel, 300 series stainless steel or silicone bronze. Do not use uncoated steel fixings through timber or steel wool for dressing timber or allow steel grinding particles from abrasive cut off wheels to be deposited on any timber face. These will react with water on timber and produce black marks. Most black marks and other stains can be removed from timber by application of Intergrain "Reviva" timber cleaner (an Orica woodcare product)
11. It is the builders responsibility to ensure that windows and doors are installed to meet the Wind Loading and Human Impact Safety Glazing requirements of AS1288. This particularly applies to windows installed within 300mm of a doorway and windows installed in a bathroom. If in doubt please consult Windoor Pty Ltd.
12. If installing bi-fold doors please follow instructions supplied by Windoor Pty Ltd with the units, which can also be downloaded from the Windoor website.

### PAINTERS INFORMATION

Suitable preparation prior to finishing is critical to the performance of applied finishes. Windoor Pty Ltd is not responsible for the surface finishing defects on finishes not applied by Windoor Pty Ltd. NOTE: Do not use steel wool for dressing timber, refer item 10 above. Do not apply linseed oil to timber as this promotes black spotting.

1. Windoor Pty Ltd windows and doors require suitable

preparation by filling nail recesses, lightly sanding and cleaning, and according to the paint manufacturers instructions. Test a small inconspicuous area prior to proceeding with the full application. Prime prior to applying filling.

2. Timber treated with a clear water based repellent. The clear water repellent is designed to provide temporary protection during the period between fabrication and painting. It is not intended to replace primers or undercoats. It must have further finishes applied within 30 days otherwise discolouration and water staining may occur. Refer item 10.
3. Surfaces which have been dressed back to bare timber must be reprimed.
4. The external application of acrylic finished may result in sticking and adhesion of mating / contact surfaces due to heat softening of acrylic finishes.

### CLEANING INFORMATION

Low E Performance glass products have a very thin coating on the interior glass surface. It is this hard and durable coating which gives these products improved thermal insulation and solar control performance compared to ordinary clear glass. The coated surface of the glass DOES clean differently to ordinary glass and these guidelines are recommended for the best hand cleaning results.

#### Routine Cleaning

Hand cleaning of the coated (interior) surface to visibly remove accumulated dust or fingerprints can be accomplished using a number of different glass cleaning products. The exterior surface of the glass is not coated so can be cleaned in the same fashion as ordinary glass.

#### Recommended Cleaning Products

- Windex Glass & Surface - produced by SC Johnson & Son Pty Ltd (Clear / Colourless Type Only)
- A mixture of one part vinegar with ten parts clean water.

In addition to the above products, commercially available vinegar based glass cleaners have generally demonstrated an ability to provide a clean, streak free glass surface. Windoor does not recommend the use of ammonia base and alcohol base glass cleaners because these products tend to leave visible streaks.

#### Routine Cleaning Procedure

- Flood the glass surface with the spray on cleaning solution or with a cloth saturated with the cleaning solution. Be generous with the amount of solution applied.
- Scrub the wetted surface with a clean, lint free towel or cloth.
- Wipe dry with a dry, clean, lint free towel or cloth. Do not use a squeegee on the interior surface of Low E Performance glass.
- To prevent streaking, stop wiping when the glass is almost dry and there is a uniform film of moisture left on the glass surface. The film will quickly evaporate leaving a clean surface.
- Do not use any abrasive cleaners or tools that have the potential to scratch the glass surface.

#### Spot Cleaning

Occasionally spot cleaning may be required to remove stubborn dirt or foreign materials which adhere to the surface. Spot cleaning products work to remove markings from grease, oil, tape adhesive, and crayons or other waxy materials as well as paint and rub off marks from plastics.

#### Recommended Spot Cleaning Products

- Acetone (solvent from hardware)
- *Spot Cleaning Procedure*
- Apply a small quantity of the cleaner listed above to a clean, wet cloth or towel.
- Rub on areas of glass needing spot cleaning.
- Wipe clean using a dry, clean, lint free towel or cloth followed by a routine cleaning procedure.

#### Specialised Cleaning

Do not use razor blades, steel wool or other metallic object on the coated surface. If metallic objects contact the coated surface, a thin layer of metal removed from the object may be deposited onto the surface which results in a discoloured stain which is difficult to remove using normal cleaning procedures.

#### Recommended Specialised Cleaning Products

- Hydrochloric Acid (hardware stores)
- *Specialised Cleaning Procedure*
- Carefully follow the chemical manufacturers safety instructions.

- Apply a small quantity of the specialised cleaning product listed above to a wet, clean cloth or towel. A cotton bud may be used for thin line type marks.
- Rub on areas of glass needing cleaning.
- Wipe clean using a dry, clean, lint free towel or cloth followed by a routine cleaning procedure.
- Ensure that the cleaner does not come into contact with framing materials.

### PRECAUTIONS TO REDUCE CORROSION

The external surfaces of all products should be well maintained, cleaned and lubricated. This is critical in reducing corrosion in corrosive locations, eg coastal areas.



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Windows & Doors conform to Australian Standard AS2047 and are glazed to AS1288