



WOODEN
WINDOWS

Timber Window *Care*

We strive to ensure that our products are fit for purpose as supplied, and in this leaflet you'll find complete treatment advice to avoid problems arising at a later date.

Your windows must be installed in accordance with these guidelines. Any subsequent claims will be assessed against this standard.

WINDOW FINISHING AND PROTECTION

- Our bespoke windows are supplied to you either bare, treated or primed. **They must be sealed (i.e. paint finish) as soon as possible after delivery** to prevent water ingress. For best results the seal must be applied to all surfaces including all areas of the frame, casement and beading and under all locks, hinges and handles.
- The primer or treatment is applied as a base coat and is not a final waterproof coat.
- To get the best finish, all windows - whether bare, treated or primed - will require normal surface preparation prior to applying further coats. **Never use wire wool on an oak window.**
- It is imperative that further coats of a high quality finish are applied (to the manufacturer's guidelines) before the windows are fitted and exposed to the elements, and that this coating is maintained for the life of the windows. This will optimize the lifespan of the windows.

GENERAL MAINTENANCE

- For general cleaning, use a soft cloth with warm soapy water.
- **Never use glass cleaner or bathroom cleaner on the frames.**

ONGOING MAINTENANCE

We recommend that the frames are **inspected annually** and if required they should be re-coated with stain, oil or paint. If this is required:

- Firstly, clean the frames using a soft cloth and soapy water solution and allow them to dry thoroughly.
- Using a fine, abrasive paper, rub the frames down to remove any grease.
- Wipe over with a damp cloth to remove any dust and debris and, again, allow them to dry thoroughly.
- Apply the paint or stain of your choice (again, to the manufacturer's specification).



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GLAZING YOUR WINDOWS

Any glass purchased from Wooden Windows is supplied with butyl glazing tape and U9 (low modulus) silicone, along with a comprehensive glazing guide which must be adhered to in order to keep the window guarantee.

You can view our glazing guide here:

<https://woodenwindows.com/media/resources/WW-hodgson-glazing-guide.pdf>

We hope that this guide will help you keep your windows in excellent condition and properly cared for. If you have any further questions, please get in touch:

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