**Hawker Joinery care and maintenance guide**

Thankyou for ordering with us at Hawker Joinery. All of our timber windows and doors are manufactured using a strict quality control check to ensure the product is perfect for you. However, for you to continue to maintain this quality assurance the product must be cared for and maintained as below.

**Handling of products**

Our windows and doors have been cared for over many hours during our manufacture process so it would be shame to damage them now. If supply and delivery you as the client will need to ensure enough labour is available to unload and check all goods are correct and in good condition. We would recommend a two person lift for each item to ensure safe off load into the property.

**Storage of products**

A clean, low traffic and dry area is the best destination for storage. Each item will need to be placed vertically on timber bearers ensuring safety and stability. They should be gaps between each item to allow the correct airflow between.

Please ensure you remove all the wrapping from the products so you can check all immediately.

DO NOT: store products in an area where wet trades have been recently

DO NOT: store products in area of strong sunlight or darkness for long periods of time to avoid paint discolouration.

DO NOT: lay products flat on the timber bearers, all products need to be stored vertically.

**Care of products when on site**

At all times products must be protected from dust, debris during the building / renovation process. Failure to do this will cause damage to spray coatings, glass and ironmongery.

**Care and maintenance**

Once every year you should wash your windows and doors with warm water to remove any surface pollution. If this isn’t done it can cause large mould growth and coating damage.

A yearly inspection should be done paying high attention to lower areas of the product such as the beads and cill. If there is signs of wear and coating damage, this should be repaired and sorted promptly.

Ironmongery gets so much use during a yearly we recommend every 6 months you should lubricate with oil such as WD40.

Weather seals on the window should be wiped down with warm water once a year to remove any dust or grime.

Important to keep moisture content of timber to acceptable levels as high moisture content will cause expansion in timber which will lead to jamming on doors and high growth or mould and algae on the surface.

**Decoration**

If your product is in need of decoration, please see below the simple step by step guide. If you require the correct paint, please contact our team and we can supply the primer and topcoat paints.

Step by step for cosmetic paint

1. Wash down all joinery and dry with a cloth to ensure all grime and dirt if gone from the surface.
2. Once dry using a good long-haired brush apply one coat of the microporous water-based paint.
3. If you feel a second topcoat is required, please let the first coat dry over night and apply a further coat.

Step by step for patch paint area

1. Firstly, sand down the area with a low-grade sandpaper.
2. Change to a high-grade sandpaper and sand the area again.
3. Wash down area and dry with a cloth to ensure all dust and grime is gone from the surface area.
4. Once dry using a good long-haired brush apply one coat of the microporous water-based paint.
5. If you feel a second topcoat is required, please let the first coat dry overnight and apply a further coat.

**Disclaimer**

All of the advice above can be done by a homeowner but please if you are unsure, we recommend hiring a trained professional. Should any product prove unsatisfactory as a result of defective manufacture our liability shall in no circumstances exceed the price of the defective piece. We shall not be responsible for any incidental work or expenses incurred in rectifying defect occasioned by mistreatment or poor workmanship applied to our product, or for any consequential loss howsoever arising.