

Warranty Schedule

Product Warranty

Timeless Wood Windows is a trading name of Callaghan Sash Windows UK Ltd and all products and services provided by the Company are supplied to the highest standards possible. Within the definitions of the Sale of Goods Act 1979, they shall be reasonably fit for the purpose for which they are supplied and free from defects in material and workmanship for a period of no less than 3 years from the date of delivery.

Schedule

Product	Warranty aspect	Warranty period
Draught-seal/refurbishment	Materials, workmanship and repairs	3 Years
Ironmongery/mechanical devices	Materials and workmanship	5 Years
Insulated glass units	Failure of seals against misting and fogging. Does not inc. breakages and cracking	10 Years
New joinery products	Materials and workmanship in relation to oak and other hardwoods.	20 Years
	Accoya –additional anti-rot warranty.	30 Years

Coatings Warranty

Our windows and doors are coated with Teknos coatings and our coatings warranty is supported by them. With minimum maintenance your beautiful new windows and doors will give decades of service.

Extended warranties are now offered on exterior joinery products manufactured from Accoya and fully factory finished with Teknos approved systems.

Warranties of up to 12 years on opaque finishes and 10 years on translucent systems are available subject to exposure conditions and provided the specified maintenance schedules are followed. No re-coating will be required during the periods quoted for relevant materials providing the coating is not damaged (details as below)

These warranties, available on exterior joinery manufactured from acetylated timber, cover embrittlement, flaking or cracking of the coating system resulting from a coating manufacturing fault.

Climate \ Exposure	Mild Non-coastal, low altitude areas	Moderate Areas within 3 miles of coastline	Severe High altitude and exposed coastal area
Sheltered	12 years for opaque and 10 years for translucent	9 years for opaque and 7 years for translucent	9 years for opaque and 7 years for translucent
Partly Sheltered	12 years for opaque and 10 years for translucent	9 years for opaque and 7 years for translucent	7 years for opaque and 6 years for translucent
Exposed	10 years for opaque and 8 years for translucent	7 years for opaque and 6 years for translucent	6 years for opaque and 5 years for translucent

Any warranty offered by the Company shall be subject to the following;

Products must be maintained in accordance with Timeless Wood Windows Maintenance Guidelines which are published in conjunction with Teknos and form part of this document.

Abrasive tools, strong detergents, ammonia, bleach or other harsh cleaning chemicals must not come into contact with the finished surfaces.

Any damage to the coatings, such as chipping, staining etc. must be repaired in accordance with our coating instructions and or reported to the Company in writing immediately they become apparent.

Glass

Timeless Wood Windows makes every effort to ensure all glass and insulated glass units are manufactured to the highest standards and are defect free at the time of installation. However, glass is a fragile material and we are unable to guarantee against imperfections and/or the variations that are an inherent to the glass manufacturing process. The Company adheres to the visual standards of the Glass and Glazing Federation

Insurance Backed Warranty and Deposit Indemnity

Timeless Wood Windows is a member of the GGFⁱ and offers its customers the security of Insurance Backed Guarantees as well as a Deposit Indemnity Scheme. All details of the scheme are displayed on the GGFⁱ website www.ggfi.org.uk or from our offices.

Maintenance Guidelines

Care and Protection by user

With proper care and attention, factory finished door sets, windows and conservatories will give extended life between redecoration cycles. To achieve this performance, the following should be observed:

- At least once per year all coatings should be washed with mild detergent and water to remove any surface pollution.
- All hinge mechanisms and handles should be checked at least biannually for ease of operation and lubricated with light oil suitable for the purpose, as required.
- Weather seals should be cleaned at least once per year to remove any dust or grime in accordance with the manufacturer's instructions.
- Ventilators should be cleaned at least once per year to remove any dirt or grime in accordance with the manufacturers' instructions.
- Action any areas of damage or disturbance of the coating system with a localised repair in line with the relevant recommendations below.

First and subsequent re-decoration

All areas to be recoated should be lightly abraded with a fine grade abrasive paper, washed down with a mild detergent solution and rinsed with clean water to remove dust, insects and other contaminants, which can form a base for algae and fungi growth.

Where the coating system is intact but requires a cosmetic coat, the following procedure should be followed.

- Using a good quality, long haired, synthetic brush, designed for use with acrylic paints, apply one or two coats of Aquatop 2600 opaque or translucent topcoat in the appropriate shade, colour and gloss level. Allow to dry for four hours between coats.

Where minor flaking affects small areas of the topcoat surface but the timber substrate is not exposed, the following procedure should be followed

- Abrade the damaged area with a fine grade abrasive paper to remove all unsound coating and feather out to leave a smooth surface.
- Clean down and wash the abraded area to remove dust, and allow to thoroughly dry.
- Using a good quality, long haired, synthetic brush, designed for use with acrylic paints; apply a coat of Aquatop 2600 opaque or translucent topcoat in the appropriate shade, colour and gloss level to the damaged area. Allow to dry for four hours and then apply a second coat.

- If the damaged area is widespread, it is recommended that the whole frame is lightly abraded and repaired as described above with the second coat applied to the complete frame.

Where moisture has penetrated joints, end grain, mitres or natural movement of the timber has opened shakes, treat as follows.

- Abrade the damaged area with a fine grade abrasive paper to remove all unsound coating and feather out to leave a smooth surface.
- Clean down and wash the abraded area to remove dust, and allow to thoroughly dry.
- Treat bare wood, where appropriate, with a surface preservative, such as Tekno Aqua I4I0, and allow to dry.
- Prime with Aqua Primer 2900 base coat stain in the original colour for translucent systems or Anti Stain Aqua 290I for opaque systems.
- Seal any open joints with Teknoseal 400I joint sealer applied by mastic gun. Wipe with a damp cloth or spatula to give a smooth joint and allow to dry to a clear finish.
- Seal any exposed end grain with Teknoseal 4000 end grain sealer and allow to thoroughly dry.
- Using a good quality, long haired, synthetic brush, designed for use with acrylic paints; apply a coat of Aquatop 2600 opaque or translucent topcoat in the appropriate shade, colour and gloss level. Allow to dry for four hours and then apply a second coat.

Where damage has affected the full depth of the coating system, i.e. a deep cut or gouge, the full system requires repair.

- Abrade the damaged area with a fine grade abrasive paper to remove all unsound coating and feather out to leave a smooth surface. .
- Clean down and wash the abraded area to remove dust, and allow to thoroughly dry.
- Treat bare wood, where appropriate, with a surface preservative, such as Teknol Aqua I4I0, and allow to dry.
- Prime with Aqua Primer 2900 base coat stain in the original colour for translucent systems or Anti Stain Aqua 290I for opaque systems.
- Using a good quality, long haired, synthetic brush, designed for use with acrylic paints, apply a coat of Aquatop 2600 opaque or translucent topcoat in the appropriate shade, colour and gloss level. Allow to dry for four hours and then apply a second coat.

Where resin has exuded through the coating:

- The best remedial treatment is to allow it to weather until it dries and oxidises, forming a white crystalline powder.
- The dried resin can then be removed with a stiff nylon or natural bristle brush, and any remaining residues washed off with a cloth.
- Water based coatings with their relatively high degree of moisture vapour permeability often allow the passage of resin to the surface without damage to the coating. If the finish is not damaged, by over-vigorous scrubbing during crystal removal, re-coating is often unnecessary.

Although it may be unsightly, it is better not to remove fresh sticky resin. In practice, this can be very difficult, and the presence of sticky resin indicates that the exudation is still continuing. The remedial work for resin exudation is often best left until the first maintenance period, by which time the resin has normally fully crystallised. After removal as described above, the overall application of one maintenance coat of finish restores the general appearance of the timber and maintains its protection.

When carrying out any coating work, do not attempt to paint when the temperature is below 5 degrees Celsius, or if the relative humidity exceeds 80% as the curing and performance of the coating may be impaired.

If there is any doubt about the substrate or underlying paint film, apply the appropriate Teknos products to a small, inconspicuous area, allow drying for 24 hours and then inspecting for appearance and adhesion to substrate.

Repair products can be obtained from Teknos (UK) Limited, and can be stored in frost free conditions for up to six months in sealed packaging.