

# CARE & MAINTENANCE OF YOUR WINDOWS & DOORS



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## CARE & MAINTENANCE OF YOUR WINDOWS & DOORS

Information referenced is provided by Altherm Window Systems

Congratulations for purchasing one of New Zealand's most respected brands of windows and doors from a member of the Window and Glass Association of New Zealand.

Remember that a very simple regular maintenance programme is required in order to comply with warranty requirements and will aid in retaining the appeal of your windows and doors for many years to come. After house construction, pay particular attention to ensuring that builder's debris and dirt are cleaned from the inside of all window and door sills so that drainage holes are unobstructed. This is especially applicable to doorways that have been in regular use during the construction phase. Regularly clean door sills, tracks and all drain holes as part of your ongoing maintenance programme.

### **KLIMA SERIES MAINTENANCE:**

Your innovative and durable uPVC windows and doors are designed to withstand New Zealand's harsh sunlight without discolouring or degrading. Minimum maintenance is required for your uPVC windows and doors, but regular cleaning is required as per "Cleaning your windows and doors" section is recommended. For stubborn stains, use a soft cloth with Jif Cream Cleanser.



## **CLEANING YOUR WINDOWS & DOORS:**

Window and door frames should be cleaned each time your windows and doors are washed in order to remove atmospheric dirt and grime. A soft brush with warm water and a mild household detergent are recommended. Rinse with fresh water.

- DO remove obvious deposits as they occur including cement based products
- DO mask windows if painting. Use only methylated spirits, isopropanol or water to remove fresh paint splashes
- DO NOT use abrasive steel wool, scrapers, scouring liquids or aggressive solvents, thinners, petrol, etc. These will all damage the windows and doors and the surface finish
- DO NOT expose your joinery to excessive heat, heaters or hot air guns as these may damage the surface finish of the joinery.

Cleaning once every three months should be sufficient, however, in coastal or industrial environments more frequent washing will be required. The frequency of washing in these harsh environments should be determined by the degree of salt and/or other contaminant build up on the windows and doors, but ideally should be at least once a month. Washing should include the rinsing of all window and door cavities to avoid salt build up and corrosion. Powdercoated joinery can be damaged by some sunscreens. Avoid touching the surface where possible and wash any sunscreen residue off powdercoated joinery immediately after contact.

## **USE, CARE & MAINTENANCE OF YOUR HARDWARE:**

Your windows and doors feature a bespoke hardware solution with unique features.

Powdercoated and anodised hardware should be cleaned regularly with a wet sponge or soft brush, warm water and a mild detergent and rinsed with fresh water. Plated products should be cleaned with a wet sponge or dry duster. NEVER use detergent on plating.

Plated hardware is not recommended for coastal applications and is excluded from any warranty as deterioration is possible under some environmental conditions.

Stainless steel hardware also needs regular cleaning. It is resistant to rust, however rust spots can sometimes occur. These can be removed with a mildly abrasive cleaner and rinsed with fresh water. In cases of heavy corrosion a Scotch-Brite hand pad can be used.

Stainless steel hardware should not be exposed to bleach products, hydrochloric acid solutions (sometimes used for tile and concrete cleaning), cement dust, soap concentrates and water with high iron content, such as bore water. We recommend regular treatment with 3M Stainless Steel Cleaner and polish to further protect and enhance stainless steel hardware.



## **SURFACE FINISHING:**

Powdercoatings and anodising are surface finishes that have been well proven for corrosion resistance and durability.

Regular cleaning as detailed in the Care and maintenance of your windows and doors section is required in order to comply with warranty requirements.

Powdercoating warranties, as offered by Dulux, are:

- Duralloy, 10 years on film and 10 years colour integrity
- Duratec, 20 years on film and 15 years colour integrity
- Duralloy +PLUS Solid - Dulux Powder Coatings, 15 years
- Protecture - Dulux Powder Coatings, 15 years

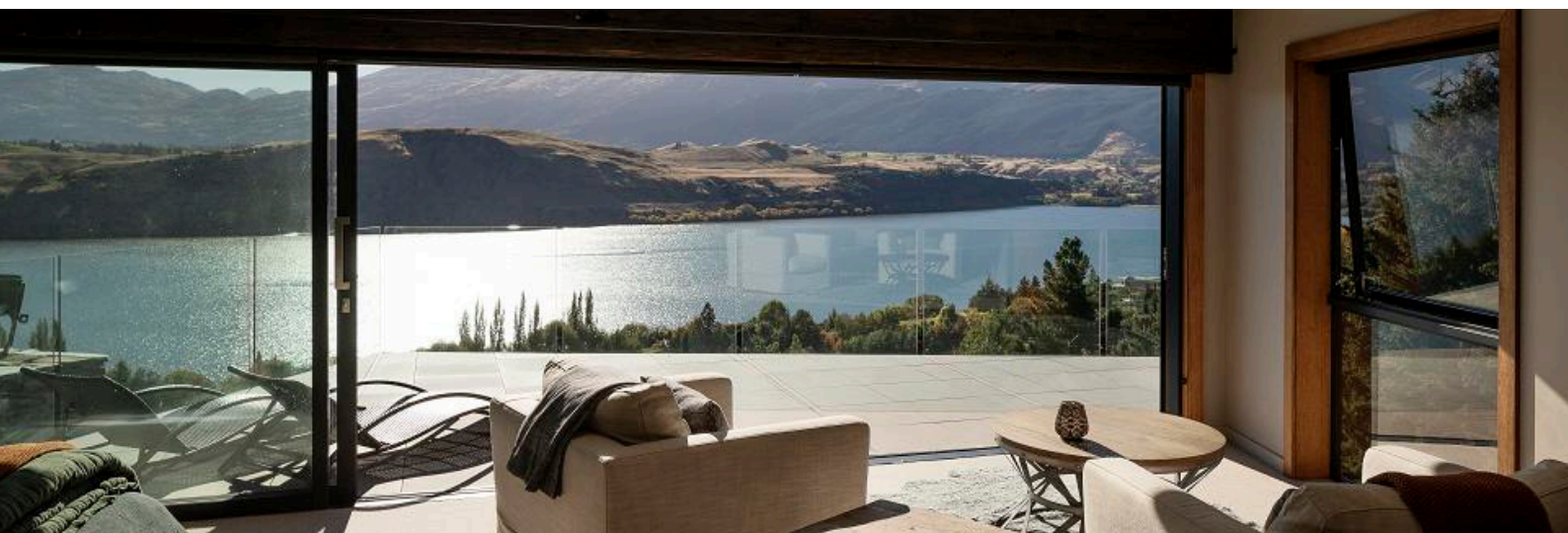
Anodising warranties offered, are

- 12 micron carries a 10 year warranty
- 25 micron carries a 20 year warranty, these are on a job-specific basis

When judging colour consistency and integrity of finish, the accepted industry standard is inspection from a distance of two metres. Slight surface finish blemishes and/or colour variations that are not visible from two metres are deemed to be acceptable.

For products treated with anodising, variability of colour and visible grain are common features and are not defects.

Powdercoated tracks in sliding and bi-fold applications will wear over time and show a silver use line. This is unavoidable and does not contravene either the warranty or the durability requirements of the building code.



## CARE & MAINTENANCE OF YOUR GLASS:

### After house construction

Glass is a very delicate product that can be easily damaged during the construction process. Remove any remaining stickers or cork/foam pads that have been left on the glass and rinse the glass thoroughly with clean water to ensure that builder's debris and dirt are removed. Clean your glazing as per the cleaning process below.

### Cleaning your glazing

Regular cleaning of your glazing is recommended every three months. Commence by soaking the glass surfaces with water to loosen dirt and debris. Then wash the glass using water, glass squeegee or cloth, and one of the recommended products listed below. Rinse with water and wipe dry with a squeegee ensuring the glass is dry and water droplets are removed to avoid permanently marking the surfaces.

Use this time to check drainage holes are clear, Glazing Gasket (Figure 2) and flashings are intact.

DO NOT wash your windows in direct sunlight  
DO NOT let metal objects come into contact with the glass  
DO NOT use products containing hydrofluoric acid, fluorine derivatives, any abrasive elements, or products with high acidic or alkaline content.

Due to the process of toughening glass, it is possible that very fine glass particles may fuse onto the glass surface. Care must be taken not to dislodge and drag this over the surface as it will cause scratching. Toughened glass can be identified by its safety stamp (Figure 1).

### For hard to remove marks

Remove oily spots and other organic pollution with isopropyl alcohol or acetone applied with a soft, clean cloth. Ensure these products do not enter the Glazing Pocket (Figure 2). Rinse glass with clean water then follow the cleaning process.

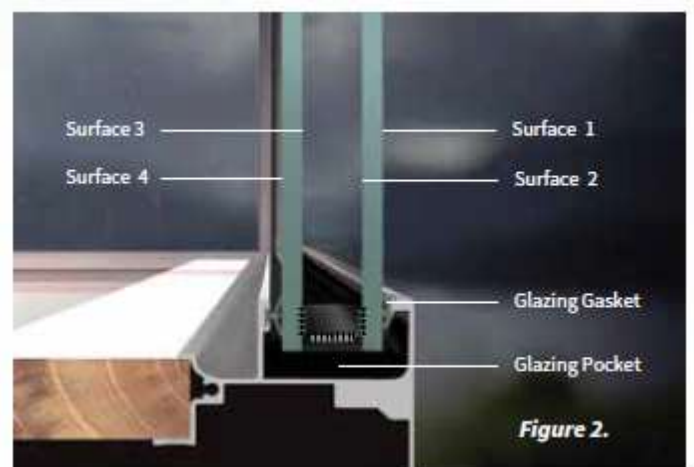


Figure 1.

## For reflective or Coated Glass

Coated glass has a thin metal oxide coating that is applied to the glass. These coatings are very resistant and durable. No precautions need to be taken when the coating is positioned on the inside of the insulating glass unit (Figure 2: Surface 2 or 3) such as with Solux-E.

For single glazing or when the coating is located on the outside of the insulating glass unit (Figure 2: Surface 1 or 4) such as with reflective glass, the regular cleaning process described prior is suitable.

However, bear in mind that a transparent and very thin metal surface is being washed. Test your method on an inconspicuous spot first.

DO NOT scratch the surface, this will penetrate the coating and it cannot be repaired  
DO NOT use a mechanical treatment, this may remove the coating in localised areas  
DO NOT let metal objects come into contact with the glass  
DO NOT use products containing hydrofluoric acid, fluorine derivatives, any abrasive elements, or high acidic or alkaline content. These will attack the coating and damage it irreparably.

## Warranty

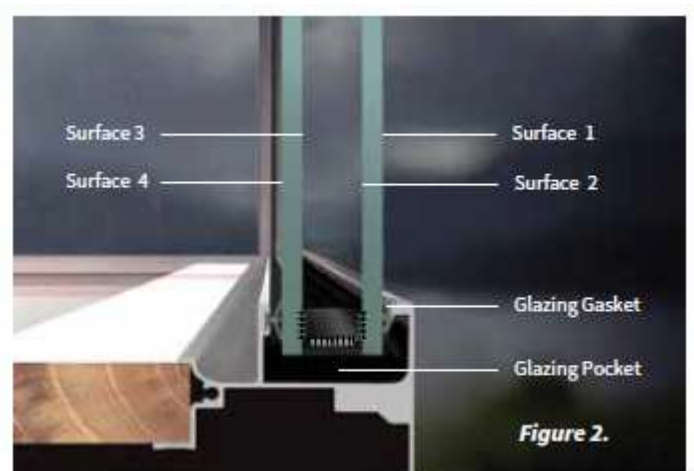
AGP back their world-class double-glazed units with a 12 year warranty - two years longer than the current industry standard or legislative requirements.

All AGP products meet or exceed the requirements of the New Zealand Building Code.

See [agpl.co.nz/terms](http://agpl.co.nz/terms) for the terms and conditions of this warranty.

## Recommended products for cleaning glass are:

- Glasscorp Universal Glass & Mirror Cleaner  
GCGC / GC5 / GC20 / GC200 (Glasscorp.co.nz)
- Or 10-parts clean water, 1-part white vinegar
- Or 9-parts clean water, 1-part Methylated Spirits



## SUSTAINABILITY:

Altherm Window Systems is a brand of APL, the largest window solutions organisation in New Zealand. APL believe by building better buildings they're helping to shape a better world and are committed to sustainable practices in all areas of business.

APL are working to pave a way forward for themselves and other large industrial companies to do their bit for the environment. APL have partnered with the New Zealand Green Building Council (NZGBC) and Sustainable Coastlines as a corporate sponsor to support industry change.

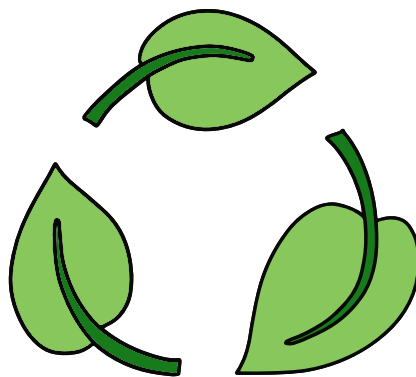
For APL, it all starts with the source material; APL sources 100% of their aluminium billet from New Zealand's Aluminium Smelter (NZAS) which is hydro powered. They are the only joinery manufacturers in NZ to only use locally sourced aluminium. This also allows them to recycle 99.9% of aluminium scrap directly with the smelter – the only Australasian extruder to do so.

Altherm products are powdercoated using a chromate-free pre-treatment. Investment in new tanks and control technology means a cleaner, more environmentally-friendly chemical pretreatment for three major powdercoating lines.

Altherm products are shipped to manufacturers in plastic-free packaging. 100% of the packing case bases that are sent to the manufacturer network are recycled back through APL.

Products are shipped nationwide on the APL Direct fleet of trucks which 80% are Euro 5 compliant for reduced exhaust emissions. New additions to the fleet will be compliant to the highest standard – Euro 6.

APL are continually reviewing and implementing changes to improve efficiency in our day-to-day operation. These measures are outlined in a short video APL & Sustainability (available online at [altherm.co.nz/about-us](http://altherm.co.nz/about-us)).



**PRODUCER STATEMENT:****Our windows and doors comply with the New Zealand building code**

All products supplied by Altherm Window Systems meet or exceed the requirements of the New Zealand Building Code and New Zealand Standards; NZS4211, Performance of Windows, and NZS4223, Glazing in Buildings - Parts 1-4 incl.

This means our windows and doors have been designed and successfully tested to perform in New Zealand's most diverse conditions, and will:

- satisfy the strength and deflection requirements of the standards
- deliver the desired levels of weathertightness appropriate to the prescribed wind zones
- meet the air leakage requirements necessary to provide comfort and efficiency
- include glazing of appropriate weight, strength and safety to satisfy not only the expected wind load but also accidental human impact.
- in the course of normal use decorative elements and non-structural fittings such as window fasteners, door rollers, weatherpile and the like may need to be replaced as they wear out. This process does not contravene the B2 Durability requirements of the New Zealand Building Code or the warranty given by the manufacturer.

In accordance with the TERMS AND CONDITIONS OF WARRANTY ([altherm.co.nz/terms](http://altherm.co.nz/terms)), a warranty for all Altherm Window Systems products is provided, under normal conditions of use, against failure of materials and/or workmanship for a period of 5 years from the date of practical completion.

The surface finishing of the aluminium extrusion is covered by a separate Performance Warranty which is dependent on the actual finish selected.

The AGP glass is covered by a separate warranty. See [agpl.co.nz/terms](http://agpl.co.nz/terms) for terms and conditions of your glass warranty.

A window and door hardware/component warranty protects against defects in manufacturing, functionality and surface finish for a period of 5 years, provided care and maintenance guidelines have been followed. Plated (soft) finishes are excluded from the warranty.

**PLEASE NOTE:**

- This warranty is subject to correct installation as outlined in the Building Code Acceptable Solution Clause E2/AS1 External Moisture or an approved alternative solution.



# CARING FOR YOUR POWDER COATED ALUMINUM JOINERY

Information referenced is provided by Dulux New Zealand

Many products that live outdoors are powder coated both to protect and to beautify the article. These powder coated articles can include such diverse products as your window joinery, entrance or garage doors, letter boxes, meter boxes, lawn mowers, plant pots and many other every day items.

Powder coating is one of the most durable colour coatings available and, with very little effort on your part, it will provide you with many years of excellent service.

To extend the life of powder coated articles and to comply with warranty requirements for powder coated aluminium joinery, a simple, regular maintenance program should be implemented.

The effects of ultra violet light, atmospheric pollution, dirt, grime and airborne salt deposits can all accumulate over time and should be removed at regular intervals.

As a general rule cleaning should take place every three months. In areas where pollutants are more prevalent, such as beachfront houses and industrial or geothermal areas, then a cleaning program should be carried out on a more frequent basis ie, every one to two months.

## 3 STEPS TO CLEANING YOUR POWDER COATING:

- Carefully remove any loose surface deposits with a wet sponge.
- Use a soft brush (non abrasive) and a dilute solution of a mild detergent, eg, pH-neutral liquid hand dishwashing detergent in warm water (DO NOT use solvents) to remove dust, salt and other deposits.
- Ensure you thoroughly rinse the surfaces with clean fresh water after cleaning to remove all residues.

## 8 GOLDEN RULES FOR PROTECTING YOUR JOINERY:

- Please mask your joinery when building, renovating, plastering or painting.
- If paint splatters or sealants do get on joinery, do not allow to dry, remove immediately.
- DO NOT use turpentine, white spirits, thinner or other aggressive solvents on powder coating (these may be harmful to the extended life of the powder coated surface and should be avoided as the damage may not be visible immediately and may take up to twelve months to appear)
- DO use isopropyl alcohol or Methylated spirits and rinse with warm soapy water.
- DO NOT rub powder coating excessively, especially metallic finishes.
- DO use approved tapes only to mask joinery.
- Use masking tapes in accordance with manufacturer's instruction.
- Keep sunscreens away from powdercoating, some sunscreens adversely affect painted finishes.

## CARING FOR YOUR WINDOW & DOOR HARDWARE

Information referenced is provided by ASSA ABLOY

This information has been prepared to help you get the best life from your hardware products. Failure to adhere to recommended maintenance procedures will render the ASSA ABLOY product warranty null and void and may cause permanent damage to the product. If you have any questions please contact your aluminium joinery supplier.

With care and regular cleaning, your hardware products will have a long life and stay in good condition for many years. Just as washing your car is important for removing dirt and grime, your hardware products need to be given a regular wash to keep them looking smart and performing well. The effects of ultra violet light, atmospheric pollution, general dirt and grime, along with airborne salt deposits can all accumulate over time and should be removed at regular intervals.

### **MAINTAINING THE FINISH OF YOUR HARDWARE:**

As a general rule, cleaning should take place at least every six months. In areas where environmental deposits are more prevalent, such as beach-front houses and industrial or geothermal areas, then cleaning should be carried out on a more frequent basis i.e. every two to three months.

### **STEPS TO CLEANING YOUR POWDER COATED HARDWARE:**

- Remove loose deposits with a wet sponge rather than risk scratching the surface with dry dusting.
- Using a soft brush/cloth and soap or a mild household detergent in warm water, clean the surface to remove dust, salt and other deposits.
- Always rinse with fresh water after cleaning to remove any remaining detergent.

Weathered powder coated areas, blemishes or scratches can be restored with the use of a Repair Kit.

### **PRECAUTIONS FOR POWDER COATED HARDWARE:**

- NEVER use aggressive solvent cleaners on the product i.e. thinners and petrol.
- AVOID the use of any solvents near joints or plastic components.
- NEVER use anything abrasive i.e. steel wool, scrapers, scouring liquids or powders.
- Ensure that the solvent is thoroughly rinsed from the product surface.
- Mask windows if painting. Where paint or plaster has spilled on the powder coated finish, remove immediately with water or methylated spirits. (Prolonged use of methylated spirits is not recommended and if used should be rinsed off immediately using clean water. Test a small area first to ensure that no damage to the surface or colour change will occur).

### MAINTAINING YOUR PLATED HARDWARE:

- Special care needs to be taken to maintain plated surfaces.
- CLEAN with a soft damp cloth or dry duster.
- NEVER use abrasive cleaners, scourers or rough cloth that may damage or scratch the surface.
- NEVER use detergent.
- NEVER use chemical cleaners such as solvents or Brasso.
- AVOID the spray from ammonia window cleaners getting onto plated surfaces.
- PROTECT all plated surfaces when painting, varnishing or plastering.

### MAINTAINING YOUR STAINLESS STEEL HARDWARE:

- ALWAYS CLEAN AND RINSE stainless steel that may have come in contact with construction cleaning chemicals or their vapours immediately.
- CLEAN REGULARLY using detergent and warm water, rinse with fresh water and dry afterwards.
- CLEAN STAINS and DISCOLOURATION with citric or nitric acid based cleaners or mild abrasive detergents like Jif. Rinse with fresh water and dry.
- NEVER allow construction cleaning chemicals (or any other cleaning chemical) to remain in contact or 'pool' on stainless steel.
- NEVER clean with wire wool or wire brushes (these will leave iron deposits that will rust). NEVER allow salt deposits to build up on stainless steel product.



## **MAINTAINING THE FUNCTIONAL PERFORMANCE OF YOUR HARDWARE:**

### **FRICTION STAYS**

These may become stiff if the window is not operated at least once a week. If stiffness does occur, a light oil spray lubricant such as WD40 should be applied to the joints of the stays. Following application the window should be opened and closed at least ten times to remove the stiffness.

### **HINGES**

Regular cleaning to remove build-up will ensure that the hinges retain a smooth operation. When necessary WD40 can be used to lubricate.

### **CYLINDERS**

Salt build-up along with dust and grit can affect the performance of your cylinders. Keys can become harder to turn as build-up accumulates. WD40 is effective in reviving your cylinder. Spray WD40 in the cylinder and on the key. The repeated use of the key in the cylinder will free up the working components.

### **MORTICE LOCKS**

To free up moving components WD40 can be sprayed into the lock body around the bolt and latch area. For best results depress the latch bolt for easy access to working parts. Operate the lock approximately ten times to lubricate moving parts.

### **ELECTRICAL PRODUCTS**

Do not allow the product to get wet. Ensure there is no obstruction such as leaves or branches during the operation of the product. Treat it as you would any other electrical appliance. Wipe keypads with a clean damp cloth. Do not use solvents. To clean chains, brush off dirt and dust.

### **ROLLERS**

Keep the track clear of debris such as sand, leaves and dust. If the roller does appear to be stiff, Vaseline on the bearing can free this up.

### **WINDOW FASTENERS**

Regular cleaning to remove build-up will ensure that the fasteners retain a smooth operation.