AJB group

Manufacturers of High Quality Timber
Windows, Doors and Internal Joinery

2023 - Guarantee

Care & Maintenance Manual

ISO 9001 Registered Firm
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The Wood Window Alliance

AJB GROUP

Guarantee – Care & Maintenance Manual

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Thank you for purchasing an AJB group product, manufactured to a strict quality assured system ensuring exacting performance and customer satisfaction.

To maintain this quality assurance the product must be cared for, installed and maintained in accordance with this manual.

Failure to comply with AJB group conditions may invalidate your warranty.

Please ensure a copy of this manual is kept with the product, or made available to the eventual user.

General Product Care

Handling

The customer is to prepare an area not exposed to the elements for safe storage of delivered goods, in the case of supply only the customer is responsible for providing adequate labour to unload and check goods are in good condition and correct.
Large heavy joinery items will have any removable moving components or if not possible than glazed units, supplied loose for site installation to reduce the weight to avoid any injury during manual handling.
Site must ensure risk assessments for unloading, fixing and working at heights are communicated to the work force.

Storage

Provide a clean, safe and dry area for storage.
Goods to be stacked vertically on bearers ensuring safety and stability, separated apart allowing adequate airflow between products.
Store loose items of ironmongery separately in a secure area for fitting after installation.
Remove product wrapping if products are to be stored for more than one week and ensure adequate ventilation.
DO NOT DO THE FOLLOWING;

- Store products in an area where wet trades have recently been working or areas that are still drying out.
- Store in areas of strong sunlight or darkness for long periods of time to avoid paint discolouration.
- Lay products flat on bearers, as products need to be stored vertically to protect glazing and paint systems.

Installation

The frame is to be fixed into the opening ensuring;
The outer frame must be square.
The jambs of the frame must be straight and parallel with each other.
The outer frame must be without twist and to be plumb.
Packers not allowing distortion to support the frame.

Fixings should be positioned 100mm up and down from each of the four corners and thereafter at maximum 500 centres in between.
All joint tolerances are maintained and consistent to facilitate operation and water runoff where applicable.
During the installation of joinery continual checks must be carried out to ensure that the opening components have freedom of movement whilst maintaining their seal against the weather-strip. Adjustment to the frame may be required to allow the

door/sash to meet the frame correctly as some minor bowing, twists and expansion can be present and would be considered an allowable tolerance.

In the case of replacement, joinery reveals must be sterilised before new joinery is fixed.
Joinery should be installed into prepared openings. The practice of building In: will invalidate the guarantee.
If any cutting is necessary during installation, the exposed parts must be treated with preservative (if appropriate) and sealed, with a further two decorative coats as originally specified.
For complete peace of mind and to ensure your product guarantees are not compromised, please refer to the back of this manual for specific product installation.

Site Glazing
We recommend that members of the Glass and Glazing Federation be used for the manufacturer and installation of the glazed units. This to ensure the following industry standards are complied with; Glass and Glazing Manual Section 4.2, BS8000 Part 7: 1990 and NHBC chapter 6.7

Linseed oil putty glazing is not permitted and such use will invalidate the guarantee.

Glazing rebates and the concealed surfaces of all beads must receive a base coat of a proprietary brand sealer and one topcoat of the finishing material prior to glazing.

Care during use
The joinery items are manufactured from the best of the specified timber and to the highest quality commensurate with the product specification.
All moving parts should be maintained free of all binding and dragging. Joints tolerances should be maintained with an optimum gap to facilitate their operation and water runoff where applicable.

Any item of ironmongery disconnected or removed for any reason must be reconnected or refitted otherwise damage to the joinery may ensue. When operating opening windows or door sets, if a resistance is felt do not forcibly operate the item or damage will occur. Always investigate the reason for the resistance.
All surfaces should be protected from mechanical damage during and after installation, with particular attention paid to corners and edges. Reasonable care and attention must be taken at all times to avoid mechanical damage, thereby preserving the integrity of the applied decoration.

Care and Maintenance
All items supplied either fitted at work or supplied loose for site fixing must at all times be maintained in a clean grit free condition.

Lubrication should be applied sparingly to any moving parts at suitable intervals according to their environment during use.
In the event of grit particles entering any moving parts the item concerned must be cleaned and re-lubricated immediately, where possible removal for cleaning is advised.
Keep in good operating condition by regular cleaning, by using warm soapy water, wiping down internal, external face of the frame, opening members and glass.
Keep all seals around internal face of the frame free from dirt and grease checking for obstructions in mechanisms and lubricate regularly.
Failure to observe these recommendations will result in rapid deterioration and ultimately failure of the product.
Any item of ironmongery failing because of neglect must be replaced immediately in order to preserve the original geometry and function of the item to which it is fixed. Failure to do so may result in damage to accompanying items of ironmongery due to overloading. Distortion of the joinery product itself may also occur due to lack of full positional control afforded by an incomplete ironmongery system.
Fine metallic finishes (i.e.: lacquer) to ironmongery must be cleaned with non-abrasive, non-corrosive cleaners; otherwise the fine surface finish will be damaged.

Coating Maintenance

Cleaning

Windows and doors should be cleaned regularly to prolong their life. The following guidelines apply to both interior and exterior surfaces.
On a vertical painted surface streaking will be minimized if the surface is washed from top to bottom.
Superficial surface dirt can be removed by washing with water and a damp cloth. Remove heavier accumulations with a mild solution of household detergent. Always wipe the surface well with clean water to remove excess detergent.

- Do not allow abrasive tools, strong detergents, ammonia, bleach or other harsh cleaning chemicals to come into contact with finished surfaces.
- Avoid solvents.
- Avoid leaving detergents and other liquid cleaners on wood substrates to prevent possible absorption.
- Avoid saturating the product.
- Care must be taken to ensure cleaning cloths are kept free from grit and debris.

Maintenance Cycle

Opaque Systems
A surface coated with an opaque system will normally last between 8-10 years depending on the degree of exposure.

Inspection
All joinery items should be checked annually for any signs of deterioration/areas of concern so that required maintenance can be carried out. This should ensure that the expected lifespan of the finish is achieved as set out below.

	Climate		
Construction	**Moderate:** This would include non-coastal areas at low altitude.	**Hard:** This would include areas within1/2 mile of coastline.	**Extreme:** Any areas of high altitude, e.g. Snowdonia or Northern Scotland, or exposed coastal areas.
Sheltered, e.g. beneath porch or large roof overhang	10 Years	8 Years	6 Years
Partly sheltered, e.g. window built back in revel	8 Years	6 Years	5 Years
Not sheltered, e.g. face of building	6 Years	5 Years	4 Years

Translucent systems
A surface coated with a translucent system will normally last up to 4-6 years depending on the degree of exposure.

Inspection
All joinery items should be checked annually for any signs of deterioration/areas of concern so that required maintenance can be carried out. This should ensure that the expected lifespan of the finish is achieved as set out below.

	Climate		
Construction	**Moderate:** This would include non-coastal areas at low altitude.	**Hard:** This would include areas within 1/2 mile of coastline.	**Extreme:** Any areas of high altitude, e.g. Snowdonia or Northern Scotland, or exposed coastal areas.
Sheltered, e.g. beneath porch or large roof overhang	6 Years	4 Years	3 Years
Partly sheltered, e.g. window built back in reveal	4 Years	3 Years	2 Years
Not sheltered, e.g. face of building	3 Years	2 Years	2 Years

Redecoration
Surfaces that have been damaged or where the paint film has some other form of defect should be treated with the original Teknos exterior coating system purchased directly from Teknos. Proof of maintenance/purchase of Teknos coatings will be required when verifying any warranty claim against the coating system.
Any blistering, cracking or flaking should be dealt with immediately, as follows:

- Wash the window frame/door with a mild alkaline cleaning solution.
- Sand away cracked and flaking paint, and scrape off any resin that may have seeped out of the wood.
- Fill any cracks that may have developed in the corner joints of the frame/casing, or on the windowsill, with elastic filler.
- Spot repair the freshly sanded surface, using an exterior alkyd primer/Teknos Base Stain. Recoat the entire exterior of the window frame/door using appropriate Teknos topcoat paint/stain
- Avoid painting in rain or when the window frame/door is damp, or in temperatures below 8°.

General recommendations

- Any surface cut, particularly those exposing end grain must be brush coated with preservative and then coated with at least one full coat of an alkyd or acrylic paint suitable for exterior application before the joinery is in a fixed position.
- If the paint finish film is damaged it must be repaired immediately. Failure to do so will result in reduced durability of the coating system.
- Frames should not be rubbed down with coarse sanding paper. If a key is required use a fine sanding cloth.
- Failure to follow the above recommendations may affect this guarantee and the long-term performance of the windows.

Product Operation

Sash window with Egress hinges
To open sash, insert key into handle and turn to unlock, with thumb depressing centre button lift upwards and pushing away from you opening the window to its desired position.

To close window grasp handle and pull towards you, engaging locking mechanism by pushing down the handle insert key into handle and turn to lock window.
To engage night vent facility, open window as previously described but only push the sash away slightly and engage the night-vent keeper position.

To clean the outer face of glass open window slightly as previously described, depress the purple tab located in the top and bottom hinge mechanisms and push it away from the heel of the hinge until it engages.
Push the sash away from you; this will open the sash to its easy clean position.
After cleaning close the window as previously described.

Vertical Sliding Sash Windows
The following are simple precautions to be taken when opening and closing double hung sliding sash Windows.
Before attempting to open the window please ensure that;
a) The fitch catch on the centre-meeting rail is in the UNLOCKED position.
b) The security vent lock (when fitted) is screwed FULLY in and will not foul the bottom sash when it is lifted.

On completion of points (a) and (b) above lift the bottom sash using the 2 No. Sash lifting handles provided.

If you wish to open the top sash, push downwards on the meeting rail to initiate the downward movement, thereafter a gentle downward pressure applied to the glazing bars will complete the process. Do NOT lean out of the window to open the top sash.

To close the windows
Check that the fitch catch and security vent lock are positioned as (a) and (b) and with the aid of the 2 No. Handles pull the sash gently down to the closed position. The fitch catch can then be turned to the locked position. If ventilation is required the security vent lock can be unscrewed and the fitch catch placed in the unlocked position. Either sash can then be opened to provide a secure opening
If resistance is felt when attempting to open or close a sliding sash window DO NOT USE EXCESS FORCE or personal injury or damage to the window may occur. Seek the assistance of the designated maintenance persons or report the problem to the appropriate authority.

Door-sets
Doors hung on hinges and locked with multi point locking espagnolette, with Euro cylinder lock-lever handle

Opening door from the outside when locked.
To gain entry through the door insert key into euro-cylinder and turn anti-clockwise to unlock door, to disengage hook and dead bolt mechanisms grasp door handle and push down, (turn key this turns the latch for split spindle front doors only), whilst still grasping handle push-pull door from yourself and opening far enough to pass through.

Opening door from the outside not locked split spindle only.
To gain entry through the door insert key into euro-cylinder and turn anti-clockwise to release latch, grasping handle pull-push door from you and opening far enough to pass through.
(Please note when entering from outside if the door is not locked the key opens the door not the handle)

Opening door from the Inside when locked.
To leave through the door, turn the key-thumb turn (situated below the handle) clockwise to unlock the door. Grasp handle and push down whilst pull-push the door from yourself and opening it far enough to pass through.

Opening door from the inside when not locked.
To leave through the door, grasp handle and push down whilst pull-push the door from yourself and opening it far enough to pass through.

Care and Maintenance of Ironmongery

All items supplied either fitted at works or supplied loose for site fixing must at all times be maintained in a clean grit free condition. Where protection such as plastic wrapping is present this should be left in place until all building works likely to allow the introduction of foreign matter are complete.

Lubrication should be applied sparingly to moving parts at suitable intervals according to their environment during use. In the event of grit particles entering any moving parts the item concerned must be cleaned and re-lubricated immediately, where possible removal for cleaning is advised.

Failure to observe these recommendations will result in rapid deterioration and ultimately failure of the product.

Any item of ironmongery failing as a result of neglect must be replaced immediately in order to preserve the original geometry and function of the item to which it is fixed. Failure to do so may result in damage to accompanying items of ironmongery due to overloading. Distortion of the joinery product itself may also occur due to the lack of full positional control afforded by an incomplete ironmongery system.

Fine metallic finishes (i.e.: lacquer) to ironmongery must be cleaned with non-abrasive, non-corrosive cleaners; otherwise the fine surface finish will be damaged.

Installation

All items must be installed with a minimum 5mm clearance gap around the perimeter. This is to allow for movement after installation as the product settles. Failing to do so will prevent the door/sash from opening freely and can cause damage to the timber, paint and/or hardware

Sash windows
Level and plumb frame in opening ensuring all components are straight and supported ensure adequate fixings are used. (Frames over 1200mm wide will require head and sill fixings) Loose sashes, remove any packaging, checking sash to frame location match, offer the sash into frame and fix hinges with screws provided.
Fit Trickle ventilators to head of window with screws provided.
Any loose glass is glazed in accordance with Site glazing procedure. (See separate document Site glazing procedure)

Sliding Sash windows
Level and plumb frame in opening ensuring all components are straight and supported ensure adequate fixings are used. (Frames over 1200mm wide will require head and sill fixings)

Installing Loose Sashes; Sashes supplied loose, are marked with locations. Remove right-hand staff bead
(All other are fixed) locate sash into groove formed by parting bead and fixed staff bead on the left-hand side of the window frame. Fit sash into opening and fix staff bead by firstly peeling back the clear film on the tape, locate staff bead in desired position peel all the clear film off the tape and apply pressure to the bead to bond staff bead to window jamb.

Type D balances; Lift sash up and prop open, thread the spiral rod upwards into the tube by revolving anticlockwise use adjusting hook designed to fit into the balance foot, and pull downwards about 200mm without rotating, now apply Anti-clockwise turns to increase balance tension, the objective is to apply the minimum amount of equal
turns to the left and right balances until a balance is achieved.

Type F-K-M balances; Prior to installing the sash, tie a loop of strong cord or wire around balance foot, long enough to be visible when sash is raised. Lift sash up and prop open, fix balance foot to bottom of sash by pulling downwards on cord/wire until foot is visible and fold foot attachment under bottom of sash and fix with screws provided.

Adjust with a screwdriver. When adjusting (increasing the balance strength) caution is advised as the adjustment CANNOT be reduced in strength once applied.
Adjustment is by anti-clockwise turns applied equally to both balances of each sash.

It is imperative to apply the LEAST amount of turns to achieve the required balance. Do not over-tighten.
The spring/spiral balances are adjusted at works prior to delivery. Despite this it may be found that a further slight adjustment may be necessary on site. This is a common occurrence and is not due to any defect of the balance.

The natural ‘settling in’ of the balances prompts this adjustment.
The following instructions cover all aspects of sash balancing on site. Please note all sash balances are NOT identical, they are manufactured to suit their respective sash total weights. Therefore if removal becomes necessary it is important that they are marked to ensure they are refitted into their original positions. Failure to observe this simple rule may result in irreparable damage to the balances.

TO BALANCE PRE-INSTALLED SASHES ON SITE PROCEED AS FOLLOWS:-

1. IDENTIFY THE BALANCE TYPE by lifting the bottom sash. The bottom foot of the balance will then be visible inside the groove provided. There are two balance types, spring or spiral. Spring types are F K & M, which have a screwdriver slot: and spiral type D that has an eyelet

2. Types F K & M can be adjusted with a screwdriver. When adjusting (increasing the balance strength) caution is advised as the adjustment CANNOT be reduced in strength once applied.

Adjustment is by anti-clockwise turns applied equally to the left and right balance of each sash. It is imperative to apply the LEAST amount of turns to achieve the required balance. Do not overtighten.

3. Type D balances CANNOT be adjusted with a screwdriver they are provided with an adjusting hook designed to fit into the balance foot. Once engaged the spiral can be gently withdrawn and can be increased or decreased in strength: Anti-clockwise turns increase, clockwise decrease.
Once more the objective is to apply the minimum amount of equal turns to the left and right balances until a balance

N.B The balance weight is calculated from the glass specification given, if the glass fitted on site varies from this it may prove difficult to achieve a satisfactory balance, which may result in irreparable damage to the spiral balances.

Door-set Installation

All items must be installed with a minimum 5mm clearance gap around the perimeter. This is to allow for movement after installation as the product settles. Failing to do so will prevent the door/sash from opening freely and can cause damage to the timber, paint and/or hardware

Frames where width is larger than 1200mm will be delivered with doors removed. Level and plumb frame in opening ensuring all components are straight and supported ensure adequate fixings are used. (Frames over 1200mm wide will require head and sill fixings)
Remove any packaging, checking door to frame location match, offer the door to frame and fix hinges with screws provided.

Fixing Loose Items To Door.
1no Euro cylinder cw fixing bolt and set of keys, 1no cylinder guard cw fixing bolt, and 1 no handle set cw 2 no fixing bolts, 1 No Spindle, (1 no split spindle Front doors Only).
Insert euro cylinder into door handle and fit into door stile from outer face of the door leaf, turn to locate euro cylinder in door espagnolette. From the outside face of the door mark where the face of the espagnolette lock case is in relation to the euro cylinder.

Turn the euro cylinder and remove. Slide cylinder guard over euro cylinder [First loosen the 2 no locking grub screws located on each side of the cylinder guard],

Tighten locking grub screws either side of the cylinder guard ensuring the back face of the cylinder guard is in line with the mark made on the euro cylinder.
Turn to locate euro cylinder into door espagnolette, using fixing bolt provided insert into door espagnolette adjacent to euro cylinder and fully tighten.
Insert fixing bolt provided for cylinder guard from the inside face of the door and fully tighten.
Insert spindle (split spindle front doors only) from outer face of door (with the spring showing on outer face split spindle only), place handle over spindle and euro cylinder inserting fixing bolts on the inside face of door and fully tighten.

Adjustment of Keepers:
Located in the jamb rebate on the closing edge of the frame are 3 no factory fitted espagnolette keepers with adjustable surface mounted keepers.
The adjustment is made by loosening the bolts and moving plates to achieve desired fit of door to frame and retighten.

Site Glazing Procedure for Drain Vented System

A] Glazing rebates and beads free of defects and treated with 2 coats stain/paint.

B] Tape applied to rebates with corners mitered and clear film peeled back from Each corner and miter joint silicone sealed. (Fill all four corners with bead of mastic)

C] Glass pane edges free from defects and clean.

D] Place in bottom glass rebate 5mm glazing packers.

E] Lay glass unit in rebate ensuring bottom edge is in contact with bottom packers.

F] Centralize glass unit in width.

G] Fit bottom glazing bead first pushing the bead tight against the Glass and fix using stainless steel brads through the rebated groove.
H] Fit top glazing bead pushing the bead tight against the Glass and fix using stainless steel brads through the rebated groove.

I] Fit both side beads third pushing the bead tight against the Glass and fix using stainless steel brads through the rebated groove.

J) Fit Glazing gasket into the rebated groove by pushing the fin over the lipped edge against the Glass, in the same sequences as the beads.

Product Care & Maintenance Manuals are available to maintain the performance of our joinery supplied. Please download a copy and ensure they are passed to all personnel involved in the handling of our joinery product, especially the end user. No claims will be considered if these recommendations are not adhered to.

THE JOINERY MANUFACTURER MAY DISCLAIM RESPONSIBILITY FOR ANY DEFECT OR FAILURE THAT MAY SUBSEQUENTLY OCCUR IN THE JOINERY PRODUCTS, WHICH IS ATTRIBUTABLE TO NON-COMPLIANCE EITHER WHOLEY OR IN PART WITH THE AFOREMENTIONED ADVISE.

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.

In the unlikely event of a claim, please refer to our Guarantee Conditions & Claims Procedure.