

## Guarantees

In keeping with our quality policy, JELD-WEN® offers the following guarantees on its products:

**30**  
YEAR GUARANTEE

**30 year guarantee** against rot and fungal attack on all external timber components (excluding hardwood patio products).

Guarantee continuous, conditional on following our recommendations below.

**2**  
YEAR GUARANTEE

**2 year factory finish guarantee** for oak finished products in accordance with EN927/1-7.

**10**  
YEAR GUARANTEE

**10 year guarantee** against manufacturing defects (including window hardware only).

On all products against manufacturing defects (excluding redwood doors, ironmongery, fixtures and fittings – unless stated otherwise). JELD-WEN® will accept no responsibility for products cut down in size after receipt, or when utility or structural strength is impaired in fitting or application of hardware.

**6**  
YEAR GUARANTEE

**6 year guarantee** on Hi-Build factory stained external joinery in accordance with EN927/1-7.

**10**  
YEAR GUARANTEE

**10 year guarantee** against double glazing unit failure on factory-glazed windows, patio doors and French doors.

**10**  
YEAR GUARANTEE

**10 year guarantee** on Hi-Build factory painted external joinery in accordance with EN927/1-7.

For full conditions of these guarantees please refer to the Timber Windows Specification Guide.

## Recommendations

Recommendations for Storage, Installation, Decoration, Glazing and Maintenance. (See also specific product instructions available on our UK website at [www.jeld-wen.co.uk](http://www.jeld-wen.co.uk))

### Storage

#### Joinery (Windows, Door Frames and Patio doors)

Unglazed products must be stored in a dry place, stacked flat, slightly raised from the ground and adequately protected from the weather. No internal joinery shall be stored in a building which has not adequately dried out. Glazed products must be stored under cover, standing upright.

#### Doors

Storage and handling of doors must be in accordance with guidance offered by BS 8000 Part 5: 1990.

A timber door must not be exposed to extremes of temperature or humidity prior to protection.

Doors must be kept dry and stored flat in a protected, well ventilated area. Doors must not be stored or hung in damp or freshly plastered rooms. Polythene or other protective wrappings must remain on the door as long as possible.

Natural finished doors must not be stored in a way that fully or partly exposes them to daylight. Exposure to ultraviolet light (normal daylight) can cause fading or discolouration of timber and veneers.

If stacking, use a minimum of three bearers, equally spaced along the length and across the full width of the door, to ensure an equal distribution of weight.

### Installation

#### Joinery (Windows, Door Frames and Patio doors)

The fitting instructions where supplied must be followed and the assembly and fitting procedures described must be strictly adhered to.

All joinery shall be installed correctly in accordance with normal trade practices and adequately maintained in service.

In the case of replacement windows, reveals must be sterilised before new joinery is fixed.

#### Doors

The fitting instructions where supplied must be followed and the assembly and fitting procedures described must be strictly adhered to particularly for fire doors. Fitting of doors must be in accordance with guidance offered by BS 8000: Part 5: 1990.

Locks and letter plates etc., should be fitted before the door is hung.

If the door is preservative treated, any cut or drilled area for locks and letter plates etc., must also be preservative treated before hanging.

Preparation for and installation of any additional hardware must be effected in a manner that ensures that water cannot penetrate inside the external protective coating/layer.

A reduction in the width of the door must be achieved by removing equal amounts from each side of the door.

Feature and panel doors should not be reduced by more than 6mm all round. Moulded and Flush doors a maximum of 6mm bottom, and 4mm off each long edge. Flush door blanks can be reduced by 50mm on all four edges.

Tops of doors are not recommended to be trimmed. Fire doors in particular **must not** be trimmed at the top. If in any doubt refer to our Technical Department.

Care must be taken in the fitting of locks and latches to ensure that the performance of the stile/rail joints are in no way impaired. Mortice locks must not be fitted opposite the mid-rail because of the danger of removing the dowels and weakening the door.

External doors must be hung on 1½ pairs of good quality brass or steel 102mm (4") hinges. Internal doors can be hung on one pair of hinges 76mm (3") unless the weight exceeds 20kg or a large difference in humidity on opposite faces of the door is likely. A bathroom door for example, requires one and a half pairs of hinges.

Jams and stops in door frames must be square and plumb.

Special detail attention must be paid to installation of fire doors, including compatibility of frame, intumescent seals and all hardware and ironmongery. Technical data sheets are available on our website.

### Manual Handling

Almost all glazed windows and doors, and many unglazed products, weigh in excess of 15Kg. Considerable care must be taken in the handling of all our products, both to prevent damage, and particularly to avoid injury to those using our products. If manual handling methods are to be used, the risk to the user must be assessed and suitable manual or mechanical assistance provided if necessary. Detailed standard product weights are available upon request by calling 01664 484 500.

Guidance on Manual Handling assessments can be found on the HSE website, [www.hse.gov.uk](http://www.hse.gov.uk)

## Decoration

### Joinery (Windows, Door Frames and Patio doors)

All undecorated joinery supplied in the white must be suitably primed or stained without delay after receipt and all joinery supplied primed must receive further coats of paint within 3 months of delivery. Knotting must be reapplied if knots become visible.

Danish Oil is not suitable for use with JELD-WEN products.

Joinery supplied with a basecoat of stain must receive further decorative coats as soon as possible and certainly within 1 month. Knotting treatment must be applied if an opaque paint finish is required. Any surfaces subsequently cut, particularly those exposing end grain, must be brush coated with preservative and if required for paint finish must also be primed before the joinery is fixed in position in accordance with British Standards or Eurocodes.

## Doors

Decorate in accordance with the British Standard Code of Practice BS 6150: 1991. Painting of Buildings, and BS 8000 Part 12: 1989.

The stain or paint manufacturers instructions must be followed.

All surfaces must be treated (sealed) at the same time to prevent distortion from moisture imbalance. A base coat stain or paint primer are in themselves not a seal.

It is essential that the paint or stain be applied to all four edges of the door and inside all cut-outs for locks, letter plates, hinges and glazing recesses.

We recommend that in areas of severe exposure external doors should be protected by a porch, hood/canopy, in addition to the recommended decorative protection.

## Glazing

### Joinery (Windows, Door Frames and Patio doors)

Glazing must be carried out using a proprietary material or glazing system complying with the requirements of BS 8000 Part 7: 1990 and NHBC Standards Charter 6.7 January 1999 edition effective from January 2000.

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

Setting blocks, distance pieces and glazing spacers must be used. See product instructions for details. Also available on our website.

Glazing rebates and the concealed surfaces of all beads must receive either a coat of proprietary brand sealer or two coats of the finishing material, to be applied to the frame before glazing.

Standard insulating glass units used in patio doors and conservatories must not be used in areas of high humidity, e.g. swimming pools or similar.

Further information is contained in the leaflet attached to each unit.

## Maintenance

### Joinery (Windows, Door Frames and Patio doors)

The decorative finish applied to external joinery must be maintained in service and moisture must not be allowed to penetrate into the timber throughout its life.

Annual inspection should be made and touching up carried out as necessary in areas of wear (for example, exposed areas of window sills).

## Quality Assurance

### JELD-WEN® UK Ltd Quality Policy

The quality of all the products and services provided by JELD-WEN® UK Ltd is fundamental to the success and development of the business.

It is therefore our policy to research and consistently meet the quality requirements of every market segment in which we operate, through the setting of challengingly high specification standards, regular monitoring and reporting of performance, and the implementation of continuous improvement programmes.

We are committed to the training of all our employees in our quality processes, and their personal role in meeting and exceeding our quality standards.

We use ISO 9001:2000 as the structure for the implementation of this policy and are regularly assessed by a recognised accreditation organisation for compliance with this standard.