



A GUIDE TO THE CARE OF YOUR
Wooden Doors, Timber Doors
Wooden Windows, Timber Windows
Wooden Stairs, Timber Stairs

INTRODUCTION

At www.ejoinery.co.uk we care about our customers and also the products they choose to buy from us. We want you to be fully satisfied with both product and service.

www.ejoinery-doors.co.uk works very closely with reputable suppliers and manufacturers of **wooden doors, French doors, patio doors, fire doors, glazed fire doors, interior doors, glazed interior doors, exterior doors, front doors and back doors,**

www.ejoinery-windows.co.uk sells only **timber windows** from the UK's leading **wooden windows** manufacturer **JELD-WEN**.

www.jeld-wen.co.uk manufacture **sash windows, casement windows, Edwardian windows, Victorian windows, bay windows and cottage windows,** many of which are supplied from the **Sovereign Stormsure Range**.

www.ejoinery-stairs.co.uk sells only wooden stairs manufactured by **JELD-WEN** who supply all the ranges from **bespoke specials, standard flights to stair parts.**

We are expert in all aspects of the products mentioned above, including compliance and their technical specifications.

This information can sometimes seem daunting to the inexperienced and can be overlooked when working to tight deadlines. However, this information is provided for you, our customer, to ensure that you obtain full satisfaction from the product you have purchased from us, the product operates as per specification and you stay within the terms of the manufacturer's warranty.

www.ejoinery.co.uk sells a wide variety of high quality wooden doors, wooden windows and wooden stairs, all of which are supplied with instructions relating to storage, decoration, installation and maintenance. With this in mind, you should ensure that your **installer, joiner, carpenter or building contractor** adheres strictly to these instructions as we cannot be held responsible for any problems that occur during or after installation that have arisen due to poor or incorrect installation.

DELIVERY AND STORAGE

All of our products - **wooden doors, wooden windows, timber windows and wooden stairs** – are made from the finest quality natural materials and have been manufactured and stored, prior to delivery, under controlled conditions to ensure that you receive them in perfect condition. The biggest threat to such materials is moisture or excessive dryness, Once products have left our custody we have no control over the conditions to which they are exposed. To avoid any

subsequent cause for disappointment, we strongly recommend that the following advice be heeded. If suitable care is not taken appropriate treatment applied, stresses within wood may be released, resulting in movement or distortion such as swelling, warping splitting and even discolouration.

Wooden doors, wooden windows, timber windows, wooden stairs will be delivered on our own specially adapted vehicles and all components should be checked at the time of delivery to ensure that they are in accordance with the invoice and that the delivery is complete.

All parts of the product must be checked within a 2 day period and **before** installation as any discrepancies or replacement parts notified to us after this time will be chargeable.

Wooden doors should be stored flat (never on edge or on end) on a level surface and kept clear of the floor on at least three level bearers. The bearers should be longer than the width of the doors and the gap beneath the doors should be at least 90mm.

Wooden doors should be protected from dirt and damage but without restricting air circulation. Natural finish **wooden doors** should be stacked so that they are not partly exposed to daylight.

The moisture content of timber in **wooden doors** ranges between 10% and 16% depending upon their type and location. It is important that the appropriate moisture content is maintained during storage on site and during the construction process. Wherever possible, the sequence of deliveries should be co-ordinated to site requirements in order that doors are not kept on site unfixed for longer than necessary.

Wooden doors should not be stored or fitted in the building until the wet trades are finished and the building has dried out.

Wooden doors should be handled carefully to avoid physical damage. Avoid dragging them across each other in the stack.

Never hang or fit a **wooden door** before applying a protective coating. This must be oil based and **not** a preservative treatment.

DECORATION PRIOR TO INSTALLATION

Wooden doors and **wooden windows** should be "treated" as if they were a piece of furniture.

Wooden doors and **wooden windows** supplied unfinished (undecorated) should be thoroughly sealed on all faces and edges **prior** to the commencement of any installation work.

Do not use water based decorating products on any **wooden door, French doors or patio doors** that are veneered.

Before attempting to decorate your **wooden door** or **wooden window** product take great care in selecting the finish you require. Check with the supplier or manufacturer of the decorative product you are looking to use to establish that it will give a complete and lasting seal between all component parts.

To ensure that you are satisfied with the final finish, you should firstly apply a coat to the non-visible top or bottom edge of your **wooden doors** or **wooden windows** before proceeding to decorate visible faces. In this way you can establish whether the result meets your requirement before

applying the finish to the entire product. If it is not, you will be able to change the decorative coating without spoiling the door or window.

Do **not** use varnish, polyurethane-based products or quick drying products as they will not offer the protection the product requires.

Each finishing coat must be applied to all four edges, to both faces, inside all cut outs for locks, letter plates and hinges, inside all glazing rebates and around beading. Pay careful attention to all exposed end grain including tops and bottom stiles and the fielding of raised and fielded panels. A minimum of 3 finishing applications should be made strictly in accordance with manufacturer's instructions.

All timber doors must be finished in accordance with: **British Standard Code of Practice Part 5 1990.**

For further information please contact **British Standards** direct or the relevant manufacturer of the product you intend to use:

www.bsi-global.com www.sadolin.co.uk www.sikkens.co.uk www.dulux.co.uk

INSTALLATION

We always recommend that a qualified tradesperson carries out the installation of your French doors, patio doors, folding sliding doors, sliding patio doors, fire doors, glazed fire doors, glazed interior doors, exterior doors, front doors, back doors, wooden doors, wooden windows, timber windows, sash windows, casement windows, Victorian windows, cottage windows, bay windows or double glazed windows.

Please ensure that the installer is fully conversant with the information above and any fitting instructions supplied with the product before installation begins.

We cannot accept responsibility for any loss or damage caused during the installation of the product or whilst in storage on your premises.

HOW TO CONTACT US

If you should have any queries or questions relating to the products that you have purchased from us you can contact us in the following ways.

By telephone on : 08081 434943 or technical helpline 01675 469016

By email to: enquiries@ejoinery.co.uk

By post to:
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