

# Form A:

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## **Before installation:**

### **Proper Care and Maintenance**

To get the most out of your new product and the benefits of its Warranty certain steps needs to be taken before, during and after installation. It is important to read through these instructions as it will not only help extend the lifespan of your product it will also ensure you know how to resolve issues should they arise.

### **Storage:**

Even though a phased approach is recommended to avoid the necessity for long term storage (Longer than seven days) it is not always possible to avoid. Thus, it is of great importance to ensure the product is kept clean and dry well ventilated space while being properly supported, products should be kept stacked on soft supports to keep them safe from ground level moisture, dirt, and in order to avoid damage the my occur thanks to uneven surfaces. Extrusion tape and securing fasteners should not be removed until after installation and cleaning of the site. Doing so my lead to damage not covered by the Warranty.

### **Installation**

It is extremely important to only use competent carpenters and installers, K Parker Joinery cannot be held responsible for failures caused by incorrect installation. See Page3 for our preferred instructions.

### **Routine Maintenance**

Routine maintenance is required to keep your product in good working order, it is also important in order to extend the life of the product, neglecting to maintain a product may shorten it's life, and lead to damage not covered by the Warranty.

### **Inspecting:**

It is important to inspect products every change of season to ensure small issues will not turn into major problems. It is important to open doors and windows not in regular use as this will help spot problems while they are still in their infancy.

# Installation Notes

## Contractor

### *Precautions*

*Plastering will dramatically increase the humidity in a room, it is thus recommended in new building to only install timber frames once most of the plastering has been done and been allowed to dry. Where not possible it is recommended to keep rooms well ventilated.*

- Before arrival, all openings must be properly prepared. K Parker Joinery's installation teams cannot be expected to prepare nor wait while openings are prepared.
- Positioning of frames, tolerances must be left on un-plastered reveal 10mm to window's finals size.
- Protective covers must not be removed until final clean-up has been done.
- Besides, one coat of clear oil or primer K Parker Joinery will not paint or treat any timber products and it is the installers / Contractor's responsibility to ensure all six surfaces including newly routed cavities are properly treated and thus protected.

## Room Preparation

### **Before installation can commence certain preparations need to be made**

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- All fixtures such as security gates burglar bars blind or shutters hindering installation need to be removed.  
*K Parker joinery will not be held accountable if the design of the new windows / doors hinders the operation or re-installation of previously fitted fixtures*
- It is the responsibility of the client to know and specify the location of all wires (Electrical, Security, Fibre OR AV) underfloor heating and plumbing before installation begins to avoid possible damage  
*K Parker joinery will not be held accountable for damage to any wires plumbing or other items occurred during installation.*
- All furniture hindering access to installation sight must be removed prior to the arrival of installation team
- Rebates and Beading on timber products must be painted or oiled prior to the installation of glass.

Even though we aim to minimise our impact on you home it is important to know that renovations do generate a large amount of dust and other dirt. It is thus recommended that any

furniture or fixtures that could be damaged be removed before hand. K Parker Joinery cannot be held liable for damage to any fixtures or furniture during installation.

*All Removals will happen from the outside, if not possible additional charges may apply*

# Glass Care

## ***Precautions & Warnings:***

- *Do Not use abrasive cleaning solutions.*
- *Do Not use cleaners having a high acid or alkali content.*
- *Do Not clean glass when it is in direct sunlight.*
- *Do Not use high-pressure washers or garden hoses to clean doors and windows.*
- *Do Not allow cleaning fluid to dry on the glass or surrounding surfaces.*
- *Do Not use razor blades, scourers, metal or abrasive products.*
- *Do Not use hot water on cold glass, or cold water on hot glass.*



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## **Normal Routine Hand Cleaning**

### **ROUTINE CLEANING PROCEDURE**

- It is recommended that jewellery and watches be removed prior to cleaning and that gloves be worn.
- Flood the glass surface with the spray-on cleaning solution or with a cloth saturated with the cleaning solution.  
Be generous with the amount of solution applied.
- Rub the wet surface with a clean, lint-free towel or cloth.
- Wipe dry with a dry, clean, lint-free towel or cloth. Do not use a squeegee on the coated (interior) surface.
- To prevent streaking, stop wiping when the glass is almost dry and there is a uniform film of moisture left on the glass surface. The film will quickly evaporate leaving a clean surface.

# High Performance Glass – Special precautions

## Low E Glass

### *Do Not Use the Following on Low E Glass*

- *Abrasive Cleaners*
- *Ammonia based products*
- *Powder based cleaners*
- *Alcohol based products*
- *Harsh Alkali or acid-based cleaners*
- *Scrapers, Blades or Squeegees*
- *Metal based objects like scorers*

## Double Glazing

### *Do Not Use the Following on Double Glazing*

- *Be sure to avoid using a high-pressure hose, however, since this may cause damage to the seals and sealant between the glazing and the frames.*
- *Strong detergents can damage the seal on the double glazing only use recommended solutions to damage glazing.*
- *Avoid Powder based cleaners*
- *Avoid Abrasive Cleaners*
- *Avoid Flooding with Cleaning Solutions*

# Timber Care

## ***Precautions & Warnings:***

- *It is of utmost important to always ensure all six surfaces have been treated, furthermore cavities created for the installation of locks and so forth should be coated too. Any untreated area may lead to water penetration or fungal infestation.*
- *It is extremely important to replace missing fasteners as soon as possible (screws etc.)*
- *If these products are subjected to spillage of cement, render or other material, you must wash them clean immediately or you may risk a permanent stain or damage to your doors. Timber surfaces should be kept clean and free of debris, bird droppings and other contaminants could lead to permanent damage if not removed in a timely fashion.*
- *When cleaning windowpanes, then make sure the glass cleaner doesn't go onto the timber frames. Avoid using a hosepipe or pressure cleaners and avoid completely saturating the area.*
- *Paints and stains should only be applied by competent persons while adhering to the Paint/Stain Manufacturer's instructions while keeping the product specifications in mind*
- *The Use of Dark Paints on Timber will lead to added thermal stress which may result in cracks and splitting, the application of such paints will thus result in the Warranty being voided.*
- *High gloss finishes require a lot of extra preparation, preparation which if not done correctly will result in an uneven finish. Our product is delivered in a raw state in it is thus recommended to seek the advice or services of professional painter*

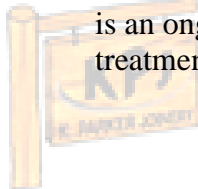
# Timber: General Care

## Cleaning

- Use a soft cloth and water with washing-up liquid, or similar, to lightly wash it down. This will help to remove dust, insects and other contaminants that encourage the growth of algae and fungi.
- Use a mild detergent solution and always rinse thoroughly when finished.
- Remember to clean weather seals ensure they remain firmly attached.

## Maintenance

We suggest a thorough inspection quarterly (on change of season, inspecting as much of doors and frames as possible. It is important to look for cracks in the finish, discoloration and swelling. It is also important to ensure that all six sides of the door have been treated, any exposed surface could lead to a variety of complications that could severely affect the usable lifespan of the product in question. In short if it is exposed to the elements, no matter how slight the exposure, eventually it will lead to irreparable damage. Maintenance is an ongoing process and depending on external environmental factors, periodical treatment of timber will be required



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# Aluminium

## Available Finishes

There are two types of finishes available on Aluminium, Powder Coating and Natural.

### ***Precautions & Warnings:***

*It is Important to keep all protective tapes and films on Aluminium Styles and Glass until after construction has been completed and the site has been properly cleaned.*

*Construction materials such as concrete and mortar should be removed immediately to avoid damage to the finish.*

## Natural Anodised

### ***Precautions & Warnings:***

- *It is important to restrict cleaning to mild weather, cleaning should be done on the shaded side of the building or ideally on a mild cloudy day with temperatures not exceeding 25°C.*
- *It is recommended to clean all surfaces with clean water before applying cleaners*
- *It is important to never use aggressive Alkaline or Acid cleaners on Aluminium, cleaners containing the following trisodium phosphate, phosphoric acid, hydrochloric acid, hydrofluoric acid, and fluorides should be completely avoided.*
- *Always follow the instructions provided by the cleaner's manufacturer and test it on a small section first. Different kinds of cleaners should never be mixed.*
- *It is preferable to clean metal that has been shaded or early in the mornings before the sun has had chance to heat it up since chemical reactions may be sped up by higher temperatures and could cause possible streaking. It is also best to avoid cleaning aluminium that is cold enough to cause condensation.*



## General Maintenance

It is recommended to clean all aluminium surfaces with a weak solution of mild detergent at least once every three months preferably on the change of season. Depending on external environmental factors. Debris such as bird droppings should be removed as soon as possible as they may cause permanent staining of the surface.

# Powder Coating

## *Precautions & Warnings:*

- *It is important to restrict cleaning to mild weather, cleaning should be done on the shaded side of the building or ideally on a mild cloudy day with temperatures not exceeding 25°C.*
- *Over cleaning or excessive rubbing can do more harm than good Avoid Abrasive cleaners, do not use abrasive materials such as steel wool or brushes that could damage the finish. Never use paint removers, aggressive alkaline, acidic, or abrasive cleaners. Do not use trisodium phosphate, highly alkaline or highly acidic cleaners. Always do a surface test. To prevent marking and scratches, make sure cleaning sponges and cloths are grit free.*

## General Maintenance

It is recommended to clean all surfaces with a weak solution of mild detergent at least once every three months depending on external environmental factors. Debris such as bird droppings should be removed as soon as possible as they may cause permanent staining of the surface. Touch up paint is available from K Parker Joinery and it is recommended at any deep scratch be covered as soon as possible.

# Sliding / Sliding Folding Units

## Tracks:

### Cleaning

Since there are moving parts involved it is of utmost important to keep the tracks clear of any possible obstruction that could possibly cause the door to derail, debris that may cause a wheel to jamb or sand that may eventually cause bearings to seize. Prevention is better than cure and prevention is as simple as vacuuming the tracks once a week whether or not debris is visible, wiping the track with a soft damp cloth from time to time would further limit the possibility of malfunction.

### Maintenance

- Apply a small amount of Vaseline to the inner lip of all the track, about ¼ of a teaspoon will do the trick.
- Apply it using a spatula or a putty knife to ensure all the wheels pass through them to evenly distribute lubrication along the track. This will not only protect against corrosion but extend the life of the bearings.

## Other Hardware (Rollers, hinges, locks, bolts etc.)

### Cleaning

We recommend any dirt, sand, dust, and any other debris be removed as regularly as possible. This will protect your hardware and limit potential functionality issues. Wipe down the visible surfaces with a soft damp cloth and then rinse off by wiping with a clean damp cloth.

### Maintenance

- Keep locks lubricated with silicon spray, ensure all excess spray is wiped away.

# Hinged Doors

## *Precautions & Warnings:*

- *It is important to consult the paint manufacturer before applying any kind of treatment to doors, certain types of paints and certain colours will result in the Warranty being voided*
- *Parliament or Projection hinges require constant adjustment and should be avoided if possible*

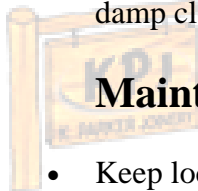
## Hardware:

### Cleaning

We recommend any dirt, sand, dust, and any other debris be removed as regularly as possible. This will protect your hardware and limit potential functionality issues. Wipe down the visible surfaces with a soft damp cloth and then rinse off by wiping with a clean damp cloth.

### Maintenance

- Keep locks and hinges lubricating spray, ensure all excess spray is wiped away.
- It is important to take notice that even though silicon spray offers excellent lubricating and protecting qualities it does tend to attract dirt.



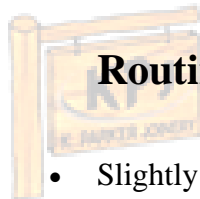
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# uPVC

## ***Precautions & Warnings:***

- *Windows made from the REHAU System are designed to close firmly and save energy. Your new windows will be considerably better sealed than your old ones, and if they are double glazed will, under normal circumstances, prevent condensation because of better insulation.*
- *Abrasive cleaners as well as dry cleaning with a duster should be avoided. Cleaning solutions and polishes that contain solvents or thinners should not be used. Aggressive chemicals like these will attack the window frame and seals.*
- *Rust patches can only appear because of external metal particles from the outside atmosphere.*

## **Frames**



### **Routine Cleaning**

- Slightly dirty frames can be cleaned with warm water and washing up liquid. Be sure to avoid spilling any of the soapy water into the frame itself as it may attack the seals and lamination.
- Extremely dirty frames should be cleaned with REHAU's special cleaning fluid – available from your local REHAU Window Systems dealer

## **Hardware**

### **General Maintenance**

- All moving parts of fittings should be lightly lubricated once or twice a year, to ensure that the windows will always open smoothly.
- Most fittings have a built-in adjustment facility, so if a window should begin to stick contact your local dealer, as only a trained window installer has the skill to make the necessary adjustments.

# Sunflex

## ***Precautions & Warnings:***

- *Observe the safety instructions and instructions for use of the respective servicing and cleaning products.*
- *When cleaning do not use a material with an unknown composition. If you are not certain about the effect of the cleaner, then test it first by cleaning a visually unimportant, non-exposed portion of the component.*
- *Do not use alkaline caustic solutions, acids, and fluoride-containing detergents to clean glass surfaces*
- *A suitable protective film should be used to protect the glass surface against mortar spattering, cement slurry, sparks or weld sputtering from partitioning screens and stone-facade acidic-cleaner.*

## **Glass**



### **Cleaning**

Dirty Glass surfaces can be cleaned using water and a sponge or cloth, etc. Commercially available non-abrasive glass cleaners (such as Ajax, Pril etc can be added to the water. Stubborn stains such as paint or tar splashes should be removed with methylated spirits or white spirits.

## **Hardware**

### **Seals**

All seals must be cleaned and lubricated at least once a year to ensure good functioning. For this purpose, it is recommended to use a seal care product. The care product maintains the suppleness of the seal, thus preventing premature brittleness. Ensure that the seals are not damaged and do not come into contact with solvent materials.

### **Fittings**

All fittings must be regularly checked for tightness and wear. Attachment screws must be tightened, and defective parts replaced as required. In addition, at least once a year, all moving and sliding fittings must be lightly greased with fitting grease. Only servicing and cleaning agents that do not affect the corrosion protection of fittings should be used.

# Blockhouse

## *Precautions & Warnings:*

- *Do not use solvents such as thinners, benzene, turpentine, non-recommended household/commercial/industrial cleaners, abrasive cloths and cleaning agents, brushes and/or sponges to clean your shutters as it may affect the powder coating.*
- *When in doubt please ask your Blockhouse Shutters agent for assistance and/or additional information.*
- *Report all product related defects to your sales consultant as soon as possible. All breakages in film must be repaired within 24 hours.*

## **Equipment needed for Cleaning**

- 2 x white cotton soft cloths
- Broom with soft bristles or a vacuum cleaner (for cleaning of bottom tracks ONLY)
- Non-acetic multipurpose silicon spray

## **Weekly Cleaning**

- Remove dirt and dust from the bottom track by using a broom or vacuum cleaner. Dirt inside the track will prevent the bottom guide pin from gliding smoothly, causing the shutters to get stuck or make abnormal squeaking or scraping sounds while opening and or closing them.
- NO lubrication needed for the bottom track.
- Shutters, louvre blades, frames, and tracks (top and bottom) should be cleaned with a solution of warm water and non-abrasive, pH neutral detergent solution. Surfaces should be thoroughly rinsed after cleaning to remove all residues. All surfaces should be cleaned using a soft cloth or sponge or nothing harsher than a soft natural bristle brush.
- Dry the shutters by using a non-scratch cloth.

## **Maintenance**

- Every six months – Lubricate all the wheels inside the top track by using a non-acetic multipurpose silicone spray.
- Please read all product instructions and cautions as indicated.
- NO lubrication needed for hinges.
- NO lubrication needed for the bottom track.
- NO lubrication needed for the lock and cylinder.

# Warranty Terms

*Please Note the Warranty is only valid after final payment is received*

*KPJ is not liable for any direct, indirect, or consequential costs whatsoever for any loss or damage of any nature or sustained because of goods sold or installed. All tolerances must be considered, and the warranty is subject to the correct site handling and cleaning as described in this document.*

## Conditions:

- The Warranty is limited to faulty material and workmanship
- Repair or replacement will be at K Parker Joinery's (KPJ) description, final and binding.
- The Warranty is subject to the product not being used outside of its designed specification.
- K Parker Joinery reserves the right to request maintenance records, it is thus expected of the client to properly maintain said products for the Warranty to be valid
- A faulty product will be repaired and only if it cannot be repaired will it be replaced
- Obvious signs of abuse or misuse will result in the Warranty not being honoured
- It is the responsibility of the owner of said product to regularly inspect and check for early signs of failure, neglecting to do so could result in the Warranty not being honoured

## THIRD PARTY WARRANTIES:

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- Timber: 5 Years
  - Aluminium: On Request Project Specific
  - uPVC: 10 Years
  - Sunflex: 2 Years on Workmanship of Product 5 Years on Material
  - Blockhouse: 5 Years
  - Glass: 10 Years
  - Ironmongery: 2 Years

## IRONMONGERY

- Window--friction hinge and casement handle + wedge.
- Sliding & Folding--tracks, wheels, hinges, and guides.
- Doors--N/A

## TREATMENT

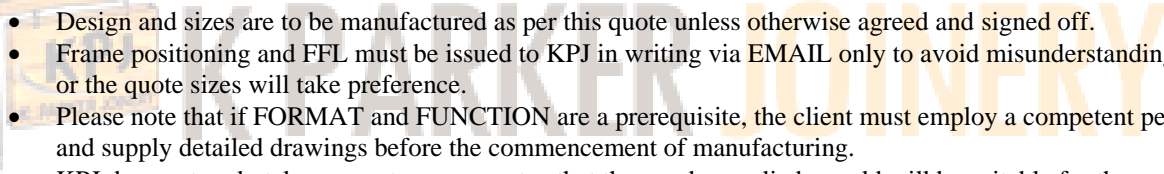
- Timber is a natural product, supplied in its natural state.
- Colour differences are not seen as a defect.
- Timber must be treated on all six sides on receipt.
- Dark colours such as BLACK must be avoided outside and VOID any guarantees.
- Avoid High Gloss unless done by a professional.
- Mouldings are to the nearest length of stock available--Meranti (2.7m---4.2m) Supawood (3.6m---2.750m) and supplied in its natural state.
- If in DOUBT please confirm with us via email only.

# Special Terms

## LIABILITY

- Any expense incidental or otherwise arising out of or because of any defects in the goods sold or installed.
- Force Majeure, including other reasons but not limited to late delivery, machine breakdowns, shortage of materials, transport delays and capacity.
- Goods signed for that are later lost or damaged
- Timber is a natural product and colour differences are not considered a defect
- Meranti Standard and Better is used as a basis for pricing unless another material is specified in the body of the quote

## DESIGN + SIZE + POSITIONING

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- Design and sizes are to be manufactured as per this quote unless otherwise agreed and signed off.
  - Frame positioning and FFL must be issued to KPJ in writing via EMAIL only to avoid misunderstandings or the quote sizes will take preference.
  - Please note that if FORMAT and FUNCTION are a prerequisite, the client must employ a competent person and supply detailed drawings before the commencement of manufacturing.
  - KPJ does not undertake warranty or guarantee that the goods supplied or sold will be suitable for the purpose for which they are intended to be used by the customer.

## SCOPE OF WORK

- It is the sole responsibility of the client without exceptions to ensure all information is provided to KPJ prior to manufacture and by paying the deposit agrees to the content of the quote and all terms in this document.