



NINEZERO
TIMBER WINDOWS AND DOORS



MAINTENANCE,
CARE & PROTECTION
OF YOUR PRODUCTS

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Congratulations, you have taken delivery of your Nine Zero order. Your windows and doors have been manufactured to the highest standards and quality, as with all of our product range.

The manual contains instructions that must be followed carefully so as not to invalidate your warranties in the unlikely event of a claim being made. This document should be passed to the homeowner on completion of the installation or building premises owner to make sure that maintenance and aftercare are fully undertaken. Failure to do this could affect the Nine Zero Warranty and Terms & Conditions. Please follow the step-by-step guide to ensure that the guarantees remain valid throughout their service life.

MAINTENANCE, CARE & PROTECTION OF YOUR PRODUCTS



CHECKLIST

The checklist below summarises the simple maintenance procedures that need to be followed. We are confident that by following these steps your products will last a lifetime with very little effort.



To be carried out on a quarterly basis

The cleaning of your windows and doors, including furniture (see the Cleaning your windows and doors section on page 24 and the Furniture section on page 29 for further details). Cleaning of the weather seals to remove any dirt or debris (see the Weather seals section on page 29 for further details).



To be carried out on an annual basis

Lubricate all moving parts, including furniture, with an acid-free oil or grease (see the Furniture section on page 29, plus the relevant product operation and maintenance page for further details). For coatings applied to European Oak timber, and for light oak stains, a 6-month check is required to maintain the guarantee.



To be carried out as required

When the opening of the window or door becomes more resistant to movement than normal, lubricate as required with an acid-free oil or grease (see the relevant operation and maintenance product page for further details).

MAINTENANCE, CARE & PROTECTION OF YOUR PRODUCTS

PLEASE ENSURE YOU HAVE READ & FULLY UNDERSTOOD THE FOLLOWING

- Windows are installed in accordance with our instructions. Please check that there is no damage to the coating, such as chipping, staining, etc.
- Should the coating become damaged when the windows are installed, the coating should be promptly repaired in accordance with our remedial coating instruction, which is covered in this section.
- The coating is cared for in such a way that it is not damaged by abrasion, for example by window cleaners' ladders.
- The coating and surrounding area are not cleaned with strong chemicals.
- The coating is cleaned at specific intervals so that dirt retention does not lead to excessive mould growth. Such mould growth is likely to occur on north-facing elevations.
- Only coatings recommended by Nine Zero should be applied to the joinery.
- Please follow the correct coating maintenance schedule.
Teknos UK, paint suppliers: telephone number 01869 208005.
- Our focus is to achieve long life with low maintenance. We are able to provide a standard ten-year guarantee on paint finishes because of the premium materials that we use and the way in which we apply the coating. In reality, we are confident that the coating will last much longer, as long as some simple maintenance is carried out. For ease of use, the maintenance guidance is summarised below. Please note, all of the guidance below relates to the window frames and sashes.

CLEANING YOUR WINDOWS AND DOORS

How often should I clean my windows and doors?

This should be done at least quarterly, usually at the same time as cleaning the glass. Cleaning on a quarterly basis will help to prevent any fungal build-up and provide an opportunity to inspect for any damage or coating wear.

Which detergent should I use to clean my windows and doors?

Wash with hot soapy water (any mild liquid detergent solution will suffice) to remove any contaminants, frequently changing the water. After washing, rinse thoroughly with clean water to remove all residue, then wipe dry with a clean cloth.

What should I do in the case of stubborn dirt?

For stubborn dirt, it may be necessary to use a stronger, non-abrasive cleaner such as bathroom cleaner. Apply with a non-abrasive scouring pad, then rinse thoroughly with clean water to remove all residue. Wipe dry with a clean cloth.

What should I do if I find signs of fungal growth?

If any fungal growth is found, apply a solution of one-part household bleach to two parts water. Leave the solution for approximately twenty minutes to act, then rinse thoroughly with clean water to remove all residue. Wipe dry with a clean cloth.

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RECOATING

When do I need to recoat?

Recoating is only necessary when the coating begins to show signs of wear, such as colour fading and significant loss of sheen, or after the repair of damage.

How do I order the paint or stain to recoat?

We supply the full range of products which are required to recoat your windows and doors. If you wish to place an order please call us on 0208 397 8636 or email hello@nine-zero.co.uk

How do I know which colour paint or stain to order for recoating?

We will have a record of your original order, so will be able to let you know what you need to order based on the original specification.

What is the recommended process that I need to follow when the time comes to recoat?

Recoating a paint or stain finish is extremely simple providing the following steps are taken:

- **Step 1** - Clean the window or door as per the instructions detailed in the section Cleaning your windows and doors. Rinse thoroughly to remove all residue then wipe with a damp cloth and allow to dry.
- **Step 2** - If the surface is looking weathered then it can be recoated without preparative sanding. If there is any sheen to the coating then, before applying the relevant paint or stain, it's recommended to sand lightly with a fine abrasive, such as p240 or finer. After sanding, wipe with a very lightly dampened sponge to remove sanding dust and then wipe dry with a clean cloth.
- **Step 3** - Apply a brush application of an approved coating. For paint colours, you will need to apply two to three coats of Teknos 2600 Opaque PU. For stains you will need to apply two to three coatings of Teknos Satin Translucent. It's essential that a synthetic brush designed specifically for the application of waterborne coatings is used.

WHERE MOISTURE HAS PENETRATED JOINTS, END GRAIN OR MITRES, OR NATURAL MOVEMENT OF TIMBER HAS OPENED SHAKES IN WOOD

Abrade the damaged area with a medium-grade abrasive paper and follow with a fine-grade abrasive paper. Clean down and wash the abraded area to remove dust and dirt then allow to dry thoroughly. Prime with a high performance, water-based, micro-porous, brush-applied coating in the original colour or stain.

Seal any end grain with end grain sealer. If there are any gaps to be filled, use an acrylic sealant that can be over-painted. Then repeat the process for top coat as described in the previous section.

Recommended end grain sealer: Teknoseal 4000-00.

Teknos UK, paint suppliers: telephone number 01869 208005.

MAINTENANCE, CARE & PROTECTION OF YOUR PRODUCTS

WHERE DAMAGE HAS AFFECTED THE FULL DEPTH OF THE COATING CREATING A DEEP GOUGE.

The full system requires repair. The gouge should be abraded and filled with good quality external wood filler. Leave to dry then sand down to a good finish and prime using a high performance, water-based, micro-porous, brush-applied coating.

Then using a good quality synthetic brush apply a single coat of high performance, water-based, micro-porous, brush-applied coating. Leave for four hours and then give it a final coat.

WHERE THE COATING SYSTEM IS INTACT BUT REQUIRES A COSMETIC UPGRADE.

Lightly abrade the damaged area with a fine-grade abrasive paper. Clean down and wash the abraded area to remove dust and allow to dry thoroughly. Then give two top coats as described in previous section.

WHERE RESIN HAS EXUDED THROUGH THE COATING.

The best remedial treatment is to allow it to weather until it dries and oxidises, forming a white crystalline powder. Then the resin can be removed with a stiff nylon brush and the remaining residue washed off with a cloth.

Water-based coatings with their relatively high degree of moisture vapour permeability often allow the passage of resin to the surface without damage to the coating. If the finish is not damaged by over-vigorous scrubbing during crystalline removal, re-coating is often unnecessary.

Although it may be unsightly it is better not to remove fresh sticky resin. In practice, this can be very difficult and the presence of sticky resin indicates that the exudation is still continuing. The remedial work for resin exudation is often best left until the first maintenance period, by which time the resin has fully crystallised. After removal, as described above, the overall application of one maintenance coat of finish will restore the general appearance of the timber and maintain its protection.

When carrying out any coating work do not attempt to paint when the temperature is below 8°C or if the relative humidity exceeds 85%, as curing of the coating may be impaired.

STAINED/DARK COLOURED PAINT.

These items will be palletised rather than individually bubble-wrapped.

The use of dark coloured stains and opaque colours will have an impact on maintenance intervals and the level of maintenance work required. Dark colours absorb more of the sun's energy, which can accelerate the degradation of the coating film, and the impact of high surface temperatures can mobilise natural resins within the timber substrate. This can lead to blistering of the coating. The amount of differential movement between components will also increase resulting in open joints and possible moisture ingress, if not rectified.

Dark colours include Black, Charcoal Greys, Dark Blues, Dark Greens and, in some cases, Red. Maintenance cycles will need to increase to keep the product performance and may need additional colour/making good, especially on exposed locations and south-facing products.

MAINTENANCE, CARE & PROTECTION OF YOUR PRODUCTS

Annual inspections and preventative maintenance, in line with the instructions in this manual, will ensure the long-term performance of the product.

Due to the natural characteristics and variation of surface texture within the same species of timber, there will be colour and/or grain variations between component parts. Certain manufacturing processes will also be evident when translucent stains are used.

TEKNOS COATING CARE KIT.

Nine Zero send out a care pack with all orders.

How to use your Teknos care products

Instructions for cleaning and maintaining exterior wooden windows and doors with Teknos care products. Regular maintenance of your home's wooden windows and doors will restore lustre to the finish and prolong the period between maintenance times.

What's in my Care Kit?

- **Teknoclean 1951** - A concentrated, alkaline cleaning agent for removal of dirt and grease from painted surfaces.
- **Teknocare 4250** - A water-based product to restore the sheen on lacklustre exterior wood surfaces.

HOW DO I USE THE CARE KIT?

Step 1 - Cleaning

- Clean your home's windows and doors twice a year, preferably before summer and winter. Apply Teknoclean 1951 using a brush, cloth or sponge to remove dust, grime and insects, which can lead to an increase in green algae and other surface growths.
- For light cleaning use 10ml per 8-10 litres of water.
- For thorough cleaning use 50ml per 8-10 litres of water.
- Rinse the surfaces thoroughly with clean water.
- NB Most window cleaning products contain ammonia which will inhibit the effectiveness of the Care Kit. After cleaning panes in windows and doors, wash off any residue that may have splashed onto the wood and dry with a cloth.

Step 2 - Care

- After Step 1, apply Teknocare 4250 with a soft brush or cloth. The product is delivered ready for use; no dilution is needed. Work the product gently into the surface to restore its shine and protect it for longer.
- It's a good idea to carry out Step 2 immediately after installation of your doors or windows, as well as every six months (but not during a frost). Please visit our website to register your warranty.

MAINTENANCE, CARE & PROTECTION OF YOUR PRODUCTS

MAINTENANCE SCHEDULE

This maintenance schedule should be used for general maintenance and upkeep of timber products.

Inspection - number of months after installation	Date completed	Cleaned with aftercare kit?	Cleaned outside residue from hinges?	Lubricated hinges?	Identified damaged paintwork?	If yes - touched up with paint / stain?
Example	22/10/2021	Yes	Yes	Yes	Yes	Yes
6 month inspection						
12 month inspection						
18 month inspection						
24 month inspection						
30 month inspection						
36 month inspection						
42 month inspection						
48 month inspection						
54 month inspection						
60 month inspection						

Please note: To keep warranties valid, the above maintenance schedule should be followed every 6 months and retained.

During the seasons the products will expand and contract as the weather changes. These will result in fluctuations in moisture contents of products and subsequent small dimensional changes may occur. This is perfectly normal and is the reason why tolerances are allowed for around the frame when fitting, to ensure this does not cause any stress on joints. The system is a breathable one and is designed for such diurnal and seasonal changes in both temperature and weather.

Over time, this constant expansion and contraction, particularly if fitting tolerance are not correct, could cause small cracks to appear at joints. If any cracks are observed during regular maintenance checks, these should be filled and touched up as soon as spotted, as a moisture trap could develop, especially if located on the more exposed areas of windows and doors.

Please visit our website to register your warranty.

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GLAZING

This maintenance schedule should be used for general maintenance and upkeep of timber products.

Nine Zero products are factory-glazed under controlled conditions to maintain the integrity of the vented and drained system for guaranteed sealed units. This method also ensures a high degree of security against unwanted de-glaze from outside. Re-glazing should only be necessary in the case of site damage or breakage. We recommend the following courses of action and options:

- Re-order a completely new sash for replacement by a carpenter or a Nine Zero service engineer.
- Nine Zero service engineers replace glass on-site.
- Outsourced site glazier re-glazes the product. However in these circumstances Nine Zero will not warranty the product function, or bar adhesion. In the unlikely event of a unit failing, please refer to the Company's Warranty and Terms & Conditions.

WEATHER SEALS

To ensure that the weather seals function correctly and to maximise their life, it's important to keep them free of any dirt or debris. We recommend that you check the seals at the quarterly maintenance check and, if you find any dirt or debris, remove them using warm water with a mild detergent. For products that are opened regularly, it's recommended to check more frequently.

FURNITURE

The fitted furniture should be cleaned when the windows and doors are cleaned, which we recommend be carried out on a quarterly basis. The cleaning process varies depending on which Furniture Collection you have chosen and is summarised below:

Guidance on handle cleaning

(Standard range) Wipe clean with a damp cloth. If required, soak the cloth in warm soapy water (any mild liquid detergent will do), then squeeze out excess water before application. After cleaning, wipe dry with a clean cloth.

The polished brass option is supplied unlacquered on all external furniture for a more durable finish. The unlacquered finish can either be left to take on an antique brass finish or cleaned using a quality metal cleaner to maintain the polished finish.

Traditional painted iron handles require regular maintenance. Wipe clean using a lightly oiled cloth. Apply a light clear grease to the contact area between the handle and face plate, and between the screws and the face plate.

We recommend that all moving parts on all handles are lightly oiled at least once a year to allow the action to remain smooth and protect any uncoated surfaces.

Please note that for particularly harsh and corrosive environments, such as coastal locations and those areas exposed to high levels of industrial and agriculture pollution, more regular maintenance will be required.

WARRANTY

Thank you for choosing Nine Zero products which are manufactured to high and exacting standards.

This product Warranty is applicable from the agreed delivery date for up to 10 years and is subject to Nine Zero Standard Conditions of Sale.

ITEMS COVERED BY THE WARRANTY

Wood frame & sash

The Company warrants that all wood components are free from defects in workmanship and materials that could affect performance for a period of 30 years. To achieve this desired service, please follow the aftercare procedure.

Surface treatment

The Company warrants that the standard three-coat opaque finished joinery is warranted for up to 10 years and the stain finishes up to 5 years against blistering or flaking, but excluding natural resin exudation and movement around knots. Regular maintenance should be carried out, as specified in the surface coatings maintenance section of this manual. Consideration should be given to the effect extreme climates can have on the lifespan of surface coating. Please refer to the Climate Guideline chart.

Ironmongery & seals

The Company warrants hinge systems and handles for a period of 5 years against functional failure. Surface finishes for ironmongery are not covered by this Warranty. Replacement ironmongery will be supplied only under Warranty for the customer to fit.

Sash window spring balance

The Company warrants the spring balance mechanism for a period of 10 years against functional failure. If the failure occurs in the first two years of the Warranty period, the Company will supply and fit a replacement balance. However, if this occurs in the second seven years the Company's obligations are limited to supplying the replacement balance but not the cost of installation.

Double glazed units & glass

The Company warrants that the glass will comply with the Glass and Glazing Federation's visual quality standards.

The Company warrants that seals on double-glazed units will be free from failure (failure is taken to mean failure of the insulated glass unit resulting in penetration of moisture into the air space and appearance of moisture on the glass inside the airspace) for a period of 5 years from delivery. If the failure occurs in the first year, the Company will be responsible for the supply and fitting of replacement glass units. If failure occurs in the second four years, then the Company's obligations are limited to supplying the unit only.

The Company reserves the right to supply a whole sash as an alternative to supplying glass for re-glazing on site. No other glass defects or phenomena are covered by this Warranty.

CLAIMS PROCEDURE

In the unlikely event you believe you have a valid claim, please contact Nine Zero and speak to customer services.

VALIDATION

It is necessary for the customer to substantiate the date of delivery and provide proof of purchase.

WARRANTY

EXCLUSIONS TO THE WARRANTY

- Damage to the surface coating has occurred by physical damage, for example damage caused by window cleaners' ladders, damage to cill extension joints by handling or installation, pet damage, chemical damage, damage caused by bad maintenance or poor design of building.
- Where damage has occurred as a result of faulty installation, repairs, alterations, work processes or pollution from surrounding areas.
- Where damage has occurred from excessive cleaning processes or hosing down of product.
- Where products have been stored in an unventilated area prior to fitting or areas that have been unventilated during the construction processes.
- Where products have been used in swimming pool areas without correct paint coating. Special paint required.
- Where damage that is caused by external factors outside the control of the Company, which shall include, accident, fire, disaster or burglary.
- Where products have been exposed to unusual physical conditions.
- Where surface wear has been caused by natural elements.
- Where cill projections exceed 85mm. Paint supplier will not warranty the coating over this size.
- Where any sums remain due to the Company.
- Warranties are subject to environmental conditions as stated in our coating information to ensure that the product has been maintained in accordance with the Company's Warranty conditions.



THE WARRANTY COVERS THE COATING AGAINST

- Peeling.
- Cracking (over greater than 5% of the coated area).
- Damage resulting from fungal growth within the coating, though this should be cleaned in the 6-monthly maintenance programmes.
- Significant 'yellowing' of the coating.
- Premature erosion of the film leading to areas of exposed timber.



IT DOES NOT GUARANTEE AGAINST

- The exudation of resin.
- Extractive staining around knots.

WARRANTY

CLIMATE GUIDELINE CHART			
	MODERATE	HARSH	EXTREME
	Typically, non-coastal areas at low altitude	Exposed inland locations and areas within 0.5 miles of the coast	Areas of high altitude and exposed coastal sites
SHELTERED e.g. beneath porch or large roof overhang	10 YEARS for opaque coatings, 5 years for translucent coatings	8 YEARS for opaque coatings, 5 years for translucent coatings	7 YEARS for opaque coatings, 4 years for translucent coatings
PARTLY SHELTERED e.g. windows built back in reveal	8 YEARS for opaque coatings, 5 years for translucent coatings	7 YEARS for opaque coatings, 4 years for translucent coatings	6 YEARS for opaque coatings, 2-3* years for translucent coatings
NOT SHELTERED e.g. face of building	7 YEARS for opaque coatings, 4 years for translucent coatings	6 YEARS for opaque coatings, 2-3* years for translucent coatings	5 YEARS for opaque coatings, 2* years for translucent coatings

*2 years for light shades e.g. Pine and Light Oak.





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