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Made-to-order
timber
windows
and doors

®

Site Instruction Manual





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Introduction

Thank you for choosing Lomax & Wood made - to - order timber windows and doors for your project which have been manufactured to a high standard in a factory controlled environment and will give you many years of trouble free service when installed and maintained correctly. By following our guidelines and recommendations within this document you will give your bespoke timber products the best possibly start in their lifecycle.

Please remember we are always available to discuss the topics covered in this manual, please call 01277 353857 if you have any queries.



Delivery, On site storage & handling

Once you have received your delivery please check and ensure that it meets your specifications exactly, in the unlikely event that there are any discrepancies or defects please advise Lomax & Wood immediately by telephone on 01277 353857.

We will deliver your order to the nearest road or hard standing to the site, the customer is responsible for supplying the necessary labor and/or handling equipment to unload the vehicle and store the products safely. If products have been ordered palletized the frames will be secured to the pallets and braced using screws. Battery operated screwdrivers will be required to remove the screws when dismantling the pallets. Take care when manually handling your made - to - order products as they will be heavy, handle products by the outer framing, carry vertically and avoid twisting the frames as this will put undue stress on the joints. Avoid moving the products from there dry storage area until they are ready to be installed.

When storing timber windows and doors on site they should be kept in a dry, dust free environment stored vertically on suitable bearers with space between the items to allow good circulation of air. Do not be tempted to store the products horizontally or lean against each other, as this could potentially damage the glazing system and surface coatings. Do not store outside where the products will be subject to the elements, the packaging supplied with the frames is to protect them during transit and should not be relied upon to offer protection from the elements. Exposing joinery to extreme weather conditions will cause the timber substrate to expand and or contract more than normal potentially damaging the factory applied surface coatings. Do not store under plastic sheeting and avoid containerized storage due to high temperate build up/ condensation which will cause the products to 'sweat' within the protective wrappings.

It is important that moisture content is maintained during storage on site and during the construction process. The recommended moisture content for pre finished timber windows and doors should be between 13% and 17%. Failure to maintain the correct moisture content will result in the windows becoming stiff and potentially jamming. In the event that the moisture content has risen beyond the recommendations do not force the windows or doors, this will only result in damaging your products and ironmongery. Turning the heating on and/or using dehumidifiers will help reduce the moisture content. Once the moisture returns to the correct levels the window will continue to operate. Long periods of excessive moisture content can result in paint failures.





Surface Coatings Care Instructions & Maintenance Guidelines

To benefit from the Remmers factory applied coating system, and achieve the longest possible lifespan with the coating, it is essential to care for the coating finish. Nobody would dream of leaving their car dirty and unprotected for years on end, as this would of course affect the look, protection and any warranties regarding the paint work. External timber products also need regular attention in order to reduce the need to redecorate, and also to ensure life-time performance. If proper cleaning and maintenance is undertaken as described below, then the finish will last for many years without the need for renovation. This is no more difficult than when you give a car a wash and polish. Follow the procedure below to conform with the Remmers long life system.

- 1) Clean coated timber surfaces on a regular basis. This can be done when the window panes are cleaned. If mould or algae are present these should be removed by washing with a diluted solution of household bleach (3 parts water: 1-part bleach). Rinse with clean water after washing with bleach solution.
- 2) Every 6 months clean coated timber surfaces with the Remmers cleaning product (included in the care sets). Ensure residues are wiped off and allowed to dry.
- 3) After the above cleaning procedure using the Remmers cleaning product apply the Remmers care balsam with a soft lint free cloth. The care set are available from Remmer (UK), they offer the following benefits.
 - Cleans surface removing any damaging dirt or mould
 - Restores gloss level helping improve water shedding properties of the coating system
 - Provides a sacrificial coating that reduces the erosion of the factory applied coating system

Surface coating maintenance is greatly affected by exposure levels coupled with building and joinery design. Please refer to the table below which indicates the expected maintenance schedules for products coated with microporous opaque paints and translucent stains. Dark colours are particularly susceptible to increased solar heat gain and therefore may be prone to excessive movement and in some cases resin exudation.

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Unit B1
The Fleming Centre
Fleming Way
Crawley
West Sussex
RH10 9NN

Tel: 01293 594010
Email: sales@remmers.co.uk





Maintenance Intervals for opaque paints and translucent stains

Coating Type	Window Position	Ground Floor & First Floor	Second Floor & above or on a hillside	Mountainous or coastal regions
White or light coloured paint	Set back	8-10 years	6-8 years	4-6 years
	On facade	6-8 years	6-8 years	4-6 years
Dark coloured paints or medium and dark coloured stain finishes	Set back	6-8 years	4-6 years	3-4 years
	On facade	4-6 years	4-6 years	3-4 years
Highly translucent stains such as light oak & pine	Set back	3-4 years	2-3 years	1-2 years
	On facade	2-3 years	2-3 years	1-2 years

There is a choice of water based or solvent based systems that can be used. For opaque finishes apply Remmers Compact Opaque PU (water based) or Remmers UV Opaque Top (solvent based). For translucent finishes apply Remmers Compact Stain PU (water based) or Remmers UV Translucent Top (solvent based).

1. All surfaces require a thorough clean before any coating application takes place.
2. Check for damaged coatings and rectify as follows: - Prepare by the de-nibbing of the timber surface with a p240 grade abrasive, taking care to follow the line of the grain.
3. Bring forward by applying a full coat of primer/base stain, ensuring that the end grain is also coated if exposed.
4. Once a clean and sound surface is obtained apply a coat of the appropriate Remmers maintenance product. Always use a high quality nylon bristle brush for the application of the water based products.
5. Allow 16 hours between coats for the solvent based products and 4 hours between coats for the water based products. After drying a light denib with a very fine abrasive paper (p240 grade or finer) may be required.
6. Apply a second coat of the appropriate Remmers maintenance product.

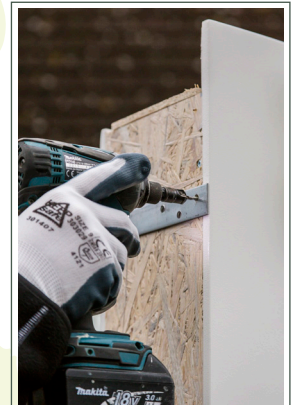


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Spring Sash Windows Installation

Check that DPM is in place and positioned correctly. Tolerance between frame and structural opening should be at least 5mm all round. Window must be fitted plumb, level and square using packers/wedges as appropriate, also check that diagonals are the same and the frame is not in wind. See illustration below regarding packing points, ensure that packings are used under frame mullions and when overall width of frame exceeds 1000mm. Frame set back should suit the construction of the building and taking into account the relationship between the window and any stone cills or cill extensions that have been fitted to the front of the main cill. We recommend the use of stainless steel or galvanized fixing straps/lugs fixed at 100mm from each end and minimum 600mm centers, fixed with stainless steel screws into the outer framing. Once packed check the operation of the sashes and ensure they glide up and down smoothly before final fixing. Care should be taken to ensure that there is no deflection to the vertical frame jambs as this will result in an incorrect tolerance between sash and frame. Use small amounts of expanding foam or a proprietary expanding foam tape to seal the perimeter of the window prior to external pointing with good quality polysulphide mastic sealant.



We recommend the use of a stainless steel or galvanised fixing strap.

Box Sash Windows Installation

Check that DPM is in place and positioned correctly. Tolerance between frame and structural opening should be at least 5mm all round. Window must be fitted plumb and level using packers/wedges as appropriate, also check that diagonals are the same and the frame is not in wind. See illustration below regarding packing points, ensure that packings are used under frame mullions. We recommend the use of stainless steel or galvanized fixing straps/lugs fixed at 100mm from each end and minimum 600mm centers, fixed with stainless steel screws. **Fixings must only be used in the internal and external box linings as entering the void box with fixings will impede the travel of the weights.** Once packed check the operation of the sashes and ensure that they glide up and down smoothly before final fixing. Care should be taken to ensure that there is no deflection to the vertical frame jambs as this will result in an incorrect tolerance between sash and frame. Use small amounts of expanding foam or expanding foam tape, to seal the perimeter of the window prior to external pointing with good quality polysulphide mastic sealant.



Strap spacings should be no more than 600mm centres.



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Casement Windows Installation

Check that DPM is in place and positioned correctly. Tolerance between frame and structural opening should be at least 5mm all round. Window must be fitted plumb and level using packers/wedges as appropriate, also check that diagonals are the same and the frame is not in wind. See illustration below regarding packing points, ensure that packings are used under frame mullions. We recommend the use of stainless steel or galvanized fixing straps/lugs fixed at 100mm from each end and minimum 600mm centers, fixed with stainless steel screws. Fixings must only be

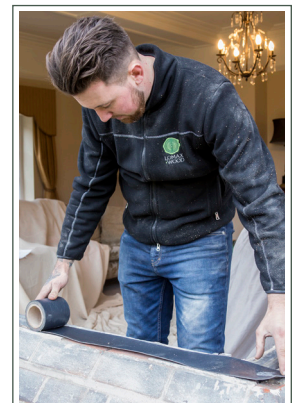


Packer or wedges should be used to level.

used in the internal and external box linings as entering the void box with fixings will impede the travel of the weights. Once packed check the operation of the sashes and ensure that they glide up and down smoothly before final fixing. Care should be taken to ensure that there is no deflection to the vertical frame jambs as this will result in an incorrect tolerance between sash and frame. Use small amounts of expanding foam or expanding foam tape, to seal the perimeter of the window prior to external pointing with good quality polysulphide mastic sealant. between 13% and 17%. Failure to maintain the correct moisture content will result in the windows becoming stiff and potentially jamming. In the event that the moisture content has risen beyond the recommendations do not force the windows or doors, this will only result in damaging your products and ironmongery. Turning the heating on and/or using dehumidifiers will help reduce the moisture content. Once the moisture returns to the correct levels the window will continue to operate. Long periods of excessive moisture content can result in paint failures.

Bifold Doors Installation & Operation

Check that DPM is in place and correctly positioned. Ensure that unit is fitted plumb and level using packers/wedges as appropriate also check that frame diagonals are the same and the frame is not in wind. See illustration below regarding packing points, ensure that packings are used under frame cill. We recommend the use of stainless steel or galvanized fixing straps/lugs fixed at 100mm from each end and minimum 600mm centers, fixed with stainless steel screws into the outer framing. The bifold system is top guided therefore additional fixings to the head are required to ensure there is no deflection or sag whilst in service. Once packed check that the doors open and close smoothly. Care should be taken to ensure that there is no deflection to the vertical frame jambs as this will result in an incorrect tolerance between door and frame. Use small amounts of expanding foam or expanding foam tape, to seal the perimeter of the window prior to external pointing with good quality polysulphide mastic sealant.



Check that the DPC is in place and positioned correctly.



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Entrance Doors Installation & Operation

Ensure that DPM is in place and correctly positioned. Tolerance between frame and structural opening should be at least 5mm all round. Door must be fitted plumb and level using packers/wedges as appropriate. See illustration below regarding packing points, ensure that packings are used under frame mullions. We recommend the use of stainless steel or galvanized fixing straps/lugs fixed at 100mm from each end and minimum 600mm centers, fixed with stainless steel screws into the outer framing. Once packed check that door opens and closes smoothly prior to final fixing.

Care should be taken to ensure that there is no deflection to the vertical frame jambs as this will result in an incorrect tolerance between sash and frame. Use small amounts of expanding foam or expanding foam tape, to seal the perimeter of the window prior to external pointing with good quality polysulphide mastic sealant.



Windows and doors should be fitted plumb and square.

French Doors Installation & Operation

Ensure that DPM is in place and correctly positioned. Tolerance between frame and structural opening should be at least 5mm all round. Door must be fitted plumb and level using packers/wedges as appropriate. See illustration below regarding packing points, ensure that packings are used under frame mullions. We recommend the use of stainless steel or galvanized fixing straps/lugs fixed at 100mm from each end and minimum 600mm centers, fixed with stainless steel screws into the outer framing. Once packed check that doors open and close smoothly before final fixing.

Care should be taken to ensure that there is no deflection to the vertical frame jambs as this will result in an incorrect tolerance between sash and frame. Use small amounts of expanding foam or expanding foam tape, to seal the perimeter of the window prior to external pointing with good quality polysulphide mastic sealant.



Small amounts of expanding foam to seal the perimeter.



Post installation

Once installed into the required openings your new timber windows and doors can be effected by follow on trades, in particular wet trades. It is therefore important that the windows are suitably protected both inside and outside to avoid damage to glass, hardware and surface coatings. Once rooms have been newly plastered it is important to provide a method of moisture control, either by ventilating the room and/or using dehumidifiers to prevent excessive amounts of moisture absorption by the timber. Failure to provide adequate moisture controls will result in swelling of the timber which will affect operation of the products, this is not a product fault and is not covered under the Lomax & Wood warranty statement. Once the building has dried out the moisture content in the timber will return to normal levels and the products will operate as they should. Once fitted windows and doors should not be used as entry points into the building or for passing material through as this could result in damages.

Cleaning

Care should be taken during the initial first clean of the products. Grit or abrasive dust should be carefully removed from the surfaces prior to any cleaning. Use a mild cleaning solution and non-abrasive materials to remove dust and dirt from the construction process, particular care should be given to ensure that the glass units are not scratched during this process. Gently rinse down with clean water and remove excess water with a damp soft cloth or leather. **Do not use hosepipes or pressure washers for the purpose of washing down external joinery products.** Weather seals, trickle vents, hinges and locks should also be cleaned of any grit or dust, along with drainage channels in any alu or mobility cills. Hinges and locks should be lubricated to ensure smooth and trouble free operation.



Product Warranty

Product Warranty certificate will be provided on full and final payment subject to the below exclusions.

www.lomaxwood.co.uk/legal/warranty

Warranty Exclusions and Advice

- The factory applied coating will be void where damage from impact, abrasion, and chemical causes damage to the surface coatings. Warrantee covers against blistering, cracking or flaking but excludes natural resin exudation and movement around knots. All surface treatments are subject to Lomax & Wood Limited home owners' user guide & conditions of maintenance" information pack. The product is also subject to the site's environmental conditions i.e. (Proximity to sea / lakes, rivers etc, coastal environment, chemical / pollution in the atmosphere, etc).
- As result of poor maintenance or lack of maintenance to the coating. Any minor cracks or imperfection must be rectified immediately as per the "home owner's user guide".
- Excess moisture ingress caused by poor building design or position of product. (Example swimming pools, constant contact with water / moisture, contact with water table, problems caused by leaking gutters etc)
- Where contact with building materials that have chemical or acid base or any other chemicals used during the building processes (cement, plaster, brick acids etc).
- As a result of damage from abrasive cleaners or excessive cleaning.
- Where the product has been incorrectly stored or installed.
- If the product that has been altered or changed in any way from the factory supplied products.
- Where the following advice is not followed. Site work - Morticing of locks or any other ironmongery must not cut through joints in the door as this will impair performance of the joint, and may affect door stability. We do not recommend overhead door closers nor closers that require a large amount of timber to be removed. Doors must not be wedged or propped open against the force of the closer. When choosing door colours avoid dark shades as they absorb more heat, therefore, the door is more liable to twist. All statements in this paragraph will void your warrantee.
- Damage caused during window cleaning, (ladders or industrial cleaning methods i.e. high pressure water wash) to glazing materials or any other finish / component.
- Where damage is caused as a result of lightning, fire, flood, burglary or any other form of disaster.
- Any repairs caused by any of the above points are not covered by this warrantee.
- If the glass unit fails within the first 5 years, Lomax & Wood Limited will replace the unit free of charge. If the unit fails after 5 years but within 10 year Lomax & Wood Limited's obligation are limited to unit replacement only. Re-glazing cost not covered by Lomax & Wood Limited.
- The warrantee is not effective until outstanding monies have been paid in full to Lomax & Wood Limited. If monies are still outstanding there are no third party rights.
- Do not power wash or use a garden hose on your wooden windows and doors. This can lead to seal failure, allowing water to enter the frame which in turn can cause the wood to expand.