

# **Product Technical Booklet**

**(Maintenance & Warranty)**



**COMPASS**

---

**WINDOWS & DOORS**

## Warranty Overview

<b>Product</b>	<b>Guarantee</b>	<b>Details</b>
PVCu Frames	10 years	Maintenance must be followed
Aluminium Frames	25 years	Maintenance must be followed
Alu-Clad Frames	25 years	Maintenance must be followed
Timber Frames	25 years	Maintenance must be followed
GRP Composite Doors	10 Years	Maintenance must be followed
Ironmongery	5 years	Parts only (2 years labour)
Glazing	10 years	
Fully Finished Paint Systems	Up to 8 years	Depending on climate & Construction
Fully Finished Stain Systems	Up to 5 years	Depending on climate & Construction

## Compass Coating System Performance Warranty – Timber Products

### Climate

	<b>Moderate: typically, non-coastal areas at low altitude</b>	<b>Harsh: exposed inland locations and areas within 0.5 miles of the coast</b>	<b>Extreme: areas of high altitude and exposed coastal sites</b>
<b>Sheltered e.g. beneath porch or large roof overhang</b>	8 years for opaque coatings, 6 years for translucent coatings	7 years for opaque coatings, 5 years for translucent coatings	7 years for opaque coatings, 5 years for translucent coatings
<b>Partly sheltered, e.g. window built back in reveal</b>	8 years for opaque coatings, 6 years for translucent coatings	6 years for opaque coatings, 4 years for translucent coatings	5 years for opaque coatings, 3-4* years for translucent coatings
<b>Not sheltered, e.g. face of building</b>	7 years for opaque coatings, 5 years for translucent coatings	5 years for opaque coatings, 3-4* years for translucent coatings	4 years for opaque coatings, 2-3* years for translucent coatings

\*shorter periods for lighter translucent shades e.g. Pine & Light Oak

## Vistatherm Glass

Compass Windows and Doors are a fully accredited VistaTherm agent.

### Rigorous Testing & Stringent Quality Standards

VistaTherm are committed to providing the best insulated glazed units meaning they continually invest in the latest machinery, regularly and thoroughly test their processes, maintaining standards of quality that exceed all industry requirements for quality & performance.

<b>Processing Standards</b>	<b>Other Glass Standards</b>	<b>Certifications</b>
EN 972 Glass for Glazing	EN 1863 Heat Strengthened Glass (Conform only no Kitemark can be given)	ISO 9001:2008 Quality Management system
1279 Insulating Glass Units	EN 14179 Heat Soaked Glass	ISO 1400:2004 Environmental Management System
(BS) EN 12150 Thermally Toughened Soda Lime Silicate Glass	EN 12543 Laminate Safety Glass	BS OHSAS:18001 H&S Management System
(BS) EN 12600 Pendulum & Impact	EN 14449 Laminate Safety Glass	BS 5000-1 Energy Management System

## Maintenance & Cleaning of Glass

### Site Clean Up:

It is essential that all external glass be thoroughly washed with clean water to eliminate all abrasive and chemical laden dust. A solvent such as white spirit or professional glass cleaner may be used to remove any glazing compound, finger marks or grease. Cement must be removed immediately as it can cause permanent corrosion of the glass.

### Normal Cleaning:

Use a mild liquid detergent solution then rinse the glass well with clean water & dry off. Under no circumstances must abrasive cleaning products or contaminated cloths be used. If rainwater coming from cement mortar contaminates the surface of the glass, frequent cleaning is necessary to prevent staining.

### Frequency of Cleaning:

Glass cleaning should be carried out at regular intervals, depending on site location, area, weather etc.

### **The following are things to DO:**

- DO clean glass when dirt and residue appear
- DO take special care when cleaning coated glass surfaces
- DO avoid cleaning tinted and coated glass surfaces in direct sunlight
- DO start cleaning at the top and continue to lower levels
- DO soak the glass surface with a clean water and soap solution to loosen dirt and debris
- DO use a mild, non-abrasive window cleaning solution
- DO use a squeegee to remove all the cleaning solution
- DO dry all cleaning solution from window gaskets, sealants and frames
- DO clean one small window and check to see if procedures have caused any damage
- DO caution other trades against allowing other materials to contact the glass
- DO watch for and prevent conditions that can damage the glass

### **The following are things to NOT do:**

- DO NOT use scrapers of any size or type for cleaning glass
- DO NOT allow dirt and residue to remain on glass for an extended period of time
- DO NOT begin cleaning glass without knowing if a coated surface is exposed
- DO NOT clean tinted or coated glass in direct sunlight
- DO NOT allow water or cleaning residue to remain on the glass or adjacent materials
- DO NOT begin cleaning without rinsing excessive dirt and debris
- DO NOT use abrasive cleaning solutions or materials
- DO NOT allow metal parts of cleaning equipment to contact the glass
- DO NOT trap abrasive particles between the cleaning materials and the glass surface
- DO NOT allow any tools or materials to be set against the glass surface
- DO NOT allow splashed materials to dry on the glass surface

## **Maintenance recommendations on all products**

- Check & clean your window and door products twice a year using water and mild household soap. Use minimal pressure to protect the products
- If glass cleaning product touches the frame or gaskets, wipe clean immediately
- Keep ironmongery, hinges, locks etc. clean from dirt and grit by cleaning regularly
- Inspect GRP Doors annually. If there is any evidence of coating wear repaint with two coats of high quality exterior paint to the door leaf only
- Apply petroleum jelly or silicone lubricant such as Vaseline to moving parts annually. (Avoid balance channel on Timber Sliding Sash windows)
- Avoid plaster & render splatters touching the frame/door
- Do not use any aggressive cleaning products on the frames.
- Never paint PVCu windows or doors, ironmongery or rubber gaskets
- Use little product and little pressure for best results
- Never allow the paint stripper or a blow lamp to come in to contact with aluminium material

## **Timber Specific Maintenance:**

With proper care & attention, Compass' factory finished doorsets & windows will give extended life between redecoration cycles. To achieve this performance, the following should be observed:

- At least once per year, all coatings should be washed with mild detergent and water to remove any surface pollution
- All hinge mechanisms and handles should be checked at least biannually for ease of operation and lubricated with light oil suitable for the purpose, as required
- Weather seals should be cleaned at least once per year to remove any dust or grime in accordance with the manufacturer's instructions
- Ventilators should be cleaned at least once per year to remove any dirt or grime in accordance with the manufacturer's instructions
- See Teknos maintenance guidelines within this booklet, for further information

## **Other Maintenance Recommendations:**

- It is highly important with Alu-Clad products that the building is kept dry, and well ventilated during building development
- Warranty does not cover damage caused by aggressive cleaning/products and/or wet trade materials

## **Maintenance of Window & Door Fittings:**

- The friction hinge should be free from dirt, debris and any other obstructions, in particular the pivots and sliding shoes.
- These should be adjusted sufficiently to ensure the window remains open in the required position so that undue force must be used to open the window.
- Handles should be cleaned with warm water and a mild detergent using a damp cloth.
- Espagnolette locking mechanisms should be examined on an annual basis. All moving parts should be lubricated with light oil. Keeps should be checked to ensure that they have not moved and if necessary they should be re-aligned to ensure adequate engagement and compression on the perimeter seals.

## Care & Protection of Teknos painted products

### First and subsequent re-decoration

All areas to be redecorated should be washed down with a mild detergent solution & rinsed with clean water to remove dust, insects and other contaminants, which can form a base for algae and fungi growth.

***Where the coating system is intact but requires a cosmetic coat, the following procedure should be followed:***

- Using a good quality, long haired, synthetic brush, designed for use with acrylic paints, apply one or two coats of Aquatop 2600 in the appropriate shade, colour & gloss level. Allow to dry for four hours between coats.

***Where minor flaking affects small areas of the topcoat surface, but the timber substrate is not exposed, the following procedure should be followed:***

- Abrade the damaged area with a fine grade abrasive paper to remove all unsound coating & feather out.
- Clean down & wash down the abraded area to remove dust and allow to thoroughly dry.
- Using a good quality, long haired, synthetic brush, designed for use with acrylic paints, apply a coat of Aquatop 2600 in the appropriate shade, colour & gloss level to the damaged area. Allow to dry for four hours then apply a second coat.
- If the damaged area is widespread, it is recommended that the whole frame is lightly abraded and repaired as described above with the second coat applied to the complete frame.

***Where moisture has penetrated joints, end grain, nitrates or natural movement of the timber has opened shakes, treat as follows:***

- Abrade the damaged area with a medium and then fine grade abrasive paper.
- Clean down and wash the abraded area to remove dust and allow to thoroughly dry.
- Treat bare wood, where appropriate, with a surface preservative, such as Teknos Aqua 1410 and allow to dry.
- Prime with Aqua Primer 2900 base coat stain in the original colour for translucent systems or Anti Stain Aqua 2901 for opaque systems.
- Seal any open joint with Teknoseal 4001 joint sealer applied by mastic gun. Wipe with a damp cloth or spatula to give a smooth joint and allow to dry to a clear finish.
- Seal any Exposed end grain with Teknoseal 4000 and grain sealer and allow to thoroughly dry.
- Using a good quality, long haired, synthetic brush, designed for use with acrylic paints, apply a coat of Aquatop 2600 in the appropriate shade, colour & gloss level to the damaged area. Allow to dry for four hours then apply a second coat.

***Where damage has affected the full depth of the coating system, i.e. deep cut or gouge, the full system requires a repair:***

- Abrade the damaged area with a medium and then fine grade abrasive paper.
- Clean down & wash down the abraded area to remove dust and allow to thoroughly dry.
- Treat bare wood, where appropriate, with a surface preservative such as Teknol Aqua 1410, and allow to dry.
- Prime with Aqua Primer 2900 base coat stain in the original colour for translucent systems or Anti Stain 2901 for opaque systems.
- Using a good quality, long haired, synthetic brush, designed for use with acrylic paints, apply a coat of Aquatop 2600 in the appropriate shade, colour & gloss level to the damaged area. Allow to dry for four hours then apply a second coat.

***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. The dried resin can then be removed with a stiff nylon or natural bristle brush and any remaining residues washed off with a cloth.
- Water based coatings with their relatively high degree of moisture vapor 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 crystal removal, recoating is often unnecessary.

Although it may be unsightly, it is better not to remove the 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 is, by which time the resin has normally fully crystallised. After removal as described above, the overall application of one maintenance coat finish restores the general appearance of the timber and maintains its protection.

When carrying out any coating work, do not attempt to paint when the temperature outside is below 5 degrees Celsius, or if the relative humidity exceeds 80% as the curing and performance of the coating may be impaired. If there is any doubt about the substrate or underlying paint film, apply the appropriate Teknos products to a small inconspicuous area, allow to dry for 24 hours & then inspect for appearance and adhesion to substrate, Repair products can be obtained from Teknos (UK) Limited, and can be stored in frost free conditions for up to six months in sealed packaging.



## Care & Protection of GRP Doors



### How to Customer Care & Maintenance

#### How to look after your product

Thank you for investing in our products. Your products have been designed, manufactured and installed to the highest possible standards and are virtually maintenance free. However, to retain their smart appearance and ease of operation a small amount of care and attention is necessary. Please take a few moments to read the guidelines outlined in this Product Maintenance Guide to ensure you receive many years of trouble free service.

**To prolong the life of the door surface finish, it is recommended that the GRP composite door is cleaned regularly. This should be completed at least once per month but will depend upon the doors location and exposure to contaminants such as dirt and salt etc.**

- It is recommended that the door is cleaned with specially formulated door wipes which are available from Distinction Door Solutions. Alternatively, the door surface can be washed with warm soapy water (washing up liquid is suitable) and wipe dry with a soft cloth.
- When the door is closed always ensure top and bottom locking points are engaged to assist in the reduction of thermal movement.
- To sustain the gloss finish, apply 2 - 3 coats of Konig Maintenance Lacquer every 6 - 12 months.



#### Do Not;

- Use aggressive cleaning methods, abrasive cleaners or scouring pads on the surface of the door.
- Use high pressure of steam cleaners.
- Use any type of bleach, solvent (eg white spirit, methylated spirit, cellulose thinners or acetone/nail varnish remover).
- Use adhesives of any type or tack for providing temporary protection, for the temporary fixing of seasonal or other decorations etc.
- Use excessive length key chains, please try and avoid contact with these and any other sharp objects you may be carrying.

A repair system is available to deal with accidental damage such as dents or scratches. For details please contact Distinction Door Solutions.



## Warranty Conditions:

At Compass, we manufacture all our products in our state of the art factory, ensuring each product is made to rigorous quality standards. The installer has full responsibility to guarantee the products are fit for the intended use and they will be properly installed, adjusted, used and maintained.

### **Warranties are only valid on products that have been fully paid**

The terms & conditions of our warranty are based on the following assumptions:

- All products are safely and securely stored and handled prior to installation
- The product and its coating are protected from any careless external abuse such as ladders or extreme cleaning products
- Should the coating need repaired, it will be done following our instructions and our recommendations
- The coating is cleaned regularly to avoid any dirt and debris building up, which can cause excessive growth of mould
- The coating/paint are not exposed to severe weather conditions

Warranties on our products may become invalid if:

- The product has been incorrectly fitted or it has been altered due to inappropriate installation
- The product is not fit for purpose due to the fitting of products such as window blinds, alarm systems etc
- The product has been wrongly stored or installed causing damage
- The product has been affected by damage caused anywhere other than manufacturing issues
- The product has been damaged due to condensation caused before and/or during the installation process
- The products have been damaged during transit. This only applies in cases where Compass' standard means of transport have not been used.
- The product has been damaged or ruined by accidental acts or by nature

Warranty is invalid if damage is caused by extreme cleaning and/or wet trade materials such as cement.

The customer/contractor should inform Compass of any severe climatic locations where goods will be installed as warranties may not be apply in exposed environments.

In situations where a product or component is not functioning properly due to manufacturing issues, or materials, our responsibility is limited to the supply of a replacement product or part. Compass are not liable for any installation or other costs.

## Contact us

If you have any queries and would like to get in touch, please do so using any of the following options;

**Tel:** 028 7774 1705

**Email:** [info@compasswd.com](mailto:info@compasswd.com)

**Website:** [www.compasswd.com](http://www.compasswd.com)

**Address:** 13 Hass Road, Dungiven, BT47 4QH

