

# Care & maintenance Guide



## You've got a great look. Now let's help you keep it that way.

### Congratulations for choosing Fairview.

**Needless to say, we're proud of our windows and doors, and with regular care and maintenance, we know you'll get many years of good use from them.**

Our specialists have used decades of experience and their collective expertise to produce designs that work especially for New Zealand conditions.

We've done a lot of the hard work for you already.

But there are a few things that you can do to ensure your windows and doors stay in optimal condition.

All it takes is a little regular - and easy - maintenance.

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### *What's included?*

In this guide you will find our advice on how you can look after your window and doors.

We've included guidance for looking after your complete window and door system, including advice for:

- Your joinery
- Your glass
- Your hardware

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# Your windows and doors

**Maintain your aluminium windows and doors by washing them regularly. Remember aluminium joinery is low maintenance not no maintenance.**

## What to use?

Use a mild soap, warm water and a quality soft-bristled brush or cloth. Dishwashing liquid is always handy and works well. Simply wash the entire frame with soapy water. Use clean water to rinse, and dry to avoid streaking.

Proper drainage is important to the lifetime of your windows and doors. Remove any debris clogging drain holes.

Ensure sliding door tracks are clean and free from debris.

Limit condensation by removing or reducing moisture sources and improving ventilation. Excessive inside condensation can reduce performance and cause permanent damage.

Your Fairview manufacturer can give you more information about how to live better in your home to reduce condensation.

## What not to use?

Never use solvent cleaners as they can damage the powdercoating. Common solvents like petrol, acetates, thinners and Methyl Ethyl Ketone (MEK) are very damaging, including Jif.

Highly acidic, alkali and many common household solvent or alcohol-based cleaners are also not recommended.

### Warning

#### Paint splashes, sealants, concrete and mortar

After testing a non-visible area first, remove paint or sealant splashes with a cloth soaked in methylated spirits. Spirit must be washed off immediately with soapy water after use.

During construction concrete and mortar splashes can damage your joinery. A protective coating can be applied. Talk to your manufacturer for more information.



## How often?

- Coastal - every 3 months
- Geothermal - every 3 months
- Industrial - every 3 months
- Rural - x2 per year
- Residential - x2 per year

## Further tips

Restore weathered and mild scratches with a cream polish; we recommend powdercoat 'Restore It'. To purchase this polish and for badly scratched surfaces, contact your window and door supplier.

Opening louvre windows to different angles will allow the sun to make contact evenly across the surfaces to assist with uniform colouration and drying.

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The following warranties are available for your Fairview windows and doors. All warranties are subject to adherence to the Fairview Care & Maintenance Guide. In some instances documented proof of maintenance may be required. **Durability requirement for windows and doors:** 15 year colour and film integrity warranty, meaning the window and door system should not fail in situ for this period of time (excludes manufacturing/hardware). **Powdercoating:** 15 year warranty on standard colour range only, other colours outside the standard colour range are available with powder supplier's warranty. Buildings classified for commercial use are not included (refer to powdercoat warranty card for classification of builds). **Anodising:** Determined on application and location. In line with individual anodiser supplier warranties up to 10 years are available dependent on location of build. **Manufacturing:** Contact your manufacturer for their workmanship warranty information.

# Your glass

**Maintain your glass by washing and drying regularly. Here are a few more tips that should do the trick.**

## What to use?

Use warm water and soap to wash your glass. You can also use a specialised glass cleaner. Use a cloth, soft bristled brush or sponge. Then rinse with clean water.

Remember to dry your glass with a clean cloth, paper towel or grit-free squeegee to finish. It isn't clean until it's dry.

Clean from the top to bottom of the building. Remember to dry the surrounding areas, including the aluminium joinery and sealants.

If you have reflective or Low E glass, special care is required as it's coated. Please follow specific care instructions provided by your supplier. Special cleaners may be required.

Remember to look after your glass as proper care can maintain and extend the life of your windows and doors.



## What not to use?

If you have reflective or tinted glass, clean out of direct sunlight. If you have stains, contact your supplier for advice.

Do not use anything that could scratch your glass, like scrapers or razor blades. Be aware of rings and other jewellery as they can scratch glass during cleaning.

### Warning

#### Harsh cleaners and accidental spillages

Do not use harsh cleaners without professional advice. Keep harsh cleaners away from your window and door frames.

If you spill something on your glass, act quickly to clean it off.

## How often?

- Coastal - every 3-6 months
- Geothermal - every 3-6 months
- Industrial - every 3-6 months
- Rural - x2 per year
- Residential - x2 per year

## Further tips

Protect your glass during any building work and cover it if you can.

# Your hardware & entry door

**Maintain your hardware, components and entry door with proper use and regular cleaning. Help your windows and doors keep working for longer.**

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## What to use?

Wash your hardware every month with a mild cleaner, like dishwashing liquid mixed with warm water.

Adjust and lubricate your hardware as directed by supplier.

Clean your hinges and window stays at the same time as your aluminium joinery, with a mild cleaner.

Door closers should be checked and maintained. If doors are slamming shut, adjust or consult your supplier.

Check for and replace all damaged components of your window and door system. This includes seals, gaskets, rubbers and rollers. Damaged components can reduce lifetime considerably.

Entry door - look after as above; and clean the panel/s and other surfaces by following the same guidance as for your windows and doors.

Split hinges should be replaced. Wedging doors open can cause permanent damage.

## Timber panels (and louvres)

Timber should be sealed around all 6 sides to ensure optimal performance and longevity - talk to your manufacturer for more information.

Dust and clean timber with a damp cloth. If necessary a soft wet cloth and mild detergent can be used. Be careful not to saturate timber but if this happens dry immediately.

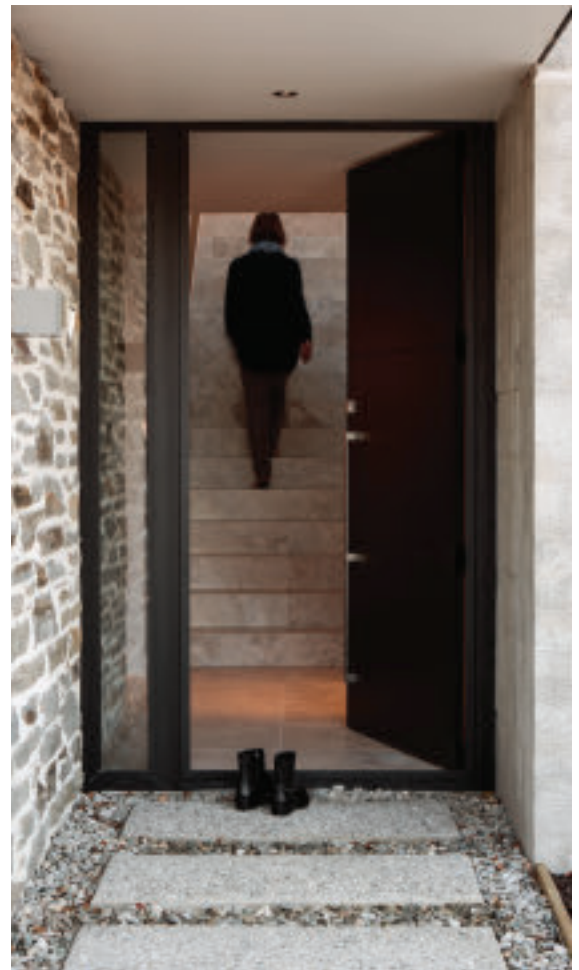
## What not to use?

Avoid washing with household cleaning sprays as they can be too aggressive and cause damage.

Do not oil keyholes of locks.

Do not slam entry doors hard.

Remove protective film covering new entry doors.



## How often?

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- Coastal - clean every month
- Geothermal - clean every month
- Industrial - clean every month
- Rural - clean every month
- Residential - clean every month

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The following warranties are available for your hardware and entry door. All warranties are subject to adherence to the Fairview Care & Maintenance Guide. In some instances documented proof of maintenance may be required. **Hardware (handles, locks, components, seals, gaskets etc):** 2 year warranty for handles (sometimes referred to as "hardware") and components supplied in residential situations by Assa Abloy. This includes handles, rubber and mohair seals, rollers and other sundry items. 7 year warranty for handles (mechanical and powdercoat) supplied by Allegion. 25 year finish warranty and 15 year mechanical warranty on Verta handles by Allegion. **Entry Doors:** 5 year workmanship warranty is available for Platinum Aluminium entry door panels. All other door panels of various construction (such as Glass, Thermally Broken, Timber, Fibrewood, etc) are subject to the individual manufacturer's warranty.