

Maintenance

VELFAC window systems are easy to use and maintain but in order to ensure maximum lifespan it is important to maintain individual parts regularly.

If in doubt, the VELFAC customer service department is available on 01223 897100, to give advice.

The following cleaning and maintenance instructions should be carried out at least once per year. Your windows will need more regular maintenance if they are exposed to strong sunlight on south facing facades, if they are installed in a marine or industrial environment, or if you have high levels of internal humidity.

ITEM	MAINTENANCE	REPLACEMENT (Yrs)
Wood	<p>The wood frame should be dusted and wiped clean regularly. Some brushing with a stiff brush may be needed on external frames in order to remove any ingrained dirt. If any algae growth exists, a fungicidal wash is recommended as a pre-treatment for external wood.</p> <p>Wood is a natural product containing resin. Occasionally beads of crystallised resin may form on the surface of the frame. These beads can be removed by gently rubbing with a cloth dampened with meths or other alcohol based substance.</p> <p>The mainframe should be checked for breaches in surface treatment at least once per year. If the surface has been damaged it should be repaired immediately using a water-based diffusion open paint or lacquer, to prevent the wood from absorbing moisture.</p> <p>When over-painting, a balance should be maintained between increasing the paint thickness and allowing the wood to breathe. Surface preparation should be limited to localised repair, and very light sanding and thorough cleaning is usually all that is required. Ensure that none of the gaskets are painted.</p> <p>All paint should be dried and cured as thoroughly as possible prior to fully closing the sash against the frame. Fixed sashes should be removed to enable all exposed timber surfaces are painted.</p>	40+ Surface treatment may need to be re-applied or wood over-painted 15+
Glazing Bead	Glazing beads should be cleaned using luke warm water with a few drops of mild detergent.	40+



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Gaskets	<p>Gaskets should be cleaned using luke warm water with a few drops of mild detergent. They must not come into contact with paint or wood preservative, or be over-painted.</p>	20-25+
Glass	<p>Windows should be cleaned with a soft cloth or soft bristle brush and luke warm water with a few drops of mild detergent - detergents must not contain solvent or abrasive. Hard brushing, scrubbing or the use of steelwool will produce scratches and must therefore be avoided.</p> <p>To dry the window, use a window scraper, or wipe with a slightly damp Chamois leather or fine cloth. Traces left on the glass after removing stickers can be removed with meths or other alcohol based substances - care must be taken to avoid contact with other parts.</p>	25+
Polyester powder coated or anodised aluminium	<p>The aluminium sash should be cleaned using the instructions above.</p> <p>A scratch will not affect the durability of the sash as the aluminium will form a natural layer of oxide, however, scratches should be repaired immediately to ensure that your warranty remains valid.</p> <p>If atmospheric pollution has resulted in heavy soiling of the coating, then nothing stronger than white spirit should be used. Abrasive cleaners or chemical cleaners containing ketone, esters or alkalis should not be used.</p>	40+ although some discolouration from weathering may occur after 20-30+
Hardware	<p>Once a year all moving parts should be cleaned and lubricated with acid-free oil. Friction stays should be adjusted (where necessary) and hardware inspected.</p> <p>In coastal areas or other similarly aggressive environments, hardware should be lubricated more often – at least 2 times per year.</p>	30-40+
Expanding foam	<p>No maintenance necessary</p>	25+