Bereco

Routine Maintenance Guide

Thank you for choosing Bereco timber windows and doors.

All our windows and doors are designed to last in excess of 60 years and offer the best in style and design, thermal performance and security. Designed with you in mind; we carefully choose all our components and finishes to ensure they are of the highest quality and will stand the test of time requiring minimal routine maintenance.

This easy to follow routine maintenance guide offers step-by-step instructions on when you should maintain, the use of our clean and care sets, how to carry out effective timber and finish repairs, caring for and maintaining any factory fitted hardware and when to start thinking about and how to carry out a first and subsequent redecoration of your Bereco timber windows and doors.

Maintenance When Should You Maintain?

We recommend that twice a year you undertake the following 3 simple steps to care for your windows and doors:

- Clean the glass and frames of your windows and doors and repair any localised coating damages.
- Clean any weatherseals and ventilators of dirt and debris.
- Check the operation of all windows and doors and adjust as required. (for further guidance on routine adjustments see the Bereco Adjustment guide at **bereco.co.uk/customer-care**

We also recommend that annually you should:

- Clean and lubricate all moving parts including hinges, locking mechanisms and furniture.
- Check the exterior weatherproofing of the windows and doors i.e perimeter sealant and repair as required.
- Fill out our maintenance record on pages 10-11.

Using Our Care Sets

Teknos Clean and Care sets have been specially developed to care for the factory finished coating of your Bereco windows and doors. They restore shine to dull and weathered finishes on both hardwood and softwood, can increase the time to first redecoration and will maintain the all-important timber and finish warranties we offer.

What does my Teknos Clean & Care kit include?

TEKNOCLEAN 1956-00
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 lack-lustre exterior wooden surfaces.

How do I use my Teknos Clean and Care kit?

Step 1: Clean	Step 2: Care
We recommend that you clean your windows and doors twice a year, in spring and in the autumn. Apply the TEKNOCLEAN 1951-00 solution using a cloth or sponge to remove dust, grime and insects paying particular attention to any areas of green algae growth. For light cleaning use 10ml per 8-10ltr of water. For thorough cleaning use 50ml per 8-10ltr of water. Once cleaned with the solution, using a clean lint free cloth, wipe the surfaces of the finish thoroughly with clean warm water.	After cleaning, apply the TEKNOCARE 4250 solution with a clean lint free cloth. Work the product gently into the frame to restore shine and to restore the water repellent properties of the coating. ***NB: The product is delivered ready for use; no dilution is needed.***

Repairing Localised Coating Damage

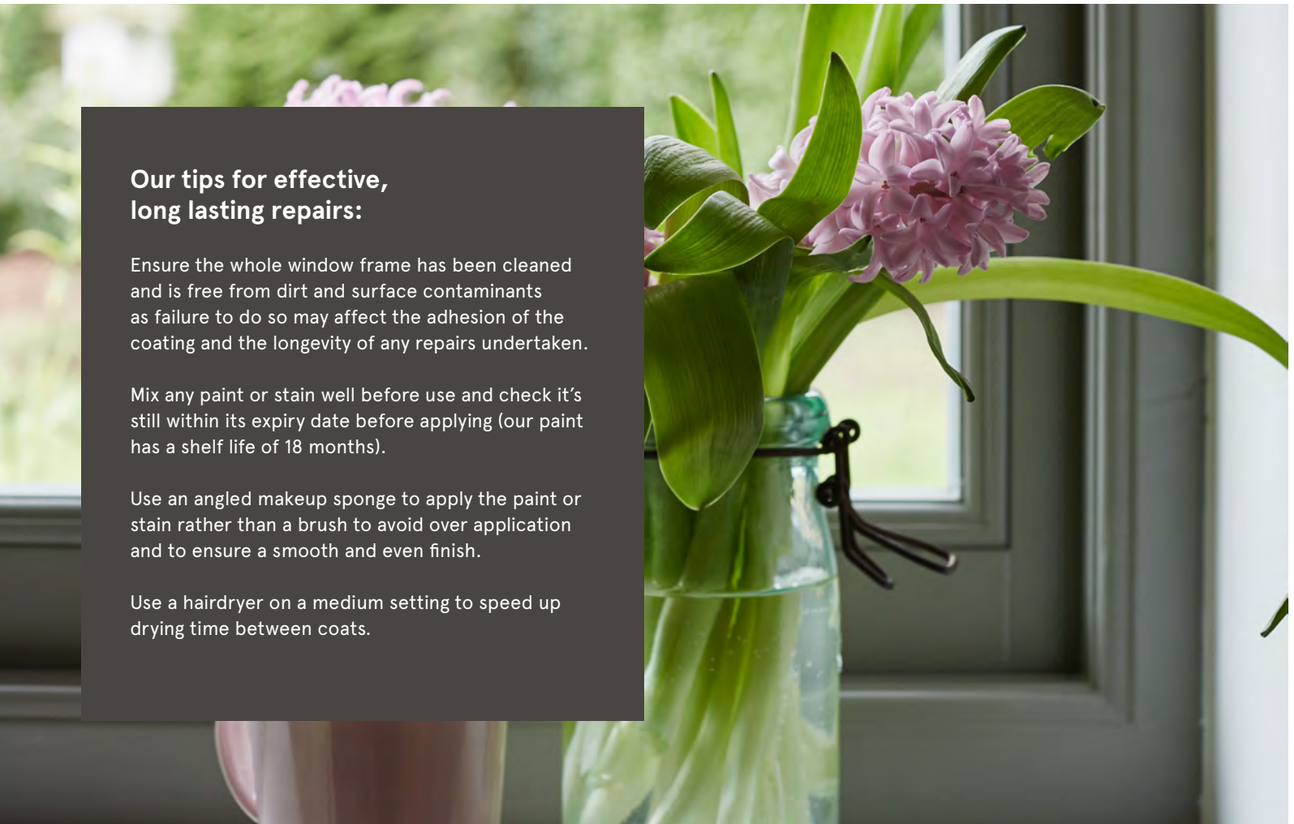
After cleaning, if localised peeling or flaking, surface damages or cracks are found that have broken the coating, the affected areas should be repaired as follows;

Preparation Prepare the area, removing any loose, split or flaking sections of the coating by using a sand paper with a p120 grade. Once sanded clean the area with warm water and a lint free cloth or sponge.

NB: Allow the cleaned areas to dry thoroughly before undertaking any coating application.

Peeling or flaking paint	**Apply two coats of Teknos Aquatop 2600, in the appropriate colour and gloss level. Allow a minimum of one hour between coats for drying. We recommend that a minimum of 2 coats are applied but further coats may be needed to sufficiently cover the area.**

	Step 1	Step 2	Step 3
Open Joints	Apply a thin layer of Teknos Opti Joint XP, joint sealant at the junction between cills and frames and at the junction between the mortice and tenon joints of the frames and sashes and allow to dry.	Apply a single layer of basecoat using Teknos Aquaprimer 5200-1 for opaque painted finishes and Teknos Aquaprimer 2900 for translucent stained finishes.	Apply two coats of Teknos Aquatop 2600, in the appropriate colour and gloss level. Allow a minimum of one hour between coats for drying. We recommend that a minimum of 2 coats are applied but further coats may be needed to sufficiently cover the area.
Timber Damage	Using a two-part wood filler, fill any areas of damaged timber or dents and allow to cure. Once dry, sand the filler to a smooth finish using a p120 grade sand paper and wipe clean to remove any dust.		



Our tips for effective, long lasting repairs:

Ensure the whole window frame has been cleaned and is free from dirt and surface contaminants as failure to do so may affect the adhesion of the coating and the longevity of any repairs undertaken.

Mix any paint or stain well before use and check it's still within its expiry date before applying (our paint has a shelf life of 18 months).

Use an angled makeup sponge to apply the paint or stain rather than a brush to avoid over application and to ensure a smooth and even finish.

Use a hairdryer on a medium setting to speed up drying time between coats.

Maintaining Moving Parts Hardware & Ironmongery

Bereco timber windows and doors come with high security espagnolette locking mechanisms and corrosion resistant fittings; and whilst most are self-lubricating and treated prior to delivery, they do require some regular cleaning and maintenance to ensure optimum product performance and durability.

Entrance & French Doors All locking points and hinge pins should be lubricated with an acid-free non-resinous grease or oil at 6 to 12-month intervals.

Folding & Patio Doors It is essential that the running track for both folding doors and patio doors is kept clean and clear from debris in order to ensure trouble free sliding and locking. In addition to cleaning we recommend the track should also be lubricated with an acid-free non-resinous grease or oil regularly in 6 to 12-month intervals.

NB: See our folding doors installation guide for further guidance on maintaining your Bereco Folding Doors. **www.bereco.co.uk/customer-care**

Casement Windows Hinges should be checked annually, cleaned of dirt and debris and lubricated with an acid-free non-resinous grease or oil. Espagnolette locking points should be also lubricated every 12 months.

Sliding Sash Windows When fully factory finished and installed correctly, your vertical sliding sash window should operate smoothly and be virtually maintenance free. If the windows are not opened for a long period of time then it may be necessary to lightly grease the fastener(s) and restrictor mechanisms with an acid-free non-resinous grease or oil as well as using a light application of silicone spray in the balance channel on windows operated by spiral balances.

Tilt & Turn Windows All movable parts including hinges, locking rollers and cams and other fittings should be lubricated with an acid-free non-resinous grease or oil annually.

External fittings & Ironmongery Face fitted elements like door handles, letter plates, door knockers and numerals should be cleaned every 6 months to reduce the possibility of corrosion and tarnishing of the finish. Each item should be cleaned with warm soapy water and then dried with a soft lint free cloth to avoid scratching the finish. In coastal locations and where windows and doors are installed in swimming pools, we recommend the application of a corrosion preventative after cleaning, taking care to avoid the timber and its coating.

NB: Please refer to the manufacturer's guidelines received at the time of delivery before undertaking the cleaning and maintenance of any fittings and ironmongery.

Redecoration

Re-decoration is simple to do and you don't have to remove the entire coating in order to do so. The factory finishing of our windows ensures the longevity of the timber; the key is simply to replace any erosion of the coating with new layers.

Signs that you need to redecorate:

1. Wide spread flaking or peeling of paint from coating surfaces
2. Wide spread colour fading or dulling of the coating
3. Pronounced or raised grain where it wasn't previously noted

First re-decoration

When you will need to carry out the first redecoration will depend on the location of your home, the level of exposure to the elements and weathering that your windows and doors experience each year, and the coating chosen (opaque painted or translucent stained). As a guide, we anticipate that this will be between 5 and 10 years.

Following the below guidelines will ensure a smooth and lasting finish:

1. Cover the work area. Taking care to avoid getting paint on the glass and fittings.
2. Clean all window and door surfaces using our care sets (see page 5)
3. Remove sashes and door leafs where possible for ease of application in corners and to prevent painting the windows shut. (see our adjustment guide for further instruction on how to remove door leafs and sashes visit **bereco.co.uk/customer-care**
4. Key the surface of the coating by using a p250 grade sand paper. Once sanded clean the area with warm water and a lint free cloth or sponge. NB: Allow the cleaned areas to dry thoroughly before undertaking any coating application.
5. Apply two coats of Teknos Aquatop 2600, in the appropriate colour and gloss level. Allow a minimum of one hour between coats for drying. We recommend that a minimum of 2 coats are applied but further coats may be needed to sufficiently cover the area.

Subsequent redecoration

The below table illustrates the years between redecoration cycles recommended by Teknos.

Redecoration Cycles (years)		Ground Floor & 1st to 3rd Floor				Free standing or hanging situation or from 3rd floor				Mountainous or coastal regions			
		Redwood		Hardwood		Redwood		Hardwood		Redwood		Hardwood	
Position	Shade	Paint	Stain	Paint	Stain	Paint	Stain	Paint	Stain	Paint	Stain	Paint	Stain
Set back (check reveal)	Light	5	5	5	5	5	5	5	5	5	2	5	4
	Medium	5	5	5	5	5	5	5	5	5	4	5	5
	Dark	5	5	5	5	5	5	5	5	5	5	5	5
Flush with façade	Light	5	2	5	4	5	2	5	4	4	<2	5	4
	Medium	5	4	5	5	5	4	5	5	4	3	5	4
	Dark	5	5	5	5	5	5	5	5	4	4	5	5

The above redecorations cycles are based on a property with a large over hung roof.
For different property types please refer to Teknos' Technical Guides at www.teknos.com

For further information on how to keep your windows and doors in tip top condition, including adjustments, humidity control, and rot prevention, see our additional guides and fact cards available at **bereco.co.uk/customer-care**

FAQ's

Can I use other cleaning products to clean my windows?

We recommend using only our approved Teknos Clean and Care sets to care for the finish of your windows and doors. Many cleaning products contain ammonia; a corrosive agent that can cause damage to the glazing and the coating.

I've noticed when cleaning the silicone around the glass on my windows is damaged; how do I repair it?

We recommend using only an experienced tradesperson when undertaking the removal of the silicone surrounding the glazing as this creates a watertight barrier between the glass and frame.

I've noticed when cleaning the seal between the window frame and the building is broken or has gaps; how do I repair it?

We recommend using only an experienced tradesperson when undertaking the removal and replacement of the silicone surrounding the window frame as this creates a watertight barrier between the window and the building.

What is the best time to re-decorate my windows and doors?

The optimum temperature for application of our paint and stain is between 5°C to 18°C so we would recommend doing any redecoration in spring or early summer.

How do I know which colour my windows and doors are finished in?

The colour of your windows and doors can be found on the specification pages of your order confirmation; it will start with the prefix of either RAL, BS, NCS; or if you opted for a Farrow & Ball colour matched paint the Farrow & Ball colour code and name will be detailed on your order. If you are unsure please get in touch with us via email at **customercare@bereco.co.uk** or all us on **01709 838188.**

Can I use another manufacturers paint or stain if its water based?

We recommend that you use only the Teknos coating system so we can continue to offer a warranty on your windows and doors.

How much paint do I need for my re-decoration?

Typically, one litre of Teknos Aquaprimer will cover a surface area of up to 8m2 and the Teknos Aquatop 2600 topcoat up to 6m2.

How do I order paint or stain to carry out my re-decoration?

We can order any additional paint or stain for you and have it delivered to your front door within 3-5 working days. To order more paint or stain please call our offices on **01709 838188** or email us at **parts@bereco.co.uk**.

What do you recommend for covering the windows during re-decoration?

You can use a glass protection film to protect the glass during redecoration but we recommend that any protection is removed immediately after completion and left on no longer than 2 weeks. We do not recommend the use of any adhesive tapes on either the glazing or coated surfaces of our windows and doors.

Can I change the colour of my windows and doors?

Your windows and doors are designed to last 60 years and we know that taste and trends change so don't be afraid to change with them. We can colour match any RAL, BS, NCS or Farrow & Ball paint colour, so if you fancy a colour change for your windows and doors just tell us the colour you would like to match on ordering.

Can I replace the glazing in my windows and doors?

Our glass is not bonded into the frame like it often is with PVC-u, so our windows & doors can be easily re-glazed. If you need to replace the glazing at any time, we recommend using only an experienced tradesperson to do so.

What products do I need to redecorate my windows and doors with?

Your Bereco timber windows and doors are finished in Teknos water based, micro porous coatings specifically developed for wooden windows and doors. The below table shows the products we use at each stage of the coating process.

Coating	Painted - Softwood	Painted - Hardwood	Stained - Softwood	Stained - Hardwood
Preservative	GORI 356	GORI 356	GORI 356	GORI 356
Basecoat	AQUAPRIMER 5200-01	AQUAPRIMER 5200-01	AQUAPRIMER 2900	AQUAPRIMER 2900
Intermediate	ANTISTAIN AQUA 5200-00	ANTISTAIN AQUA 2901-52	TEKNOTOP 2981-01	ANTISTAIN AQUA 2901-62
Topcoat	AQUATOP 2600	AQUATOP 2600	AQUATOP 2600	AQUATOP 2600
V-Joint Sealer	OPTI JOINT XP	OPTI JOINT XP	OPTI JOINT XP	OPTI JOINT XP

Maintenance Record

We recommend that you keep a record of any maintenance carried out on your windows and doors.

Date completed	Clean & care set used on coating?	Repair of localised coating damages required?	Weatherseals & ventilators cleaned?	Windows and doors adjusted?	All moving parts cleaned & lubricated?	Exterior weather proofing repaired?
4/2/19	YES	NO	YES	YES	YES	NO

Date completed	Clean & care set used on coating?	Repair of localised coating damages required?	Weatherseals & ventilators cleaned?	Windows and doors adjusted?	All moving parts cleaned & lubricated?	Exterior weather proofing repaired?

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