



Care & Maintenance Guide



Thank you for choosing us

We're proud of our product, and with regular care and maintenance, we know you'll get many years out of your new or retrofit windows and doors.

In this guide, you'll find our advice on how you can look after your window and door systems. This guide provides all the tips and tricks to keep all elements of your new or retrofit installation in optimal condition. All it takes is a little regular and easy maintenance.

Use this guide along with our Customer Obligations guide to assist you in maintaining your windows and doors.

Glass Cleaning & Maintenance

Regular washing and drying of glass units are required to ensure durability. In urban areas washing should occur every 3 to 6 months.

What to use?

When washing, soak the glass surface with warm water and a mild, non-abrasive soap detergent solution to loosen dirt and debris. You can also use proprietary glass cleaners. Start cleaning at the top and continue to lower areas/levels.

After washing, rinse with clean water and then dry the glass using a clean grit-free squeegee, cloth or paper towel. All water and cleaning solution residue should be dried from the window gaskets, sealants and frames to prevent water spots.

What not to use?

Do not use solvents, scrapers, or metal-edged cleaning equipment to clean glass. If you get mortar or plaster on the glass, immediately wash the glass down with clean water or mild detergent and do not allow the product to harden. Avoid cleaning tinted and reflective glass surfaces in direct sunlight.

Ensure no solvents come into contact with the sealant edge on your double-glazed unit or the laminate interlayer on laminate glass.

Maintenance

It is advisable to check that frame drainage is not blocked, as this can affect laminate and insulated glass units.

Condensation

While double glazing is effective in helping to reduce the appearance of condensation, it cannot stop condensation from being created. Here are some helpful tips on how to decrease condensation.

What causes condensation?

The air inside your home contains moisture. When the indoor temperature cools down, the air can't hold as much water vapour.

This means the vapour condenses into a visible liquid on cold, non-absorbent surfaces like windows. Common household activities that cause condensation include cooking, washing and drying clothes (unvented), showers and baths, gas heaters and breathing.

How to reduce condensation

Ventilation can help reduce moisture and condensation, keeping your home drier, healthier and more comfortable.

Methods to increase ventilation

1. Keep windows open, even if only for part of the day
2. Allow water vapour to escape when showering, cooking or drying laundry via an open window, vents or a ventilation fan
3. Dehumidifiers draw moisture-laden air from the room and extract it into an inbuilt container that can be easily emptied
4. HVAC systems work to replace the moisture-laden air in your home with drier air, potentially removing condensation and improving air quality overall



If you notice condensation on the inside of your double-glazed unit, not the surface, this may mean a defect in the seal of the unit. Please take photos and contact Thermoglaz to arrange a site visit to investigate.

To learn more about condensation, visit fairviewwindows.co.nz/media/o4zadrau/fs060-condensation-guide.pdf

Aluminium Joinery

Maintaining your powder-coated or anodised aluminium and products is a great way to protect your investment. Over time, with exposure to the elements, powder-coated, and anodised materials may show signs of weathering, such as loss of gloss, chalking and slight colour change. A simple, regular clean will minimise the effects of weathering and will remove dirt, grime, and other buildup, all detrimental to the product.

Cleaning & Maintenance

What to use?

Use a mild soap, warm water, and a quality soft-bristled brush or cloth. A non-abrasive mild pH detergent, such as dishwashing liquid, works well. Simply wash the entire frame with soapy water, rinse with clean water and dry to avoid streaking.

What not to use?

Never use solvent cleaners as they can damage the powder coating and anodising on your windows and doors. Common solvents like petrol, acetates, thinners and Methyl Ethyl Ketone (MEK) are very damaging, including Jif.

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

Products to be careful with

It is important to note that sunscreens containing Zinc or Titanium oxides will damage the powder coat surfaces of your joinery over time. It is recommended that joinery which had come into contact with sunscreens is cleaned with soapy water and rinsed clean immediately.

If you splash paints, sealants, concrete or mortar on your aluminium, first test a non-visible area

and remove the paint or sealant splashes with a soft cloth soaked in methylated spirits, using gentle wiping motions. Spirits must be washed off immediately with soapy water after use. We recommend using spirits in a shaded area during cooler temperatures.

Maintenance frequency

Coastal - clean every 1-3 months
Geotherma I- clean every 3 months
Industrial - clean every 3 months
Rural - clean twice a year
Residential - clean twice a year

Accidental scratches or damage

If you find that you have scratched or damaged your aluminium product, we can recommend aluminium repair services, or small "touch-up" paint bottles/spray can often be sourced from a paint manufacturer. Simply give us a call, and we would be happy to point you in the right direction

Points to note

Proper drainage is important to extend the lifetime of your windows and doors. Remove any debris clogging drain holes, and ensure sliding tracks are clean and free from debris



Timber Products

Thermoglaz uses timber for a multitude of products, whether it be beads, sashes, doors, or architrave. While a fantastic natural insulator, timber requires proper maintenance and care to ensure it remains in peak physical and aesthetic condition.

Painting

All timber beads, new sashes, architraves and timber finishing products will be surrounded by a paint finish (where appropriate) and will receive an initial undercoat. This will leave the windows in a non-finished condition. We leave the obligation of providing a paint finish to the customer and recommend this is completed within 1 month after installation completion to ensure the timber is protected from external elements.

The timber sash has a drainage hole at the bottom of the window to allow any moisture build-up (though unlikely) to escape. Please remember not to paint over or cover these holes, as this will void your warranty for workmanship.

We recommend masking up/covering all butyl seal when sanding for painting. The black sealant used is sticky, and it can be hard to remove saw dust once adhered. We also recommend masking up/protecting the glass when sanding to prevent scratching. The repair/replacement of scratched glass due to sanding is the customer's financial responsibility.

Cleaning

We recommend cleaning the exterior frame and sash twice a year, opening all windows to wash available surfaces and corners. A soft bristle brush can be used to remove all dust, organic debris, and insects.

Use a mild, non-abrasive detergent and warm water with a soft cloth or sponge. Use a damp cloth, rather than soaking wet, and rinse and wring out the cloth often. Try to avoid oversaturating the timber as best possible and keep all glass cleaners away from the timber. Remember to also clean weather seals along the window/doors.

Maintenance

Review the paint finish on the windows at this time as well, as just one crack in the paint can expose the timber to moisture, and the decomposition of the timber has already begun. The regular review also helps to prevent contaminant growth such as fungi or mould.

Hardware & Componentry

Cleaning

What to use?

Wash your hinged and window stays every month with a mild cleaner, like dishwashing liquid mixed with warm water. This can be done at the same time as your aluminium joinery with a mild cleaner. All door and window handles should only be wiped clean with a soft, damp cloth.

What not to use?

Avoid washing with household cleaning sprays, as they can be too aggressive and cause damage. Do not oil keyholes and locks. Do not spray or immerse the hardware in water to clean.

Maintenance

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. Split hinges should be replaced. Wedging doors open can cause permanent damage. Seals and rubbers will require replacing from time-to-time depending on the environment. As a general rule, they should last for 10 years or more.

The fixing screws securing the hardware to the door should be checked at 12 monthly intervals and tightened as required.

Locking mechanisms are supplied pre-greased and generally do not require ongoing internal maintenance. Care should be taken to ensure the internal components are kept free of dirt and woodchips, as this is the most common cause of malfunction. Tubular latches/key cylinders used in external situations should be lubricated by aerosol lubricant at 12 monthly intervals or when there are signs of roughness when inserting or extracting the key. Be careful not to apply an excessive amount of lubricant to any components as this will have a detrimental effect of adhering dust to the surfaces, potentially reducing the life.

Electronic keypads:

At yearly intervals, the following maintenance should be undertaken:

- All fixing screws checked and tightened if required
- Latch screws checked and tightened if required
- External surfaces are wiped over with a soft, damp cloth to remove any dust build-up
- Batteries changed with new AA alkaline batteries only (normal battery usage 2 years)

For frequently asked questions and tips, visit the below link for more information:

fairviewwindows.co.nz/media/qmzboojo/schlage-ease-faqs.pdf

Maintenance frequency

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

Finish specific instructions

Please contact Thermoglaz for confirmation if you are unsure of your hardware product finish. Speciality hardware finishes often require particular care and maintenance instructions. Regular maintenance of your hardware, as per the previous guide, will help ensure your product's longevity.

Architectural Bronze & Polished Lacquered Bronze

Under no circumstances should any cleaning product be used. The cleaning product may contain solvents which damage the protective coating. Care should be taken to ensure that cleaning products used on doors and windows are not applied to hardware.

Lacquered finish hardware (i.e. bronze/brass finish) should only be cleaned with warm water. Hot water can remove the lacquer.

Roman Brass/ Natural Bronze/ Oil rubbed Bronze

These finishes use an oxidization treatment which continues to age when it comes into contact with the atmosphere. Over time, the natural patina of the bronze finish will give way to an aged brass finish in heavy-use areas.

Brass

Brass products are treated with a clear protective coating to provide durability. Brass, like sterling silver, will gradually tarnish and take on an antique appearance. Atmospheric conditions, caustic agents such as paints, or scratches from sharp objects may cause the protective coating to crack or peel, causing spotting and discolourations. Initial care for brass requires only a quick rub with Wax Polish and light buffing with a soft cloth. You may prefer to do this weekly, especially exterior, often used, or damp environments.

"Blue Magic" Metal Polish is a quick, effective way of restoring mildly tarnished brassware. If heavy discolouration occurs, the finish can be restored by stripping the remaining lacquer and regularly polishing with "Blue Magic". Alternatively, let it age naturally to an antique finish. Solid brass can always be restored to its original lustre.

Stainless Steel

Although Steel is very resistant to corrosion, factors exist that cause stainless steel to stain or discolour, impairing the overall look. This brown colouration, also known as tea staining, does not affect the structural integrity or the longevity of the material and it can be controlled.

Discolouration

Any discolouration should be removed immediately, or permanent discolouration and pitting of the surface could occur. In most cases, if attended to immediately, the product can be restored. In coastal or caustic environments, stainless steel finishes may tea stain if not washed regularly to remove the salt. Most discolouration can be removed with a mild cleaner or a specialist stainless steel cleaner and a non-scratch cleaning sponge or cloth.

Cleaning

Cleaning involves washing with potable low chloride water, or washing with a neutral detergent followed by rinsing with cold water. If products are not washed regularly, pits may develop, and the surface may be permanently damaged.

Apply clean water with the cleaning sponge and rub gently. If the mark does not shift, apply the specialist stainless steel cleaner, and rub gently. An old toothbrush can be used to get into any difficult areas. The surface should then be thoroughly rinsed with clean water and buffed with a soft cloth.

Warnings

Never rub against the grain as the finish may be spoiled, the stainless may lose its shine, and the finish may pull threads from the cloth, which may be difficult to remove.

Never use steel wool to clean stainless steel. Steel wool is usually made from carbon steel, and the fragments left behind, as well as scratching the surface, will rust onto the stainless-steel surface, causing further damage. If a scourer is to be used, use a plastic scourer or a stainless-steel wool scourer.

Any questions?

Get in touch

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