

Coating System Guarantee



Lasting Performance through Innovation

Through excellent design, advanced coatings and a robotic climate controlled paint facility, our windows and doors are optimised for long life performance, as well as providing an exceptional finish which allows the characteristics of the wood to show through. As a result our windows and doors are supplied with the best coatings guarantee on the market.

Picture: Gloucester Quays; Completed June 2010. Windows and doors fully finished in Pigeon Blue (BS 10 C 35).



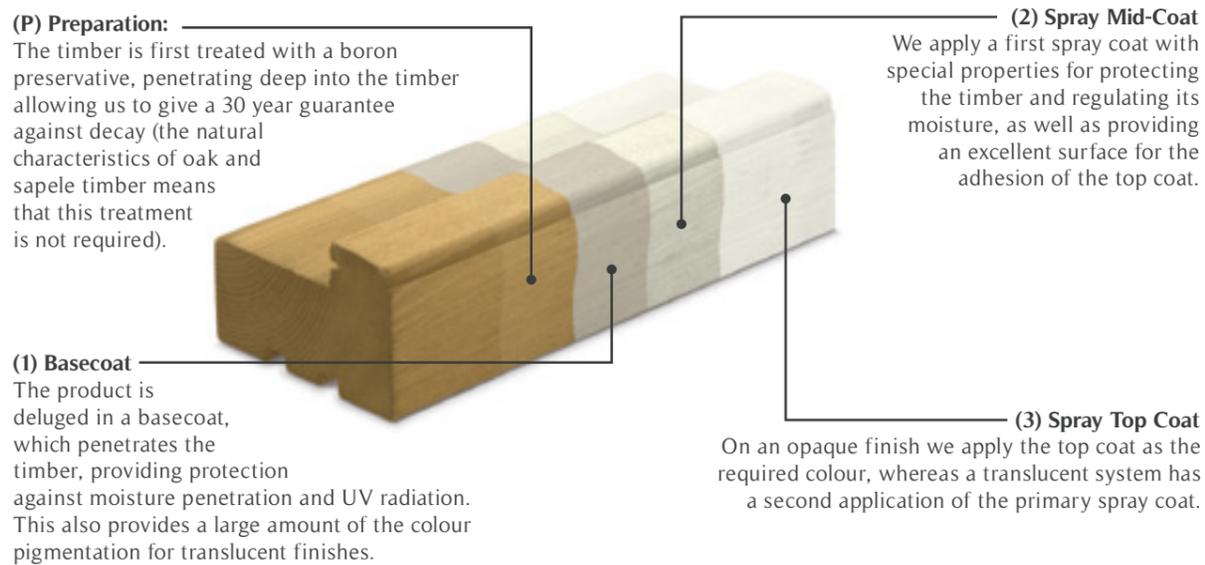
Long Life With Low Maintenance Timber Windows

Over recent years the long life performance of timber windows has increased dramatically due to the advances in coatings. However, there are still many weaknesses in products being sold in the UK, because the designs are not optimised for the coating and the coating is applied in poor conditions.

At George Barnsdale we have spent the past 20 years optimising every part of our designs and production system to ensure that we maximise the quality of our coatings. Our goal is to provide a coating that gives the highest quality of finish showing the characteristics of the timber and to ensure a long life with minimal maintenance. Some of the features that allow us to achieve this are:

- 3mm rounds on all corners as standard allowing the paint to have a constant thickness (if paint is applied to a sharp edge, its film thickness will be smaller and it will erode faster).
- Internally beaded glazing systems, protecting the weakest part of the glazing system from the elements.
- Humidity controlled factory, ensuring that the timber is kept at the right moisture content throughout the production process (prevents significant movement in the product when it is installed - typically this occurs due to the product going from a dry factory environment and fitted into the more humid natural environment).
- Extensive preparation for painting including end grain sealing and joint sealing, to protect the vulnerable parts of the timber, as well as careful denibbing of the product (this involves smoothing off any lifting of the grain nibs that result from machining) for an optimal finish.
- Advanced coating line with precise application by robot with ultra-high humidity flash off area allowing the coating to settle.
- Extensive checks between coats to ensure that the timber is correctly coated and the finish is applied to our exacting standards.
- In addition to our attention to design and application, we also ensure that we are using the absolute best coating products. We work very closely with our coatings supplier, Remmers, to optimise the products available to create the best system, utilise the latest products available and get technical input on how best to optimise our designs and facilities.

Coating System



This coating system has been developed with to get the maximum performance from the coatings. As a result we can offer our industry leading guarantee across our range of products. Whilst this is restricted in a few cases (due to location or a small number of product options having restrictions) nearly all of our products will be supplied with the maximum guarantee period.

Guarantee Details

Our coating guarantee is 10 years for opaque coatings and 7 years for translucent coatings as standard. Whilst this is usually available, there are a few key elements that affect a coating:

- Climate:** Areas at high altitude or close to the coast experience much more aggressive conditions that will erode the paint coating more rapidly.
- Exposure:** Buildings are designed in various ways, but recommended building practice is to set windows and doors back from the face of the brickwork. This reduces their exposure to the elements and as a result the coating will erode less quickly.
- Colour:** Dark coatings absorb more of the sun's heat which causes more strain on the coating itself and more movement in the timber, which stresses the coating and causes it to erode more quickly. Our guarantee is not affected, but these coatings will have shorter re-coating intervals than lighter colours.

The following matrix shows the guarantee that we offer based on the conditions above;

Climate / Exposure	Moderate: This would include non coastal areas at low altitude.	Hard: This would include areas within ½ mile of coastline.	Extreme: Any areas of high altitude. Eg Snowdonia or exposed coastal areas.
Sheltered: Beneath porch or large roof overhang.	10 years for opaque 7 years for translucent	7 years for opaque 4 years for translucent	7 years for opaque 3 years for translucent
Partly sheltered: Window built back in reveal.	10 years for opaque 7 years for translucent	7 years for opaque 4 years for translucent	5 years for opaque 3 years for translucent
Not sheltered: Face of building.	7 years for opaque 4 years for translucent	5 years for opaque 3 years for translucent	5 years for opaque 3 years for translucent

Note: We offer a clear laquer finish, but this is only guaranteed for 2 years on external surfaces; Areas of extremely high pollution are not covered by the guarantee (please enquire for further detail if required).

What is covered?

Preservative



The guarantee covers:

- Damage resulting from soft rot or blue stain within the timber.

The guarantee does not cover:

- Damage resulting from insect attack (such as termites).

Coatings



The guarantee covers:

- Embrittlement, flaking or cracking of the coating system.
- Damage resulting from fungal growth within the coating system.
- Significant yellowing of the coating.
- Premature erosion of the coating film leading to exposed undercoat.



The guarantee does not cover:

- Design options that are not guaranteed including exposed corners with a radius of less than 3mm and cill extension projections greater than 70mm (any design features that are not covered will be clearly outlined in the quotation and order confirmation).
- Release of resin from the timber coming through the coating (this rarely happens and in cases where it does it can be removed using white spirit according to our remedial instructions).
- Extractive staining of knots (we use grade 1 knot free timber as standard, but there is still the possibility of some knots being present. In cases where it does occur there may be some discolouration requiring a simple touch up).
- Damage due to building movement, impact or abrasion (if damage occurs and it is possible to repair according to our remedial instructions, then the coating guarantee will remain valid).
- Issues resulting from failure to maintain the coating in accordance with the maintenance guidance provided with the windows and doors on delivery (see page 4 for more detail).

Maintenance

Our windows and doors have been designed for minimal maintenance, but to ensure that the guarantee remains valid and the maximum coating life is achieved, the following conditions apply:

- The windows are installed in accordance with our instructions. These are supplied with our products and are also available on our website at www.georgebarnsdale.co.uk/technical/installation-maintenance.
- Any damage to the coating is repaired with the supplied touch up paint according to our remedial instructions supplied with the windows.
- The coating is cleaned regularly to ensure dirt retention does not lead to excessive mould growth.
- The products are protected annually with the window care pack. This is a simple application that can be carried out by a window cleaner - see below.
- Only coatings specified by George Barnsdale are applied to the joinery.
- The guarantee registration form is returned to us within 28 days of delivery.

Frequently Asked Questions

Due to exposure to the environment in which they are installed, coatings will erode over time. Therefore, to maintain the protection of the underlying timber, recoating will be required to increase the coating thickness.

How should I care for my windows and doors?

In order to achieve the best life of your windows and doors and ensure that your coating guarantee remains valid, it is important to:

- Clean your windows of any dirt or residue to prevent any excessive mould build up using warm soapy water or the Mildew Cleaner supplied with your windows and doors (further bottles can be re-ordered from us).
- Repair any visible damage according to our remedial instructions.
- Apply the Careset for Windows to all external exposed surfaces once per year, which is a two stage process, that consists of a cleaning fluid and a clear balsam. This is applied by a cloth and can be carried out by a competent window cleaner.

How will I know when I need to recoat?

Our guarantee matrix highlights the period over which the coating is guaranteed to last, but in practice, with the correct maintenance, it will last much longer. To understand when your windows and doors need recoating it is recommended that at every application of the careset, the state of the coating is reviewed. If any parts of the coating are showing signs of damage or wear then we recommend recoating the window or door. For translucent finishes we recommend reapplying the coating according to the guarantee matrix and then at intervals of half that time ongoing.

How do I recoat?

Recoating our windows and doors is extremely simple. The first step is to clean them using warm soapy water, followed by a brush application of an approved coating. There is no requirement to sand back the coating or even rub it down.

How do I order paint and consumables?

We are able to supply you with all paint and consumables required to clean, maintain and recoat your windows and doors. We have records of your products and their coating and can supply you with the correct colours as required.

Are there any restrictions to the guarantee?

Whilst this document outlines what is included and excluded in the guarantee, our terms and conditions include a number of limitations to liability, which are provided with a quotation and are available on request.



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