

Grady Joinery - Timber Information Sheet

Note:

1) The following is essential information in regard to Grady Joinery Timber products. It is designed to provide a clear understanding of Customer responsibility in regard to product care and maintenance.

Our Production process:

Laminated/engineered timber is widely used in our production process. This involves the joining of two or more pieces of timber to make a single component. This leads to a stronger component and reduces the risk of warping.

- **However variations in grain and texture within that component are to be expected. The actual joint may be visible upon close examination.**
- All glues and sealants used in the assembly process are of the highest quality and specially manufactured for exterior hardwood windows and doors.
- All products are dipped in a water based primer and then sprayed with water based, high build stain as standard.
- Variations in grain and texture in the timber may become more apparent after the spraying process. This is quite normal and a natural feature of timber products. Subsequent aftercare by the Customer as set out below will help to provide a more uniform finish to the timber product and ensure that it remains in first class condition.
- **Slight surface scratches/indentations which can be removed during the subsequent aftercare process are not considered as faults within the timber products.**

The Customers immediate & aftercare responsibilities:

1) Surface treatment:

In order to achieve a quality finish the surface needs to be rubbed down prior to application of **each coat**. A fine quality sand paper is recommended for this task.

Particular attention must be given to the following areas:

- Top and bottom of doors
- All exposed end grain
- Corners
- Nail holes
- Joints

A minimum of 2 coats of quality paint/stain must be applied within 10 days of delivery/installation. Do not paint over locking hardware.

2) Moisture content / ingress of moisture:

It is the Customers responsibility to ensure that the moisture content of timber products remains between 10% and 16%. Painting/staining of the product and eliminating water vapour from within the building are essential to minimising risk of timber warping/swelling etc..

Common problems, associated with timber warpage are:

- expansion of the product, **resulting in inability to close and lock doors & windows**
- breaking of seals & joints, **resulting in leaks & draughts**
- Winter building damage, **resulting in fungal growth**

3) Product maintenance: Due to the nature of timber products and their potential susceptibility to environmental conditions/changes, seasonal adjustments may be required.

4) Foreign objects:

Surfaces of the timber must be protected from plaster and concrete.

In the event of plaster/concrete coming in contact with the timber, it must be removed immediately using a soft, damp cloth.

Failure to do so will result in permanent damage to the hardwood, **usually black stain.**

Failure to carry out the aftercare tasks as outlined above within the time specified will:

- 1) **Seriously affect the performance and result in long term damage to your timber product.**
- 2) **invalidate our product guarantee**

Guarantee:

Grady Joinery offers a comprehensive 1 year warranty on locking hardware, hinges, gaskets and other accessories. Given the fact that timber is a natural product, it is not possible for Grady Joinery to extend this guarantee to the timber itself.