Recommendations for care and maintenance – you've made the right choice!

By opting for modern wooden windows, you've chosen to enjoy the many unique benefits of a contemporary product. Wooden windows are strong, authentic and valuable. Their natural material creates an unbeatable cosy atmosphere, while their high-quality surface scores top points for aesthetics and individuality thanks to the environmentally friendly Remmers coating systems.

The multi-layered finish provided by Remmers coatings means that your wooden windows will retain their unique qualities for a long time if cared for properly. But just like a beautiful garden, wooden windows also require regular maintenance. With a little bit of effort now and again, you can enjoy your windows for years to come.

We have put together some important information for you below. Please read it through carefully.

First and foremost: protecting your windows during installation.
In order to prevent damage or blemishes on the frame, sashes or window panes, all surfaces surrounding the window must be protected carefully during installation, rendering and painting (which must be completed within three months of installing the window). The sheets and adhesive tape used for this must not contain any plasticisers or solvents, and must be resistant to weathering and UV radiation (e.g. tesa 4438 and tesa 4838). Please do not leave tape and coverings on wooden elements for longer than two weeks, otherwise moisture will start to build up in the wood, which could damage the coating.

Optimum cleaning in a few simple steps.
Normal dirt can be easily removed with a lint-free cloth and a mild, environmentally friendly cleaning agent (e.g. a neutral detergent or dishwashing liquid).

If there is heavy soiling, we recommend using Remmers cleaner. Please do not use any solvent-based products or abrasive or alkaline cleaning agents, because these will damage the surface.

When cleaning your window for the first time after installation, check all areas for any damage caused during construction and installation – this must be repaired promptly by a professional. Only clean seals remain effective over the long term. Therefore, they should also be cleaned regularly with a mild, neutral detergent.

Inspection and maintenance of frames and sashes – done in a flash.
To make sure that windows stay well-protected and colours don't fade over the years, we recommend that you inspect and touch up the surface once a year. This yearly inspection is your chance to scrutinise your windows and doors closely. If you find any damage on the wood surfaces and/or in the joints of parapets, this must be repaired immediately by a professional. If the surface is free of damage, you can proceed to the touch-up work. This can be done quickly and easily with Remmers Wood Balm, which guarantees perfectly protected and visually flawless surfaces. It closes ultra-fine cracks that can be caused by hailstones, for instance. Remmers Wood Balm can be applied to window frames and sashes straight from the bottle. The cloth supplied ensures mess-free working without the need for sanding or masking off, and with no paint splatters or drips.

Before applying the balm, you must clean the surface thoroughly. If it is heavily soiled, we recommend using Remmers Cleaner.

Problem-free repair of minor damage

You can patch up minor mechanical damage or scratches yourself with ease. First, gently roughen the affected area with an abrasive cloth. Then take a small paintbrush and apply a small amount of patching-up material by gently dabbing it on two or three times. Spot repairs like this can be used to close up the affected area on the surface. If larger areas are affected, we recommend using a broader brush.

Surface maintenance – classification

Table 1 shows the classification of the coating systems in terms of the maintenance intervals that are required and/or can be expected. This classification is based on the main influencing variables, the guidelines on coatings published by the testing institute ift Rosenheim, and new findings from research (Grüll et al. 2011). The intervals listed in the table are reference values for maintenance conducted under normal exposure conditions within the various categories. In order for this data to be relevant, the coating must have been applied properly, e.g. the minimum coating thicknesses must have been observed (see Code of Practice HO.03 from the German Association for Windows and Facades (VFF)). The orientation of the surface (the compass direction) and the weather conditions can result in different maintenance intervals, depending on whether the sides of the facade are more exposed or protected. Another important aspect is the regular use of maintenance products as recommended by the window and/or coating manufacturer. This aspect is taken into consideration in Table 1, which states the estimated maintenance intervals.

The maintenance intervals set out in Table 1, 'Indicative information on maintenance intervals' from VFF Code of Practice HO.01, must be observed.

Table 1: Indicative information on maintenance intervals

Initial coating	**Position**	**Colour**	**Maintenance interval**	
			With yearly inspection	With yearly inspection and use of maintenance products
Translucent	Protected	Light	6 years	8 years
		Medium	7 years	12 years
		Dark	7 years	12 years
	Normal weathering	Light	3 years	5 years
		Medium	5 years	10 years
		Dark	5 years	10 years
	Heavy weathering	Light	2 years	3 years
		Medium	3 years	5 years
		Dark	3 years	5 years
Opaque	Protected	Light	15 years	18 years
		Medium	12 years	15 years
		Dark	11 years	14 years
	Normal weathering	Light	12 years	15 years
		Medium	10 years	12 years
		Dark	9 years	11 years
	Heavy weathering	Light	7 years	10 years
		Medium	5 years	7 years
		Dark	4 years	6 years

PLEASE NOTE:
Regardless of the surface coating, but with increasing likelihood in the case of darker coatings, resin discharge may occur in wood types containing resin, e.g. almost all softwoods as well as red meranti. Small amounts of resin discharge are natural and are not a defect (see also VFF Code of Practice HO.05).

Outdoor climate with indirect weathering:
The components are protected against rain and direct sunlight by the nature of the building design. The other climatic influences, such as humidity and temperature, have a direct effect on the windows and doors.

Outdoor climate with normal direct weathering:
The components are located in areas subjected to normal climatic conditions on buildings up to three storeys high. Weathering influences have a direct effect on windows and doors.

Outdoor climate with extreme direct weathering:
The components are located in areas subject to extreme climatic conditions or are installed on buildings more than three storeys high. Alternatively, the windows and doors are not protected by means of design measures (e.g. installing the windows flush with the facade), i.e. extreme weathering influences have a direct effect on the dimensionally stable wooden building elements.

Everything in motion: maintenance of fittings
Your windows are equipped with high-quality fittings. It is recommended that you oil all moving parts every six months in order to ensure that they continue to function perfectly over the long term. You can obtain a suitable fine oil (e.g. Fenosol) from specialist retailers.

More important than ever: proper ventilation.
Indoors – especially in new buildings – humidity levels are generally higher than they are outside, because warm air can hold more moisture. You can see this effect clearly on a bottle taken from a cold fridge and placed in a warm room.

Air that comes into contact with the bottle cools down and immediately loses its moisture, which precipitates on the cold surface of the bottle in the form of fine water droplets. The same thing happens to window frames and panes. The only difference here is that the condensed moisture can cause damage to the structure and the coated finish. The Remmers varnishes and stains used to coat your wooden window are ideally equipped to combat this effect thanks to their controlled vapour permeability. However, extreme humidity can only be prevented through regular ventilation. Proper ventilation means intensive airing with the windows open wide, not leaving them open in a tilted position for longer periods. This ensures complete air exchange without allowing the walls and furniture to cool down.