

A photograph of a modern house with a curved, dark-stained timber exterior. Large glass windows and doors are visible, reflecting the sky and surrounding greenery. The house is set on a stone-paved patio with steps leading up to it. In the foreground, there are several green ferns. The background shows a wooden fence and a palm tree under a clear sky.

Caring for and Maintaining your Timber Windows and Doors



Photo credit: Jack Lovel



Your New Windows and Doors

Photo credit: Chris Ellis

Thank you for purchasing your timber windows and doors from Aspect Windows. To keep your investment looking beautiful and working well for many years, please ensure that your items receive regular care and maintenance. The information below will help you care for your Aspect Windows products.

How to use this care and maintenance guide

We've provided easy-to-follow directions for looking after your products on the following pages, including everything you need to do for each stage in the life of your windows and doors. We've also included sections on troubleshooting, frequently asked questions and contact details for your convenience.

Step 1: After Delivery

- You and your builder are responsible for protecting your products from damage once on site.
- Store all your timber products safely in a dry, cool area out of direct sunlight.
- Lay the doors flat on timber bearers with 600mm spacings for support to prevent warping.
- Window and door frames should be stored by laying them flat on even ground. Alternatively, stand them upright on sills and secure them so they don't fall.
- Do not allow water to pool on any of the products.
- Check your order carefully and report damaged or missing products in writing to Aspect Windows within 24 hours of delivery.

Step 2: Priming, Sealing and Painting

- If you have not requested our in-house pre-delivery priming and sealing service, please ensure that frames, sashes and doors are sealed on all faces with a quality primer, sealer or undercoat within two to three days of delivery to prevent damage from direct sun, heat and moisture.
- Aspect Windows priming only provides temporary protection. If we primed your windows pre-delivery, you must sand, prepare and paint within six weeks of delivery to prevent primer from deteriorating.
- Remove weather seals and hardware before painting and re-fit them when painting is finished.
- Do not paint weather seals, tracks or moving parts such as rollers, winders, sash cords, jambliners or spiral balances. This causes windows to stick and operate poorly.
- For window and door surfaces that are exposed to the elements, we do not recommend using dark coloured paint or stain finishes; or clear coatings or stains. Use light-coloured, reflective, semi-gloss finishes, applied as per the manufacturer's specifications. Please contact us for alternatives if unsure.





Step 3: Cleaning and Maintenance

- To extend the life of timber panels and frames after installation, we recommend that you:
 - Clean windows and doors every three to six months. Wipe dust and grime from moving parts with a damp cloth.
 - Avoid using hoses or pressure washers on timber and glass, especially around timber joints.
 - Check the condition of the coating every three to six months for:
 - adequate sealer and coating coverage.
 - peeling or lifting.
 - cracked or split timber.
 - water stains.
- Touch up or recoat surfaces as necessary, as per the manufacturer or painter's advice. This may be more frequent for products facing north and west, especially in areas that are unprotected and exposed to changing weather.
- Hairline cracks on the surface of old paint or varnish should be touched up or recoated to ensure timber is sealed.
- Sweep or vacuum sliding door tracks, guides and rollers to remove dirt, sand, leaves and other debris that can affect door or window functionality.
- Use a silicone-based lubricant on tracks and guides for smooth operation.
- Check weather seals regularly and replace them if worn or damaged.

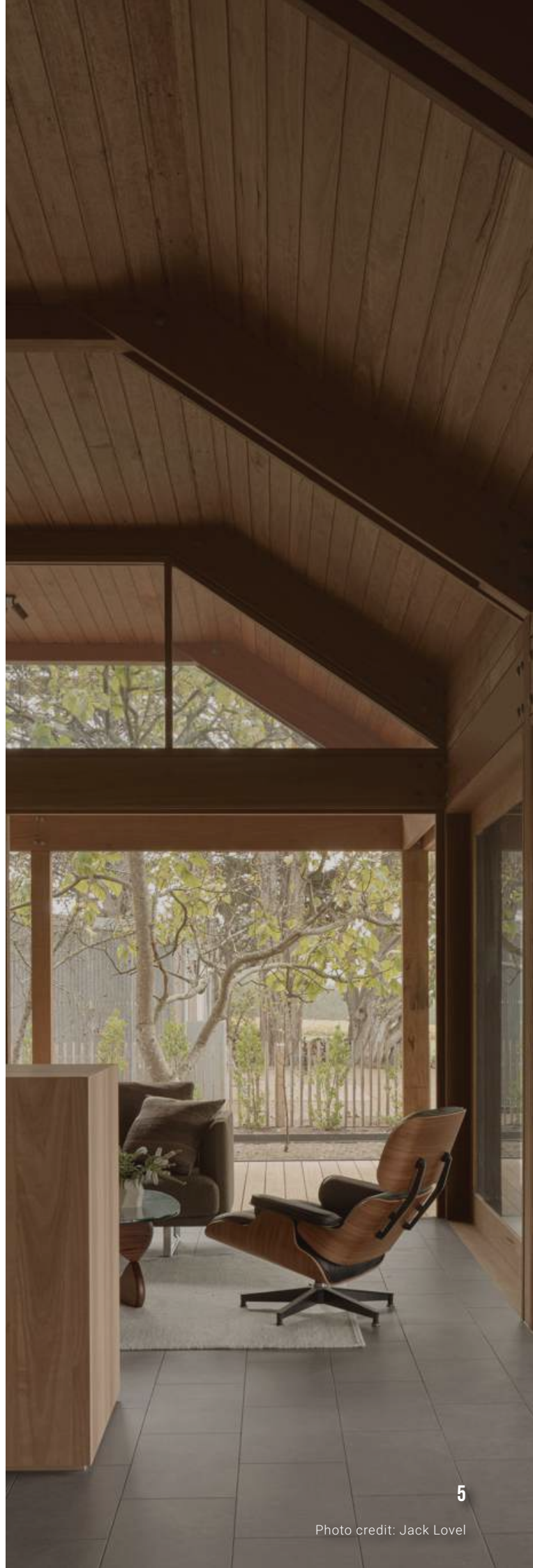
Step 4: Glazing and Hardware Maintenance

Glazing:

- It is important to maintain the seal between the glass and the timber. Do not use any products that will damage or break down the seal, such as solvents, harsh chemicals, petroleum-based products and abrasive cleaners.
- Inspect the seal around the glass regularly for damage or insufficient paint or sealer. If this area is not sealed properly, water can enter and cause damage.
- Clean glass panes with warm water mixed with a small amount of detergent, using a microfibre cloth. Rinse with clean water and dry with a microfibre cloth.
- Avoid using razor blades to clean glass.
- Don't use razor blades or metal when cleaning Low-E or other performance-coated glass, as these damage the coating.

Hardware:

- Regularly maintain the moving parts of your hardware, including stainless steel components.
- Check that all moving parts are moving properly. Tighten screws, clean with a damp cloth and apply oil where required.
- We recommend maintaining hardware every six months in most urban and suburban areas, and every three months in marine and industrial environments.



Frequently Asked Questions

Is timber movement normal?

As timber is a natural material, it responds to changes in temperature and humidity. Minor movement, seasonal gaps, or slight changes in operation are normal and have been built into the design.

How long do windows and doors take to stabilise?

Usually around 6–12 months as the building settles and the timber acclimatises. Heavy doors may require adjustment as buildings settle. This is normal and part of ongoing maintenance.

What's the best way to operate timber windows and doors?

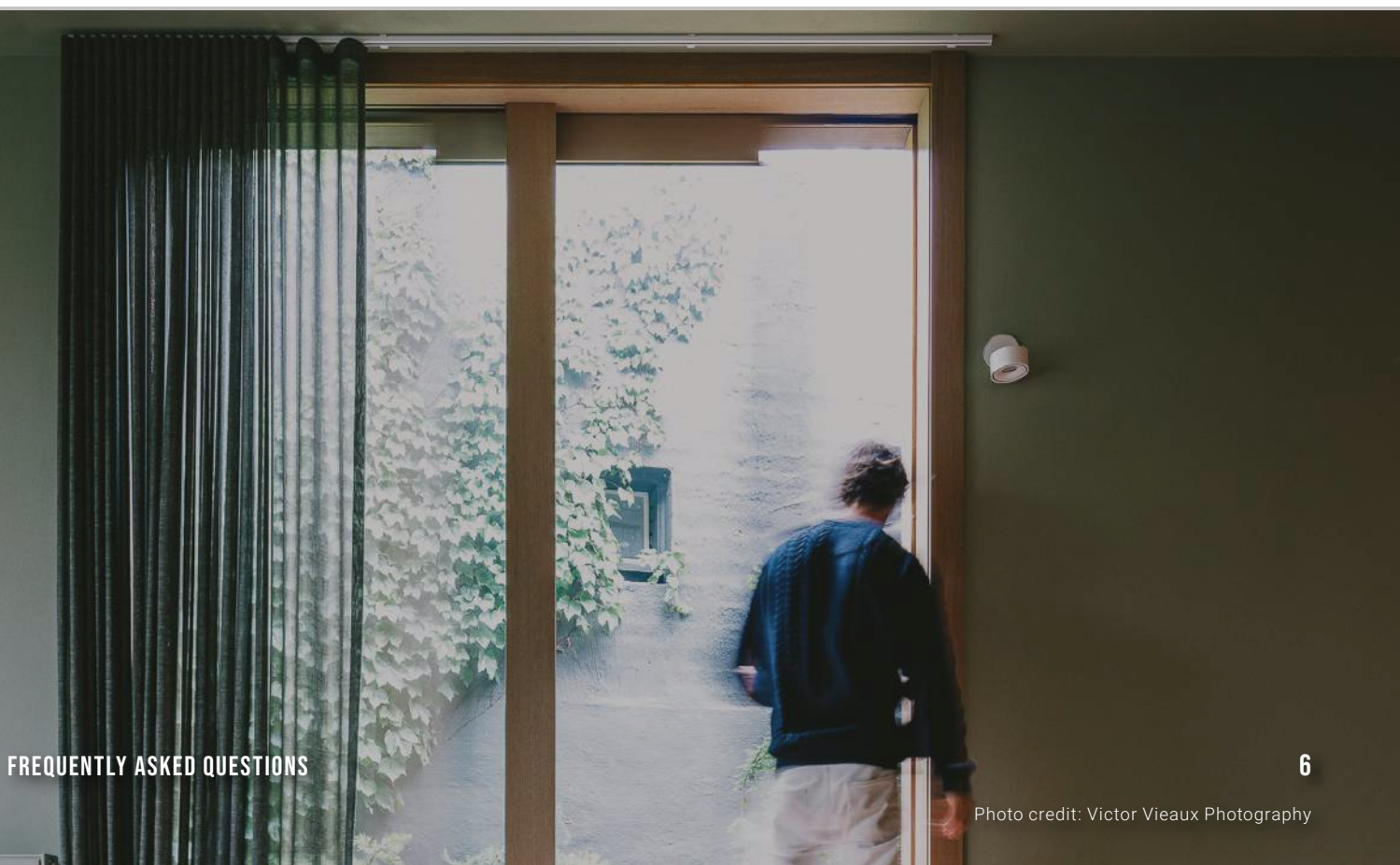
Open and close windows and doors gently using the handles provided. Don't force or slam them. They should feel firm but smooth. Slight seasonal stiffness is normal.

Will my timber windows stop rain from entering?

Timber windows are designed to handle normal weather exposure. In extreme weather conditions, water can sometimes enter, especially if seals are worn and windows have not been maintained.

What happens if maintenance is not carried out?

Failure to regularly maintain your products can reduce performance and shorten their lifespan, and also affect warranty coverage.





Problems and Troubleshooting

Does Aspect Windows offer a product warranty?

Yes, our warranty covers workmanship, materials, and also installation if Aspect Windows is the installer. We don't cover normal wear and tear, or issues caused by incorrect installation, lack of maintenance, site damage, building movement or environmental exposure.

What happens if my products are damaged upon delivery, or I want to make a claim?

Please contact us promptly with photos and details so we can assess the issue.

What if a door or window no longer works properly?

This is usually caused by humidity, building movement, poor installation or lack of maintenance. Minor adjustments or lubrication generally fix any problems, however, please contact us to discuss any concerns.

How to contact us

Following these simple guidelines will help your windows and doors last for many years.

If you need help with your products post delivery and installation, our team can offer advice or discuss our servicing, repair and replacement options.

Visit our website at:

www.aspectwindows.com.au

or contact us on **03 9768 3944**.



If you're happy with our work, **please share a 5-star Google review.**

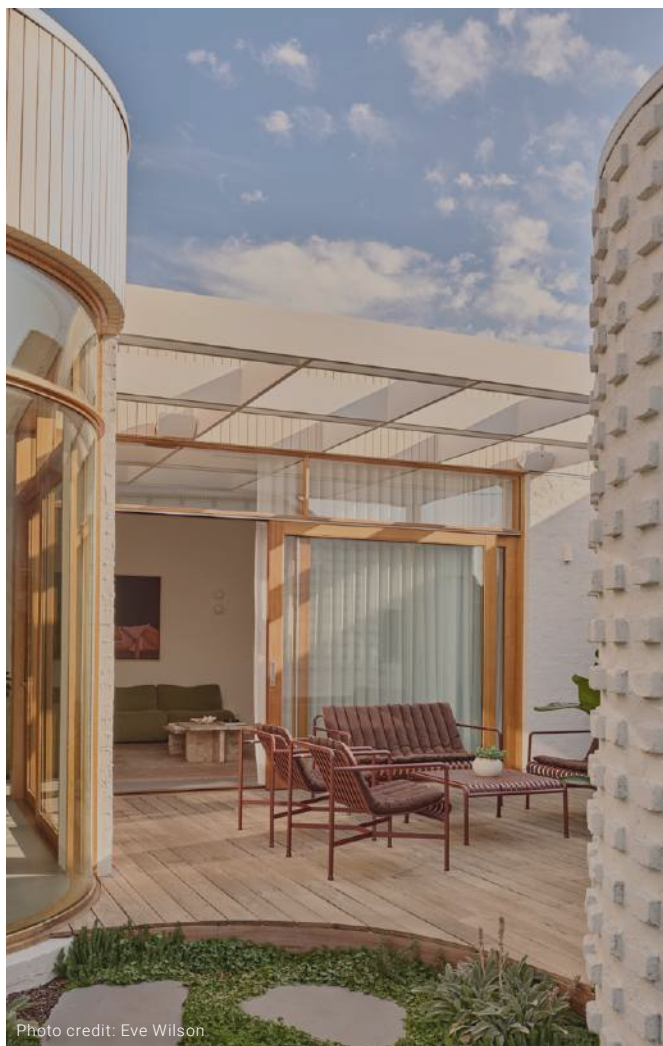


Photo credit: Eve Wilson



Photo credit: ZOSO



Photo credit: Eve Wilson



Photo credit: Willem-Dirk du Toit



Photo credit: SpaceCraft