



The UK Wooden Window & Door Manufacturer

Teknos Paint Warranty Information

Fully-Painted Window & Door Warranty

Premium Teknos coatings guarantee long-lasting performance of your wooden windows and doors. The warranty period depends on your chosen door material:

- **Accoya Wood:** 8-year warranty
- **Sapele & Pine** 5-year warranty

Warranty Conditions

The warranty is only valid if the customer adheres to the window and door care and maintenance guides as set out below.

Annual Care

- 1) At least once every year, preferably during the summer, the coating surface must be cleaned with clear water with added Teknos cleaning agent (TEKNOCLEAN 1956) or comparable cleaning agents in order to remove dust & dirt retention, insects and other pollutants that could serve as a basis for infestation by algae and fungi (surface mould development).
- 2) Inspect corner joints and end grain surfaces for cracks, and spot repair if necessary, using TEKNOSEAL 4000 or other suitable Teknos product.
- 3) Inspect other construction joints for cracks, and spot repair if necessary with TEKNOSEAL 4001 or other suitable Teknos product. Inspect wood / glass sealing joints and spot repair, if required, with a suitable / compatible sealant.
- 4) The coating surface and the construction in general must be examined for damages and where necessary repaired using the following procedure:
 - a. Sand the damaged area with fine-grained sandpaper,
 - b. Clean the sanded area in order to remove dust and dry the area properly,
 - c. Check the moisture content to confirm the timber is suitable for redecoration, see part 2.1,
 - d. Low temperature and high humidity may inhibit curing. The surface temperature must be at least 3°C above the dew point to prevent moisture condensation during the curing process.
 - e. Apply a layer of repair paint in the appropriate product colour using a good quality synthetic brush designed for applying water-based acrylic paints and apply second layer in this (these) area(s) after four hours. If the damaged area is extensive, slightly sand the whole frame and repaint it fully as described above.

Maintenance (first redecoration)

- 1) Sand the area to be recoated with a medium and then with a fine-grained sandpaper,
- 2) Clean the sanded area in order to remove dust and dry the area properly,
- 3) Treat the bare wood with the wood preservative product (WOODEX AQUA PLUS preservative or other suitable Teknos product) and allow to dry
- 4) Prime with an appropriate opaque Teknos primer (ANTI STAIN AQUA 2901, AQUAPRIMER 5200, or other suitable Teknos product) and allow to dry,
- 5) Apply a coat of FUTURA AQUA topcoat, or other suitable Teknos product, in the appropriate opaque colour using a good quality synthetic brush designed for applying water-based acrylic paints. Allow to dry, then apply a second full brush coat.

Always refer to the manufacturer’s data sheets and adhere to the recommended application conditions and drying times.

Any repair work can only be carried out during suitably dry conditions and if the temperature is more than 10 degrees Celsius and the relative air humidity is less than 80%, otherwise the drying and curing of the coating system could be impaired.

Warranty Exposure Matrix

To conform to the period of the coating guarantee in specific situations, consideration must be given to design of a component, its construction and the climate to which it is exposed. The effect of these elements is demonstrated within the 2 tables below.

Exposure Conditions – Sapele & European Redwood

C O N S T R U C T I O N		Moderate: Typically non-coastal areas at low altitude		Harsh: Exposed inland locations (>700m) and / or areas within 3 km of the coast		Extreme: Areas of high altitude (>1000m) and / or within 0,5 km of the coast	
		Base 1 & 2 Opaque	*Dark Opaque	Base 1 & 2 Opaque	*Dark Opaque	Base 1 & 2 Opaque	*Dark opaque
	Sheltered: (e.g. beneath porch or large roof overhang)	5 years	4 years	4 years	3 years	4 years	2 years
	Partly Sheltered: > 100mm back from the building Façade (e.g. window built back into reveal)	4 years	3 years	4 years	3 years	4 years	2 years
	Not Sheltered: (e.g. On the face of, or extending beyond the building façade or above 3 floors)	4 years	3 years	4 years	2 years	3 years	2 years

* Dark Opaque = Base 3.



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Exposure Conditions – Accoya

C O N S T R U C T I O N		Moderate: Typically non-coastal areas at low altitude		Harsh: Exposed inland locations (>700m) and / or areas within 3 km of the coast		Extreme: Areas of high altitude (>1000m) and / or within 0,5 km of the coast	
		Base 1 & 2 Opaque	*Dark Opaque	Base 1 & 2 Opaque	*Dark Opaque	Base 1 & 2 Opaque	*Dark opaque
	Sheltered: (e.g. beneath porch or large roof overhang)	8 years	6 years	6 years	5 years	4 years	3 years
	Partly Sheltered: > 100mm back from the building Façade (e.g. window built back into reveal)	6 years	5 years	5 years	4 years	4 years	3 years
	Not Sheltered: (e.g. On the face of, or extending beyond the building façade or above 3 floors)	5 years	4 years	4 years	3 years	3 years	2 years

* Dark Opaque = Base 3.



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Quality

Wooden Windows has undertaken to manufacture its products in accordance with a quality assurance system that is acceptable to Teknos (e.g. ISO 9001:2015). This quality assurance system shall document the use of satisfactory wood quality, design and construction procedures (Wooden Windows - Windows & Doors); the correct use of the coating system; and ensure that in case of claims, Wooden Windows, is able to demonstrate exhaustive traceability in relation to paint used and the application condition in general valid for the claimed objects, which is conditional to the validity of this warranty.

Repairs

The written agreement of Wooden Windows must be obtained before repair work of any kind whatsoever is carried out, failing that, the warranty shall not be applicable to the products subject to the said repair work. Wooden Windows shall be entitled to coordinate and/or inspect any repair work that must be carried out in accordance with warranty instructions. The warranty period for material repaired or replaced in accordance with the conditions of this warranty agreement shall be equivalent to the original warranty period that has not yet expired.

Processing of Claims

Claims due to the failure of the protective function of the surface coating must be conveyed to Wooden Windows within seven days of the date when the defect occurred or identified.

Warranty Start

The warranty agreement shall come into force in each case from the date of application of the coating system and shall end automatically upon expiry of the warranty period without the parties to the agreement being required to give separate notice. No extension shall be considered.

Special conditions and warranty exemptions

Wooden Windows shall be exempt from all complaints and rights of recourse as follows:

- For damage to the coating system resulting from external causes escaping the inspection carried out such as, among other things: non-provable maintenance and servicing operations that cannot be verified, inaccessible areas, contamination, mechanical damage, incorrect cleaning or incorrect use, carelessness, explosions, ionising radiation, collision or other accidents, fire, force majeure or other malicious damage, water damage or similar.
- In the event of the deterioration of the coating system caused by a failure of design quality, absence of maintenance and/or application/use of the product.
- In the event of damage due to resin discharge. Resin is a naturally occurring substance and the discharge of resin does not represent any material or design quality defect. If the discharge of resin disturbs the paint film, a repair must be made to the damaged paint in the damaged area at the exact point of the damage after the resin has been removed. The warranty shall expire in the case of failure to carry out immediate repairs.

For more information or to speak to us about a warranty claim contact us directly:

Email: hello@woodenwindows.com

Call: 01782 644871