

## HANDLING & STORAGE

### INSTRUCTIONS

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Timber windows and doors produced by Norwood are accurate components designed and manufactured using the best available techniques to produce performance rated components. Wood is a natural, sustainable material with properties that make it ideal for making windows and doors. Correct installation with due care and ongoing maintenance historically has shown they can have a proven life of many generations. The way they are handled and stored on site can affect their long – term performance. Good practice avoids damage, maintains quality and saves money.

Windows and doors should be checked at the time of delivery to ensure that they are in accordance with the order schedule, the delivery is complete and that each window or door, including any protective packaging, is not damaged.

Take care not to damage the product during the unloading process. Windows and doors should be lifted by the main frame (not by the opening casements or the glazing bars) and carried in a vertical position to avoid any tendency to distort. Where possible windows and doors should be kept on site for a minimal time prior to fitting. The storage place should be prepared in advance and the products unloaded straight into it. Take care, when using sharp objects, to remove packaging so as not to cause damage to the product or paint finish. The foil wrapping the pallets should be punctured to prevent the buildup of condensation on the windows or doors. The Installers/Contractor are responsible for products once they are on site.

For long term performance of the window or door and finish, it is important that this moisture content

is maintained during storage on site and during the construction process. It is recommended that the moisture content of timber windows should be between 12% and 19% although fully factory finished windows may be of lower moisture content. Inspect products regularly while in storage to ensure the conditions are correct and to check the base coat, primer or finish coats are in good condition.

Timber windows and doors must be stored vertically above the ground and spaced to ensure ventilation and avoid condensation. They should be kept under cover in a dry space protected from dust, moisture and damage. Polythene sheeting should not be used as this can act like a greenhouse and encourage damp or humid conditions. Special care should be taken when there are high levels of humidity such as from plastering. Products should not be stored in a damp room or building. Avoid storing products flat. Water lying on a horizontal window or door will cause the timber to swell and will invalidate the warranty.