

GENERAL GUIDANCE: MAINTENANCE AND SAFETY



GENERAL GUIDANCE



Proper care and maintenance of your Arbo timber and aluminium-clad timber windows and doors is essential to preserve their appearance, performance and longevity.

These high quality products are designed to withstand the elements and provide lasting comfort and style, but like all building components, they benefit from regular inspection and attention. Looking after your Arbo products helps ensuring smooth operation and keeps them looking their best for years to come.

The points below provide general guidance to assist you in achieving this.

Store with Care

Always store Arbo products in a clean, dry and well-ventilated area to avoid moisture build up due to condensation. The polythene wrapping should also be taken off the pallets to help avoid this.

Pallets and products must not be stored in standing water, any pallets kept outside for a long period must be covered with additional tarpaulin to protect from the weather.

Use soft packers to keep frames from rubbing or touching one another when in storage.

Store products vertically and never horizontally.

Handle Gently

Treat all products as if they are a piece of furniture. Handle with care during transportation and on-site handling. Use appropriate lifting equipment or sufficient manpower to avoid drops, knocks or surface scratches.

Install Only into Completed Openings

Do not install Arbo products into incomplete or unsealed openings. Doing so exposes the units to potential water ingress, dirt and physical damage, compromising their performance and voiding warranty.

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No matter the materials used for windows and doors or their operational mechanisms, there are universal safety guidelines in place to prevent accidents.



PREVENT INJURIES:

Always refrain from placing your arms, hands, or fingers between the frame, operable sash, or door leaf to reduce the risk of injury.



HANDLE FAULTY PRODUCTS WITH CARE:

If you encounter any issues with your Arbo product, refrain from using it and close it if possible and contact a member of our team.



CLOSE WINDOWS ON WINDY DAYS:

Always make certain that all sashes and door leaves are fully closed during moderate to strong winds. Leaving products open in adverse weather can lead to a considerable risk of personal injury and damage to the product.



FAMILIARIZE YOURSELF WITH THE PRODUCT:

All users and visitors should understand the product's functionality and safety features before use. Children must never be left unattended around the product.



DO NOT LEAVE WINDOW IN OPEN POSITION:

Never leave the window in a fully open position. From a security aspect, this could invite unwanted guests however importantly this is also for safety to prevent anything from falling out.

Do not leave fully opened windows unattended.



CLEANING

- When getting ready to clean a window, make sure you can begin and complete the task without distractions from visitors, children, phone calls, etc.
- Always opt for a calm and dry day for cleaning.
- Avoid climbing on steps or furniture to reach the window.
- Never lean out of a window or overreach; use a squeegee with a pole that is long enough to allow safe cleaning while keeping both feet on the ground.

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The Importance of Maintenance Frequency:

The frequency of maintenance largely depends on your local environment. Factors such as climate, precipitation, humidity, air pollution, mould, algae, temperature fluctuations, the building's location and the orientation of the windows all play a role. As a result, different windows within the same building may require varying levels of upkeep.

Maintenance Recommendations

We recommend conducting an inspection at least once a year. To make this task easier, try incorporating it into your routine. For example, when you clean your windows, take the opportunity to also clean the external parts. This way, you'll be able to assess the condition of the surface treatment while maintaining it through cleaning.



GLAZING

To maintain the clarity, performance, and appearance of your glass surfaces, regular cleaning and proper care are essential.

Routine Cleaning

- Use a soft, non-abrasive cloth or a chamois leather.
- Clean with warm water and a mild detergent.
- Rinse thoroughly with clean water to avoid residue or streaks.
- Dry with a clean, lint-free cloth for a clear finish.
- Avoid cleaning on hot or sunny days, as water may evaporate too quickly and leave marks.

Important Tips

Never use abrasive pads, steel wool, razor blades, or harsh chemicals (e.g., bleach or ammonia).

Avoid silicone-based or highly acidic cleaners as they may damage coatings or seals.

Protect glass during construction work to prevent splashes or scratches.

Condensation Management

Internal Condensation:

Occurs when warm indoor air meets a cold glass surface.

Prevention:

Ensure adequate ventilation (open windows regularly or use extractor fans).

Avoid drying clothes indoors near windows.

Do not block airflow with curtains, blinds, or furniture.

External Condensation

Seen on high-performance glass with excellent insulation. It's a natural effect due to morning dew and typically disappears on its own.

No action required.

Condensation Between Panes

If moisture forms between the glass panes, this indicates a seal failure.

Action: Contact Arbo customer service to assess and resolve.

Regular cleaning and prompt attention to any condensation issues will help ensure your glazing remains clear, efficient, and long-lasting.



TIMBER

Timber Window Cleaning & Maintenance

Timber windows offer natural beauty and durability, but they require regular care to preserve their appearance and structural integrity.

Routine Cleaning

- Wipe down frames with lukewarm water and a mild detergent.
- Use a soft sponge or cloth—never abrasive materials.
- Dry surfaces with a clean cloth to prevent water spots or moisture absorption.

Surface Checks

- Inspect timber at least once a year, focusing on:
- Cracks or flaking paint
- Blisters or faded finishes
- Exposed or discoloured wood

Tip: Focus inspections after winter or periods of heavy weather exposure.

Repainting & Refinishing

If maintenance is needed:

- Ensure the surface is dry and clean.
- Sand lightly to remove loose paint or smooth imperfections.
- Use only microporous paints or stains to allow the timber to breathe.
- Apply a primer, followed by one or more topcoats.
- Prioritise lower sills and corners, which receive the most exposure.
- Avoid painting in damp conditions, and never use non-breathable or silicone-based sealants.

Condensation & Timber

Condensation on the interior can affect timber finishes over time.

To minimise risk:

- Ventilate rooms regularly.
- Avoid high indoor humidity.
- Use trickle vents or mechanical ventilation systems.
- Wipe away any moisture build-up promptly.



PPC ALUMINIUM CLADDING

Powder-coated aluminium cladding offers long-lasting protection and a sleek finish, but it must be cared for to maintain its colour, surface integrity and resistance to corrosion.

Routine Cleaning

- Clean at least once a year in normal environments.
- In coastal or industrial areas, clean every 3 months due to higher pollution and salt exposure.
- Use a soft sponge or cloth with warm water and a mild, pH-neutral detergent.
- Rinse thoroughly and dry with a soft cloth to avoid water spots.

Do Not Use

- Abrasive pads or tools (e.g., steel wool, sandpaper)
- Harsh chemicals (e.g., bleach, acid, alkaline cleaners)
- High-pressure washers close to the surface
- Hard water (as minerals may stain the coating)

Scratch & Surface Care

Minor scratches do not affect performance but may be visually noticeable.

- Use colour-matching touch-up paint for cosmetic improvements.
- Contact a local paint supplier for accurate product and colour matching (refer to RAL/NCS codes in your project paperwork).
- Alternatively get in touch with local surface doctor to specially repair.

Important: Brush-touching may create a different gloss level than the original spray-applied coating.

Protection Tips

During construction, protect cladding from cement, plaster and paint splashes.

Store aluminium elements under cover and off the ground.

Avoid contact with sharp tools or building materials.

Special Finishes (Matte or Metallic)

Clean gently with a soft cloth and mild detergent only.

Never polish or rub matte or metallic surfaces, as this can alter colour or gloss and cause permanent damage.

Proper care of your powder-coated aluminium cladding ensures it remains attractive and durable—enhancing the look and performance of your Arbo windows and doors for years to come.