



# HAMPTON CONSERVATORIES

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## CONSERVATORY CARE GUIDE

*We hope that you are delighted with your new conservatory installation and trust that you will enjoy it for many years to come.*

In order for your conservatory to continue to meet your expectations it is essential that it is cared for, which requires some basic maintenance to be carried out on a regular basis.

Your conservatory is covered by a comprehensive warranty as specified in the purchase agreement, however the following provides vital guidelines which should be followed in order to ensure your conservatory is properly maintained.

If you would like to speak to someone about a Maintenance Agreement or any other issues regarding maintenance please call Hampton Conservatories Ltd on **028 7082 4100** or email [info@hc-online.co.uk](mailto:info@hc-online.co.uk).

## ❖ Building Work

1. Now that we have erected the conservatory the remaining building work will need to be completed. Whether you are organising this yourself, or we are handling it as part of the overall project, it is essential that great care is taken to prevent damage to the conservatory. Please remember that we do not come back to touch up or carry out other remedial work after the fitting team completes the installation of your conservatory. (see 'After Sales Service')
2. When wet processes, such as the floor screeding or plastering, are carried out a great deal of moisture will be released into the atmosphere as drying out takes place. This moisture can be very damaging to the timber if exposure is prolonged and so the **conservatory must be kept well ventilated at all times**, as seen in *Fig's 1-3*. This can be achieved by keeping windows, doors and roof vents fully open and perhaps using a dehumidifier. This problem will be increased in warmer weather, when the air can hold more moisture.



*Fig 1*



*Fig 2*



*Fig 3*

3. If there is any steelwork being carried out (such as for a new opening) **grinding should not be carried out in or near the conservatory**, as the hot metal sparks will cause damage to glass and paintwork.
4. Great care must also be taken to prevent mortar or plaster splashes on glass or timber during building work. If these occur then they should be **removed immediately**, before they harden, using a damp cloth, ensuring that all traces of the splash are removed.

5. Once the building work is completed the following months will see the timber, from which your conservatory is constructed, acclimatise to its new environment. As a natural product this will inevitably lead to some small movements and it is possible that some joints may open slightly. If this occurs then it is important that the joint is repaired, not only to maintain the aesthetic appearance of the conservatory but also to protect the wood itself.
- For **internal joints** (*Fig 4*) this can be done by cleaning out the joint and filling it with a multi-purpose filler such as decorators caulk. The filled joint should be wiped level with a damp cloth before it sets. Once set the joint should be painted.
  - **External joints** (*Fig 5*) should be cleaned out and the exposed surfaces sealed with proprietary waterproof wood glue. The joint should then be filled using 2 pack wood filler with the surface of the filler left slightly proud. The joint should then be sanded flush (using p80-p120 grade sandpaper) and painted. If any wood surface has been exposed during sanding, 2 coats of paint must be applied.



*Fig 4*



*Fig 5*

6. The lead flashing around the edge of your glass or gutters will over time react with water and the atmosphere to form lead carbonate. In certain situations these deposits, which normally have a white appearance, can be washed onto glass roof panels by the rain and leave an unsightly streak. If this should occur then the glass should be cleaned in the normal way, as previously outlined.

Of course we can arrange for one of our technicians to complete any of the work listed above for you, in which case you may wish to consider a Maintenance Agreement. A Maintenance Agreement would also cover the following essential maintenance activities which we recommend and which must be carried out to prolong the life of your conservatory and to ensure your warranty is not jeopardised (See 'After Sales Service' for details).

## ❖ Paintwork

1. **Paintwork should be checked at least twice per year.** Any damage or signs of deterioration should be repaired, lightly sanded and repainted immediately.
2. **The painted hardwood frame of the conservatory should be regularly wiped clean** (*see Fig 6*) **with a warm, damp cloth** (moistened with soapy water). Internal wood and trims should be dried thoroughly after cleaning. Stubborn marks can be removed by rubbing firmly. If this does not remove the mark then the area should be repainted as detailed below.



*Fig 6*



*Fig 7*

3. Your conservatory has been fully finished in the factory with a fungicidal primer and two coats of a specialised water based paint system called Aquatop (*see Fig7*). This should fully protect the structure for at least 3 years, although this will depend on the elevation and exposure to which your conservatory is subjected.
4. It is advisable to **wash the surface once a year** to remove any surface pollution, bacterial growth, etc. This should be done using a mild detergent solution to remove dirt and grease and rinse with clean water. Cleaning will remove dust, insects and other contaminants, which can form a base for algae and fungi growth. **Do not use power washers or similar.**

Once the paintwork is clean the following steps should be taken:-

- a) The coating surface should be inspected for mechanical damage, and affected areas repaired using the following procedure.
  - Sand down the damaged area with a fine grade abrasive paper such as p120.
  - Wipe over the prepared area, using a clean, damp cloth, to remove dust and allow to dry thoroughly.
  - Using a good quality synthetic brush, designed for use with acrylic paints, apply a coat of Aquatop, in the appropriate colour, to the damaged area. Allow to dry for **four hours**, then apply a second coat.
  - If the damaged area is widespread, it is recommended that the whole frame is lightly abraded and repaired as described above with the second coat applied to the complete frame.

b) Where damage has affected the full depth of the coating system, i.e. a deep cut or gouge, the full system requires repair as instructed below:

- Sand down the damaged area with a medium and then fine grade abrasive paper.
- Fill gouges etc. in the same way as for joints detailed previously.
- Wipe over the prepared area, using a clean, damp cloth, to remove dust and allow to dry thoroughly.
- Treat bare wood with a preservative, and allow to dry.
- Prime with Aqua Primer in the original colour or translucent stain.
- Using a good quality synthetic brush, designed for use with acrylic paints, apply a coat of Aquatop in the appropriate opaque colour. Allow to dry for four hours, then apply a second coat.

c) Where the coating system is intact but requires a cosmetic coat, the following procedure should be followed.

- Lightly sand the damaged area with a fine grade abrasive paper.
- Wipe over the prepared area, using a clean, damp cloth, to remove dust and allow to dry thoroughly.
- Using a good quality synthetic brush, designed for use with acrylic paints, apply a single coat of Aquatop in the appropriate opaque colour. Allow to dry for four hours.

## **PAINTING TIPS**

### ***DO NOT:***

- Wait for the coating to break down before re-painting.
- Apply paint in direct sunlight.
- Brush over paint, as this reduces the period between maintenance coats
- Attempt to paint when the temperature is below 8 degrees Celsius, or if the relative humidity exceeds 85% as the curing and performance of the coating may be impaired, when carrying out any coating work.

### ***DO:***

- Apply paint using a long soft haired or synthetic brush.
- Rinse brushes out in water after use.
- Apply some paint to a small, inconspicuous area and allow to dry for 24 hours if there is any doubt about the substrate or underlying paint film. The paint can then be inspected for adhesion to the substrate and appearance.
- Ensure that the correct matching Aquatop paint is always used as recommended by Hampton Conservatories Ltd. This can be purchased directly from Hampton Conservatories Ltd, or from your Distributor.

**After approximately 3 years the whole structure should be repainted.**

### ❖ Spillages

1. Spillages might occur for many reasons such as when watering plants or from drinks placed on cill boards. Whatever the cause it is important that any such spillage is **immediately wiped up completely using a clean dry cloth**. Liquids must not be allowed to lie on wooden panels as this would inevitably cause them to warp over time.

### ❖ Glass

1. Externally glass should be should be washed with a soft brush, using warm water with mild detergent and then rinsed off with clean water. Care should be taken not to scratch the surface with jewellery, etc.
2. If you have specified self cleaning glass then the maintenance required will be reduced as the coating on the glass reacts with UV light to break down organic dirt which is then washed away when it rains. However if cleaning is necessary such as during prolonged dry spells or if the glass is heavily soiled, this can be done by hosing with water to replicate rain, or using a soft cloth and warm soapy water.

**Do not use power washers or similar for cleaning glass.**

3. Safe access to roofs should be made using scaffolding, power lift/cherry picker or using special purpose ladders.

**Do not walk on glass roof panels and take care not to dislodge or damage the cappings on rafters.**

4. Internal glass can be cleaned by conventional glass cleaning methods.

### ❖ Hinges

1. Hinges should be cleaned occasionally (*see Fig 8*) to remove any dirt or grit after which one or two drops of light machine oil (such as 3in1) should be applied to the pivot.



*Fig 8*



*Fig 9*

### ❖ Window and door handles

1. The window and door hardware should be cleaned with warm, soapy water and thoroughly dried (*see Fig 9*). The occasional use of a good quality wax polish buffed with a soft, clean cloth is also recommended.
2. No lubrication is necessary or recommended.
3. If the operation of handles becomes stiff it may be that some adjustment is required. This should be carried out at as soon as possible.
4. Where solid brass hardware is specified, this is protected with a clear lacquer when installed. DO NOT try to clean brass hardware with metal polish or other abrasive cleaners, as this may remove the coating after which discolouration will quickly occur.

Over time the protective lacquer will be damaged by rings, keys, etc. and this will result in the brass substrate becoming discoloured. The rate at which this breakdown takes place will be accelerated by atmospheric conditions such as sea air or pollution. Discolouration of brass hardware is not covered by our warranty.

### ❖ Draught seals

1. Draught seals should be checked to ensure that they are seated properly in the rebate.
2. The seals should also be checked periodically for splits or tears and any damaged seals replaced.
3. After checking, the seals should be wiped clean with a warm, damp cloth (moistened with soapy water) and dried thoroughly.

### ❖ Roof

1. Gutters, down pipes, roof cappings, crestings and finials are manufactured from aluminium which is then powder coated before installation. This effectively makes them maintenance free and they require only to be washed down occasionally with warm, soapy water.
2. It is essential that gutters are kept clear of leaves and other debris, so that water cannot build up and lie in the gutter channel. Significant build up of water, particularly in box gutters, will invariably cause leaks inside the conservatory. Regular checks should be made to ensure gutters are clear, particularly during and after the autumn leaf fall.
3. Areas of flat roof should be washed down at least **once per year** and kept clear of debris which could retain water and/or lead to fungal or plant growth.

## ❖ Roof vents

1. **Manual.** The lead screw on the vent should be kept clean and free from dirt, dust or grit.
2. **Electric.** Electric roof vents are designed to be largely maintenance free. Care should be taken when cleaning paintwork or glass not to allow the motor to come in contact with water. The rain sensor however, will require to be cleaned occasionally and this should be done using a soft cloth, soaked in warm, soapy water.

## ❖ After Sales Service

As previously explained, the proper care of your Hampton Conservatory is of the utmost importance. For this reason we have developed an after sales service system which gives you, the Customer, peace of mind that your investment is being properly maintained and ensures that your warranty is not jeopardised.

This system is based on an annual maintenance agreement which operates as follows:

- An initial survey will be carried out on your conservatory and a detailed report drawn up, identifying any remedial work required. This survey will be free for conservatories installed for less than 2 years. A nominal charge of £100 will be levied for older installations.
- We will then draw up an individual maintenance agreement for your consideration.
- The cost of this maintenance agreement will be dependant on a number of factors such as size, location, specification, age, access, etc.
- The maintenance agreement will be subject to completion of the necessary remedial work identified in the survey.
- Payment for the maintenance agreement can be made either in one single annual payment or monthly by direct debit.
- Should any remedial work have been identified as necessary we will provide a quotation for the completion of the work required, which will be sent to you along with the maintenance agreement.

By entering into a maintenance contract you will receive an annual visit from a member of our maintenance team, who will carry out a thorough inspection and service of your conservatory installation. This will be based on the comprehensive individual checklist created for your maintenance agreement. Any work required will, where possible, be carried out during this visit. If additional materials or time are required to complete, then we will arrange for another visit.

You can then rest assured that your investment is being properly maintained and cared for, year after year.