



Walshestown, Lusk, Co. Dublin

Product Care & Maintenance Instructions

Congratulations on the purchase of your McNally Joinery products. Your joinery has been manufactured to a high specification at our workshop and quality checked prior to leaving the factory. Below are some product care instructions. In order to ensure best performance and longevity and in order to maintain your product warranty, care should be taken to follow these instructions.

This warranty is extended to all original purchasers and is not assignable or transferable.

Protection of joinery during building works

All joinery, glass and ironmongery should be well protected during the build or refurbishment. This includes protection from moisture, concrete, plaster, paint or machinery on site that can damage joinery, paintwork/finishes and glass.

High moisture levels in a building may cause the product to absorb moisture and cause expansion/contraction therefore leaving it unable to perform its function. For this reason, the building should be ventilated properly while works are ongoing and after they have been completed. This may also prevent mould and algae growth on the joinery.

If any external joinery is cut or altered on site during fitting, it should be subsequently protected with an appropriate protective finish to avoid exposure of raw wood to the elements. Any paint work requiring touch ups on site should also be touched up immediately.

Pay particular attention during cleaning. All abrasive cleaners, wire brushes and scrubbers should be avoided. All plaster or render accidentally placed on the joinery should be immediately cleaned while still wet, using a soft damp cloth. A soft cloth should be used to clean glass. Ensure use of appropriate cleaner and that cloth/material will not scratch glass as some glass has special coatings.

Joinery

Maintenance requirements of joinery products can vary due to a number of factors including: exposure to the elements such as sun and rain, whether the building is in a coastal location or if the joinery is sheltered.

To ensure that your McNally Joinery finished product provides a long functional life, we recommend that it is cleaned at least every quarter. Inspect surfaces for any wear and tear, weathering, mould or algae growth. Clean joinery using a soft cloth soaked with warm soapy water with a very mild detergent, follow with warm clean water and dry with a soft cloth. This will help avoid the build-up of grit, and therefore help avoid mould growth on the joinery.

All moving parts including hinges, locks and handles should be kept free of grit, and oiled at least every 6 months or as required. High traffic areas will require more frequent attention.

When painting or touching up joinery, avoid painting over rubber/brush seals, glass or hardware. Avoid contact with sharp objects, which may damage the factory finish.

As timber is a natural product it may move slightly, due to changes in weather, leaving marks in the paintwork. These should be sanded down and painted with 2-3 coats of paint with light sanding in between each coat. This will ensure that this timber is protected.

As other areas of the joinery require painting, sand down and apply a basecoat if needed, as well as 2 top coats of suitable interior or exterior paint as appropriate.

All joinery should be inspected on delivery/installation. Claims against warranty must be made in writing to info@mcnallyjoinery.ie within 2 working days of delivery/installation.

In the event of a valid warranty claim, McNally Joinery is not responsible for any consequential losses or damage, howsoever arising.

Timber

The timber components of the joinery are guaranteed structurally for 10 years from date of manufacture, provided they have been maintained in line with our instructions above and subject to any exclusions elsewhere in this warranty.

As timber is a natural product, it may be subject to slight shrinking or expansion that may occur with variations in temperature or humidity. These deviations are not considered to be flaws and are not covered by this warranty. Please note that seasonal changes in wood may occur after installation therefore any claims for warp will be investigated once joinery has been installed for at least 12 months.

As a manufacturer of bespoke joinery, we may advise against some joinery designs and materials e.g. dimensions outside our normal range or timbers not suitable for intended use. If our advice is not adhered to, we will not be held responsible for defects in the timber including, but not limited to, warping.

Glass

McNally Joinery guarantee glass units for a period of 2 years from date of manufacture. The warranty covers units of glass that have been supplied by McNally Joinery and have 'broken down', meaning that there is condensation visible between the panes of glass. McNally Joinery will examine the unit and if deemed defective, in the case of a supply and fit project, will replace and refit the broken down unit free of charge. In the case of a supply only project, McNally Joinery will examine the unit and provide a replacement unit if deemed defective.

For glass manufactured longer than two years, there is a callout fee for time and travel costs to refit any glass units which have broken down.

This warranty does not cover fractured, broken or shattered units of glass. This warranty does not cover any glass or glazing components supplied and/or fitted by others.

Glass defects are inspected in line with the inspection rules of the Glass and Glazing Federation, which states that the glass shall be viewed from a distance of not less than 3 metres away, looking through the glass, not at it, and shall be viewed under natural light. The use of strong lamps and/or magnifying devices is not allowed, nor is inspection in direct sunlight. It is not permissible to find defects at close range and then mark them so as to be visible from the given viewing distance.

Components

All other joinery components including ironmongery, hinges, handles, vents, seals, weights, cords, spiral balances or other hardware are guaranteed for one year.

Within the first year, there is no charge for replacement and refitting any defective hardware providing it has been maintained in line with our instructions above. After this time, we offer a keenly priced customer care service for any remedial work.

This warranty will cover McNally Joinery standard hardware components. We cannot provide guarantee for any ironmongery/components selected or sourced outside this range.

Paint

If products are supplied fully factory finished, coating is applied in line with best practice and is inspected for quality prior to delivery. McNally Joinery guarantee our paint finish for 2 years against flaking or cracking of the coating system as a result of a coating manufacturing fault. This warranty does not cover paint work carried out by others.

If joinery is supplied uncoated or primed it is important to paint/stain it immediately to protect the timber.

McNally Joinery does not recommend uncoated or oil finish for exterior joinery.

Terms and Conditions

This guarantee does not include for the following:

1. Any misuse, modification or alteration to products
2. Exact matching to samples: as timber is a natural product, there may be some variation in the paint, stain, colour or grain when compared to samples or photographs
3. Damage to joinery as a result of extreme or exceptional weather conditions
4. Glass breakage or damage, including scratches, occurring on site after installation, or after delivery /collection in the case of supply only
5. Accidental or intentional damage occurring after collection, delivery (for supply only) or installation (for supply and fit)
6. Damage caused by secondary trades, including but not limited to, plaster or building materials such as mortar or cement, or by machinery on a building site
7. Any defects or issues which arise relating to the installation of joinery, where the product was supplied only by McNally Joinery
8. Corrosion of hardware/ironmongery or paint performance in coastal areas
9. Damage caused by mildew, fungus or mould
10. Additional moisture from the building, such as plasterwork or other works, absorbed by the joinery
11. Any joinery or glass defects, marks or scratches not reported via email to info@mcnallyjoinery.ie within 48 hours of supply or installation
12. Any damage to timber, coating, ironmongery or glass caused by cleaning, including chemicals, solvents or abrasive substances used in the cleaning process
13. Any damage arising from transport of joinery by means other than our company vehicles
14. Defects arising from inadequate maintenance, according to the McNally Joinery Maintenance Instructions outlined in this document
15. Damage caused by condensation
16. Damage to doors and window sashes left open in windy or breezy conditions
17. Failure of any ironmongery or moving parts due to not having been cleaned or lubricated regularly or any damage caused by build-up of grit, grime or any other substance
18. The performance of any component; glass, ironmongery or other supplied and or fitted by others
19. Normal wear and tear of products, including tarnishing of ironmongery/hardware
20. Improper installation, painting and finishing of joinery products by others
21. Warping of joinery less than 5mm or warping of any kind that has resulted from a building with high moisture levels
22. Exceeding design standards or non-compliance with recommendations by McNally Joinery

The user of the joinery is fully responsible for its upkeep, including cleaning and maintenance, in line with our instructions.

If full payment for joinery has not been received by McNally Joinery, joinery is not covered under warranty.

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