

## Delivery, Storage & Installation of Goods

### THIS DOCUMENT IS TO BE READ IN CONJUNCTION WITH DERWEN JOINERY LIMITED'S TERMS & CONDITIONS.

Best practice is of paramount importance upon both receipt of Derwen Joinery Ltd.'s (DJL's) products.

This document does not relate to individual specific projects or items of product, and it is for the client or the client's representative to ensure Best Practice is discharged through the whole life cycle, from Specification, Design, Product selection, Approval, through to Receipt of goods, Storage, Distribution, Installation, Environmental Commissioning, Treatment and ongoing care and maintenance of the product provided.

Timber and its derivatives are vulnerable if Best Practice is not followed. Best Practice is to be discharged upon receipt of DJL's products by the Customer.

The Customers Project specifications and Drawings should be referred to in incorporating and maintaining the works. DJL will respond to any written queries on site installation matters.

DJL may provide fabrication/assembly drawing for approval for fabrication purposes: However, it is for the Client or the Clients Representative to ensure the product supplied is designed in a compatible, robust format and compliant with Regulation. DJL do not offer a Design Service or associated liability but do provide fabrication / assembly drawing for approval.

### PLEASE CHECK ALL JOINERY ITEMS BEFORE COMMENCEMENT OF WORK.

#### **1. Delivery**

- A. All deliveries must be signed for and checked against delivery notes upon receiving goods.
- B. Any damage or inferior goods must be notified in accordance with DJL's Terms and Condition.
- C. Customers must provide resources for unloading from our vehicle upon arrival to site or advise Derwen Joinery Ltd otherwise 48 hours prior to dispatch.
- D. Refer to DJL's Terms and Conditions

#### **2. Storage**

- A. All goods supplied should be stored and kept in dry conditions off the ground and protected from the elements.
- B. All joinery items and goods should be stored either flat and off the ground and/or ensured that they are not in twist.
- C. Refer to DJL's Terms and Conditions

#### **3. Installation**

- A. Reference document BS 8213-4:2016 Part 4: Code of practice for the survey and installation of windows and external door sets.
- B. Doors, windows, and other joinery should be fitted square, true, and plumb and fixed in accordance with the manufacturer's instructions or project specification.
- C. Perimeter sealants are imperative to external joinery. The purpose of perimeter sealants is to resist water penetration and prevent air leakage in the face of differential movement between the aperture and the window or door set. Suitable sealants exhibit and retain flexibility and adhesion over the intended service life of the product, and it is vital that the correct sealant is selected to suit the construction and frame materials involved.
- D. Position of frames as a general principal should be set across a cavity by a minimum of 25mm to reduce cold bridging.
- E. Refer to DJL's Terms and Conditions

#### **4. Treatment**

- A. All joinery items must be correctly treated without delay and prior to fitting. It is vital that any end grain or cut outs are completely protected to prevent swelling, splitting, or warping. DJL will not take any liability if this process has not been undertaken.
- B. All Joinery should be installed correctly in accordance with normal trade practices by a competent trades person and adequately maintained on service.
- C. No joinery items should be exposed to the elements without being properly treated following the guidelines of the desired treatment.
- D. Timber is a naturally grown product and is subject to changes due to variations of humidity and temperature. DJL do not know all the circumstances surrounding every situation in which our products are to be installed. DJL do not guarantee against shrinkage, warping or splitting.
- E. Regular maintenance of all joinery and goods should be maintained to prevent breakdown or deterioration.
- F. No provision is made for priming, painting, glazing, fittings, hardware, or any treatment unless it is clearly specified to the contrary.
- G. Refer to DJL's Terms and Conditions

#### **5. Doors**

- A. Doors must be correctly treated without delay prior to hanging. It is especially important that the top and bottom edges and any cut outs (hinges, locks, letterboxes etc) are treated in the same manner as the rest of the door before the door is physically hung.

#### **Derwen Joinery Ltd**

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Registered in England and Wales 10355244

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- B. When fitting any door that requires a reduction in size this must be taken off equally from both sides. It is prudent to avoid any rail joints with mortice locks and the like, as this may result in the removal of one or more tenons thus weakening the joint.
- C. All doors must be stacked flat on three equally spaced bearers which must be level.
- D. All doors must be stored elevated off the ground, in a clean and dry environment.
- E. Further information provided in the British Woodworking Federation (BWF) Care of Timber Doors on Site Document.
- F. DJL's Terms and Conditions should be referenced.

#### **6. Glass**

- A. All glass supplied must be stored in dry conditions, stacked upright at a maximum of 6 degrees declination from vertical fully supported on suitable racks or a firm surface and separated between panes with soft pads.
- B. Under no circumstance should fire rated glass be left exposed to direct sunlight.
- C. Water must not be allowed to reach the edges of stacked glass as it can be drawn between the panes which may cause damage.
- D. It is also bad practice to install glass or double-glazed units in frames that have been left exposed to the elements. The installation conditions and the frames must be dry.
- E. Never rest glass on its corners when manual handling as the corners are the weakest points and will cause the glass to smash / crack. Refer to DJL's Terms and Conditions

#### **7. British Woodworking Federation (BWF)**

The BWF offers an extensive range of supporting documentation to aid joinery specification, installation and care. The BWF should be referred to as an aid to the customer. BWF documentation is available on the BWF website or by written request to DJL.

#### **8. General Cleaning & Maintenance**

- A. Glass labels should be removed as soon as possible after installation. Whilst these are low tack, long exposure to sunlight can increase the glue bond making removal difficult at a later date.
- B. Never hose down, power wash or use large quantities of water for cleaning as this is an unnatural application and will create moisture imbalance within the products. Subsequent movement as a result will not be covered by the Company's Warranty.
- C. It is of paramount importance that all cleaning products are read carefully for compatibility with the joinery, joinery coating, hardware and/or any seals or tapes. DJLtd will not accept any liability for any incidental works that arise from using improper cleaning products, chemicals, solvents or abrasives.

#### **9. Fire Doors Frames and Ironmongery**

- A. Throughout our T&C's we set our individual elements of discipline and compliance to be administered throughout the life of joinery products and installations. We specifically draw to your attention to the importance of the management and quality installation practices associated with Fire Doors, frames, onsite assembly, and ironmongery. Consultants, manufacturers, and accredited bodies detailing and instruction should always be reviewed and followed. If in doubt, consult the relevant party.
- B. The tolerance of the gap between the fire door frames, doors and floor is of critical importance. Best practice must be administered throughout. Timber in both the door frame and door is susceptible to dimensional movement and shrinkage when exposed to moisture or excessive heat/ sun exposure (Freshly plastered walls and central heating for example).
- C. Conditioning products: The storage and installation environment of the building impacts on the fire door, assembly, frame, and ironmongery installations. BEST PRACTICE must always be followed. With increasing legislation demands, clients and building owners exposure to non-compliance and the ever-increasing Third-Party Accreditation, demand compliance. It is exceptionally challenging to ensure ALL BEST PRACTICES are followed however it is essential to ensure an assured robust delivery is provided.
- D. Do not install Fire Door Sets unless you are trained and competent to do so.

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