Your order is now in production. Ahead of delivery we wanted to share some guidance on looking after factory-finished joinery on site. **Some of it may not apply to your project** — but it is worth a few minutes, particularly if you have building work going on.

SECTION 01

Protecting Your Joinery On Site

COVERING & PROTECTION

- If any protection is required on site, please use **breathable materials only**. These stop moisture becoming trapped beneath the covering, which affects the paint finish.
- We recommend a breathable roofing membrane — see an example here. Do note it will reduce the light coming into the property.
- Avoid non-breathable sheeting such as polythene, unless it is left loose enough to allow good ventilation.

ADHESIVE TAPES

- Take care with tape on the products. Use a **low-tack tape**, and test it first on a small, discreet area.
- Remove it as soon as the work is complete — never leave it on overnight or for longer periods.
- Tape left on too long lifts the paint finish when removed, and the affected areas then need repairing and recoating.

SECTION 02

Storage & Site Conditions

STORAGE BEFORE INSTALLATION

- Store joinery **off the ground** on suitable bearers, covered against dust, in a dry and well-ventilated space away from extremes of temperature.
- Avoid metal site containers and areas open to the elements — both suffer from condensation and very high temperatures in direct sunlight.
- Protect the joinery from standing water, including water collecting inside protective wrapping.

BUILDING WORKS & HUMIDITY

- Wet trades — plastering, rendering, concreting — leave a building very humid, which raises the moisture content of the timber. Where possible, **let these dry before installation**.
- Dehumidifiers, gentle internal heating and good ventilation all help the building dry out.
- If plaster or other building materials touch the finish, wash off immediately with a mild detergent solution and rinse with clean water.

Following this guidance protects the factory finish and the longevity of your products and warranties. On the next page: how your installation day runs, keeping everyone safe, and **a short checklist of what we need to know from you**.

As your installation approaches, here is how the work will run, how we keep your home safe, and a few things you can do beforehand that make a real difference to our fitters.

SECTION 03

How the Installation Runs

ON THE DAY

- Our installers work **from the first floor down**. Tell us if you would prefer them to begin with particular rooms and we will bring those products on the first day.
- Once the team is on site, you can agree the order for the remaining items with them directly.
- They put down dust sheets while working, and tidy up at the end of each day.

BEFORE WE ARRIVE

- If you can, **remove curtains and blinds** and clear the area around the windows and doors, so the installers have room to work.
- If you need a hand with larger pieces of furniture, they will be happy to help.
- A **garage**, or room for a **Luton van**, lets us keep your order securely on site. If neither is possible, don't worry — we bring items as needed.

SECTION 04

Safety on Site

WHILE WE ARE WORKING

- Please keep **children and pets away** from the rooms we are working in. There will be tools, glass and open frames.
- If there is scaffolding, it is for our team only. Please make sure **no one climbs it** or moves any part of it.
- We would be grateful for use of a **toilet, hand basin and a power socket**. We will keep them clean and tidy.

OUR PROMISE TO YOU

- If we uncover anything that could be unsafe, such as material that may contain asbestos or hidden cables and pipes, **we stop work in that area** and talk to you before carrying on.
- Every job is planned against written risk assessments, and our team carry a **first aid kit** at all times.
- Openings are left **secure and weathertight** at the end of each working day.

Before your installation begins, please let us know

- ☐ Which rooms you would like the installers to start with
- ☐ Whether garage storage or parking for a Luton van will be available
- ☐ Anyone at home who may need extra care — young children, elderly or vulnerable relatives — and any pets
- ☐ Any other trades who will be working at the property while we are there
- ☐ Parking restrictions, or anything else we should know before the day

Any questions at all, please contact your project manager or your local showroom — we will be very happy to help.

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