

Celebrating 100 years



SUMMERHOUSE AFTERCARE & WARRANTY MANUAL



TIMBER



TIMBER

The external cladding, wall framing, roof, doors and windows are manufactured from Red Grandis a premium quality hardwood. The floor is manufactured from high quality European Redwood which is vacuum pressure impregnated with Osmose Naturewood.

If you have chosen an unpainted finish for your summerhouse, then over time the timber will fade and you may feel it needs some extra protection. In which case, we recommend the application of a microporous stain or paint.

Please note that timber is a natural product and can be subject to expansion and contraction from environmental or weather related conditions. Whilst Scotts takes every care they cannot be held responsible for any seasonal changes with a natural product, which includes movement of doors and windows.

MAINTENANCE GUIDELINES

The following information gives some basic guidelines on maintaining and redecorating factory finished painted Summerhouses. The information relates to water-based paints (not stains) which dry quickly and with little odour. Applying them requires a different brushing technique (described further on in this section) from traditional oil paint.

General care of factory applied Sayerlack coating systems will give many years of life between repainting cycles. Simple steps such as wiping down the joinery finish to remove dirt and insects will help extend the life of the decorative finish. This can be done at the same time as cleaning the glass.

Good household maintenance also helps to extend repainting intervals. Modern paint systems used by Scotts of Thrapston are flexible and resistant to direct weathering but will begin to breakdown when sunlight (UV) starts to degrade the lignin in the timber surface. Some “chalking” of the paint film will occur over time due to surface erosion of the microporous paint film. This is quite normal and does not detract from the system performance.

MAINTENANCE GUIDELINES

AT LEAST ONCE A YEAR MAINTENANCE

Sweep out the building and remove cobwebs and insects. Clean the timber panelled walls of your summerhouse externally using a mild soapy solution to remove dirt, plant, bird and insect debris. Ensure overhanging trees or bushes are cut away and that you regularly maintain them to prevent damage from branches scratching and damaging the building and debris causing dampness around the base.

Dust or grime should be removed from hinges of any windows and doors and then treated with light oil. Each spring, the joinery should be inspected and any minor areas of coating damage, shakes or open joints should be spot repaired.

REPAIR PRODUCTS THAT YOU WILL NEED

The list below shows the typical maintenance products used to maintain your factory finished Summerhouse. These Sayerlack products can be purchased direct from our paint supplier Elmbridge Supplies UK Company, Unit 20 Spinnaker Road, Gloucester, GL2 5FD. Payment is accepted by credit or debit card and orders placed before 12 noon will normally be despatched the same day and delivered by courier the next working day.

Typically, one litre of primer will cover a surface area of six to eight square metres and topcoat three to six square metres

PRIMERS AND BASE STAINS

- AML3519/13 White Primer/Basecoat Pigmented (can be tinted to pastel colours and grey) or AM623 Translucent Basecoat.

TOPCOATS

- AZ9730 Topcoat translucent or opaque finish.

ANCILLARIES

- Sayerlack XA0469/00 end grain sealer, brushable.

The recommended Sayerlack products are water-based, with VOC levels significantly below current and proposed legislative levels. Sayerlack does not use heavy metal additives in any of its products.

In most circumstances this process will give up to three to five years maintenance free life, but in exposed coastal locations and on open elevations, wind, rain and strong sunlight can cause more rapid degradation of the protective film.

SITE RECTIFICATION ADVICE

FIRST AND SUBSEQUENT REDECORATION

All areas to be recoated should be lightly abraded with a fine grade abrasive paper, washed down with a mild detergent solution and rinsed with clean water to remove dust, insects and other contaminants, which can form a base for algae and fungi growth.

Using a good quality, long haired, synthetic brush, designed for use with acrylic paints, apply one or two coats of the Sayerlack topcoat in the appropriate colour. Allow to dry for 2-4 hours depending on drying conditions between coats.

PROBLEM AREAS

If regular maintenance is delayed or some other damage has occurred, additional steps may be necessary to reinstate the finish to its initial condition. The following notes cover the most common problems and further help is available from Elmbridge Supplies UK sales support and customer service teams.

MINOR FLAKING

Where minor flaking affects small areas of the topcoat surface but the timber substrate is not exposed:

- Abrade the damaged area with a fine grade abrasive paper to remove all unsound coating and feather out to leave a smooth surface.
- Clean down and wash the abraded area to remove dust. Allow to thoroughly dry.
- Apply a coat of opaque or translucent topcoat in the appropriate shade, colour and gloss level to the damaged area. Allow to dry for 2-4 hours depending on drying conditions and then apply a second coat.

If the damaged area is widespread, lightly abrade the complete frame, repair the damaged area as described above. Apply the second coat to the complete area.

MOISTURE PENETRATION

Where moisture has penetrated joints, end grain, mitres or natural movement of the timber has opened shakes, treat as follows:

- Abrade the damaged area with a fine grade abrasive paper to remove all unsound coating and feather out to leave a smooth surface.
- Clean down and wipe the abraded area with a damp microfibre cloth to remove dust. Allow to thoroughly dry.
- Prime with AM0623 base stain in the original colour for translucent systems or AML3519/13 primer for opaque systems.
- Seal any exposed end grain or open joints with Sayerlack XA0469/00 end grain sealer and allow to thoroughly dry. Apply a coat of Sayerlack AZ97 opaque or translucent topcoat in the appropriate colour. Allow to dry for four hours and then apply a second coat.

SITE RECTIFICATION ADVICE

RESIN EXUDATION

Most hardwoods exude tannins, while softwood knots may bleed tannin or exude resins. Both can stain the topcoat and liquid resin may seep through the coating leaving a sticky residue on the surface. These problems, normally seen after installation, can be aesthetically unappealing but rarely detract from coating performance. Restoring the appearance and integrity of the coating is straightforward and explained in the maintenance guidelines below.

Resin occurs naturally in timber, in pockets within the wood or associated with knots. Some timber species are naturally more resinous than others but the presence of resin is normally not detectable when joinery is manufactured. Resin exudation often occurs on southern elevations and on darker coloured joinery where the sun's heat liquifies and mobilises the resin drawing it to the surface.

TREATMENT GUIDELINES WHERE RESIN HAS EXUDED THROUGH THE COATING

Although it may be unsightly, it is better not to remove fresh sticky resin. In practice, this can be very difficult and its presence indicates that the exudation is still continuing. Remedial work is often best left until the first maintenance period, by which time the resin has normally fully crystallised.

The best remedial treatment is to allow it to weather until it dries and oxidises, forming a white crystalline powder. The dried resin can then be removed with a stiff nylon or natural bristle brush, and any remaining residues washed off with a cloth.

Water-based coatings often allow the passage of resin to the surface without damaging the coating. If the finish is not damaged, by over-vigorous scrubbing during crystal removal, recoating is often unnecessary, but otherwise an overall application of a finish coat restores the general appearance of the timber and maintains its protection.

APPLYING WATER-BASED PAINTS: The short drying time and reduced flow of water-based paints requires a different technique to achieve a good finish. Following a few simple hints will produce excellent results.

BRUSH QUALITY: The quality of the brush is very important. A long-haired synthetic brush will give the best results. Short haired or worn brushes may leave lines in the dry film. Thoroughly wet the brush with water before starting, ensuring the base of the bristles (the heel of the brush) is fully wetted.

EVEN APPLICATION: With practice, an even coat can be applied quickly. An even coating film is important for durability but also for appearance, particularly in the case of translucent wood stain.

SITE RECTIFICATION ADVICE

PAINT VISCOSITY: This affects the ease of application. Generally, the product can be applied directly from the tin, but thinning with between 5% - 10% of water will improve the product's flow and levelling properties, particularly in warmer weather. For best results follow three simple steps:

1. Load the coating generously onto the surface and disperse the paint briskly.
2. Even out the coating with light diagonal cross strokes, do not overbrush. The coating will flow and level naturally.
3. Finish the application with light brush strokes in the direction of the grain.

A SYSTEMATIC APPROACH: Apply and finish each section systematically. On a door or window, paint one component at a time e.g. top rail followed by the stile and then the bottom rail. For a panelled wall coat each section one at a time.

APPLICATION OF DARKER SHADES: When applying darker opaque colours over previously applied lighter shades use a base coat of the final colour or one coat of a Sayerlack AML3519 grey primer to aid opacity.

TEMPERATURE AND HUMIDITY: Do not attempt to paint when the temperature is below 5 degrees celsius, or if the relative humidity exceeds 80%, as the curing and performance of the coating may be impaired.

VENTILATION: You must ensure adequate ventilation. Failure to ventilate your summerhouse will cause condensation on windows and ceilings which can be mistaken for leaks.

SHUTTERS ON THE BALMORAL GAZEBO: Each shutter is fitted with acrylic sheeting which can be removed by unscrewing the top piece of timber on the back of the shutter and sliding it out, for ease of cleaning and repainting.

GLAZING BARS ON THE NEWHAVEN: These can be unscrewed and removed for ease of cleaning and repainting.

DECORATIVE LEADED GLASS, IF CHOSEN: Like any natural lead product exposed to the environment, lead profile will undergo certain 'atmospheric' transformations. This is perfectly natural and will eventually settle down. It may result in temporary discolouration, spotting and even the appearance of white powdery deposits, which, in wet weather, can run onto the glass. The powder can be safely wiped off from time to time until the natural patination is fully developed.

DOORS & WINDOWS: Fitted with a removable hinge packer which can be adjusted or removed, as required, should any movement occur.

SITE RECTIFICATION ADVICE

ROOF CANOPY: It is possible to unhook all roof canopies for cleaning and generally refreshing the roof area to get rid of any unwanted insects. The canopy can be hand washed or alternatively machine washed at 30 degrees.

UPHOLSTERY, IF CHOSEN: We advise that the upholstery is removed (and stored in an airtight bag in the summerhouse) during periods when the summerhouse is not in use, such as the winter months. The upholstery fabrics are dry clean only.

BRASS/CHROME FURNISHINGS: These should be cleaned with a cloth moistened with soapy water or alternatively wiped over with a soft cloth, with beeswax on it for the brass, or a gentle non-abrasive quality car cleaner.

FLOOR COVERING, IF CHOSEN: This has been supplied by the Unnatural Flooring Company who recommend it is swept regularly with a hard brush and then washed with a floor cleaning product.

ROOF: Glass fibre Roof - The glass fibre roof is maintenance free.

Cedar Shingle Roof - The cedar shingles are treated against all forms of wood rotting, fungi and insect attack in compliance with BS 8417:2003 and are frost resistant. Cedar shingles are generally maintenance free but to increase the longevity any debris accumulating on the roof should be swept off with a stiff broom or wire brush.

ANNUAL PREPARATION FOR WINTER: If the building is not going to be used over the winter months and does not have any form of heating we recommend that the roof canopy and upholstery are removed and stored in an airtight bag in the summerhouse to keep them in good order.

ROTATING BASE, IF CHOSEN: The timber skirting around the base of the summerhouse can be easily removed to enable any debris to be swept away from the track. The rotating base has nylon wheels which do not require any lubrication.

Whilst every effort has been made to ensure the accuracy of advice given, Scotts of Thrapston cannot accept liability for loss or damage arising from the use of the information supplied in this publication.

RECOMMEND A FRIEND

If your recommendation results in a sale of one of our summerhouses we would like to reward you with an annual subscription to either 'Gardens Illustrated' magazine or 'The English Garden' magazine. Simply ask your friends to state your name and details when they place their order.

WARRANTY

TIMBER ROT AND FUNGAL DECAY – 10 YEAR WARRANTY

Please note that timber is a natural product and can be subject to expansion and contraction from environmental or weather related conditions. Whilst Scotts takes every care they cannot be held responsible for any seasonal changes with a natural product. We ask that a certain level of tolerance must be expected.

Scotts is not responsible for any movement or maintenance of external joinery elements including the timber doors and windows.

WARRANTY EXCLUSIONS

The Warranty is NOT transferable and shall be rendered void by the following:

1. If products are not paid for in full.
2. Products have been stored, handled, installed, altered, maintained or finished improperly by others and not in accordance with the advice/instructions in this manual.
3. Damage caused by misuse or accident beyond our control.
4. Damage caused by over vigorous cleaning or hosing down.
5. Normal discolouration and wear resulting from usage, weathering and age.
6. Problems arising with the summerhouse as a result of water pooling or poorly maintained areas causing dampness around the base.
7. Glass breakage.
8. Some type of glass phenomena occurs.
9. Where products are damaged by Fire, Accident, Disaster, Natural Disaster, Terrorist Activity, Burglary.

Responsibility rests with the customer to provide proof of purchase and delivery date.

In the unlikely event of a problem occurring, please contact the Buildings Department at Scotts of Thrapston and a Warranty Claim Form will be forwarded immediately. The Claim Form must be fully completed, signed and returned prior to any action being taken by Scotts of Thrapston.



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WITH PASSION