

Kolbe would like to thank you for purchasing one of our products that has an exterior or interior finish that is factory applied. Factory-applied paints and stains are a great way to save time and cost on your building or remodeling project. Because Kolbe understands the advantages to having our units arrive in a prefinished state, we offer a number of interior and exterior finishes for our full wood products and the interiors on our aluminum clad exterior/wood interior products.

Understanding the underlying material and the applied finish is a basic need to understanding the maintenance that will be needed to maintain your factory-applied finish.

WOOD VARIATIONS

The inherent beauty of wood is the natural variations that occur such as its individualized grain patterns, color variations, pinholes, knots, resin canals, and the feeling of warmth that it exudes. These are natural characteristics which vary within each piece of wood used in your product and when prefinished, the differences may be more pronounced and should not be misinterpreted as defects.

In its natural state, the color of wood naturally changes over time, usually darkening but, depending on the species it can also lighten as time progresses based on UV exposure, lighting, moisture exposure, this is not a defect. Certain species such as cherry, will continue to darken over time, where as walnut may lighten. The application of stains and/or clear finish does not prevent this natural process. Changes in color may be more noticeable in woods finished with a clear coat or light-colored stains. The finish itself may also change over time based on numerous factors including the effects from tobacco smoke.

Wood is unpredictable when finishing, due to the natural differences of wood, and raised grain is possible when applying primers. It may be necessary to sand and possibly re-prime in areas where raised grain has occurred. We do not sand after the factory primer is applied, therefore additional job-site sanding and re-priming may be required. Raised grain and potential pitch bleed is not considered a defect in the wood, and is not covered under any warranty.

MAINTAINING YOUR FINISH – Exterior Finish

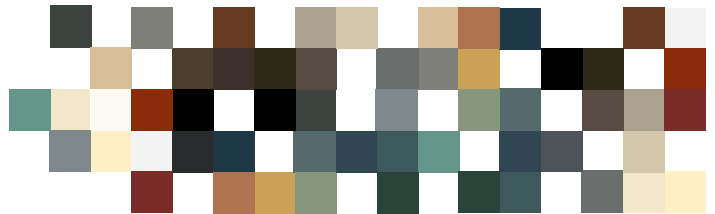
Because of the cell structures in wood, wood will naturally expand and contract as it is exposed to moisture or the lack thereof and your local geographical field conditions. Topcoat paints or interior stain and clear finishes will not prevent this natural movement. Because of this, you may experience joint movement displaying itself as a fine break in the finish between different pieces of wood in your windows or doors. Since this does not weaken the strength of the joint, this is not to be considered a unit or finish defect. An example of this may be an inside or outside corner where one piece of wood meets one another.

Unfortunately, rough, mishandling, “racking”, or inadequate protection of the unit during the construction process may also contribute to forced joint movement. While this is not a warrantable item, the situations mentioned in these

COLOR VARIANCES

Color variances will exist when comparing the “same color” finishes on different substrates, such as wood versus aluminum. These color variations are not defects or mismatches. The gloss level, lighting and the substrate itself all have a bearing on what “color” something will appear to be. An aluminum clad unit next to an exterior topcoat painted unit will not be an EXACT match. Gloss and lighting conditions and the type of paints used will dictate this. We will match as close as possible, but some variation is not considered a defect in the finish.

When prefinished color chips are supplied, unless these are on wood, they are limited in their ability to truly show how a color will appear on wood, and/or metal, and our policy for special colors is that we require at least a 3” x 3” sample chip from the customer for color matching. Once matched, we will return a color sample for color confirmation and a sign-off by the customer. This is the only manner by which we can ensure that the customer will receive the color they expect. Standard colors should be verified with full-size displays.



paragraphs require immediate attention to ensure future product performance.

Kolbe offers an exterior topcoat factory-applied paint finish which we call K-Kron II. While K-Kron II is a very durable finish, which will deliver very good field performance, it should not be construed as a maintenance free finish.

Because we want your units to perform their best, it is recommended that upon arrival units be stored in a clean, dry, well-ventilated building until installation. In addition, cover the units to help prevent dirt and debris from settling on them.

Install your exterior prefinished units with care taken not to damage the finish. Installation should be completed by the use of installation clips, (which can be ordered from Kolbe) or by

Care and Maintenance of Factory-Applied Wood Exterior and Interior Finishes

securing the unit through the frame. It is NOT recommended to secure products with this finish through the exterior casing. Any exterior holes, marks, dents, general mishandling marks, or joint movement incurred at the job site during installation or over time may lead to the unit or finish not being warrantable.

If these do occur, immediately fill surface penetrations or joint movement areas with a complementary colored sealant or fill with a paintable neutral color sealant and then touch-up with a trade paint to prohibit moisture penetration of the wood. Formulas are available to color-match field purchased finishes.

EXTERIOR REQUIRED CARE AND MAINTENANCE

- A general cleaning of all surfaces and edges of the product on a bi-annual basis is necessary. Depending on local conditions more frequent cleaning is required to prevent the buildup of soil, dirt, salt or industrial deposits.
- Clean units at times when they are shaded, ideally on a mild, cloudy day, and never clean glass surfaces in extremely hot weather.
- Never allow stucco or other concrete materials, corrosives, solvents, or wet packing material to set on exterior finished surfaces as they may permanently damage the surface.
- A tap water rinse from the top down is recommended prior to the application of any cleaner application.
- All surfaces should be cleaned with a soft wet cloth, very soft brush, or sponge with mild unscented soapy water ruled safe for bare hands, which is non-abrasive, and contains less than 0.5% phosphate. A 5% of soap concentrate or 6.4 ounces for every gallon of warm water is recommended. The washing should be done with tap water with uniform pressure (DO NOT USE A HIGH-PRESSURE SPRAY NOZZLE). Clean from the top down, cleaning first with a horizontal motion and then a vertical motion. (Apply cleaners only to an area that can be conveniently cleaned without changing position.) The surface must be thoroughly rinsed with tap water and dried. It may be necessary to sponge the surface while rinsing, particularly if cleaner has dried on the surface.
- Run-down of cleaner (from any operation) to the lower portions of the building should be minimized and these areas should be rinsed as soon as possible and as long as necessary to lessen streaking. Do not allow cleaning chemicals to collect on surfaces or "puddle" on horizontal surfaces. Cleaning residues may result in long term damage of the paint finish if not fully rinsed.
- DO NOT USE HARSH SOLVENTS OR CHEMICALS, CAUSTIC OR ABRASIVE CLEANERS. At no time should muriatic acid, paint removers or acetone be used.
- DO NOT USE A METAL SCRAPER OR ABRASIVE PADS.

- Any break in the exterior finish such as scratches, chips, or areas of joint movement to the exterior coating must be repaired immediately.

OTHER PRODUCT CONSIDERATIONS WHILE CLEANING

- Make sure all weep slots and drain holes in door sills are unclogged. Due to orientation and installation in a building, door thresholds and window sills are especially susceptible to surface debris accumulation and corrosion if not kept clean.
- Lubricate hardware components, roller assemblies, and tracks as outlined in our CARE AND MAINTENANCE OF WINDOW AND DOOR HARDWARE informational bulletin.
- Always keep stainless steel parts that are exposed to the elements clean and dry.
- DO NOT ALLOW LANDSCAPE SPRINKLER SPRAY TO REACH WINDOWS OR DOORS.
- Inspect sealant around the exterior perimeter of the unit, remove any loose sealant, and apply new sealant.



Care and Maintenance of Factory-Applied Wood Exterior and Interior Finishes

HIGH SALT CONCENTRATION AREAS

Conditions in high salt concentration areas (an area is deemed a High Salt Concentration area if the structure is located within 5,000 feet of a saltwater shoreline at mean high tide and/or other saltwater source) are very corrosive. Units installed in a Coastal or High Salt Concentration regions/areas require the exterior of the finish and unit to be inspected and cleaned as described by these Care and Maintenance requirements at least every three months and more frequently if necessary to prevent buildup of salt deposits. Salt and other corrosive or abrasive substances must not be allowed to build up on the exterior surfaces or components of the products.

Kolbe may require your maintenance records be submitted if a claim is filed.

MAINTAINING YOUR FINISH – Interior Finish

We recommend cleaning and inspecting the interior finish of your Kolbe products bi-annually. If the finish has signs of blistering, peeling, or cracking, the unit should immediately be repaired to protect the wood. Humidity within the home and the UV effect on the interior finish are generally the top two items a homeowner may want to be concerned with for the health of their windows and doors and the finishes on them. High humidity within a home can have the effect of causing

internal condensation on the glass and letting water penetrate the interior finish. Because of this, proper maintenance is a very important part of the continued performance of your product.

During the construction process, we recommend protecting the units as the debris often accumulates on the units and will scratch and damage the surface of the interior finish.

During the general cleaning process avoid getting glass cleaner or other cleaning or chemical solutions on the wood as you clean your glass surfaces. Cleaning solutions may discolor the stain or paint finishes. To clean dust, debris, and marks off the wood, use a moistened soft cloth. Rub gently to remove the debris. Dry the area afterwards with a clean, soft dry cloth. If additional removal is required, use a small amount of non-abrasive detergent mixed with water. Clean gently with a soft, clean cloth followed by drying the area as described above.

If your interior finish has been affected by construction damage, UV finishes film degradation, or the effects of high humidity resulting in condensation-caused finish failure, refinishing steps will be required to bring your finish back to a near-original finish. Please follow the general instructions set forth in our Finishing Your Kolbe Windows guidelines.



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