



## **Hanson Buildings 'Care & Maintenance' Manual**

Thank you for choosing Hanson Buildings. We trust you will have many years of satisfaction.

The following guidelines are designed to help you understand the Warranty & maintain and prolong the life of your building.

Hanson Buildings Warrants the Structural Integrity of your building against manufacturers defects for a period of 10 Years from the date of installation.

Should any structural component fail during that period, Hanson Buildings will repair or replace it at no cost to you.

### **Concrete**

No maintenance is necessary on the concrete elements. However, please be aware of the following items:

The concrete sectional panels are supplied with an external multi spa finish. These chippings adhere to the wet concrete during the manufacturing process and in the first few weeks it is common that some chippings may fall off the panels. These are the chippings that were sat on top of others in the process and therefore not adhered directly onto the concrete panels. This will stop as the garage 'weathers' and should not cause concern.

The exterior of the panels may appear dull when first installed, but they will brighten up as the panels 'weather'. This brightening of the panels also tends to 'hide the joints' between the sections.

The concrete itself is in a 'green' state when first manufactured. Depending on the age of the concrete when the building is installed, it will go through a 'curing' process, which means the concrete is drying out. It will become stronger as it cures and this may take up to twelve months in certain circumstances.

As with any new concrete structure, your building contains a lot of water in the concrete panels and the base. Whilst the concrete is drying out, it can feel wet to touch and during heavy rainfall may discolour internally (the panels may turn darker in colour). During heavy and persistent periods of wet weather, your building may experience condensation which is common and will stop as the cement (in the panels, concrete base and roof sheets) goes through the 'curing' process. We do not recommend the building be fully sealed as adequate ventilation is required to minimise condensation.

To aid this process, the exterior of the panels can be sprayed with a weather seal product (such as Thompsons Water seal). This and other products are widely available from DIY stores and builders merchants.

For decorative purposes, the concrete panels can be painted using masonry paint.

We do NOT recommend drilling into the concrete panels, as there are steel reinforcing wires contained within the 'ribs' of the panels and drilling the concrete can 'shatter' the panels. We recommend you use the lining clips and timber battens for installing shelving/electrics (these, along with other products, are available from our website: [www.hansongaragespares.co.uk](http://www.hansongaragespares.co.uk)). Provided the above is adhered to, the concrete panels will be warranted for a period of 10 years.

### **Cement Fillet**

As the cement fillet is a cosmetic element it does not prevent water coming in under the panel and is not covered under Warranty.



### **Ground and Surrounding Areas**

Regularly check the exterior ground conditions around the base to ensure there is no build-up of material(s) up against the exterior walls. Ensure where possible the ground level remains lower than the base.

### **Doors - Up and Over Doors, Side Hung, Sectional & Steel Pedestrian Doors**

Cared for properly, your new door should provide many years of trouble free service.

To help maintain the aesthetic appearance of your door and prevent the build-up of dirt, salt and other corrosive substances the door should be washed with a mild soap-based solution on a regular basis.

If the building is located near the Coast it is important that the door panel and frame should be washed at least every 2 months.

Please note that any chips, scratches or dents on the doors must be reported at the time of installation and certainly within 24 hours. All claims must be supported with photographic evidence and any claims for damages after this time will not be accepted

From the date of purchase you receive a 10-year warranty on the safe and reliable function of the garage door. There is also a 5-year warranty on the springs, cables, rollers, hinges and return pulleys for garage doors used under normal conditions with a maximum of 5 door cycles (open/close) per day. Locking mechanisms are covered for a period of 2 years (this includes Sash Locks, handles and Lock Barrels for Personnel Doors). For replacement parts, the warranty period is 6 months or at least the remainder of the warranty period.

#### **Product Performance:**

For the term of the warranty, we shall rectify all defects of the door products that can be demonstrably attributed to material or manufacturing defects. We shall replace the defective goods with defect-free goods at no charge. We do not cover costs for disassembly and fitting or shipping costs. Replaced parts become our property. Exceptions to this warranty cover are detailed below:

- Normal wear and tear.
- Negligent care and maintenance.
- Improper initial and subsequent operation.
- Negligent or wanton destruction.
- External influences such as fire, water, salts, alkaline solutions or acids.
- Abnormal environmental influences.
- Mechanical damage through improper transport and fitting.
- Priming and other surface protection treatments.
- Incorrect or too late applied surface protection treatments.
- Repair by non-qualified persons.
- Using non original parts without the approval of the manufacturer.
- Removal of the product number or making it unidentifiable.

### **Basic Door Maintenance**

Immediately after the door is fitted and after 5,000 operations (or at least once a year) apply WD400 or similar to all pivot points, check screws and clamped connections for tightness, keep the running tracks clean (do not grease them), check and replace any worn components if necessary.

The springs should be replaced after approx. 25,000 operations by an experienced door fitter. Do not oil the lock cylinder, use graphite dust if it is sticking.

On all hinged doors, hinges and locks should be lubricated at least twice a year and fixings should be checked and tightened as necessary. Always ensure that side hung and pedestrian doors are secured when in the open position, to avoid the door slamming in the wind.

A callout fee of £75 will be applied to door warranty claims that will be fully refunded if deemed to be a manufacturing defect. Please note that minor surface damage can easily be repaired using touch up sprays or sticks without invalidating warranties.

### **Roller Doors / Motors**

Roller Doors require the same maintenance as the Up & Over doors described above.

Roller Doors and Roller Doors with motors come with a 5-year warranty. For Roller Doors with motors, this includes operator mechanics, motor and motor control systems. A 2-year warranty is granted on radio equipment, accessories and system controls. There is no warranty on consumables (e.g. fuses, batteries, bulbs, etc.)

Important! Never leave the key in your roller door lock as it will hit the lintel and break off in the cylinder as the door rises.

### **Electric Operator Warranty**

A 5-year warranty is granted on our range of Electric operators. This includes operator mechanics, motor and motor control systems. A 2-year warranty is granted on radio equipment, accessories and system controls. There is no warranty on consumables (e.g. fuses, batteries, bulbs, etc.)

### **Timber (Fascias, Pedestrian Doors & Windows)**

All our Timber is Pressure Treated – Treatment is applied by controlled Pressure Vacuum Technology. This treatment safeguards the timber from Fungal Decay and Insect Rot to the Timber

Wood is a natural product and will require a preservative treatment periodically. It is important to maintain the condition of the timberwork and failure to do this will result in the warranty on the timberwork being void.

### **Plastic coated steel and PVCu Fascias**

To help maintain the aesthetic appearance of your building and prevent the build-up of dirt, salt and other corrosive substances, the fascias should be washed with a mild soap-based solution on a regular basis, we recommend every 6 months. If the building is located near the Coast it is important that the fascias and exposed plastic-coated steel should be washed at least every 2 months.



### **Steelwork**

All non-galvanised steelwork is treated in our factory with a red oxide primer as part of the production process. You may wish to apply a finish coat on site if desired (Hammerite or equivalent). Roof trusses are designed to meet the structural needs of the building and should not be used to support other weights or block and tackle to remove vehicles engines or similar. All Galvanised steelwork is maintenance free. Both products are covered by our 10-year structural warranty.

### **Guttering**

Guttering should be checked regularly and cleared of leaves and other debris to allow the free flow of rainwater.

The standard gutter with downpipe will be fixed with the water discharging in a direction away from the building. It is the customer's responsibility to make arrangements for the water to be drained away from the building and the base otherwise the sand and cement fillet may leak.

If guttering has NOT been fitted to the building, we cannot warrantee the building for water ingress from the base. In these cases, we shall not return to site to deal with any water ingress until adequate guttering has been fitted to the building and the downpipes are discharging the water away from the building/base. Guttering is covered for 10 years against product failure or discolouration.

### **PVCu Windows**

The PVCu windows only require an occasional clean to maintain their appearance. Avoid all solvent based or abrasive cleaners and use a mild soap based solution.

All moving parts should be kept free of dirt and debris and for lubrication of hardware, use light machine oil (such as WD40) lubricant.

PVCu Windows are warranted for 10 years against product failure and discolouration, with the sealed unit warranted for 5 years.

### **Roof**

#### **Corrugated Cement Fibre Roof sheets**

When first installed, any structure built using concrete products needs time to dry-out. This applies to all elements of a standard concrete garage. The water used in the manufacture of such elements evaporates. This Hydration (curing process) hardens and strengthens concrete.

In general terms, as much ventilation as possible after construction speeds up the drying process. The moisture released can condensate on cold surfaces, especially on the underside of the roof, causing the sheets to darken and show this condensation. The period it takes to dry out varies according to weather conditions and of course substantially longer in cold wet periods.

Hanson's roof sheets are covered for durability as part of the 10-year structural warrantee.

### **Steel Plastisol Coated Steel Roof sheets with UltraSORB (felt underlay)**

The 'felt underlay' on the underside of the plastisol coated steel roof sheets are designed to absorb condensation in single skin applications.

Roofing sheets with UltraSORB will provide a medium for trapping moisture and will hold the moisture until conditions rise above the dew point and the trapped moisture is then released back into the air in the form of normal humidity. It is perfectly normal for the felt underlay to be wet to the touch as it holds moisture and prevents it dripping onto your building. As the temperature increases, the felt underlay will dry again.

If the building is located near the Coast it is important that the plastic-coated steel roof should be washed at least every 2 months.

Hanson's Box Profile roof sheets are covered for durability as part of the 10-year structural warrantee.

### **Roof Care & Maintenance**

Roof sheets should not be walked on and cleared of any debris on a regular basis. In the instance that damage has been caused from falling debris, undue stress or the roof has been walked on the warrantee will be invalidated.

### **Maintenance Summary**

Maintenance should be carried out with careful consideration to the safety of yourself and others.

In all cases where the use of proprietary treatments is recommended, these should be applied strictly in accordance with the manufacturer's instructions.

Our buildings are manufactured to the highest quality standards and leave the factory only after rigorous quality checks. Should you nevertheless have grounds for complaint, please contact our Customer Service Department on 01977 695111 (Option 2) or email: [customerservices@hansonbuildings.co.uk](mailto:customerservices@hansonbuildings.co.uk)

To enable your claim for warranty to be processed as quickly as possible, please provide the following details:

- Your name, address and telephone number
- Your Hanson order number-indicated on your Sales order/Invoice
- Description of the defect
- Supporting photographs to illustrate the defect.

(We cannot process any claim without supporting photographs)

If you are unclear on any aspects of the details below, please do not hesitate to contact our Customer Services Department.

You can contact Hanson Buildings  
By calling 01977 695111 (Option 2)

Or

Email: [customerservices@hansonbuildings.co.uk](mailto:customerservices@hansonbuildings.co.uk)



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