

TBA

ALUMINUM WINDOWS LIMITED

MAINTENANCE & CARE MANUAL

Residential & Commercial Aluminium Window and Door Systems

New Zealand Maintenance Guidance • Residential & Commercial Systems

Document Control	Details
Document No.	TBA-MM-001
Version	1.0
Issue	August 2026
Status	Current Public Issue
Review	At least annually and whenever products, standards, suppliers or maintenance requirements change
Related documents	TBA-BPIR-001; TBA-TS-001; TBA-IM-001; TBA-WM-001

DOCUMENT APPLICATION

This document provides routine care and maintenance guidance for TBA aluminium window and external door systems for New Zealand residential and commercial projects. Regular maintenance supports product appearance, operation, drainage, durability and applicable warranty conditions.

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1. Purpose and Maintenance Principles

Regular maintenance helps preserve the appearance and serviceability of TBA joinery and reduces avoidable deterioration of finishes, hardware, seals and drainage systems. Maintenance frequency should reflect the actual exposure and use of the building.

- Clean before heavy contamination becomes bonded to surfaces.
- Use mild, non-abrasive cleaning methods and compatible products.
- Keep tracks, sill channels and drainage openings clear.
- Do not force stiff, misaligned or damaged hardware.
- Inspect seals, coating and perimeter joints and address damage promptly.
- Increase maintenance frequency in coastal, industrial, geothermal, high-contaminant or sheltered locations.

2. Routine Cleaning of Aluminium

- Rinse loose dirt and deposits with clean water.
- Wash with a soft cloth or sponge using clean water and a mild neutral detergent.
- Rinse thoroughly so detergent and loosened contamination are removed.
- Dry with a soft clean cloth where necessary to prevent spotting.
- Remove salt, cement, plaster, mortar, sealant residue and metal filings promptly using methods compatible with the powder-coated finish.
- Do not use abrasive pads, strong acids or alkalis, or aggressive solvents unless specifically approved by the finish supplier.

3. Coastal, Marine and Severe Environments

Salt and airborne contaminants can accumulate more quickly in exposed or sheltered locations. More frequent washing and inspection is required where natural rain washing is limited or where the building is subject to marine, industrial, geothermal or other aggressive contamination.

Environment	Maintenance approach
General urban / rural	Routine washing and periodic inspection.
Coastal / marine	Wash more frequently to remove salt deposits; inspect coating and hardware more often.
Industrial / geothermal / high contaminant	Remove deposits promptly and increase inspection frequency.
Sheltered / unwashed surfaces	Manual washing is important because rain may not naturally clean these areas.

Where reliance is placed on an AkzoNobel Interpon coating warranty, cleaning and maintenance should also follow the applicable coating supplier warranty and care requirements for the project exposure.

4. Glass and IGU Care

- Clean glass with clean water and a suitable non-abrasive glass cleaner.

- Use clean cloths, sponges or squeegees so trapped grit does not scratch the glass.
- Do not use metal scrapers or aggressive chemicals on coated glass unless approved by the glass supplier.
- Inspect for cracks, edge damage, damaged safety markings or signs of insulating-glass seal failure.
- Do not allow water, debris or incompatible sealants to remain trapped around glazing edges.
- Obtain professional assessment where glass damage or IGU failure is suspected.

IGU manufacture is supported within the TBA technical documentation by AS/NZS 4666:2012 certification; routine care does not replace project-specific glazing and safety requirements.

5. Tracks, Sills and Drainage

- Vacuum or brush loose dirt from sliding tracks and sill channels.
- Flush drainage openings gently with clean water where necessary.
- Keep factory weep holes and drainage slots open at all times.
- Do not force tools into drainage openings or fill them with sealant, foam or debris.
- Check that paving, decking, landscaping or later construction work has not obstructed sill discharge paths.
- Standing water, recurring interior water entry or blocked drainage should be investigated rather than repeatedly sealed over.

6. Hardware and Operating Components

Handles, locks, rollers, hinges, friction stays, restrictors and fasteners should be inspected for smooth operation, alignment, cleanliness and secure fixing.

- Clean dirt, salt and construction debris before adjustment or lubrication.
- Use only compatible lubricant where lubrication is required; excessive oil can attract abrasive dirt.
- Adjust rollers, locks or hinges where normal service adjustment is required.
- Do not use excessive force on stiff or misaligned windows and doors.
- Loose, corroded, damaged or failed hardware should be serviced or replaced with suitable compatible components.
- Safety restrictors and other safety-related hardware should remain functional and should not be removed without appropriate project review.

7. Gaskets, Seals and Perimeter Sealants

- Inspect glazing gaskets and weather seals for displacement, shrinkage, cracking, tearing or loss of compression.
- Replace damaged or missing seals with compatible components.
- Inspect perimeter sealant joints for cracking, gaps, loss of adhesion or damage.
- Sealant repairs require clean prepared surfaces and compatible materials.
- Do not seal over joinery drainage openings or alter the intended water-management path.
- Where deterioration relates to the wall/cladding interface rather than the joinery itself, coordinate repair with the relevant building-envelope contractor or designer.

8. Condensation and Ventilation

Interior condensation is influenced by indoor humidity, ventilation, heating, outside temperature and the thermal performance of the building envelope. Keep joinery drainage paths clear and manage indoor moisture through appropriate ventilation and heating. Persistent condensation that is damaging finishes or surrounding construction should be investigated as part of the overall building environment.

9. Construction-Phase Protection

- Protect frames, glass, tracks and sills from concrete slurry, plaster, mortar, grinding sparks, screws and construction debris.
- Remove cement, plaster, sealant smears and metal filings promptly using finish-compatible methods.
- Do not leave temporary protective film in place beyond the supplier-recommended period or where prolonged UV exposure may make removal difficult.
- Do not use aluminium frames or sills as supports for scaffolding, ladders or construction loads.
- At practical completion, clean the joinery, clear drainage paths and complete an operational inspection before handover.

10. Recommended Maintenance Schedule

Interval	Component	Recommended action
3–6 months	Frames / glass	Wash and inspect; increase frequency where exposure is severe or surfaces are sheltered.
3–6 months	Tracks / drainage	Remove debris and confirm sill outlets and weep paths are clear.
12 months	Hardware	Inspect, clean, adjust and lubricate only where appropriate.
12 months	Gaskets / seals	Inspect seating, compression and condition.
12 months	Perimeter sealant	Inspect for cracking, gaps and loss of adhesion.
After severe weather / impact / building work	All joinery	Inspect for movement, impact damage, blocked drainage, seal damage and correct operation.

These intervals are general guidance. More frequent maintenance may be required by the actual exposure, product use or supplier warranty conditions.

11. Fault-Finding and Professional Service

Symptom	Initial checks	Professional service recommended when
Sliding panel is hard to move	Clean track; check debris and normal roller adjustment.	Roller damage, frame distortion or panel/glass issues are suspected.
Awning/casement will not close evenly	Check debris, stays/hinges and lock alignment.	Hardware failure or sash/frame distortion is suspected.
Water visible in sill track	Confirm drainage openings are clear and consider recent weather conditions.	Water repeatedly enters the building interior or drainage is not functioning.
Seal or gasket displaced	Inspect condition and seating.	Seal is damaged, shrunk or will not remain correctly seated.
Coating damage / corrosion	Clean contamination and inspect extent.	Damage extends beyond routine cleaning or coating repair is required.
Cracked glass / suspected IGU failure	Stop impact or loading and visually inspect.	Glass is cracked, safety glazing is damaged or seal failure is suspected.

12. Maintenance Record and Owner Checklist

Owner Checklist

- Maintenance guidance has been received and retained.
- Coastal/severe exposure requires more frequent cleaning where applicable.
- Drainage openings and sill tracks will be kept clear.
- Aggressive chemicals and abrasive tools will not be used on aluminium or glass.
- Hardware problems will be investigated rather than forced.
- Maintenance records will be retained where warranty support may be required.

Maintenance Record

Date	Area / Unit	Work completed	Issue found / action

Service Contact Information

For product service, replacement components or warranty enquiries, contact TBA Aluminium Windows Limited and provide the project/site details, unit reference where available, photographs and a brief description of the issue.