

GUIDANCE FOR TRANSPORTATION, CARE AND HANDLING OF GOODS

Storage, conditions & installation for
Accoya® wood and products made with
Accoya® (e.g. windows, doors & gates)



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Even a perfectly-made product could suffer if treated poorly, devaluing the work that went into making it.

Taking some simple preventative steps can maximise the chances of delight for your customers, and minimise the chance of disappointment due to preventable issues.

Accoya wood is highly resistant to the usual negative impacts of water and exposure on wood, but can still get wet, dirty or damaged during storage, transport and on-site.

Best practice to handle Accoya and products made with Accoya (e.g. windows, doors, gates etc.)

- Transport, handle, process, store and install the Accoya or products made with Accoya in line with the manufacturers' recommendations.
- Keep Accoya wood & Accoya products (windows, doors & gates)
 - suitably protected
 - carefully handled
 - stored level and substantially off the ground
 - dry (e.g. under cover of a roof or breathable and weatherproof material)

Pre-construction and on-site

- Make sure products have sufficient ventilation and drainage so water is not trapped in or around them: protective wrapping materials (breathable membranes) must be properly applied or removed so that moisture (liquid water) entrapment does not occur.
- Always consider in advance the suitability of ancillary materials and building products (e.g. ironmongery, hardware, fixings) and their installation for the site and its environment. For example: weather and climate, relative humidity (and if it can be controlled), temperature, and airflow.
- If possible, plan to install the joinery (windows & doors) into pre-formed structural openings as late into the building programme as possible. This will further reduce the potential for damage during construction.



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Construction and installation phase

- Take extra care during the building phase of the property: increased site activity and hands-on work can increase risk of damage and superficial issues.
- Alkaline-based or abrasive dust from environmental conditions or building materials such as plaster and cement will attack the coating & hardware and potentially damage the surface finish / promote corrosion.
- Fully protect or remove all ironmongery or hardware when applying surface treatments (e.g. paint) to the Accoya product to prevent contamination and damage.
- Identify and manage the risk of condensation and non-contact dew-point issues, often found in high-humidity areas in the storage and building phases. Examples include lock rebates/housings, glazing details, water entrapment areas on-site, swimming pool enclosures, bathrooms, saunas, etc.
- Good ventilation of construction areas can prevent or minimise many of these risks. For example, opening windows and doors several times a day (even partially, or kept on security latches) can help ensure appropriate ventilation. Outdoor climate should be taken into consideration and complex projects may require a ventilation programme.
- If such systematic ventilation is not possible, other means must be found to manage the moisture and humidity present indoors, especially where 'wet trades' are active. This could include use of dehumidifiers, dryers or heating for example.

Finishing touches

- Modifications or repairs should be agreed on after seeking manufacturers' guidance.
- Follow the window, door, gate and coating manufacturers' recommendations for care and cleaning. Do not use aggressive industrial or strong household cleaning products or abrasive materials.

Find out more about Accoya at [accoya.com](https://www.accoya.com)

Useful downloads at [accoya.com/downloads](https://www.accoya.com/downloads):

- Wood Information Guide, Section 7, 8 & 9
- Essential Coatings Guide
- [Download here](#)
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