

After-Sales
Maintenance Schedule for Glass & Polycarbonate

Outdoor Living Solutions | Verandas
Canopies | Glass Rooms | Carports | Fencing

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MILWOOD GROUP
The Milwood Way

Thank you for choosing Milwood Group's outdoor living solutions. Our range of verandas, canopies, glass rooms, carports, and fencing are built to last, but appropriate maintenance is essential for longevity and performance.

This guide provides essential care instructions for maintaining glass and polycarbonate panels, structural components, and accessories, helping to prevent issues such as spontaneous glass combustion, UV degradation, and material wear.

Following this maintenance schedule is a requirement for maintaining the validity of your product warranty.

Product Responsibility

Once delivery has been completed by Milwood Group to the Trade Partner's project site, responsibility for all materials transfers to the recipient.

Trade Partners must ensure:

- **Proper handling and storage** of all components.
- **Correct installation methods** in line with Milwood Group's guidelines.
- **Supply the customer** with aftercare schedule & maintenance documents.

Maintenance Schedule Overview

TASK	FREQUENCY	GLASS PANELS	POLYCARBONATE PANELS	ALUMINIUM FRAMEWORKS
General Cleaning & Inspection of Panels	Every 3–6 months	Check for cracks, chips, and signs of damage.	Inspect for surface marks, scratches, cracks, or discolouration.	Inspect for scratches, surface wear, or coating breakdown.
Fixings & Fasteners	Every 12 months	Tighten screws and bolts if required.	Check and secure all fixings.	Inspect and tighten ground anchors and structural fasteners.
Seal & Gasket Inspection	Every 12 months	Check seals for deterioration and replace if needed.	Inspect gaskets for shrinkage or cracks.	Look for signs of water ingress and replace worn seals.
Drainage & Guttering	Every 6 months	Clear debris from drainage channels.	Ensure unobstructed water flow to prevent pooling.	Clean gutters and downpipes thoroughly to ensure water flow.
UV Protection Check	Every 2 years	Ensure protective coatings remain intact.	Check for yellowing, brittleness, or UV damage.	Inspect for paint or powder coating damage and touch up if needed.
Snow & Debris Removal	As needed	Remove excess snow carefully to prevent stress on panels.	Clear snow or debris promptly to avoid impact or pressure.	Ensure no excess weight or debris accumulates on structure.

Glass & Aluminium Structure Maintenance

1. Handling & Storage Responsibilities

- **Inspect all materials upon delivery** for any visible defects and report any concerns before installation, inspect all materials within 24 hours of delivery.
- **Store panels and framework in a clean, dry location**, away from excessive moisture or heat.
- **Keep glass and aluminium panels supported evenly** to prevent undue stress.
- **Ensure all components are protected from accidental damage** before installation begins.

2. Installation & Fixings Care

- **Use correct fixings, expansion gaps, and sealants** in line with Milwood Group installation guides and the approved CAD drawings.
- **Secure all fasteners properly** to prevent movement over time.
- **Ensure structures are level and aligned** for long-term stability.

3. Cleaning & General Maintenance

- **Use mild soapy water and a soft cloth** to clean all surfaces.
- **Avoid abrasive pads, pressure washers, and harsh chemicals** that could damage coatings or seals.
- **Check and clean drainage channel and gutters every 6 months** to prevent blockages.
- **Remove any buildup of dirt, dust, or environmental debris** to maintain the product's appearance.

4. Routine Inspections & Preventative Maintenance

- **Inspect fixings, joints, and supports every 12 months**, tightening as needed.
- **Look for any signs of wear on gaskets and seals** and replace if required.
- **Ensure all drainage systems are working correctly** to prevent water accumulation.
- **Check for surface marks, scratches, or coating wear**

5. Seasonal Considerations

- **Clear snow accumulation carefully** to avoid excess weight on the structure.
- **Inspect all materials after extreme weather events** to ensure continued stability.

Common Issues & Troubleshooting

ISSUE	PREVENTION	POSSIBLE CAUSE	SOLUTION
Glass panel spontaneously combusts	Ensure correct installation with expansion gaps; avoid impact or uneven pressure.	Check for cracks, chips, and signs of damage.	Inspect for surface marks, scratches, cracks, or discolouration.
Water pooling on panels	Ensure that the installation is in line with the approved CAD drawing and pitch.	Thermal stress, minor defects, or impact.	Ensure proper installation and if necessary, order a replacement via the additional components form.
Yellowing of polycarbonate	Regularly clean drainage channels and ensure panels are installed to correct pitch.	Blocked drainage channels or misalignment.	Clear debris from channels; check panel angle Check measurements as per the approved CAD to ensure correct pitch has been achieved.

ISSUE	PREVENTION	POSSIBLE CAUSE	SOLUTION
Scratches on polycarbonate	Clean panels regularly and avoid prolonged exposure to harsh UV without protection.	UV degradation over time.	Apply UV-protective treatment to prevent yellowing; replace panel if discolouration is severe.
Loose fixings or movement	Always use soft cloths and suitable cleaners; never use abrasive materials.	Improper cleaning methods.	Use a microfiber cloth and gentle cleaning solutions.

Health & Safety Guidance

- **Do not walk on roofs or polycarbonate panels** – they are not load-bearing.
- **Use appropriate safety equipment** when carrying out inspections or repairs.
- **Never use high-pressure washers or harsh solvents** on any part of the structure.
- **For damaged panels, immediately isolate the area** and contact a professional for repairs.

Warranty & Support

Proper maintenance is required to uphold your Milwood Group warranty. Any failure to adhere to the After-Care Schedule may void your guarantee.

POLYCARBONATE PANEL AFTER-CARE

Polycarbonate panels are a popular alternative to glass due to their lightweight, high-impact resistance, and UV protection properties. However, they do require specific care to ensure long-lasting clarity and performance.

HANDLING & STORAGE GUIDANCE

1. Inspect panels upon delivery for any damage or distortion. Report any issues before installation.
2. Store upright on their sides with full support at an elevated level, in a dry, shaded location to avoid moisture and water ingress.
3. Avoid prolonged exposure to direct sunlight before installation, as this may degrade UV coatings.
4. Protect from scratches by leaving protective film in place until the moment of installation.

CLEANING INSTRUCTIONS

IMPORTANT CLEANING NOTICE

To maintain this product in good condition, it should be cleaned periodically using suitable detergent cleaning agents. Do not use solvent cleaners. Do not scrub with brushes or sharp implements. Avoid cleaning in hot sun or high temperatures.

- Use lukewarm water, a soft cloth or sponge, and a dilute mild soap solution.
- Rinse thoroughly to remove all residue and avoid streaking.
- Never use abrasive sponges, brushes, or harsh chemical cleaners - these can damage the UV-protective surface.
- Avoid using alcohol-based cleaners, solvents, or ammonia-containing products.

MAINTENANCE RECOMMENDATIONS

1. Inspect for yellowing, brittleness, or cracking every 6–12 months.
2. Minor scratches can sometimes be reduced using a specialist plastic polish—test on a small area first.
3. Ensure panels remain properly supported and secured, particularly after storms or high winds.
4. Clear away leaves, snow, and debris regularly to prevent pressure points or moisture build-up.

PRODUCT VARIANTS & SPECIFIC GUIDANCE

Milwood Group offers several types of polycarbonate roof glazing to suit different environments and user needs. Each variant has specific features and should be maintained accordingly:

- **Clear Polycarbonate:** Offers maximum light transmission and visibility. Clean regularly to maintain clarity and minimise visual imperfections.
- **Opal Polycarbonate:** Provides light diffusion with added solar protection. Prevent surface marks by using only soft cloths and non-abrasive cleaners.
- **Bronze Tinted Polycarbonate:** Offers glare reduction and a subtle tinted aesthetic. Avoid harsh chemical agents to preserve the colour and tint quality.
- **Heatshield Polycarbonate:** Designed to reduce heat and glare while still allowing natural light through. This layer must be protected from abrasion and chemical damage to preserve its thermal-reflective properties. Always clean using mild soap and avoid scrubbing.

All Milwood polycarbonate panels include a UV-protective layer, typically applied to one face only. Always install panels with the UV-protected side facing outward - check for any markings or manufacturer notes to confirm.

SAFETY REMINDER

Do not lean on, walk across, or place heavy objects on polycarbonate panels. While durable, they are not load-bearing and should be treated with care during maintenance.



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For **spare components or parts, warranty claims, or further assistance**, please fill in additional components form which can be found on the Trade Partner Area.

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