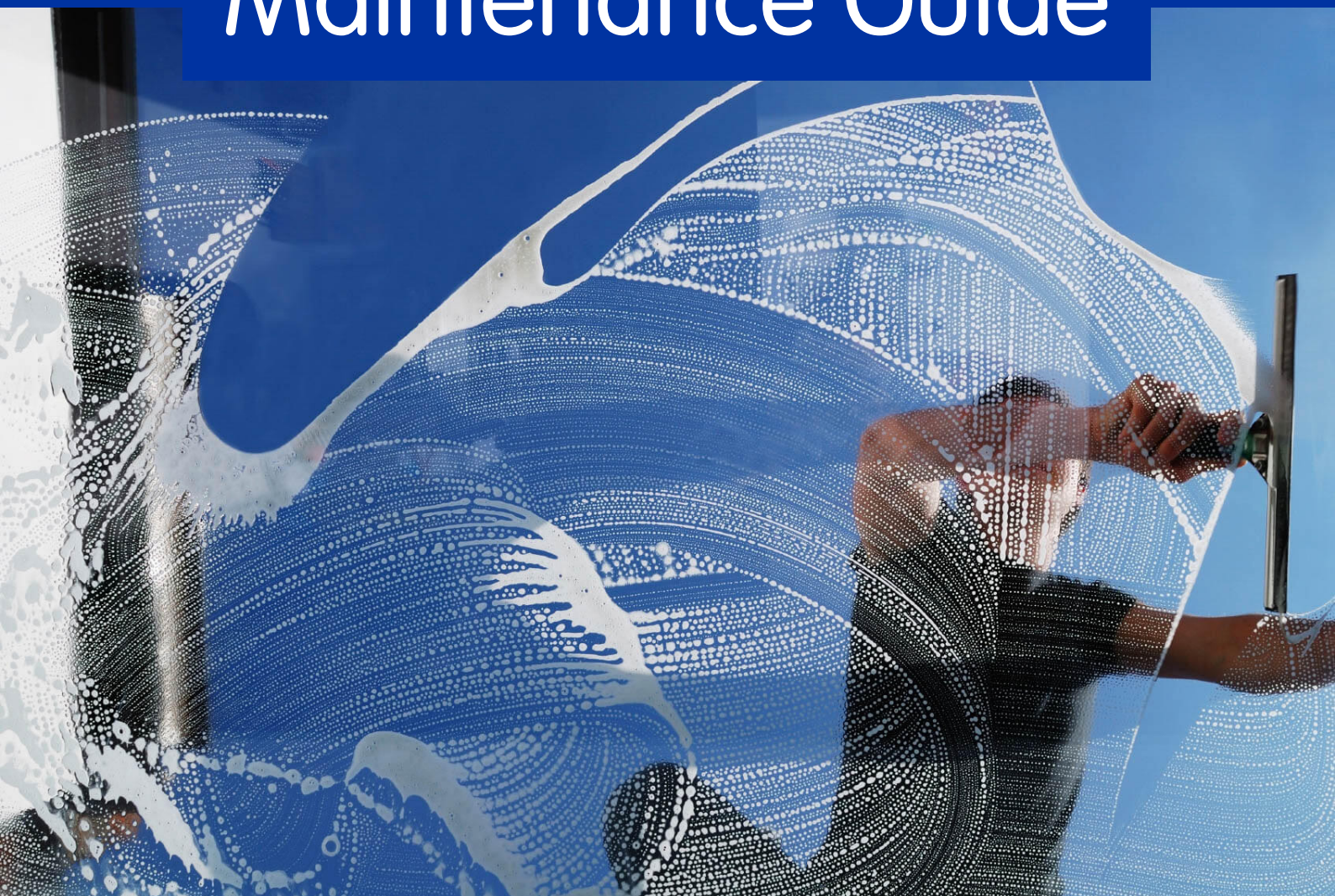




Maintenance Guide



CLEANING

Your uPVC and glazed products require a minimal amount of care in order to give you trouble-free operation and remain in optimum condition for many years to come.

The following information will show you the most effective way to clean your uPVC products.

Standard uPVC frames

- Wash frames with a soap and water solution (dilute washing up liquid is fine) to avoid the build-up of grime and atmospheric deposits.
- For stubborn stains, use a non-abrasive uPVC liquid cleaner. Use sparingly and buff to shine.
- Avoid solvent-based cleaners and take care not to disturb any sealants.

Coloured foiled uPVC frames

- Only use a soap and water solution to clean wood-grained or foiled windows.
- Never use cleaning fluid or solvent-based cleaners.
- Minor scratches can be repaired using a touch-up pen.

Hardware and furniture

- Only clean with a soap and water solution.
- Do not use abrasive cleaners.

Glazed units

- Remove all hand jewellery prior to cleaning to avoid scratching.
- Remove any heavy external grime with a soap and water solution first.
- Use any proprietary household cleaner, applying with a soft cloth and buffing to a shine.

Leaded glass

- If leaded strips are bonded to the glazed unit, take extra care as excessive pressure may dislodge the lead from the glass surface.
- Use a soft cloth with warm soapy water, applied with moderate pressure.
- Note that external lead will oxidise. This is a natural phenomenon and cannot be avoided.

Conservatory or porch roofs

We do not advise the access of a conservatory roof without the use of scaffolding or platforms. Never lean ladders against uPVC frames, gutters or glass as this may result in damage. Keep all gutters and outlets clear of leaves and other debris to maintain efficient operation.

Self cleaning glass

- Do not use abrasive or solvent based cleaners on the external glazing surface as the self-cleaning properties may be affected.
- Use a soft cloth with warm soapy water and buff to a shine.
- A proprietary household cleaner may be used on the inside of the glass.

Polycarbonate

- Clean in a similar manner to uPVC frames, removing grime and atmospheric deposits to avoid build-up.

OPERATION

Our uPVC windows may be opened outwards and are fitted with friction hinges, with the type being either egress, easy clean or restricted, that hold them in any desired position when open.

The locking mechanism, which can be either espag or shootbolt locking, fitted to the opening edge of the window, engages with slotted 'keeps' fitted to the outer frame. The secondary slot within the keep enables the window to provide a 'night vent' position, with the window only slightly open whilst providing ventilation.

To open, turn the key if fitted, then push the button in the centre and whilst pressed, turn the handle through 90° to unlock the handle. To close, simply turn the handle back the other way until it engages with the lock. Once closed, turn the key to lock the window and remove it to keep somewhere safe nearby.

NB: Accessible windows should not be kept in the 'night vent' position when the house is unoccupied.

MAINTENANCE

Lubrication

All locking systems require periodic lubrication, and your new windows and doors are no exception. For hardware and opening mechanisms, use light machine oil (for example, 3-in-1) or silicone based spray. Oil all pivot points (one drop per pivot is sufficient) and wipe away excess.

Drainage

All our glazed products are designed with an in-built drainage system, comprising of slots within the lower thresholds that allow any water ingress to flow on the outside. To ensure an efficient system, these slots must remain unblocked. Periodically remove dirt, clean drain holes and check the drainage operation by flushing through with water.

Seal

The mastic seal is the waterproof seal found around your doors and windows. Please note that some discolouration of the seal is a natural occurrence and cannot be avoided. Periodically check that the seal is still intact between frame and brickwork.

Friction hinges

To attain optimum performance the scissor mechanism of the friction hinges will require periodic lubrication. The pivots, sliding shoe and tracts should be kept free of dirt and debris.

Keeps

Lubricate the slots of the keeps with petroleum jelly as required.

Handles

Clean and lightly oil moving parts.

CONDENSATION

Water vapour is naturally present in the atmosphere. In the home, this natural water content is increased by normal day to day living – for example, activity that generates steam such as cooking, bathing, boiling a kettle and even breathing. The water vapour remains undetectable while floating in warm air – but upon contact with cold surfaces such as windows, mirrors and tiles, condensation occurs as the vapour turns into water droplets.

Traditional house construction allowed the escape of this water vapour through natural ventilation, including open flues of coal fires, air bricks and ill-fitting windows and doors – however the drive to conserve energy and reduce heating costs has led to the sealing of homes, resulting in trapped water vapour and increased problems of condensation.

With our highly energy efficient windows and doors, condensation can even form on the outside face of a double glazed unit, due to the outside surface being much colder than the inside – this is perfectly normal and nothing to worry about. Certain elevations of property can be more susceptible to condensation e.g. north facing.

Ventilation

Provide ventilation in your home wherever possible by:

- Opening a window (please bear security in mind when leaving open an easily accessible window)
- Fitting a ventilation or extraction unit in the kitchen and bathroom
- Fitting wall vents to provide air flow.

Heating

Maintain heat in the house during cold weather and marginally increase the temperature in areas where condensation is a particular problem. An electric dehumidifier can help in problem areas.

Circulation

Water vapour will easily drift from its originating point due to the convection currents in your home.

To avoid this:

- Keep internal doors to kitchen and bathroom areas closed and draught-sealed where possible.
- Ensure bedrooms are ventilated at night to provide air movement. If doors must be closed, install a ventilation grille in or above the door.
- To ensure air flow in the vicinity of windows, curtains should be a minimum of 150mm (6") away from the window, with suitable gaps at the top and bottom.

