

## **Maintenance Guide Windows and Doors**

To ensure the longevity and performance of your products, it is essential that you care for them correctly to allow us to honour the Guarantee. Here is a simple cleaning and maintenance instructions that we recommend you follow. If you experience any difficulties or have any queries with your product, please contact us on 020 8952 2007

### **PRODUCT & CLEANING MAINTENANCE Guide**

#### **PVC, COMPOSITE & HARDWARE**

##### **PVC FRAME, PANEL AND COMPOSITE DOOR MAINTENANCE**

- Frames and panels can be easily cleaned with warm water mixed with washing-up liquid or similar soap-based solution, and using a soft cloth or sponge
- Do not use abrasive pads or solvents to clean your frames and panels, as this may result in scratches or damage to the surface
- Do not paint your PVC frames or panels (this may invalidate your guarantee)
- Take care when cleaning around silicone sealants (please note sealant discolouration over time is a natural occurrence and cannot be avoided)

##### **HARDWARE MAINTENANCE**

- Keep handles, locks and hinges clean and free from dirt build up
- Hardware can be cleaned with a damp cloth and mild soap-based solution
- Avoid using abrasive pads, solvents or strong polish as this may damage the hardware
- Hardware that is protected with a lacquer finish may dull over time with 'wear and tear' – this is a natural occurrence and cannot be avoided
- Threshold gaskets should be lubricated occasionally to avoid cracking
- For a smooth opening, lightly oil or lubricate moving parts once or twice a year

##### **GLASS**

- Glass can be easily cleaned with warm water mixed with washing-up liquid or similar soap-based solution, and using a soft cloth or sponge
- Glass may also be cleaned with household-brand glass cleaning products (please ensure that any dirt build up is removed first with water and soap based solution)
- Units featuring Georgian bars or laminate/toughened glass can be cleaned in the same way as listed above
- Do not use abrasive pads or strong solvents to clean your glass, as this may result in scratches or damage to the surface
- Glass may be easily scratched; please remove sharp jewellery before cleaning
- Avoid allowing splashes to dry on the glass, as this may leave smears/marks
- Ensure that glass is cleaned frequently on both the inside and outside of the window
- Avoid excessive pressure on any leaded glass designs, as this may cause damage and unnecessary 'wear and tear' to the lead
- Please be aware that specialist glass may have specific cleaning instructions. If in doubt check with your us before first cleaning your glass

Please note: coated glass, for example Low E, may appear to have reduced clarity – this is normal and will not affect the overall performance of your glass unit

### **CONSERVATORY ROOF MAINTENANCE**

- Conservatory roofs can be easily cleaned with warm water mixed with washing-up liquid or similar soap-based solution, and using a cloth/sponge or soft brush
- Do not use abrasive pads, solvents or power washers, as this may cause damage to the surface of the roof
- Wash your roof on a quarterly basis to avoid a build up of dirt, moss etc.
- Ensure all guttering around the conservatory is clear to avoid drainage problems
- Do not lean ladders directly against frames, glass or guttering as this may cause damage to your products
- Do not walk on your conservatory roof or exert extreme leaning pressure as this may cause serious damage to both you and your products

### **PATIO DOOR MAINTENANCE**

- Inspect your patio door roller track on a regular basis and remove any dirt or debris that could damage the rollers.

### **GENERAL MAINTENANCE**

#### **DRAINAGE**

Frames are manufactured with an in-built drainage system (slots that allow water build up to flow to the outside); please ensure that these slots remain unblocked.

#### **WEATHERSEALS**

Please ensure any weatherseals fitted to your frames do not become dislodged during cleaning. If this occurs, please slide the seal back into place.

#### **VENTILATION**

Windows can be fitted with trickle ventilation at the top of the frame, allowing you to control ventilation and minimise condensation. These can be opened/closed by hand and do not require maintenance.

#### **CONDENSATION**

This is a natural occurrence within the home, for example cooking and bathing causes enhanced condensation on windows.

This can be reduced by:

- Fitting energy efficient double or triple glazing
- Ensuring extra ventilation within the home, for example: opening windows, installing extractor fans, closing kitchen and bathroom doors when in use, and installing night vents/door grilles in bedrooms

Please note: energy efficient glass helps reduce condensation inside the home, but may be apparent on the outer pane of glass. This is a natural occurrence and is evidence that your energy efficient glass unit is working by preventing your home from losing heat.

#### **SECURITY**

In addition to the high-spec security hardware fitted to windows and doors, you should also ensure that windows are closed and locked when you leave the house.

## **PRODUCT & OPERATION GUIDE**

### **Casement windows**

Casement Windows can feature either a top hung or side hung opening sash. The sash opens outwards and is held in place by hinges. Locking is achieved via a range of mechanisms on the sash and outerframe (cams, keeps) that are operated and engaged by the window handle. For ventilation, the outerframe may feature keeps that allow the window to remain slightly open whilst maintaining safety and security.

Handles can be locking or non-locking (locking handles come with keys - please be careful not to lose these).

#### **LOCKING SYSTEM**

To operate the window's locking system:

- 1) Unlock handle (where applicable)
- 2) Push-in locking button
- 3) Rotate handle 90o to disengage the locking
- 4) Push open window



#### **MAINTENANCE INFORMATION**

To help maintain your window hardware, please take the time to carry out the following:

##### **HANDLES**

Clean and oil moving parts when required

##### **KEEPS**

Lubricate slots when required

##### **CAMS**

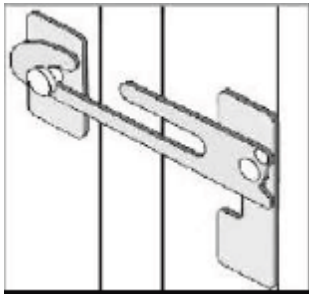
Oil all pivot points when required (wipe away any excess oil).

#### **HINGES**

Oil/lubricate hinges occasionally for maximum performance and longevity

#### **ESPAG LOCK**

Lubricate slots when required. Clear mechanisms of any dirt or debris that may have built up



### **RESTRICTORS**

Restrictors allow you to manually control how far your window opens, and can be fitted to provide extra safety and security within the home.

To operate:

- 1) Turn handle and push open sash to restricted extent
- 2) Pull the sash back towards you slightly
- 3) Manually release/unhook the restrictor
- 4) Hold the restrictor latch and fully open the sash

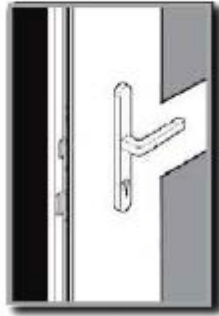
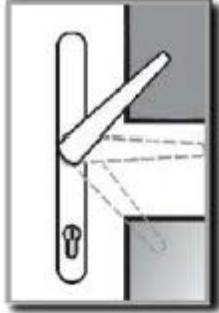
To close:

- 1) Close sash as normal and restrictor will automatically re-engage itself

Please note: when your house is unattended, it is recommended that all doors and windows are fully closed and locked.

### **PVC PANEL DOOR**

Panel Doors feature a door sash that can open inwards or outwards (depending on the style of your home). Locking is achieved via a range of high-security locking mechanisms on the door sash and outerframe (latch, multipoint locks and deadbolts) that are operated and engaged by the door handle; this can either be a lever/lever or lever/pad handle.



### **LOCKING SYSTEM**

To operate the door locking system:

- 1) Close door
- 2) Lift handle upwards to engage the locking system
- 3) Turn key until locking is completed To unlock the door, turn the key until locking is disengaged and open (with lever/pad handle continue to turn key until door opens)

### **MAINTENANCE INFORMATION**

To help maintain your panel door hardware, please take the time to carry out the following:

#### **HINGES**

Oil/lubricate hinges occasionally for maximum performance

#### **CAMS**

Oil when required (wipe away any excess oil)

#### **LOCKING MECHANISM**

Oil/lubricate when required

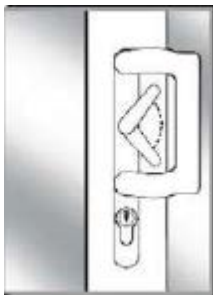
#### **LOCKING CYLINDER**

Avoid oiling or lubrication (this may damage the cylinder and invalidate your guarantee).

### **PATIO DOOR**

**PRODUCT** Patio Doors feature a sideways slide opening, rather than an inward or outward opening.

Locking is achieved via a range of mechanisms on the patio door sash and outerframe that are operated and engaged by the patio door handle and lever.



### **LOCKING SYSTEM**

To operate the door locking system:

- 1) Slide door to closed position
- 2) Lift lever upwards
- 3) Turn key to engage locking When unlocking, the lever should be brought downwards

## **MAINTENANCE INFORMATION**

To help maintain your patio door hardware, please take the time to carry out the following:

### **ROLLER TRACKS**

Inspect on a regular basis and remove any dirt or debris

### **CAMS Oil**

when required (wipe away any excess oil)

### **LOCKING MECHANISM**

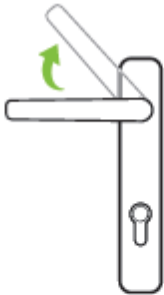
Oil/lubricate when required

### **LOCKING CYLINDER**

Avoid oiling or lubrication (this may damage the cylinder and invalidate your guarantee).

## **COMPOSITE DOOR**

Composite doors feature a door slab that can open either inwards or outwards (depending on the style of your home). Locking is achieved via a range of high-security mechanisms on the door slab and outerframe (latch, multi-point locks and deadbolts) that are operated and engaged by the door handle; this can either be a lever/lever or lever/pad handle or an AV2 Locking system.



**NB: Always push handle up to engage locks when the door is closed to ensure best performance and door stability.**

### **LOCKING SYSTEM**

To operate the door locking system:

- 1) Close door
- 2) Lift handle upwards to engage locking
- 3) Turn key until locking is completed

## **MAINTENANCE INFORMATION**

To help maintain your panel door hardware, please take the time to carry out the following:

### **HANDLES**

Clean and oil moving parts when required

### **HINGES**

Oil/lubricate hinges occasionally for maximum performance

CAMS Oil when required (wipe away any excess oil) LOCKING MECHANISM Oil/lubricate when required