

Windows  Doors  Conservatories



Looking after your  
**Windows**

## Service Record

Name of Customer:	
Address:	
Date of Installation:	
Guarantee No.:	

Service	Date	Screws Checked	Gaskets Checked	Hardware Lubricated	Signed	Name
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						

*We trust you will enjoy trouble free usage from your new installation for many years to come.*

*However, as with any equipment, to obtain complete satisfaction it is advisable to carry out the simplest of regular maintenance.*

*This booklet contains a variety of useful tips and information to help you get the best from your new installation.*

*Should any difficulties occur, please contact us and we will be glad to assist you.*

## PVC-U

The pristine appearance of our PVCu frames can be maintained by occasional cleaning. The frequency of this cleaning will depend on local conditions.

For instance, products installed in industrially polluted, or coastal areas will need cleaning more frequently – at least every couple of months or so. Under normal conditions, washing down windows and doors with warm soapy water is sufficient.

Woodgrain effect finishes should only be cleaned with warm soapy water. Never sand or polish woodgrain effect profile since this will destroy the laminated surface. Abrasive cleaners should not be used since they may alter the gloss finish of your window or destroy the laminated surface.

Particular care should be taken to ensure that nothing which may cause a rust stain comes into contact with PVCu, as rust stains are not removable. When carrying out cleaning or redecoration, care should be taken not to damage the waterproof mastic seals.

## Hardware

When a window has been manufactured and installed, all necessary adjustments should have been made to ensure the window functions correctly. It will, however, be necessary during the lifetime of the window to make periodical adjustments and maintenance checks to the gearing.

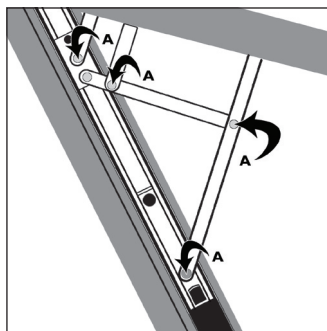
Regular maintenance of exposed metal parts by removing dust and grit for example, will help them perform at their best. As a result of normal operating and atmospheric conditions, moving mechanical parts of doors and windows will also require occasional lubrication.

### Casement Windows

Oiling and adjusting furniture. (Friction Stays)

Lubricate hinging points occasionally with a lubricant. Adjust the small screw on the hinge to increase or decrease friction when opening and closing the sash (opening part of window). Wipe down the hinge and the slider channel with a cloth or a brush and then apply a light oil (3 in 1)

#### A. Oiling Points



Opening sashes on windows require an even push or pull when being opened or closed. Sashes left open for long periods may sometimes result in an accumulation of wind blown dirt on the hinges leading to clogging and restricted action. If this should occur do not use force, but remove the dirt and free the action using a penetrating oil (3 in 1).

## Tilt and Turn Windows

### 1. Check for smooth window operation

- a. If the handle is too stiff, take the following steps:
  - i. Loosen handle screws slightly and retry until satisfactory.
  - ii. Lubricate gearing.
- b. If the sash (opening part of the window) is catching, you are advised to contact us since inappropriate adjustments may effect the security of your window

### 2. Check drainage slots (Frame)

- a. Remove debris from drainage slots.

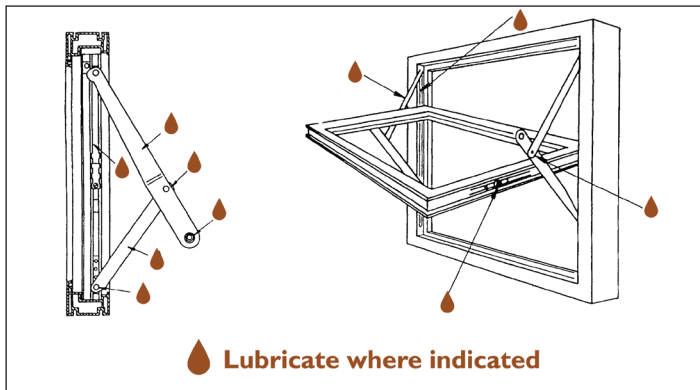
### 3. Lubrication

#### Petroleum Jelly:

- i. All striker plates, locking points and guide slots.
- ii. Also striker plates and locking points on the scissor stay.

It is recommended that you should lubricate the parts mentioned above (3 in 1) at least once per year.

## Top Swing Windows



Hinges maintained in accordance with these guidelines are covered by our guarantee. Buckled hinges or stays, as a result of force or misuse are not covered by our guarantee.

### Fixing and Fasteners

The hinge may be secured to the window using either screws or peel back rivets.

**Screws** – check periodically that none of the screws have worked loose for any reason. If any screws are found to be loose they should be tightened with a hand held screwdriver, usually with a Phillips P2 head. If any screws are stripped, then the repair screws should be used. These screws have a larger diameter and thread pitch.

**Silicone Sealants** – avoid acetic acid on cured modular sealants. The vapour alone is sufficient to cause corrosion. Therefore a low modular sealant is recommended.

**Acrylic Sealant** – contact with any carbon steel component will cause severe corrosion.

**Cleaners** – aggressive cleaning substances, especially those containing ammonia, chlorine etc. can have a severe effect and should not be used where screws are situated.

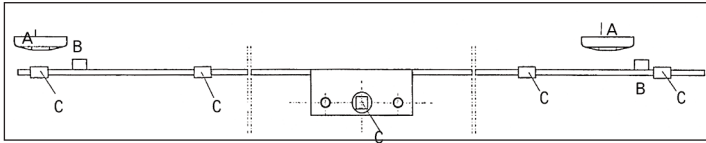
**New-build** – screws should not come into contact with wet plaster or cement, as the lime content combined with moisture will cause corrosion. Also, the acid wash often used to clean new brickwork is highly corrosive and should be completely avoided.

# Locks

## Espagnolette Locking Gear

Wipe down the exposed face plate occasionally with an oiled cloth (3 in 1). Spray all moving parts including the drive rods with recommended lubricant (Petroleum Jelly).

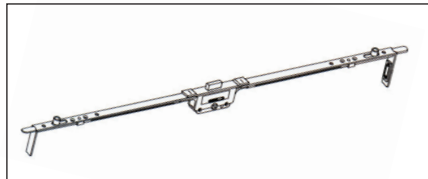
The roller/mushroom cam locking points may need adjustment to increase or decrease the “pull in” of the sash to the frame. These are adjusted using a screwdriver or allen key depending upon the type of gear.



**Typical Espagnolette Locking Mechanism**

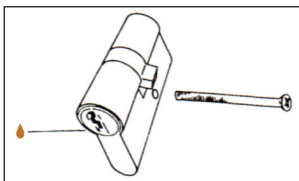
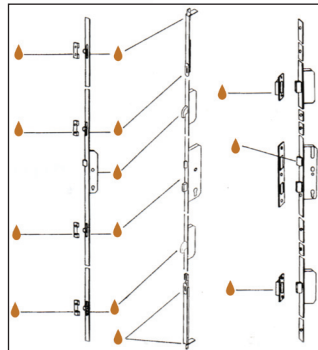
A = Keeper/Striker    B = Roller Cams or Mushroom Cams    C = Oiling Points

## Typical Shootbolt Locking Gear Mechanism



## Multipoint Door Locks

👉 Lubricate where indicated



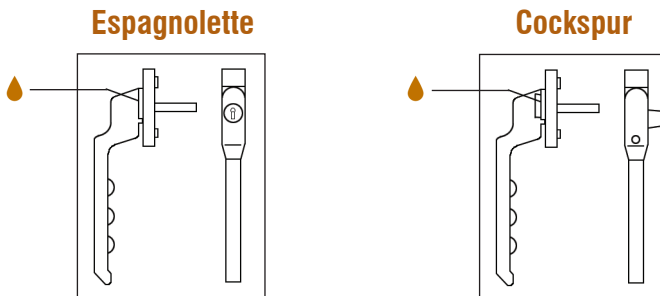
## Cylinder lock

👉 Lubricate where indicated with graphite grease or appropriate silicone.



## Handles

To remove dust and grime, wipe all windows and door furniture with damp cloth and then dry thoroughly. DO NOT use any form of liquid cleaner or abrasive on any hardware. Take care not to scratch the surface. Handles should be checked periodically to ensure that the screws holding them to the sash (opening part of window) are tight. If tightening is required, use a Phillips screwdriver. Handles should not be over-tightened as this may impair the operation of the locking mechanism. The handle can be lubricated at the joint between the handle and the fixing rose:



## Patio Doors

Tracks should be kept clean for smooth running and drainage channels kept clear.

## Cleaning of Gasket

The cleaning of gasket should be done periodically using hot water with a mild non abrasive detergent solution.

If required the glazing gasket can be brought back to its original lustre by re-coating with a silicone spray, applied to the gasket with a cloth. This should be done in moderation as over-application can result in the attraction of dust and grit, thus necessitating more frequent cleaning.

## Condensation

Water vapour remains undetectable while floating in warm air, but upon contact with cold surfaces eg. windows, mirrors, tiles etc, condensation occurs and the vapour turns to water droplets.

Traditional house construction allowed the escape of this water vapour through natural ventilation such as open flues of coal fires, air bricks and ill fitting windows and doors.

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.

It is important to use the ventilators provided to avoid any excessive build up of moisture in your property.

## Lead Work

In this type of double glazing, lead strips are bonded to the outside of the unit in diamond or square patterns.

Take care when cleaning leaded lights as excessive pressure might dislodge the lead from the glass surface.

**External lead will oxidise. This is a natural phenomena and cannot be avoided.**

## Types of Dirt

	A	B	C	D	E
Aluminium Dirt				◆	
Bitumen					◆
Pencil				◆	
Dispersion Colour	◆				
Felt Pen				◆	
Organic Grease				◆	
Inorganic Grease				◆	
Gypsum			◆		
Rubber				◆	
Wood Stain			◆		
Lime mortar			◆		
Putty					◆
Adhesives					◆
Ball Point Pen			◆		
Varnish	◆				
Rust				◆	
Wax Pencil					◆
Blackboard Chalk		◆			◆

<b>A</b>	Remove dirt with a semi-hard spatula and rub with a dry cloth
<b>B</b>	Wipe with dry cloth
<b>C</b>	Wash with water
<b>D</b>	Wash with non-scrubbing detergents
<b>E</b>	Use chemical cleaning and polishing means

