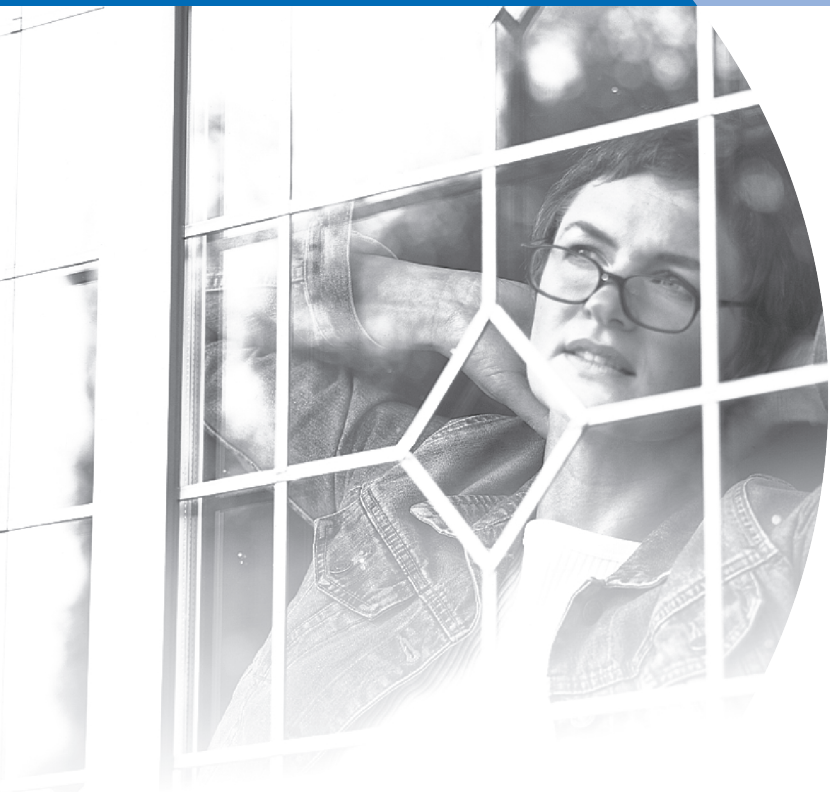


Looking after
your investment...

Maintenance
Handbook



INTRODUCTION

DEAR CUSTOMER

Congratulations on your new installation, we trust you will enjoy trouble free usage 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 investment.

Should any difficulties occur, your local independent manufacturer or installer from where you purchased your product, will be pleased to help you.

As our policy is one of continuous improvement in products, methods and materials, changes in specification may be made from time to time without prior notice.

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MAINTENANCE

GLASS CLEANING

- Float Glass, used in most double glazed units, is easily scratched and it is therefore recommended that hand jewellery is removed prior to cleaning.
- Any proprietary household cleaner may be used with a soft cloth and it is recommended that heavy external grime be initially removed with a solution of soap and water.
- Laminated glass, or glass containing Georgian bars, is cleaned in exactly the same manner.

LEADED GLASS CLEANING

- In this type of double glazing, lead strips are bonded to the inside 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.
- The use of warm soapy water and a soft cloth, moderately applied will prove an adequate cleaning method.

Note:- External lead will oxidise. This is a natural phenomena and cannot be avoided.

MAINTENANCE

SCRATCHED GLASS

- If scratches occur, most can be removed with jewellers rouge, or an equivalent rubbing compound.

(See pages 14, 15 & 16 for further information on glazing.)

PVC-U FRAME CLEANING

Avoid all solvent based or abrasive cleaners

- Wash frames with a soap and water solution every four months to remove any grime and atmospheric deposits.
- If required, clean with a non-abrasive proprietary cleaner to remove any stubborn blemishes.
- Take care not to disturb sealants.

MAINTENANCE

CONSERVATORY & PORCH ROOF CLEANING

Avoid all solvent based or abrasive cleaners.

- Polycarbonate roofing panels fitted to these structures must be cleaned in a similar manner to PVC-U frames.
- Clear gutters of leaves and debris as required to avoid overflow of rain water and ensure unobstructed drainage.
- Wash roof panels with soap and water solution every four months to remove grime and atmospheric deposits.

Do not walk on conservatory roofs.

MAINTENANCE

DRAINAGE

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

WEATHERSEALS

- During cleaning and general maintenance ensure that the weatherseals fitted to your products do not become dislodged from their grooves. Should this occur, slide back into position immediately to avoid damage when the product is closed.
- If the weatherseals are broken or damaged and draughts are felt around the product, ensure prompt replacement by contacting your installer.

MAINTENANCE

LUBRICATION

For lubrication of hardware etc. use light machine oil (e.g. 3-in 1-or WD-40) lubricant for moving parts and petroleum jelly where indicated in the product specific lubrication instruction.

MASTIC SEAL

Please note that some discolouration of the mastic seal is a natural occurrence and cannot be avoided.



MAINTENANCE

BRASSWORK

When installed, brasswork is fully protected with lacquer. In time and through normal wear and tear, this lacquer may peel or become tarnished.

Note:- Your installer cannot accept responsibility for this natural occurrence.

To refurbish your brasswork carry out the following procedure:-

- You are advised to protect the PVC-U surfaces from chemicals etc. by masking off an area around each piece of brasswork.
- Remove old lacquer with nail polish remover/paint stripper.
- Clean and polish with a suitable proprietary brass polish.
- Carefully re-lacquer with a good quality product.

CONDENSATION

CONDENSATION

Water vapour is continually 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, laundering, boiling a kettle or even breathing.

The water vapour remains undetectable while floating in warm air, but upon contact with cold surfaces: 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 - 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.

CONDENSATION

VENTILATION

Provide natural ventilation whenever possible by:-

- Opening a window
- Fitting a ventilator/extraction unit in the kitchen and bathroom.
- Fitting wall vents to provide air flow.

N.B. Security should be borne in mind when leaving open an easily accessible window.

HEATING

- Maintain some permanent heat in the house during cold weather. Marginally increase the temperature in areas where condensation is a particular problem.
- If possible, fit radiators under windows to maintain the temperature of the inside pane of your double glazing.

CONDENSATION

CIRCULATION

Water vapour will easily drift on convection currents far from where originated.

- Keep internal doors to kitchen and bathroom areas closed and draught sealed, where possible, to prevent the excessively moist air in these rooms being transferred to other areas of the house.
- Bedroom windows should have a night ventilation facility to provide air movement. Ideally, if bedroom doors are closed, a ventilation grille should be installed in or above the door also.
- To ensure air flow in the vicinity of windows, curtains should be a minimum of 150mm (6") away from the window, with suitable gaps, top and bottom, to allow circulation.

SECURITY

PREVENTION IS BETTER THAN CURE

Your double glazed windows and doors have been specifically designed to include a variety of security features to protect your home and family against intrusion.

We recommend a number of sensible precautions which should be taken to gain full advantage of the security features available with your double glazing:-

- Never leave a window open when your home is unattended.
- For added protection, lock all windows in the closed position and remove the keys.
- To provide adequate means of escape in the event of any emergency, we recommend that keys to all windows are located adjacent to the window, but out of external view.
- When leaving the house unattended or at night, ensure door handles are fully lifted and that the keys are turned to throw and lock all deadbolts/hookbolts for full security.

GLAZING

GLASS DEFECTS

All double glazed units are susceptible to a degree of surface damage during the manufacturing process. Certain imperfections in the glass cannot be avoided, even in the most carefully controlled production environment.

Such blemishes and imperfections are inherent in all double glazing and therefore beyond our control, but are considered acceptable by the most rigorous industry standards.

We wish to draw your attention to the following extract from an industry accepted standard, relating to glass generally.

1. Transparent Glass, used in the manufacture of double glazed units is identical to that used in traditional single glazing and will therefore have a similar level of quality.
2. Both panes of the double glazed unit shall be viewed from the room side, standing at a distance of two metres (6.5') in natural daylight and not in direct sunlight. The area to be viewed is the normal vision area, with the exception of a 50mm (2") wide band around the perimeter of the unit.

GLAZING

3. Flat Transparent Glass shall be deemed acceptable if the following phenomena are neither obtrusive or bunched:-
 - a. Totally enclosed seeds.
 - b. Bubbles or blisters.
 - c. Hairlines or blobs.
 - d. Fine scratches, not more than 25mm (1") long.
 - e. Minute embedded particles.

4. Obtrusiveness of blemishes shall be judged by looking through the glass and not at it, under normal lighting conditions as described in point 2.

Extracted from the Glass & Glazing Federation Standards.

GLAZING

GLASS DEFECTS

Your installer uses only the highest quality float glass available, whether laminated, toughened or annealed, which conforms to the requirements of BS6262.

Double glazed units produced to BS5713, conform to the highest manufacturing standards and most uncompromising quality control and inspection routines.

PATTERNED GLASS

This glass originates in very large sheets and due to spacing repetition, centralisation of any design in a specific window, cannot be guaranteed.

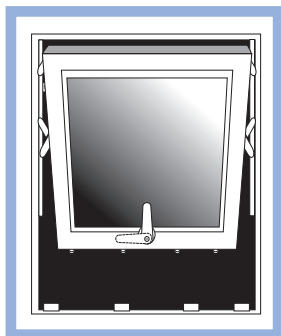
WINDOW STYLES

OPEN-OUT WINDOWS

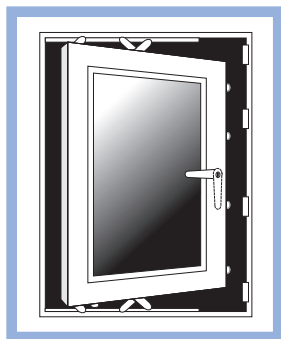
This window may be opened outwards to any angle, with its friction hinges holding it in any desired position. Locking is achieved by the mushroom cams of the locking mechanism, or espagnolette, fitted to the opening edge of the window, engaging into slotted keeps fitted to the outer frame.

These keeps have secondary slots incorporated within them, which when engaged provide a 'Night Vent' position. This allows the windows to be only slightly open, while providing ventilation.

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



TOP HUNG WINDOW

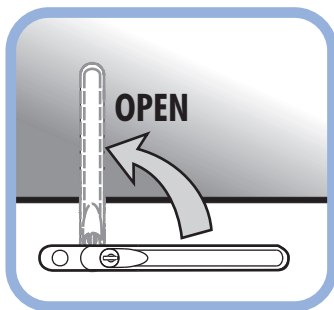


SIDE HUNG WINDOW

WINDOW STYLES

OPERATING INSTRUCTIONS

- If fitted, turn key or depress button to unlock the locking handle.
- Rotate the handle through 90° to disengage locking mechanism and open by pushing outwards.



FRICTION HINGES

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



WINDOW STYLES

Lubrication

- As required

- Oil all pivot points (one drop per pivot is sufficient) and wipe away excess.

Espagnolette

Locking Mechanism

- Lubrication - as required
- Keep sliding mechanism free of dirt and lubricate each slot with light machine oil.



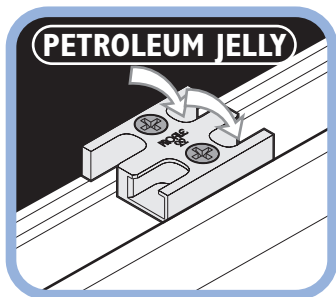
Keeps

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

Handles

(Espagnolette Locking)

- Clean and lightly oil moving parts.



WINDOW STYLES

TILT BEFORE TURN WINDOW

These versatile inward opening windows are capable of two modes of operation.

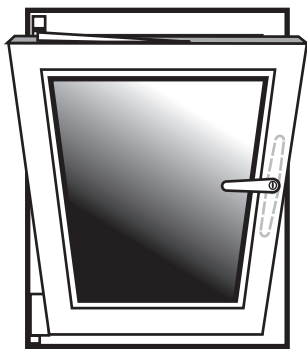
- Tilt mode for ventilation.
- Turn mode for cleaning and emergency exits.

The term 'Tilt Before Turn' (TBT) refers to the sequence of operation of the window which is designed for safety, to initially select the 'Tilt' mode, followed by the 'Turn' mode.

Locking is achieved by a series of cams or espagnolettes, located on a sliding mechanism around the edge of the window. When shut and the handle 'closed' position is selected, the cams engage into keeps fitted around the outer frame, providing a secure locking system and excellent weathersealing.

Note:- These windows can also be supplied in the Turn Before Tilt mode, whereby the sequence of operation is reversed. If you are in any doubt as to the sequence of operation please contact your installer.

WINDOW STYLES



TILT MODE



TURN MODE

OPERATING INSTRUCTIONS

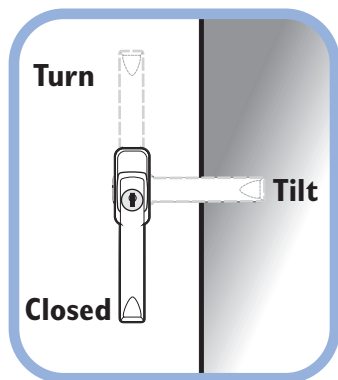
To operate the window, the handle is placed in one of three positions, 'Closed', 'Tilt' or 'Turn'.

The operation sequence commences with the window in the 'Closed' position (Handle vertically downwards).

Note:- The window must always be fully shut before changing the handle position.

WINDOW STYLES

- If fitted, turn key to unlock.
- To select 'Tilt', rotate the handle through 90° from vertically downwards to horizontal and pull the window inwards. The bottom remains hinged to the frame, while the top tilts inwards to allow ventilation.



- To select 'Turn' from the 'Tilt' mode, close the window and rotate the handle from its horizontal position to vertically upwards and pull the window inwards. The side remains hinged to the frame, while the window may be opened inwards to any desired position.
- To select 'Turn' from the 'Closed' position, rotate the handle through 180° from vertically downwards to vertically upwards and pull the window inwards.

WINDOW STYLES

The switch barrier projecting from the locking mechanism, adjacent to the handle, is a safety device which ensures that only one mode, 'Tilt' or 'Turn', can be selected at any one time by securing the handle into the selected mode, while the window is open. Avoid pressing the switch barrier as this action releases the handle and could allow it to be inadvertently rotated to the alternative mode, resulting in the window disengaging from its gear.

Always firmly close the window before changing the handle position.

TBT LOCKING MECHANISM

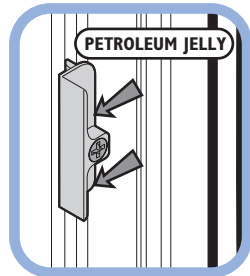
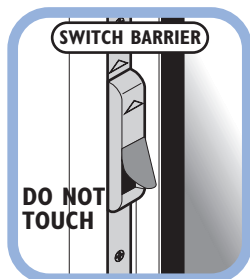
Keep sliding mechanism free of dirt and lubricate each slot with light machine oil as required.

KEEPS

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

HANDLES

Clean and lightly oil moving parts.



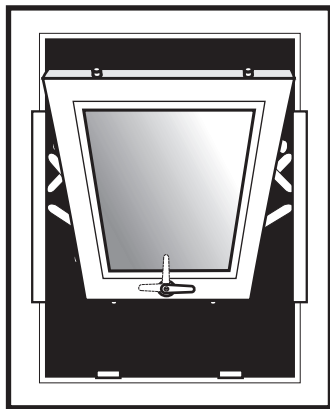
WINDOW STYLES

FULLY REVERSIBLE WINDOW

The window rotates through 180° to allow internal cleaning of the external pane.

Safety catches limit the initial opening and operate again at full rotation. Locking is achieved by multi-tongue bolt espagnolette mechanism.

Lock keeps also allow a 'NightVent' position providing more secure ventilation.



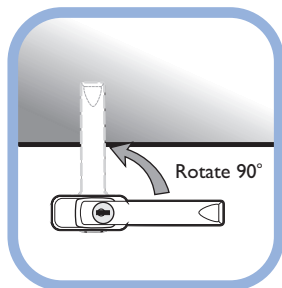
WINDOW STYLES

OPERATING INSTRUCTIONS

To open for night vent

Turn key to unlock.

Rotate handle 90° to vertical, open slightly and close handle to engage night vent slots.



To Open for Restricted Ventilation (Spilka Gearing Only)

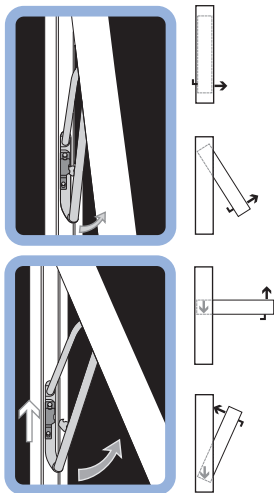
- Operate handle and push outward until catch engages.

To Rotate for Cleaning

- Disengage catch (by pushing catch upwards) and push outwards while pulling top down and rotate window until catch re-engages.

To Rotate to Close

- Disengage catches and push top outwards while pulling bottom up to return to closed position. Pull inwards and operate handle to fully close. Turn key to lock.



WINDOW STYLES

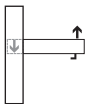
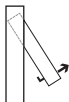
To open for Restricted Ventilation (PN/Mila Gearing Only)

- Operate handle and push outward until catch engages.



To Rotate for Cleaning

- Disengage catch (by pushing the button located on the jamb marked "PRESS" until it passes the two stops in the channel) and push outwards while pulling top down and rotate window until catch re-engages.



To Rotate to Close

- Disengage catches (by pushing the button located on the jamb marked "PRESS") and push top outwards while pulling bottom up to return to closed position. Pull inwards and operate handle to fully close. Turn key to lock.



Lubrication

- The pivot points are sealed for life and require no lubrication.
- Lightly grease the vertical tracks.
- Lubricate the keeps with petroleum jelly.
- Lightly oil external moving parts.

WINDOW HARDWARE

RESTRICTOR

If fitted, the restrictor limits the opening of the window to control ventilation.

The restrictor may be disengaged to allow the window to be fully opened.

There are two main types of restrictor; the standard casement restrictor and the security restrictor.

STANDARD CASEMENT RESTRICTOR OPERATING INSTRUCTIONS

To Open - Restricted.

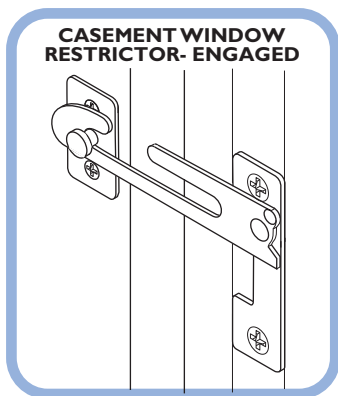
- Operate handle and open window. The restrictor arm will limit opening.

To Open - Fully

- Once opened to the restricted position, close the window slightly and manually release the restrictor by lining up the slot opening with the striker post. While holding the restrictor latch, open window fully.

To Close

- Close the window in the normal manner.
The restrictor will automatically re-engage.



WINDOW HARDWARE

SECURITY RESTRICTOR OPERATING INSTRUCTIONS

A special key is supplied to provide adjustment for the swinging arm and to enable the unit to be locked.

To Open - Restricted.

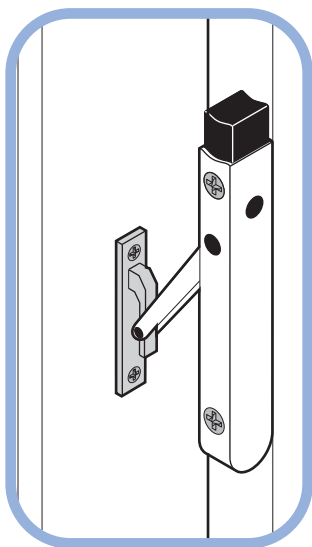
- Select required mode and open window. Restrictor arm will limit opening.

To Open - Fully

- Close window.
- While holding down control button, re open window.
- Release button as soon as window has cleared frame.

To Close

- Close the window in the normal manner.
- The restrictor will automatically re-engage.

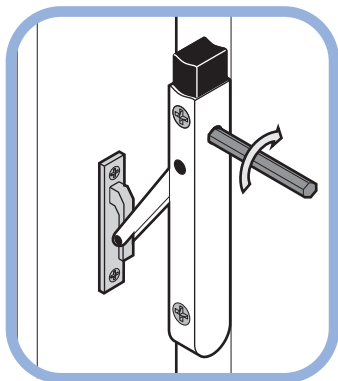


WINDOW HARDWARE

To Lock Restrictor

- Insert special key at the back of the unit and rotate clockwise half a turn.

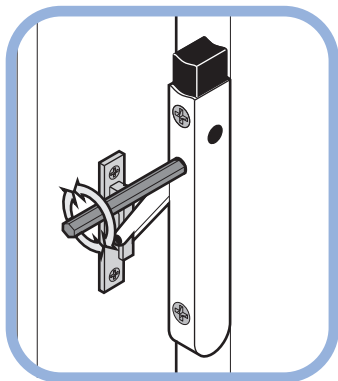
Note:-To provide adequate means of escape in the event of any emergency, we recommend that keys to all windows are located adjacent to the window, but out of external view.



To Adjust Swinging Arm

- Insert the key into socket at the side of the unit and rotate clockwise to tighten swinging arm or anti-clockwise to loosen.

Note:- that in the unlikely event that adjustment is needed, only a small movement (1/4 turn) will be required.



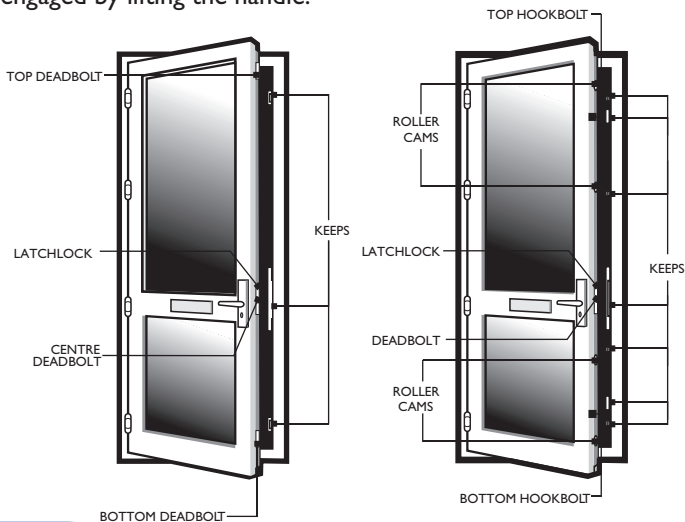
DOOR STYLES

RESIDENTIAL DOOR

Door may be fitted with lever/pad handles that limit outside opening by use of a key, or lever/lever handles allowing external opening by handle movement.

High security locking systems can comprise of either triple deadbolts with latch lock or twin hookbolt / single deadbolt combination with latch lock, in addition up to 4 rollers may also be present. All locking points engage in keeps fitted to the frame jamb.

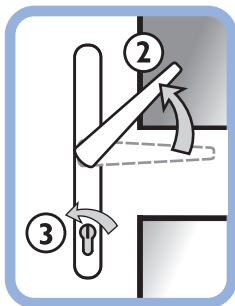
The top and bottom deadbolts/hookbolts and rollers (if fitted) are engaged by lifting the handle.



DOOR STYLES

To Lock

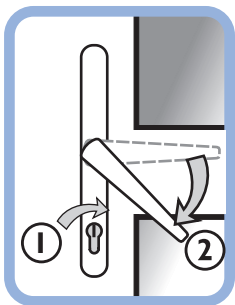
1. Close the door
- latchlock engages.
2. Lift the handle or pad to engage the top and bottom deadbolts/hookbolts/rollers.
3. Insert key and turn to engage centre deadbolt and fully lock.



If the key will not turn lift handle or pad to maximum position and then turn key.

To Unlock

1. Insert key and turn to unlock.
2. Press handle or pad down to disengage top and bottom deadbolts/hookbolts/rollers.
3. With lever handle, door will open.
4. With pad handle, continue to turn key to open.



DOOR STYLES

Lubrication - As Required

Locking Mechanism

- With the door open, lubricate the deadbolts/hookbolts/rollers and latchlock with light machine oil.

Hinges

- Clean and lightly oil hinge pins. If hinges are external (Open-out door) lubricate every six months.

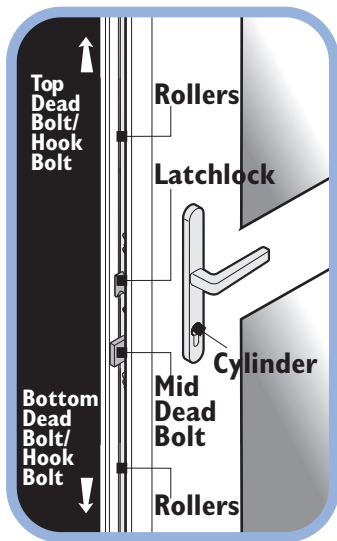
Handles

- Clean and lightly oil external moving parts.

Lock Cylinder

DO NOT LUBRICATE

(Packed with special grease).



DOOR STYLES

DOUBLE DOORS

Dependant on locking mechanism there are three slave door locking options:-

- **Full Slave Locking**

A handle operated shootbolt lock operating in the same way as the master door (see page 29).

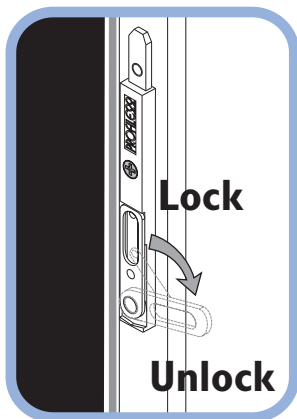
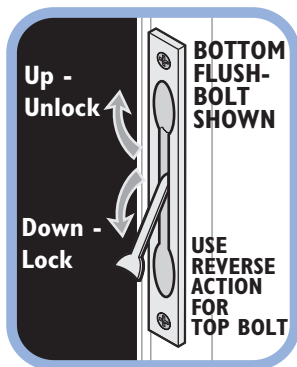
- **Flushbolts**

Hand operated flushbolts are fitted to the top and bottom of the slave door.

- **Fingerbolts**

Hand operated fingerbolts are fitted to the top and bottom of the slave door.

Lubrication - As Required
Lightly Oil External Moving Parts



DOOR STYLES

TILT & SLIDE DOOR

This versatile inward opening door can be 'Closed', placed in the 'Tilt' mode for ventilation, or in the 'slide' mode to clear the doorway for access.

Locking is achieved by a series of cams, or espagnolettes located on a sliding mechanism around the edge of the door. When shut and the handle in the 'Closed' position, the cams engage into the keeps fitted around the outer frame, providing a secure locking system and excellent weathersealing.

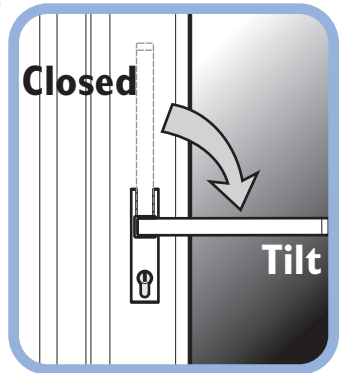
In addition the 'Tilt' mode may be selected and locked to provide secure ventilation.

DOOR STYLES

To operate, the handle is placed in one of three positions, 'Closed', 'Tilt' or 'Slide'.

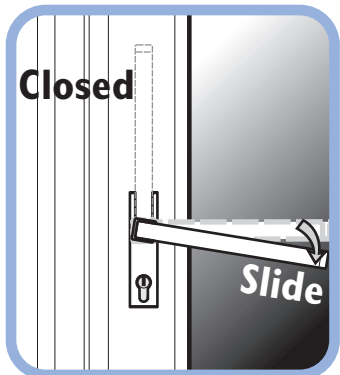
Closed (locked) to 'Tilt' (locked)

Insert key and rotate to unlock. Move handle 90° to horizontal (top of door will tilt inwards). Rotate key to lock and remove.



Closed (locked) to 'Slide' mode

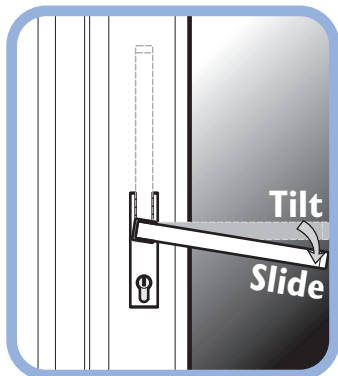
Insert key and rotate to unlock. Move handle 90° to horizontal and press spring loaded handle down and release. (Door will eject from doorway.) Slide door on track to clear access.



DOOR STYLES

Tilt (locked) to 'Slide' mode

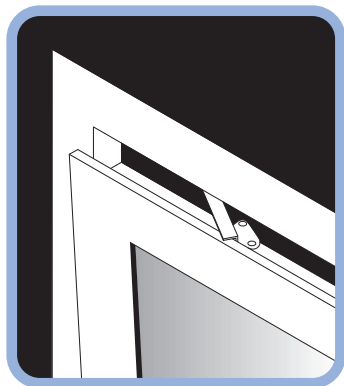
- Insert key and rotate to unlock.
- Press spring loaded horizontal handle down and release (Bottom of door will eject from doorway).
- Slide door on track to clear for access.



Lubrication - As Required.

Runner Arms and Stay Arms

- With door in slide mode, lubricate the moving parts of the bottom runner arms and top stay arms with light machine oil.
- Ensure mechanism is free of grit.



DOOR STYLES

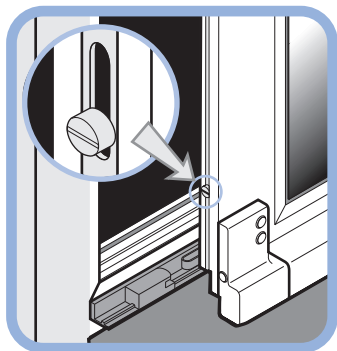
Locking Mechanism

Lightly oil locking cam slots.

Bottom track

Do not lubricate

Ensure track is permanently clear of dirt and debris.



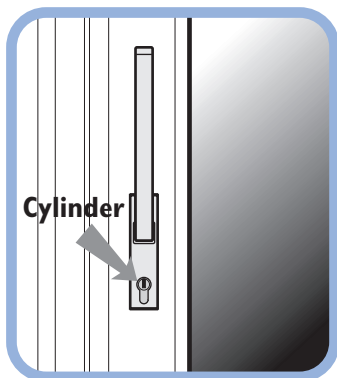
Handles

Clean and lightly oil external moving parts.

Lock Cylinder

Do not lubricate

(Packed with special grease).



DOOR STYLES

INLINE SLIDING PATIO DOOR

This heavy duty sliding door may be opened as required to provide ventilation or access.

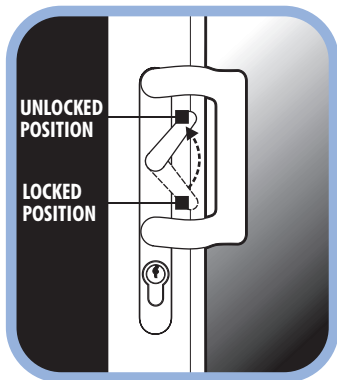
OPERATING INSTRUCTIONS

To Lock

- Slide door to fully closed position.
- Lift lever behind handle. (Bolts and Cams will engage to lock the door.)
- Turn key to fully secure locking mechanism.

To Unlock

- Insert the key in cylinder and rotate to unlock the mechanism.
- Depress lever behind handle. (Bolts and cams will disengage).
- Slide door open.



DOOR STYLES

Lubrication - As Required

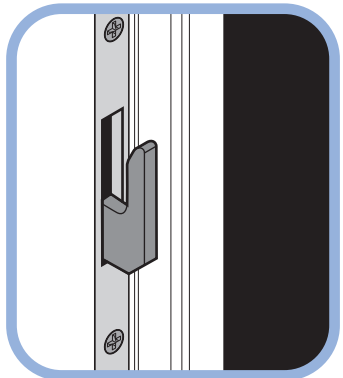
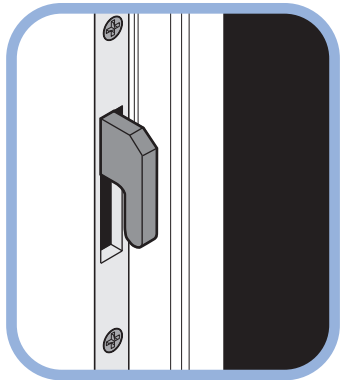
Oil the locking cams of the mechanism.

Lock Cylinder

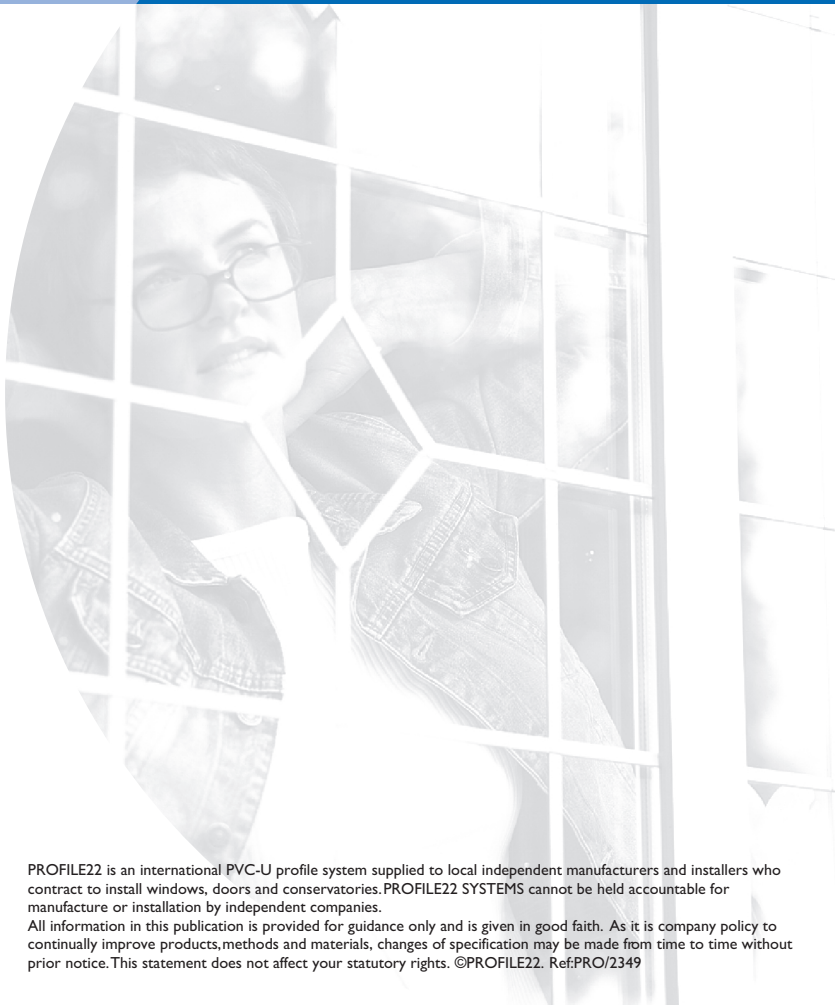
Do not lubricate (packed with special grease).

Bottom Track

Keep permanently free of dirt and obstruction.



Maintenance Handbook



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