

**WORLD  
GROUP**

TRUST IN QUALITY

# **YOUR PROPERTY IMPROVEMENT SPECIALISTS**



## **MAINTENANCE GUIDE**

Windows, Doors and Conservatories

# 1. 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 glass 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.

## Leaded Glass Cleaning

In this type of double-glazing, lead strips are bonded to the inside and/or outside of the outer pane of the unit in a variety of patterns.

*Note: external lead will oxidise. This is a natural phenomenon and cannot be avoided.*

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.

## Scratched Glass

If scratches occur, most can be removed with jewellers rouge, or an equivalent rubbing compound. (See section 4 for further information on glazing.)



## PVC-U Frame Cleaning

*Note:- avoid all solvent based or abrasive cleaners.* Wash frames with a soap and water solution, periodically as required, to remove any grime and atmospheric deposits.

If required clean with a non-abrasive proprietary cleaner, suitable for plastics, using a soft cloth. If necessary, use a stronger, non-abrasive, proprietary cleaner such as a cream to remove any stubborn blemishes.

*Take care not to disturb sealant.*



## Conservatory and Porch Cleaning

Polycarbonate roofing panels fitted to these structures must be cleaned in a similar manner to PVC-U frames. Clean gutters of leaves and debris as required, to avoid overflow of rainwater and ensure unobstructed drainage.

*Note:- Avoid all solvent based or abrasive cleaners.*

Wash roof panels with a soap and water solution, every four months, to remove grime and atmospheric deposits.

*Do not walk on conservatory roofs.*

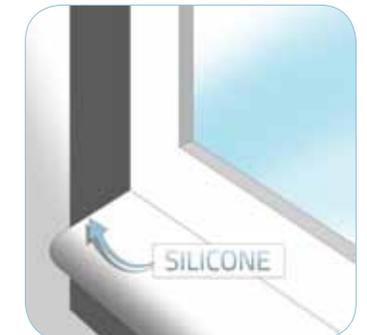


## Drainage

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 etc., 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.



## Silicone

Please note that some discoloration of the silicone is a natural occurrence and cannot be avoided.

## Lubrication

For lubrication of hardware etc., use light machine oil (e.g. 3 in 1 or WD40) lubricant for moving parts and petroleum jelly where indicated in the specific product lubrication instruction.



## 2. Condensation



In general climatic conditions water vapour is continually present in the atmosphere. In the home this natural water content is increased by normal living activities that create steam, such as cooking, bathing, washing, boiling a kettle etc., plus the basic activity of 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.

Fitting double glazing does not necessarily solve underlying condensation problems.

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 the increased problems of condensation.



### Ventilation

- Provide natural ventilation whenever possible by:-  
Opening a window. (See Security note below.)
- 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.*

### Conservatory and Porch Cleaning

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.

### Circulation

Keep internal doors to kitchen and bathroom 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, and ideally, if bedroom doors are closed, a ventilation grille should be installed in or above the door.

To ensure airflow 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.



## 3. 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. However, we recommend taking sensible precautions at all times.

- Never leave a window open when your home is unattended.
- Lock all windows in the closed position and remove the keys, keeping them out of external view, but readily accessible for emergencies.
- 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 for security.

## 4. Glazing

### Glass Defects

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

Blemishes and imperfections are inherent in all DOUBLE-GLAZING, and are acceptable within the highest standards of the industry.

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

### 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.



## 5. Open-Out Window

### Glass Cleaning

This window may be opened outwards with its friction hinges holding it in any desired position.

Locking is achieved by the mushroom cams and/or the shootbolt pins of the locking mechanism, fitted to the opening edge of the window, engaging into the keeps fitted to the outer frame. These keeps usually have secondary slots incorporated within them, which when engaged provide a 'Night Vent' position. This allows the window to be slightly open, providing trickle ventilation.

Accessible windows should not be left in the night vent position when the house is unoccupied.

### Operating Instructions

- If fitted, turn key or depress button to unlock the locking handle. Handles with different key/button operating sequences may be fitted. Check with your installer for instructions.
- 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.



### Lubrication - As Required

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



### 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

Clean and lightly oil moving parts.

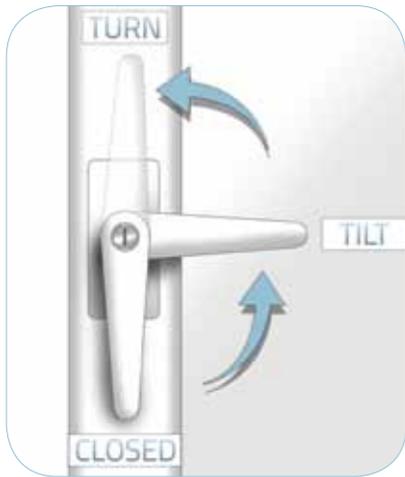
# 6. Tilt Before Turn Window

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' refers to the sequence of operation of the window which is designed for increased 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.*



## Operating Instructions

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

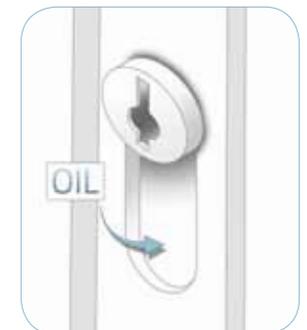
*Note: that the opening leaf of the window must always be fully located in its frame aperture before changing the handle position. The operation sequence commences with the window in the 'Closed' position. (Handle vertically downwards.)*

- 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, push the opening leaf into the frame aperture 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 down to vertically up and pull the window inwards.

## Switch Barrier

When fitted a 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 push the opening leaf into the window frame before changing the handle position*



## T.B.T locking mechanism

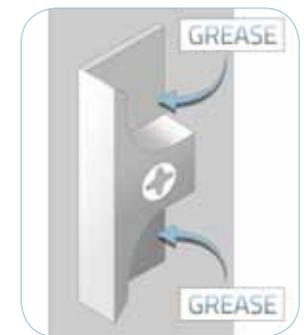
Keep sliding mechanism free of dirt and lubricate each slot with light machine oil as required.

## Keeps

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

## Handles

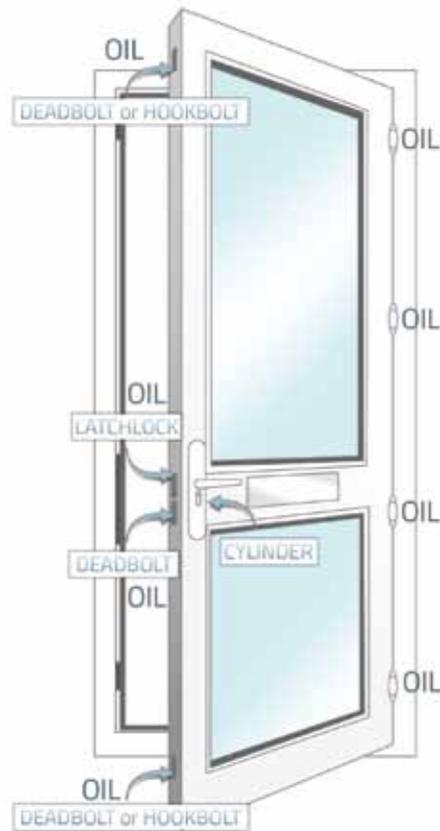
Clean and lightly oil moving parts.



# 7. Residential Door

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

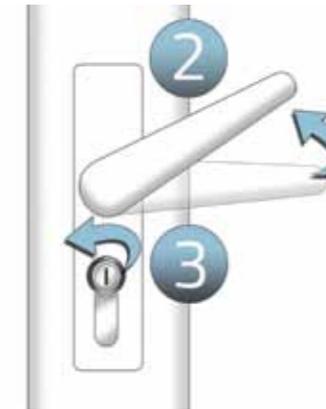
High security locking systems generally comprise multipoint deadbolts of various types, and a latch lock, which engage in keeps fitted to the frame jamb. The deadbolts are engaged by lifting the handle.



## To Lock

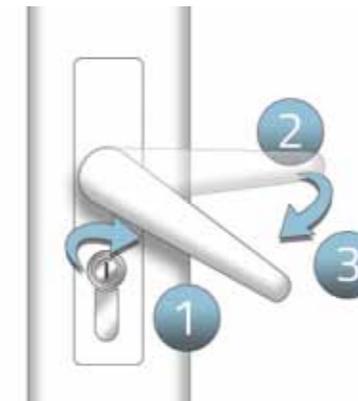
1. Pull/push the door to the closed position - latchlock engages.
2. Fully lift the handle or pad to engage the upper and lower deadbolts.
3. Insert key and turn to engage centre deadbolt and deadlock the mechanism.

*If 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 upper and lower deadbolts.
3. With lever handle door will open.
4. With pad handle, continue to turn key to open.



## Locking Mechanism

With the door open, lubricate the deadbolts 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)*

## Double Doors

Fingerbolts may be fitted to the top and bottom of the slave door to lock in position. A lever/lever handle and lockset can be fitted to the slave door leaf as an alternative.

## Lubrication - As Required

Lightly oil external moving parts.

## 8. In-Line 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.  
(Hooks will engage to lock the door.)
- Turn key to deadlock locking mechanism.

#### To Unlock

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

### Lubrication - As Required

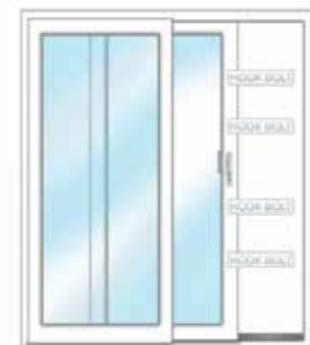
Oil the locking cams of the mechanism.

### Lock Cylinder

Do not lubricate (packed with special grease)

### Bottom Track

Keep track permanently free of dirt and obstruction.



# 9. Tilt and 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 with 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 ventilation with a degree of security.

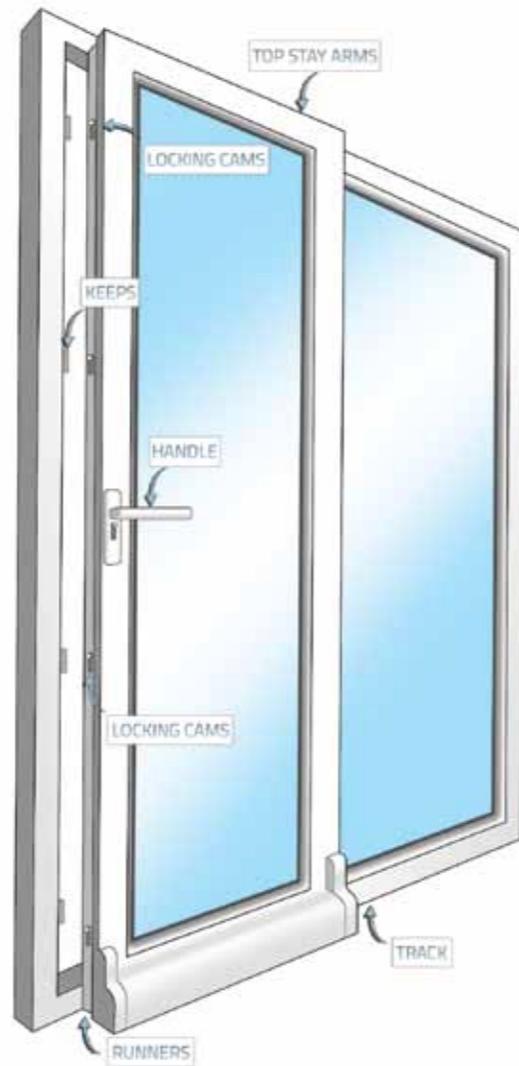
To operate, the handle is placed in one of three positions, 'Closed', 'Tilt' or 'Slide'.

## 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.

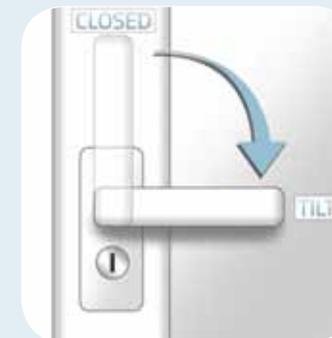
Locking mechanisms vary depending on the hardware manufacturer. The tilt position will always be horizontal but the closed position can be vertically up or vertically down.

(Reverse the procedure shown in the diagram for vertically down hardware).



## Closed (Locked) To Slide Mode

Insert key and rotate to unlock. Move handle 180° to vertical. (Door will move in from doorway.) Slide door on track to clear access.



## Tilt (Locked) To Slide Mode

- Insert key and rotate to unlock. Move handle 90° to vertical position (Bottom of door will move in 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.

## 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)*



---



**WORLD  
GROUP**

TRUST IN QUALITY

T: 01228 599777

F: 01228 599222

[www.world-group.co.uk](http://www.world-group.co.uk)

[mail@world-group.co.uk](mailto:mail@world-group.co.uk)

**WORLD GROUP**

Kingdom House, Brunel Way  
Carlisle, Cumbria, CA1 3NQ