



The following guide will help you to enjoy many trouble-free years of performance from your new property improvement. It covers operating instructions, attention that is required to maintain your products in pristine condition and ensure they stay covered by the life of their guarantee, as well as some useful advice on how to reduce condensation within a household and improve security by carrying out a few simple precautions.

### General Maintenance

It is a condition of your guarantee that products must be maintained and cleaned according to these general guidelines as well as those defined in the specific product maintenance instructions overleaf.

#### Glass Cleaning

- Remove jewellery before cleaning to avoid scratches.
- Use soap, warm water and a soft cloth to remove any external grime.
- For a better finish use household window cleaner and a soft cloth.
- If scratches occur, most can be removed with jewellers rouge or an equivalent compound.

#### PVC-U Frame Cleaning

- PVC-U Frames should be cleaned every 3-4 months.
- Use soap, warm water and a soft cloth or a non-abrasive cleaner if required.

#### Conservatory & Porch Roof Cleaning

- Use the same method of cleaning for a polycarbonate roof as PVC-U frames.
- Clean gutters of leaves and debris as required to avoid overflow and ensure unobstructed drainage.
- Do not use solvent based or abrasive cleaners.
- Do not walk on conservatory roofs.

#### Drainage

- Your double glazed products are designed with an in-built drainage system. To ensure this system works efficiently, the drainage slots must remain unblocked.
- Periodically remove dirt, clear drain holes and check drainage operation by flushing through with water.

#### Weatherseals

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

#### Silicone

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



#### Lubrication

- For lubrication of hardware use light machine oil (e.g. 3 in 1 or WD40) and petroleum jelly where indicated in the specific product maintenance instruction.



### Condensation

In the home water vapour is increased by living activities that create steam such as cooking, washing, drying clothes etc. Upon contact with cold surfaces condensation occurs and the vapour turns to water droplets. There are ways to prevent/reduce the build up of condensation around the home.

#### Ventilation

- Provide natural ventilation wherever possible by opening a window, fitting a ventilator/extraction unit in the kitchen and bathroom, and fitting wall vents to provide air flow.



#### Heating

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

#### Circulation

- Keep internal doors to kitchens and bathrooms closed and draught sealed to prevent the excessively moist air being transferred to other areas of the house.
- Use the night ventilation facility on bedroom windows to provide air movement.
- To ensure airflow in the vicinity of windows, curtains should be a minimum of 150mm away from glass with suitable gaps at top and bottom to allow circulation.

## Security

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 sensible precautions should be taken at all times.



- Never leave a window open while your home is unattended.
- Lock all windows in the closed position and remove the keys, keeping them out of view but readily accessible for emergencies.
- When leaving the house unattended, or at night, ensure door handles are fully lifted and that the key is turned to throw and lock all deadbolts for security.
- Accessible windows should not be left in night vent position when the house is unoccupied.

## Glazing

### Glass Defects

- All double glazing 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.
- Blemishes and imperfections are inherent in all double glazing and are acceptable within strict limits as defined by the Glass and Glazing Federation (GGF).
- All the glass used by your installer should be of the highest standard and will conform to the requirements of the British Standard 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.

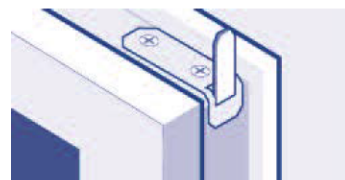
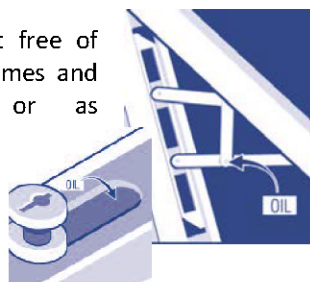
## Casement Windows

### Operating Instructions

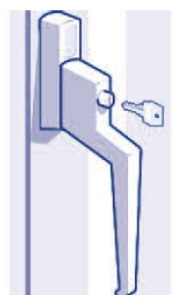
- **To unlock** insert and rotate the key through 90°.
- **To open the window** depress and hold button, rotate the handle through 90° and push window outwards.
- **To close the window** pull the window fully closed and turn the handle back through 90°.
- **To lock** turn the key through 90° and remove the key.

### Maintenance

- **Hinges-** should be kept free of dirt and debris at all times and lubricated annually or as required using light machine oil. Excess should be wiped.
- **Locking mechanisms-** sliding mechanism should be kept free of dirt and debris at all times and each slot should be lubricated annually or as required using light machine oil. Excess should be wiped.



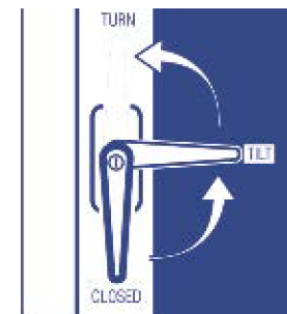
- **Frame keeps-** each slot should be lubricated annually or as required with petroleum jelly. Excess should be wiped.
- **Handles-** moving parts should be cleaned and lightly oiled annually or as required using light machine oil. Excess should be wiped.
- **Mastic seals-** should be checked annually for signs of cracking. If damaged, should be replaced with new.



## Tilt and Turn Windows

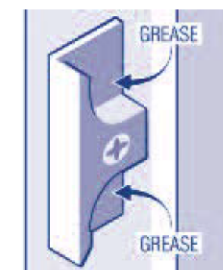
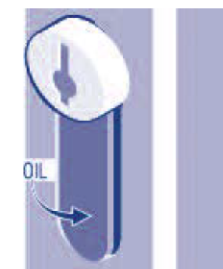
### Operating instructions

- **To unlock** insert and rotate the key through 90°.
- **To tilt from closed position** rotate handle 90° until horizontal and pull inwards.
- **To turn from closed position** rotate handle 180° degrees until pointing vertically upwards.
- **To lock from closed position** rotate handle until pointing vertically down, turn the key to lock.



### Maintenance

- **Hinges-** should be kept free of dirt and debris at all times and lubricated annually or as required using light machine oil. Excess should be wiped.
- **Locking mechanisms-** sliding mechanism should be kept free of dirt and debris at all times and each slot should be lubricated annually or as required using light machine oil. Excess should be wiped.
- **Frame keeps-** each slot should be lubricated annually or as required with petroleum jelly. Excess should be wiped.
- **Handles-** moving parts should be cleaned and lightly oiled annually or as required using light machine oil. Excess should be wiped.
- **Mastic seals-** should be checked annually for signs of cracking. If damaged, should be replaced with new.



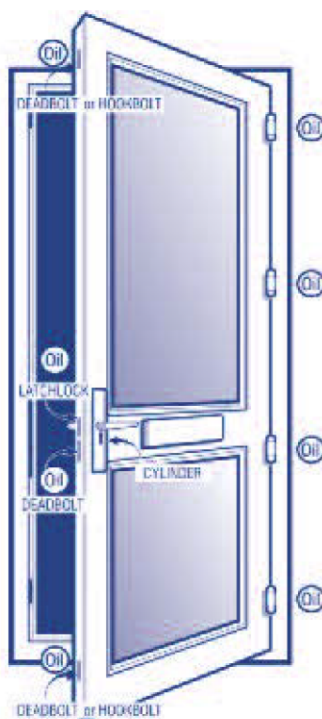
## Residential Doors

### Operating instructions

- **To unlock** insert and rotate key. Press handle down to open.
- **To lock** insert key, push handle upwards and rotate key.

### Maintenance

- **Hinges-** should be kept free of dirt and debris at all times and hinge pins should be lubricated annually or as required using light machine oil. If the hinges are external (open-out door) lubricate every six months. Excess should be wiped.
- **Locking mechanisms-** should be kept free of dirt and debris at all times. Deadbolts and latchlock should be lubricated annually or as required using light machine oil whilst the door is open. Excess should be wiped.
- **Handles-** moving parts should be cleaned and lightly oiled annually or as required using light machine oil. Excess should be wiped.
- **Lock cylinder-** Do not attempt to lubricate locking cylinder.
- **Letterbox-** lightly oil springs on inside and outside flaps annually or as required using light machine oil. Excess should be wiped.
- **Mastic seals-** should be checked annually for signs of cracking. If damaged, should be replaced with new.



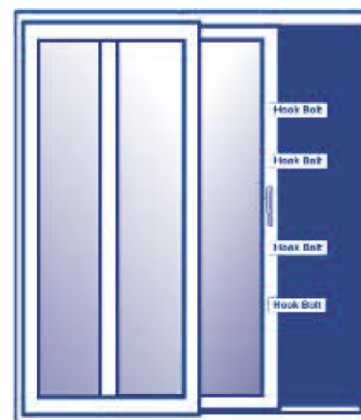
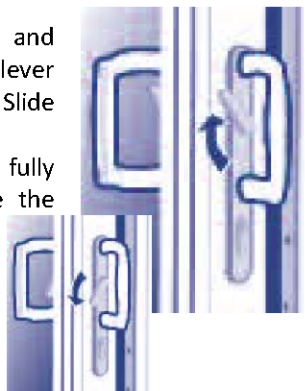
## In-line Patio Doors

### Operating instructions

- **To unlock** insert key and rotate, disengage the lever lock on the handle. Slide door to open.
- **To lock** slide door to fully closed position, engage the lever lock on the handle, turn key to deadlock.

### Maintenance

- **Locking mechanisms-** should be kept free of dirt and debris at all times. Locking cams should be lightly oiled annually or as required using light machine oil. Excess should be wiped.
- **Frame keeps-** each slot should be lubricated annually or as required with petroleum jelly. Excess should be wiped.
- **Lock cylinder-** Do not attempt to lubricate locking cylinder.
- **Bottom track-** keep track permanently free of dirt and obstruction, do not attempt to lubricate.
- **Wheels-** Do not attempt to lubricate wheels.
- **Handles-** moving parts should be cleaned and lightly oiled annually or as required using light machine oil. Excess should be wiped.
- **Mastic seals-** should be checked annually for signs of cracking. If damaged, should be replaced with new.



## Tilt and Slide Doors

### Operating instructions

- **To unlock** insert key into cylinder and rotate.
- **To tilt from closed position** rotate handle 90° until horizontal and pull inwards, rotate key to lock and remove.
- **To slide from closed position** rotate handle 180° degrees to vertical. Slide door on track.
- **To lock from closed position** rotate handle until pointing vertically down, turn the key to lock.

### Maintenance

- **Runner arms and stay arms-** moving parts of the bottom runner arms and top stay arms should be lubricated annually or as required using light machine oil whilst the door is in slide mode. Excess should be wiped.
- **Locking mechanisms-** should be kept free of dirt and debris at all times. Locking cams should be lightly oiled annually or as required using light machine oil. Excess should be wiped.
- **Frame keeps-** each slot should be lubricated annually or as required with petroleum jelly. Excess should be wiped.
- **Lock cylinder-** Do not attempt to lubricate locking cylinder.
- **Bottom track-** keep track permanently free of dirt and obstruction, do not attempt to lubricate.
- **Handles-** moving parts should be cleaned and lightly oiled annually or as required using light machine oil. Excess should be wiped.
- **Mastic seals-** should be checked annually for signs of cracking. If damaged, should be replaced with new.

