

Windows, Doors & Conservatories

Product Care & Operation Guide

Use and Care of your
Windows, Doors & Conservatories



Welcome to your new windows, doors or conservatory –

Easy to use and simple to look after which with minimal care, will stay looking good.
A valuable, long lasting asset providing years of satisfaction.

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Window Operation

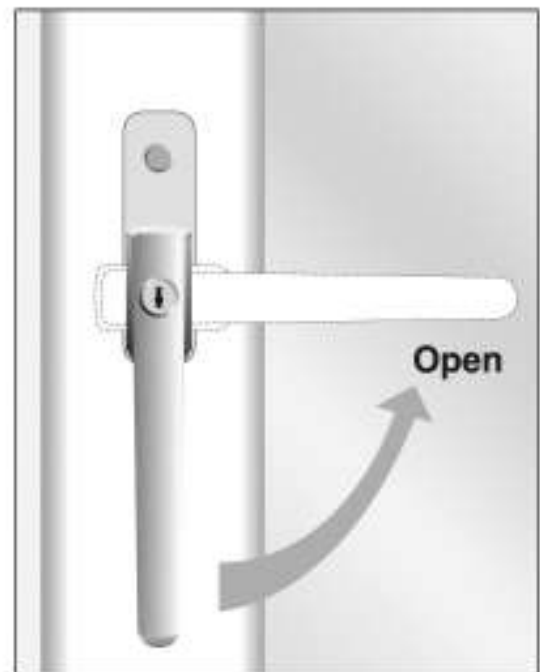
Outward Opening Hinged Windows

Handles – Handles have a push button catch and a key lock.

To Open : Unlock with key, push the button, turn and push to open window.

To Close : Close window, turn handle and key lock.

Note : Ventilation is provided by engaging the window catches in the outer slot of the keeps fitted to the frame. Lock handle as suggested, but the window is not as secure as when fully closed and locked.



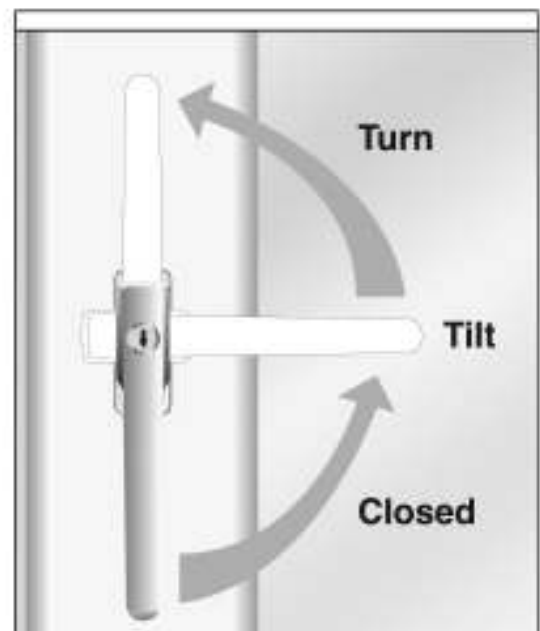
Window Keep

Tilt and Turn Windows

Handles – When closed, handle will be vertical with the pointed end down. Insert key to unlock

Tilt position – For ventilation, turn handle 90 degrees only and gently pull the top of the window back into the rest position. The handle can be locked in this position for overall safety. Reverse to close. With larger frames, push both sides of window in at the same time.

Turn position – The complete window hinges inwards from the side. From closed position, turn handle so pointed end is up. Gently pull window inwards as required. Reverse to close.

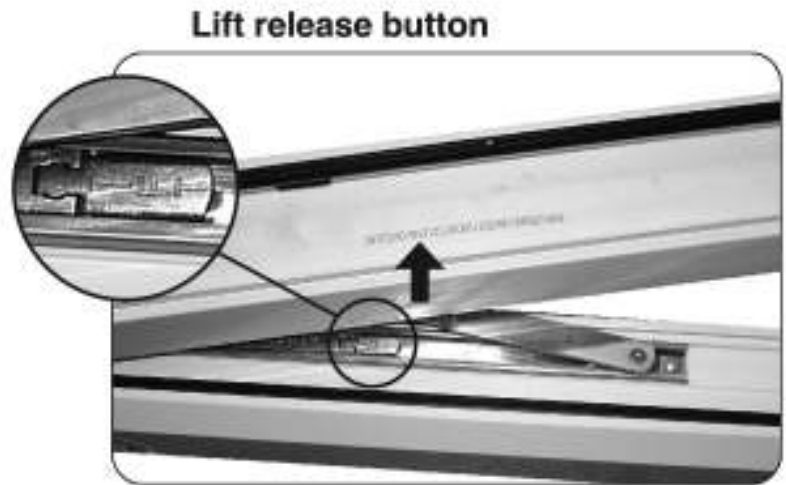


Child safety & Fire escape

Outward Opening Hinged Windows

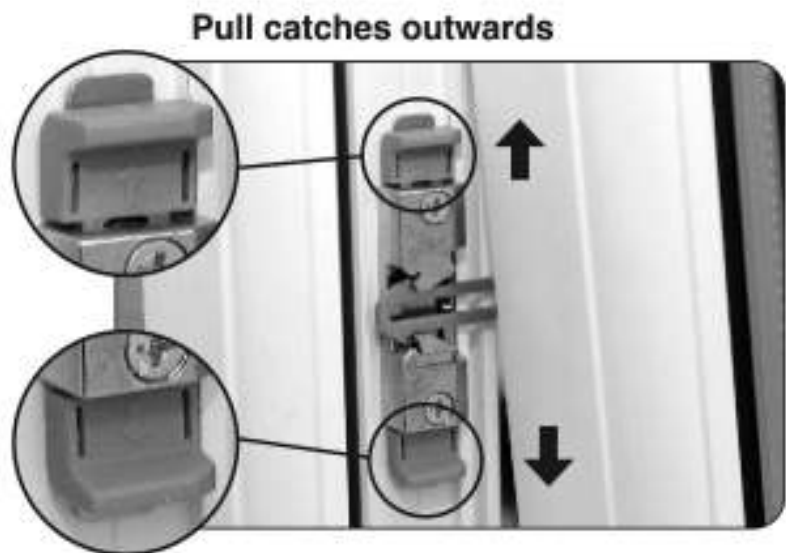
Restrictor hinge

The window will open up to the 'stop'. It can be opened further by lifting the lever on the hinge. On closing the window, the restrictor will re-engage automatically.



Boa Restrictor

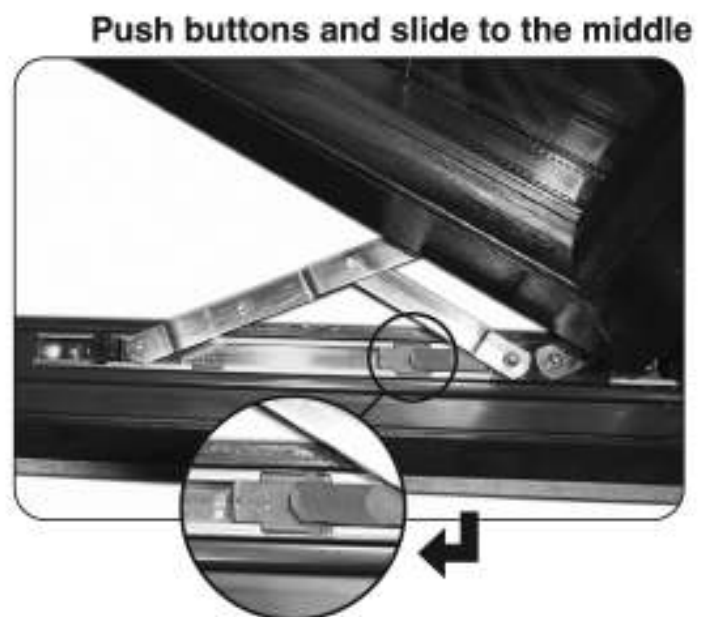
Situated in the rebate of the window. The window opens up to the 'stop'. It can be opened further by pushing the two catches outwards. On closing the window, the restrictor will re-engage automatically.



Fire Escape

Escape/Easy Clean hinge

As fitted, the window opens up 90 degrees for escape. For cleaning, depress the buttons on both hinges and slide towards the centre. On closing the window, the hinge will automatically revert to 'escape' mode.





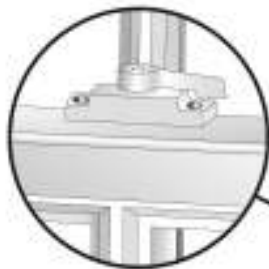
Vertical Sliding Windows - Slide up or Down & Tilt Inwards for Cleaning

To Slide : Disengage central catch on horizontal meeting rail between the sashes and slide either up or down. Reverse to close and secure.

To Tilt Inwards for Cleaning :

Bottom Sash - Disengage central catch and slide bottom sash up slightly. Disengage both slide button catches on either side of the horizontal meeting rail. Pull the top of the sash gently inwards.

Upper Sash - Slide the upper sash down to expose finger catches on the top of the sash. Slide the catches towards the centre and gently pull the sash inwards. Reverse to close. The catches will automatically re-engage. (NB: Tilt Restrictors are optional extras)



Catch on meeting rail



Slide Button on meeting rail



Slot Ventilators

Slot type ventilators may be fitted to the top of a window frame or opening sash. To open, pull top of shutter and reverse to close.

Slot Ventilator



Door Operation

Hinged PVCU Entrance Doors

Handles – There can be two different styles of handle fitted to your doors :-

Style 1. The handles are similar on both sides of the door

Style 2. A normal handle is fitted to the inside with a rounded “pad” handle on the outside only.

It is important you identify the handle style on your doors.

Style 1 Operation : The door can be opened from either side by unlocking and depressing the handle.

To Open : Unlock, depress handle and open door.

To Close : Push or pull door closed to engage latch. Lift handle upwards as far as possible to engage hooks between door and frame.

To Lock : Turn key and check security by attempting to push handle down.

Style 2 Operation : When unlocked, the door can be opened from the inside with the handle or with a key from outside.

To Open : From inside - unlock, depress handle and open door.

From outside – Unlock and depress pad handle downwards to disengage hooks. To open door, turn key once more to release latch.

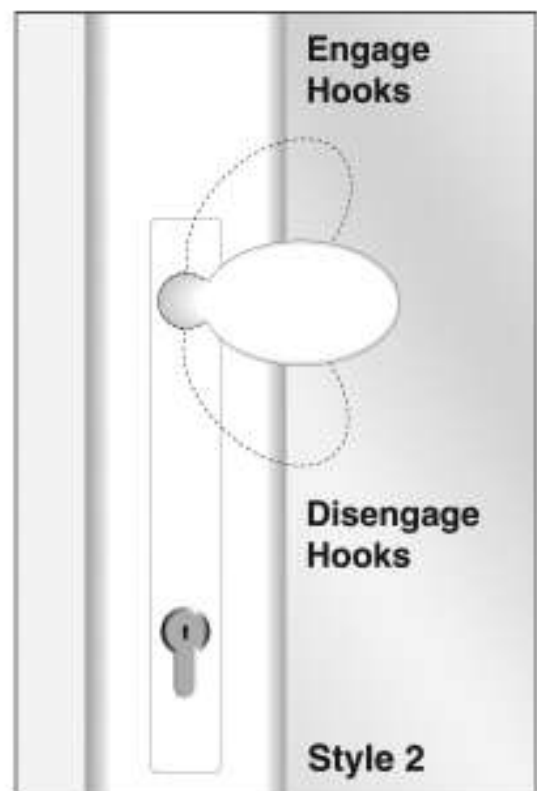
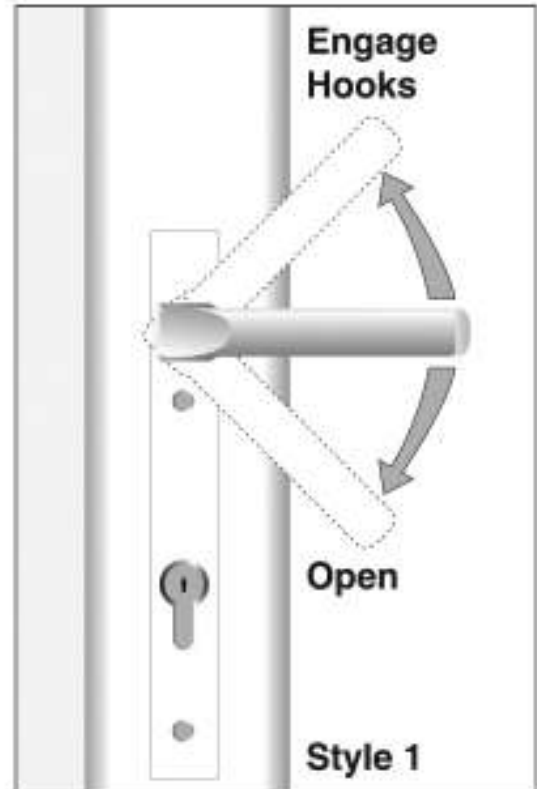
To Close : From either side, push or pull door closed to engage latch only. Lift either handle upwards as far as possible to engage hooks between door and frame.

To Lock : Turn key and check security by attempting to push the handle down.

Note : Optimum weather and draught proofing will be achieved by ensuring hooks are engaged.

PVCU Stable Door

The door consists of a top and bottom leaf that can be used together like a conventional door or separately. *stable door continued overleaf P7*



The locking system for the upper leaf has lever/lever handles operating one hook, one adjustable compression cam, one latch and one central tri-laminate claw. The lower leaf locking is by a concealed lever operating a hook and two adjustable compression cams.

To fully close with maximum security, first close the bottom leaf and turn the concealed lever (top of leaf) to engage the bottom locking mechanism. Then close the top leaf, lift the handle to engage the top locking mechanism and turn the key to secure the locking system.

The top leaf can be unlocked and used independently or the bottom leaf can be unlocked and opened and shut either independently or with the top leaf.

For minimal security, the top can be closed, taking with it the bottom leaf and then locked in the normal way with the lever handle and key. (the bottom leaf will not be locked and will open with the top leaf)



Concealed lever

French Doors

French Doors include a Master door which always opens first. The remaining door – the Slave - is operated independently but can only be opened when the Master door is open.

To Open : Unlock, depress lever handle and open Master door. To release Slave door, unlock, depress lever handle and open.

To Close : Push or pull the Slave door to and lift handle as far as possible to engage shoot bolts. This is imperative otherwise, when closed, the security of both doors would be compromised. Push or pull Master door closed. Lift handle upwards as far as possible to engage hooks between door and frame.

To Lock : Turn key and check security by attempting to depress both master and slave handles downwards.

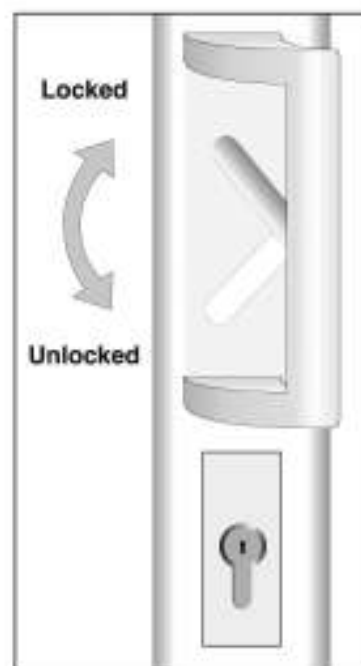
Check : For maximum security and peace of mind, it is suggested that all catches and shoot bolts are engaged and key locked.

In Line Sliding Patio Doors

Handles – Keyholes and handles are fitted to both sides of the door. A small lever engages catches between door and frame.

To Open : Unlock and operate the small lever to release catches. Slide open.

To Close : Reverse opening procedures.



Inline sliding door

Conservatories

All windows, doors and other surfaces should be maintained as described in this booklet. However, there are a few additional matters that should be addressed.

Roofs :

Roofs can be cleaned with water and mild detergent such as washing up liquid to remove grime and any naturally occurring algae. Always test first. Under no circumstances should abrasive cleaners and solvent based materials be used on any surface.

Take care not to damage roof materials such as glass or polycarbonate. Do not walk directly on the roof. If necessary and with great care, use boards resting on frame members to spread the load. Avoid leaning ladders directly against plastic materials such as gutters, PVCU framing, roof sheets, etc.

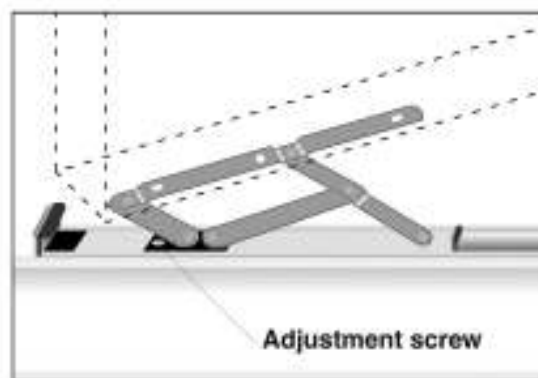
Gutters :

All gutters, box gutters and down pipes should be regularly inspected, kept clean and free from debris and blockage. A small quantity of standing water in gutters is normal and can be ignored.

Adjustments :

Windows :

After continuous use, it is possible that the hinge (friction stay) of outward opening windows may become slack or tight and difficult to use. Opening the window will expose the hinges at top and bottom or on either side. Clean area first then, if still necessary, the small screw on one of the sliders of each hinge can be adjusted to increase or decrease friction.



Doors :

Some settlement might occur which could cause slight interference when opening and closing.

The hinges on PVCU entrance doors have two dimensional adjustment.

Cleaning :

Occasional cleaning will maintain those good looks and ease of use. Use a soft cloth, warm water and mild detergent such as washing up liquid on PVCU, woodgrains, coloured finishes and other surfaces. Always test first. Under no circumstances should abrasive cleaners and solvent based materials be used on any surface.

A suitable cloth or soft brush, such as a paint brush, can remove dust and cobwebs from moving parts, rebates and cill areas where dirt, dust and grit can naturally accumulate.

Take care not to dislodge decorative lead strips during cleaning. Though strongly bonded,

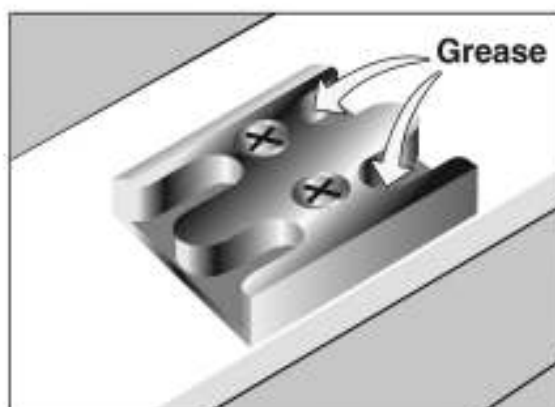
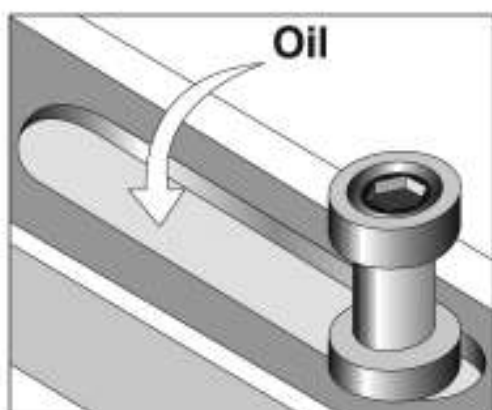
excessive pressure might cause distortion or de-lamination of the lead from the glass surface. Exposed lead will oxidise naturally creating an attractive and lasting patina. It is recommended this is not disturbed.

Where fitted, drainage holes and slots should be inspected and kept clear from blockage for optimum performance, especially in bad weather. Dirt and grit should be removed from door thresholds, in particular from metal, low level cills, and the inside lower rebates of opening windows.

Keep weather-strips and glazing gaskets clean and free from grime. Inspect to ensure there is good and consistent surface contact. Any dislodged gaskets or weather seals can be slid back into position. If damaged it is important your installer is contacted for replacement.

Lubrication :

For smooth operation, handles, hinges, stays and locks should be kept clean as suggested and occasionally lubricated to stop sticking and stiffness.



Appropriate lubricants could include :

- | | |
|--|---|
| Window locks, window and door handles, hinges and pivots | - Light oil such as 3 In One, or similar silicon equivalent |
| Friction hinges, friction stay channels, or other sliding sections | - Teflon based lubricant |
| Door locks, cylinder locks | - Teflon based lubricant |
| Ventilators, cat flaps and other ancillaries | - Lubricate hinges and pivots with light oil as necessary |

Glass

Clear Glass :

To meet enhanced thermal performance standards set by UK Government, glass with an energy efficient coating is used in the manufacture of double glazed units. As a consequence, it is perfectly normal to see a slight tint within the glass.

Standards :

The manufacture of glass is an exceptionally aggressive process. As a consequence slight imperfections and blemishes cannot be avoided and are accepted as an industry standard which states :-

1. With the exception of the high energy coating, transparent glass used in the manufacture of double glazed units is similar to that used in single glazing and will therefore have a similar level of quality.
2. Both panes of the double glazed units shall be viewed from the room side, standing at a distance of two metres (6.5 feet) 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.
3. Transparent glass shall be deemed acceptable if the following phenomena are neither obtuse or bunched :-
 - a. Totally enclosed seeds
 - b. Bubbles or blisters
 - c. Hairline 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 2 above.

(Extracted from the standards of the Glass & Glazing Federation)

Though exacting inspection and quality control systems are in place, tints from the energy coating, inherent blemishes and marks within glass used to produce double glazed units is beyond our control.

Patterned & Decorative Glass :

Patterned & Decorative glass is manufactured in large sheets and due to the spacing of pattern repetition, centralisation and matching of a design in an individual unit cannot be guaranteed.

Condensation :

Under normal conditions, water vapour is present in any atmosphere. In the home, steam, gas fires and even breathing further dampen the atmosphere. It may only become noticeable when air comes into contact with a cold surface, for example a wall, which could lead to dampness. It is more usually encountered on window glass where it shows as a misting. The phenomenon is known as condensation which can never be eliminated but can be alleviated by maintaining good ventilation and warm internal atmosphere.

Note : The security of open windows, even when in the ventilation position, and open conservatory roof vents should be considered particularly if the property is to be left unattended.

Frame Sealing :

To prevent weather ingress, joints between the building and windows, doors or conservatory are sealed with a suitable compound. It is possible that in time, some unavoidable discolouration and shrinkage of the compound may naturally occur.

Woodgrain and Coloured Finishes :

As with natural wood, allowance should be made for variations in the shading and pattern of woodgrain finishes together with slight surface marks, scratches, fish eyes and inclusions including those caused by the fabrication process such as welding of joints.

When viewed from a reasonable distance, coloured finishes should be substantially free from blemishes and orange peel effect. Allowances should be made for slight variations in shading between surfaces and those caused by the fabrication process such as welding of joints. Like all surfaces exposed to sunlight, some slight colour changes can be expected over time.

Disclaimer :

The contents of the Product Care & Operation Guide are given in good faith and are, to the best of our knowledge, an accurate description of the care and operation of the windows, doors and conservatories installed by us.

However, we can not be held responsible for inaccuracies that might be contained and for subsequent results.