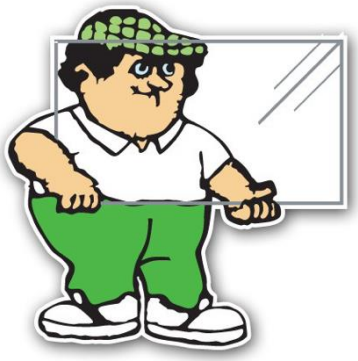
WindowDoctor
Whatever Your Problem - It's No Problem

MAINTENANCE AND CARE GUIDE



Window Doctor

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Please ensure that these instructions are followed at all times, failure to do so may invalidate your **Window Doctor** guarantee.

7.0 CLEANING, MAINTENANCE AND SAFETY IN USE 3

7.0 Cleaning, Maintenance and Safety in Use.

Your new PVC-U windows and doors are designed, manufactured and installed to the highest standards improving not only your home's appearance but making it more secure, warmer and more comfortable.

New PVC-U windows are extremely durable and long lasting and as a result will only require occasional cleaning and basic maintenance. By following these simple guidelines, they will give you years of trouble free use.

FAILURE TO FOLLOW THESE INSTRUCTIONS MAY INVALIDATE YOUR GUARANTEE

7.1 Vents and Ventilation

Your new windows will be much more efficient and draught proof than your old ones and as a result will prevent heat as well as moisture from escaping.

Where glazed-in or trickle vents are present in the window, they should remain open at all times even where they may be closeable via a shutter or pull cord. This will help prevent mould and condensation forming in the room and on the windows.

WARNING - It is imperative that vents remain open at all times in rooms where there are combustible appliances as to close them or block them up could lead to serious health and safety implications where carbon monoxide could be present.

7.2 Internal condensation

Condensation is caused by a number of factors and is affected by complex interrelationships between heat, moisture, air movement and building layout. The requirement for more efficient use of energy has led to increased levels of thermal insulation and airtightness in both new and refurbished buildings which in-turn can lead to an increase of condensation. This can be a particular problem in rooms where high humidity and water vapour is present such as kitchens and bathrooms. Additional items such as house plants, clothes drying and storage of fire wood can also have an effect.

Window Doctor does not guarantee that its products will be free from condensation and does not accept liability for any loss or damage as a result. Condensation is caused by poor ventilation and not by double glazing but because of its superior insulating properties, can contribute to preventing it from escaping. Taking steps to control the amount of moisture created in a room is the most effective solution. Therefore ensure rooms are well ventilated by;

- Opening windows.
- Ensuring trickle vents remain permanently in the open position.
- Use exhaust fans whilst showering and cooking.
- Close doors to other rooms so that the moisture does not migrate.
- Reduce the amount of house plants in the room.
- Do not dry damp clothes in a room when it is not ventilated.

7.3 External condensation

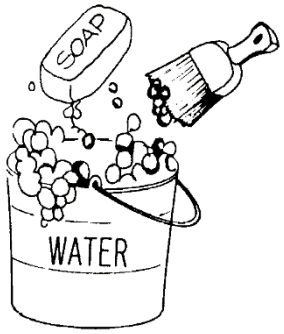
Occasionally you may get condensation forming on the external pane of glass. This is usually visible on cold, clear mornings for instance in frosty weather. This phenomenon occurs because modern glass coatings and gas filled cavities have become so efficient at keeping the heat inside the room that warmth is not able transfer to the external pane to heat it up. This is not a product fault and as the daytime temperature rises the external condensation will disappear.

7.4 Cleaning

7.4.1 PVC-U Frames

The pristine appearance of PVC-U windows and door can be maintained by occasional cleaning. The frequency of this cleaning will depend on the local conditions, for instance, products installed in an industrially polluted or coastal area tend to require more frequent cleaning.

Generally the little maintenance which is required falls into two categories:



- Routine cleaning and maintenance that can be carried out by untrained personnel with no particular experience of PVC-U products.
- Repairs which can only be carried out by personnel with the requisite skills.

The cleaning of both gasket and profile sections should be carried out periodically to maintain the appearance. Failure to do this will not affect the performance of the products, but may spoil their appearance.

Stains that are not removable with soapy water may be removable using a domestic non-abrasive cream cleaner. However, these should not be used to excess as they can affect the gloss finish.

For PVC-U products with decorative finishes for example woodgrain foils, the supplier's advice should be sought on which products are suitable for use.

ON NO ACCOUNT SHOULD SOLVENT BASED CLEANERS BE USED.

PVC-U profiles never need painting, Should painting or repainting be desirable then this should only be undertaken by suitability qualified companies. The use of incorrect paint types can seriously damage the profiles.

Should any damage be found advice should be sought from suppliers or another suitability qualified professional.

7.4.2 Glass

Glass units should be cleaned with a good quality glass cleaner, again using a soft cloth or chamois leather and remains free of dirt or grit. Where glass has external coatings such as self-cleaning glass, please refer to the manufacturers guidelines.

7.4.3 Hardware

External hardware such as handles, hinges key cylinders, catches and restrictors have coatings and polished surfaces which can be restored by cleaning with a dry soft duster. Do not use water. Take care not to scratch surfaces with jewellery such as rings, keys or hang items from handles.

ON NO ACCOUNT SHOULD SOLVENT BASED CLEANERS OR MULTI PURPOSE LUBRICATES BE USED.

7.5 Component Replacement

Replacement components should only be fitted by trained personnel as the correct adjustment of the glazing, gaskets and hardware are critical to the performance of the window/door.

The frequency of replacement will depend on the environment, the level of care and maintenance and the frequency of opening and closing. It is likely that the PVC-U frames will outlast all other components, such as double glazed units and hardware. These items can be replaced by competent personnel. If a frame is scratched or damaged, it may be possible to affect a repair.

7.6 Maintenance

7.6.1 General

During routine cleaning it is advisable to check for damage such as abrasions, scratches, drainage paths clear of debris, signs of tampering and faulty operation of hardware. Should any damage be found advice should be sought from suppliers or another suitability qualified professional.

7.6.2 Casement Window

Operation

There are many different locking and hinge options available these guidelines cover the most common multi-point espagnolette and shootbolt locking mechanisms and friction hinges. Casement windows usually incorporate two types of opening lights - top and side hung, both of which operate in the same way.

Opening and Closing

- Turn the handle 90° to release and push the window open. Some handles may have key locks or push buttons which must first be released.
- The friction stay hinge may limit the opening if incorporating a restrictor. Push the button to release the restrictor to allow the window to open fully. The friction hinge may also incorporate an easy-clean facility to facilitate safe cleaning. Never leave open windows unattended and always be sure to re-engage the easy-clean function as soon as cleaning has taken place, particularly where vulnerable people or children use the building.

Night Vent Facility

- Open the window as before but only by approximately 20mm so slightly ajar.
- Turn the handle back to the closed position taking care not to force it and you will feel the lock re-engage into the keeps. If the window has a key it can then be locked in this position.

Maintenance

- Ensure all moving parts are kept free and clear of obstruction. Do not trap or jam items in the window to prevent it from closing. If windows are too loose further adjustment to the windows can be made, this is done by tightening the brass screw located in each friction hinge.
- Lubricate all moving parts at least once a year with a light multi-purpose oil or acid-free lubricate (eg. Petroleum jelly) including the rivet points on stainless steel hinges. Do not use spray oil or acidic lubricant. To prevent excessive lubrication a lightly oiled cloth can be wiped around all moving parts.

7.6.3 Tilt and Turn Window

Operation

There are many different locking and hinge options available, these guidelines cover the most common multi-point espagnolette and shootbolt locking mechanisms. Always keep the window in the closed position when moving the handle and never pull on the window whilst turning the handle.

Opening from closed to tilt position and closing

- Turn the handle 90º from vertical to horizontal.
- For the tilt position, pull on the handle and the window will tilt inwards for ventilation.
- To close push the window forward and turn the handle 90° from horizontal to vertical.

Opening from closed to turn position and closing

- Close the window and turn the handle a further 90º. moving it through 180º to the upward vertical position.
- Pull on the handle and the window will open inwards.
- To close, push the window forward and turn the handle 180° to the vertical position.

Maintenance

- Ensure all moving parts are kept free and clear of obstruction. Do not trap or jam items in the window to prevent it from closing
- Lubricate all moving parts at least once a year with a light multi-purpose oil or acid-free lubricate (eg. Petroleum jelly). Do not use spray oil or acidic lubricant. To prevent excessive lubrication a lightly oiled cloth can be wiped around all moving parts.

7.6.4 Vertical Slider Sash Window

Operation

Opening from closed

- First release the sash lock(s) on the central meeting rail.
- Pull up the bottom sash or pull down the top sash using the handles.

Tilting inwards for cleaning

- Ensure the sash lock(s) is (are) released.
- Pull up the bottom sash approximately 50mm to clear the sill.
- Release the childproof spring latches in the top rail of the sash and carefully tilt inwards until the weight of the sash is supported by the restrictor arms.
- For the top sash, follow a similar procedure - pulling it down 300mm, releasing the spring latches and carefully tilting inwards.
- When closing from the tilt position, reverse the procedure starting with the top sash - ensuring that the spring latches fully engage in the side of the window.
- The tilting inwards of the sashes should be used only for cleaning purposes.

Maintenance

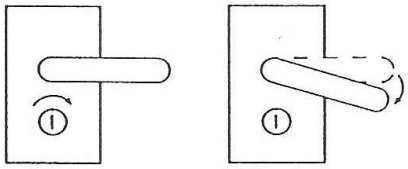
- Ensure all moving parts are kept free and clear of obstruction. Do not trap or jam items in the window to prevent it from closing.
- Lubricate all moving parts at least once a year with a light multi-purpose oil or acid-free lubricate (e.g. Petroleum jelly). Do not use spray oil or acidic lubricant. To prevent excessive lubrication a lightly oiled cloth can be wiped around all moving parts.
- Note: The spring/coil balances are self-lubricating and do not require oiling.

- **7.6.5 Entrance Door**

Operation

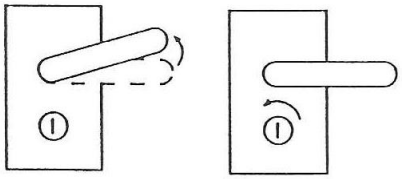
These instructions are relevant for doors that open-inwards or outwards usually as entrance doors. These guidelines are primarily for when a lever handle is fitted on both sides of the door.

Unlocking and Opening



- Insert the key and turn it to unlock.
- Push the handle down and hold to disengage the locking components and open the door.

Closing and Locking



- Push or pull the door closed so that it clicks shut.
- Lift the handle up to engage the locking components.
- Insert the key, turn it to lock and then remove.

Maintenance

- Ensure all moving parts are kept free and clear of obstruction. Do not trap or jam items in the door to prevent it from closing
- Lubricate all moving parts at least once a year with a light multi-purpose oil or acid-free lubricate (e.g. Petroleum jelly). Do not use spray oil or acidic lubricant. To prevent excessive lubrication a lightly oiled cloth can be wiped around all moving parts

7.6.6 Folding, sliding doors

Operation

These instructions are relevant for doors that open-inwards or outwards.

Unlocking and opening

- Insert the key and turn it to unlock.
- Turn the handle the gently as far as it will go and pull/push the door away from the frame to 90º. Open each of the remaining doors individually by turning the handles and disengaging the locking mechanisms.
- Once all the locks are disengaged, push the doors away from yourself until they fold flat against each other.

Closing and locking

- Close the doors by pushing them simultaneously away from the open position starting on the hinged side, do not pull or drag the first door by its handle as this can restrict the operation of the runners and in worst cases cause it to jamb.
- Lock off each door individually starting from the hinge side.
- Finally turn the handle on the master door and insert and turn the key to lock.

Maintenance

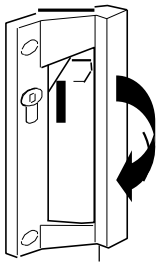
- Ensure all moving parts are kept free and clear of obstruction. Do not trap or jamb items in the door to prevent it from closing. The track and running gear are liable to attract leaves and dirt and should be checked and cleaned out with a small soft brush on a regular basis or before use where there has been a long period of non-operation.
- Lubricate all moving parts at least once a year (at least twice a year if your door has external tracks) with a light multi-purpose oil or a light acid-free lubricant (e.g. Petroleum jelly) Do not use spray oil or acidic lubricant. To prevent excessive lubrication a lightly oiled cloth can be wiped around all moving parts.

7.6.7 Sliding patio doors

OPERATION

These instructions are relevant for irrelevant whether the sliding pane is internal or external.

Unlocking and opening



- Insert the key and turn it to unlock.
- The door is opened by operating the actuating lever to release the locking mechanism. By pulling the handle the door will slide sideways. Be careful not to slide the door too fast wide open on to its stop as this may cause the opening door to bounce and cause damage to its runners.

Closing and locking

- To close the door, reverse the process. Push the door gently into the closed position and throw the actuating lever to engage the locking mechanism.
- Insert and turn the key to lock.

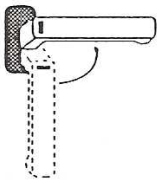
Maintenance

- Ensure all moving parts are kept free and clear of obstruction. Do not trap or jamb items in the door to prevent it from closing. The track and running gear are liable to attract leaves and dirt and should be checked and cleaned out with a small soft brush on a regular basis or before use where there has been a long period of non-operation.
- Lubricate all moving parts at least once a year and the track at least twice a year with a light multi-purpose oil or a light acid-free lubricant (e.g. Petroleum jelly) Do not use spray oil or acidic lubricant. To prevent excessive lubrication a lightly oiled cloth can be wiped around all moving parts.

7.6.8 Tilt and slide patio doors

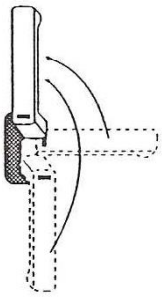
Operation

Unlocking and tilting



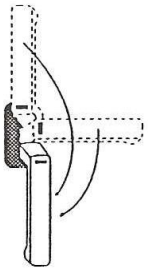
- Insert the key and turn to unlock.
- Turn the handle 90º from vertical to horizontal
- Pull the handle gently towards you and the door will tilt inwards for ventilation.

Sliding



- From the tilt or ventilation position, gently push the door back tothe closed position.
- Turn the handle a further 90º so that the handle is pointing to the upward position.
- Pull gently on the handle and the door will now slide open sideways.

Closing and locking



- From the open position, pull the door gently closed and turn the handle through 180º. This will engage the locking mechanism.
- Insert and turn the key to lock.

Maintenance

- Ensure all moving parts are kept free and clear of obstruction. Do not trap or jamb items in the door to prevent it from closing.
- Lubricate all moving parts at least once a year and the track at least twice a year with a light multi-purpose oil or a light acid-free lubricant (e.g. Petroleum jelly) Do not use spray oil or acidic lubricant. To prevent excessive lubrication a lightly oiled cloth can be wiped around all moving parts.