Glazing information

All 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 therefore beyond our control, but are considered acceptable by even the most rigorous industry standards. We would like to draw your attention to the following extract from an industry-accepted standard in relation to glass:

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 (6'6") 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. Flat transparent glass shall be deemed acceptable if the following phenomenon are neither obtrusive nor bunched:

» Totally enclosed seeds
» Bubbles or blisters
» Hairlines or blobs
» Fine scratches, not more than 25mm (1") long
» 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.

Your installer has used only the highest quality float glass available, whether laminated, toughened or annealed, which conforms to the requirements of BS 6262. Double and triple glazed units produced to BS 7513 conform to the highest manufacturing standards and the most uncompromising quality control and inspection routines. Patterned glass originates in very large sheets and due to spacing repetition, centralisation of any design in a specific window cannot be guaranteed.

Extracted from the Glass and Glazing Federation. For more information, visit: www.myglazing.com and download the free guide: Quality of Vision.

Site address

Installation date

PDP 1103/03/20

Your guide to looking after your new windows and doors

Thank you for investing in our products for your recent home improvement project. They have been designed, manufactured and installed to the highest standards and require very little maintenance to ensure they give you many years of reliable service. Please take a few moments to read the guidelines in this Maintenance Guide to ensure you get the best out of your products.

Cleaning

Your PVCu and glazed products require a minimal amount of care in order to give you trouble-free operation and remain in optimum condition for many years to come. The following information will show you the most effective way to clean your PVCu products.

Standard PVCu frames

- Wash frames with a soap and water solution (diluted washing up liquid is fine)
- For stubborn stains, use a non-abrasive PVCu liquid cleaner. Use sparingly and buff to shine
- Avoid solvent-based cleaners and take care not to disturb any sealants

Coloured foiled PVCu frames

- Only use a soap and water solution to clean wood-grained or foiled windows
- Never use cleaning fluid or solvent-based cleaners
- Minor scratches can be repaired using a touch-up pen

Glazed units

- Remove all hand jewellery prior to cleaning to avoid scratching
- Remove any external grime with a soap and water solution first
- Use any proprietary household cleaner, applying with a soft cloth and buffing to a shine
- Laminated glass or glass containing Georgian Bars can be cleaned in the same way

Leaded glass

- If leaded strips are bonded to the glazed unit, take extra care as excessive pressure may dislodge the lead from the glass surface
- Use a soft cloth with warm soapy water, applied with moderate pressure
- Note that external lead will oxidise. This is a natural phenomenon and cannot be avoided

Hardware and furniture

- Only clean with a soap and water solution
- Do not use abrasive cleaners
- Always lubricate after cleaning

PVCu and composite door cleaning

- How often you clean your door largely depends upon the area you live. Coastal or heavily industrialised areas will need to be cleaned more often
- Avoid abrasive cleaners or scouring pads
- Clean with a soap and water solution using a lint-free cloth and wipe dry with a soft clean cloth

Conservatory roofs

We do not advise the access of a conservatory roof without the use of scaffolding or platforms. Never lean ladders against PVCu frames, gutters or glass as this may result in damage. Keep all gutters and outlets clear of leaves and other debris to maintain efficient operation.

Self-cleaning glass

- Do not use abrasive or solvent-based cleaners on the external glazing surface as the self-cleaning properties may be affected
- Use a soft cloth with warm soapy water and buff to a shine
- A proprietary household cleaner may be used on the inside of the glass

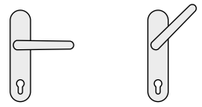
Polycarbonate

- Clean in a similar manner to PVCu frames, removing grime and atmospheric deposits to avoid build-up

Operation

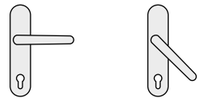
To lock door

1. Close the door and engage the latch.
2. Lift the handle up to throw the hooks and rollers to locked position.
3. Turn the key to deadlock.



To unlock door

1. Turn the key to unlock the deadlock.
2. Push the handle down to disengage the hooks, rollers and latch.
3. Open the door.



Windows operation

Our PVCu windows may be opened outwards and are fitted with friction hinges, with the type being either egress, easy clean or restricted, that hold them in any desired position when open. The locking mechanism, which can be either espag or shootbolt locking, fitted to the opening edge of the window, engages with slotted 'keeps' fitted to the outer frame. The secondary slot within the keep enables the window to provide a 'night vent' position, with the window only slightly open whilst providing ventilation.

To open, turn the key if fitted, then push the button in the centre and whilst pressed, turn the handle through 90° to unlock the handle.

To close, simply turn the handle back the other way until it engages with the lock. Once closed, turn the key to lock the window and remove it to keep somewhere safe nearby.

Maintenance

Lubrication

All locking systems require periodic lubrication using light machine oil (eg: 3-in-1). Oil all pivot points (one drop per pivot is sufficient) and wipe away excess.

Drainage

All our glazed products are designed with an in-built drainage system, comprising of slots within the lower thresholds that allow any water ingress to flow on the outside. Periodically remove dirt, clean drain holes and check the drainage operation by flushing through with water.

Seal

Periodically check that the mastic, waterproof seal between frame and brickwork is still intact. Please note that some discolouration of the seal is a natural occurrence and cannot be avoided.

Friction hinges

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

Handles

Clean and lightly oil moving parts.

Keeps

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

Condensation

In the home, water vapour, which is naturally present in the atmosphere, is increased by normal activities that generate steam such as cooking, bathing and even breathing. The water vapour remains undetectable while floating in warm air, but upon contact with cold surfaces such as glass or tiles, condensation occurs. Traditional house construction allowed the escape of this water vapour through natural ventilation, including air bricks and ill-fitting windows and doors. However, 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. With our highly energy-efficient windows and doors, condensation can even form on the outside face of a double glazed unit, due to the outside surface being much colder than the inside; this is perfectly normal.

For more information, visit: www.myglazing.com and download the free guide: Condensation – Some causes, some advice.