



**FREE  
Health  
Check**

**A guide to looking after your  
windows, doors and conservatories**

**WindowGeeks™**

**WE REPAIR & REPLACE windows, doors & conservatories**



**Free Phone 0800 5 118 007**

**Our top tips to keep your windows in the best condition**



**We recommend...**

- That you carry out routine maintenance on your windows, doors and / or conservatory at least twice a year. In areas of high exposure, you may want to do this more frequently.
- All parts of your windows and doors that are exposed when closed, should be washed down with warm soapy water using a soft cloth, then dried thoroughly.
- Any parts that are exposed when the window and doors are open should simply be wiped clean, removing any grime, dirt, insect remains or old lubricant.
- You avoid any cleaning agents that contain ammonia or are abrasive, particularly on handles and other metal fittings.
- Special attention is paid to keep drainage channels clear and free from any blockages.
- That any moving parts and fixings are treated as follows...
  - The application of light oil to keep the locking mechanism in good working order.
  - A suitable acid and resin-free grease should be used on sliding bars, gears and face plates.
  - Maintenance of friction stays is important and we recommend that you follow the guidelines for lubrication and adjustment.

Note: Hardware should be operated and maintained strictly in accordance with manufacturers' instructions.

**Cleaning your window frames**

Dirty marks on frames can easily be removed by using the cleaning materials shown in the table below.

Cleaning cloths should be unbleached cellulose/cotton material. Do not use cloths containing synthetic fibres.

Contamination	Cleaning Method		
	Scrape off and polish using a dry cloth	Clean with water and mild detergent	Clean with non-abrasive household detergent and water
Pencil			✓
Emulsion paint	✓		
Felt pen			✓
Organic grease			✓
In-organic grease			✓
Plaster	✓	✓	
Woodstain		✓	
Ball-point pen			✓
Cellulose paint	✓		
Rust			✓
Soot			✓
Cement mortar		✓	
Wax pen		✓	



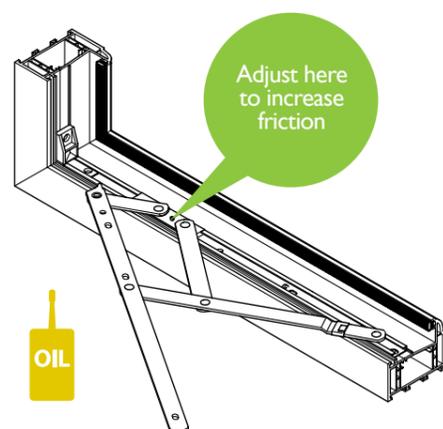
## Checklist for the maintenance of your Casement Windows:

### Do...

- ✓ Wash down the PVC-U at least twice a year, with warm soapy water and wipe it dry
- ✓ Regularly clean the glass with a clear liquid spray glass cleaner

### Don't...

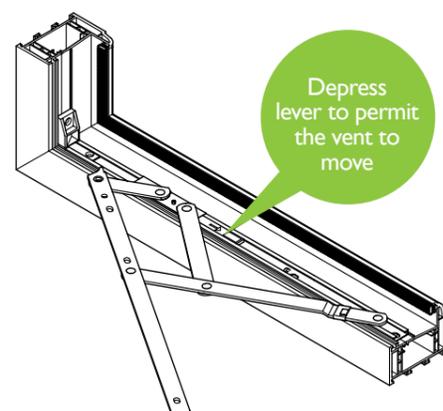
- ✗ Paint PVC-U window frames
- ✗ Use paste and cream cleaners which can be mildly abrasive
- ✗ Use any type of bleach, solvent or adhesive



### Friction Hinges

Maintenance is important but straightforward. Keep the friction stay track free from dirt and grime and keep the hinge mechanism clean. Lubricate the metal parts regularly with light oil, concentrating on the pivot points.

Friction can be increased or decreased by adjustment of a screw. Turn in a clockwise direction to increase friction. Take care not to over tighten.



### Egress Friction Hinges

In order to facilitate a maximum clear opening, egress hinges may be fitted. In most cases this will be an upstairs window and allows the window to be opened to 90°.

Some egress hinges combine the opening facility with an easy-clean system, whereby the vent can be slid sideways to allow external cleaning to be carried out from inside.

To utilise the easy-clean facility, open the window normally, then press and hold down the button on both hinges to release the restrictor hinge. Slide the vent across to allow egress.

### Window Locking Mechanisms

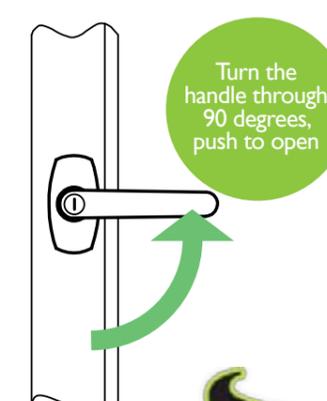
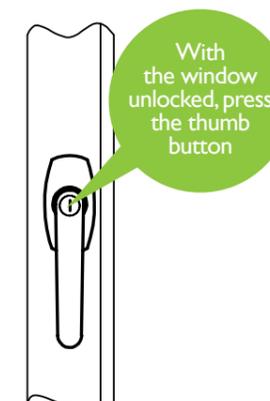
Windows fitted with either an Espagnolette or Shoot Bolt locking system will allow the window to remain partly open at night to facilitate ventilation.

To engage the window in its night vent position, open the window to approximately 15mm and then return the handle to its locking position. You may feel slight resistance so do not try to force the handle, simply move the window slightly until you find a point where there is no resistance and close. Check the window is held securely in the night vent position by pushing gently on the vent - if held securely it should not move.

Maintenance of locking systems is simple: apply light oil to the moving parts, once a year. Similarly, a little grease should be applied to the locking slots to facilitate smooth running.

### Ventilation Control

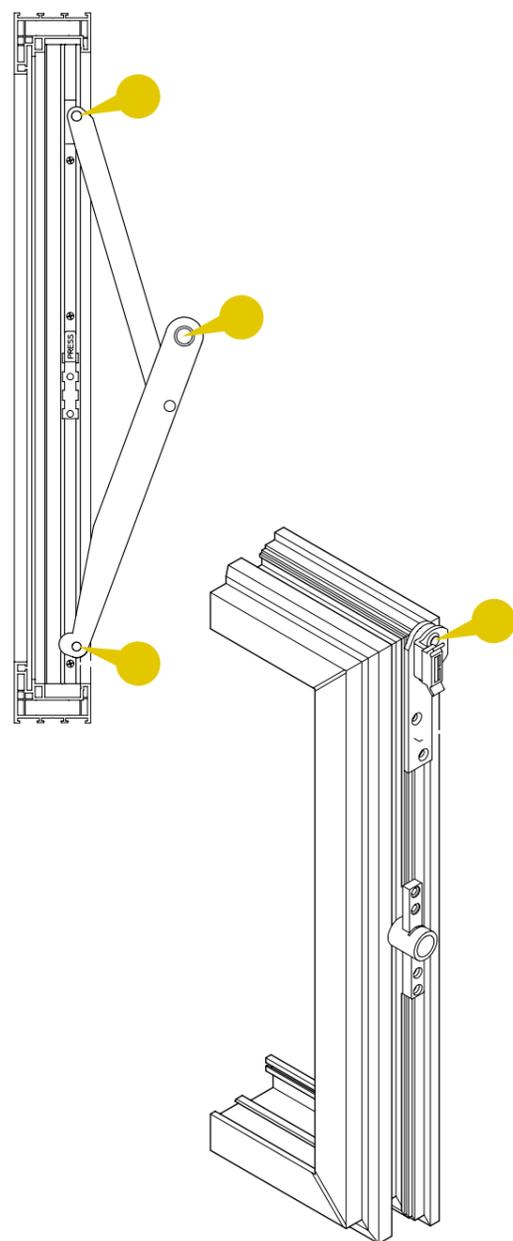
Windows can be fitted with a trickle ventilation unit, located at the top of the frame. This is designed so that you can control ventilation and minimise any build up of condensation. Simply open or close the ventilator. No maintenance is required.



**Note:** Hardware should be operated and maintained strictly in accordance with manufacturers' instructions.



## Reversible Windows



### Reversible Mechanism

The hinge side rails are to be kept clean and free from dirt & grit. Do not paint these rails. Apply light oil to the pivot points approximately twice a year.

### Window Operation

The window is opened by unlocking the handle and moving it through 90°. The window is then pushed outwards and will stop in the first ventilation position. If more ventilation is required, the button on the left hand side is depressed allowing the window to be pushed further open into the next position.

If just background ventilation is required, this can be achieved by engaging the "night vent" position. This is done by opening the handle, pushing the window open approximately 20mm, and re-closing the handle.

To close the window it is pulled shut and then secured by turning the handle back to the closed position. It is necessary to depress the button on the left hand side to close the window.

The window is taken into the reversed position for cleaning. This is done by opening as above for ventilation but at the second position depress the button again and push the window further open. The head of the window can now be gripped and pulled down to fully reverse the window. It should click into place in this position to provide safe cleaning from inside the building. Do not attempt to clean the window in the reverse position until the safety catch is engaged.

To close the window after cleaning, press the button and push the top of the window out. The bottom can now be gripped and the window pulled into the ventilation position.

### Ventilation Control

Windows can be fitted with a trickle ventilation unit, located at the top of the frame. This is designed so that you can control ventilation and minimise any build up of condensation. Simply open or close the ventilator. No maintenance is required.

## Vertical Slider



### Vertical Slider Mechanism

The hardware requires simple lubrication. An application of light oil will keep the locking mechanisms in good working order.

### Window Operation

The window is opened for ventilation by unlocking the snail cam(s) located on the top face of the bottom sash using the key provided (if key locking versions are fitted). Turn the cam(s) until released from the keep(s).

The bottom sash may now be slid upwards and/or the top sash may be slid downwards.

To close the window slide both sashes fully closed and re-engage the snail cam(s).

The window is opened into the cleaning position by opening the bottom sash to approximately 100mm (as previously described). Both tilt catches are then slid inwards releasing the top of the sash. This can then be pulled inwards and rested on its

restrictor to allow safe cleaning of the glass from inside the building.

The top sash can now be slid down. Both of its tilt catches are then slid inwards releasing the top of this sash. This can then be pulled inwards and rested on its restrictor to allow safe cleaning of the glass from inside the building.

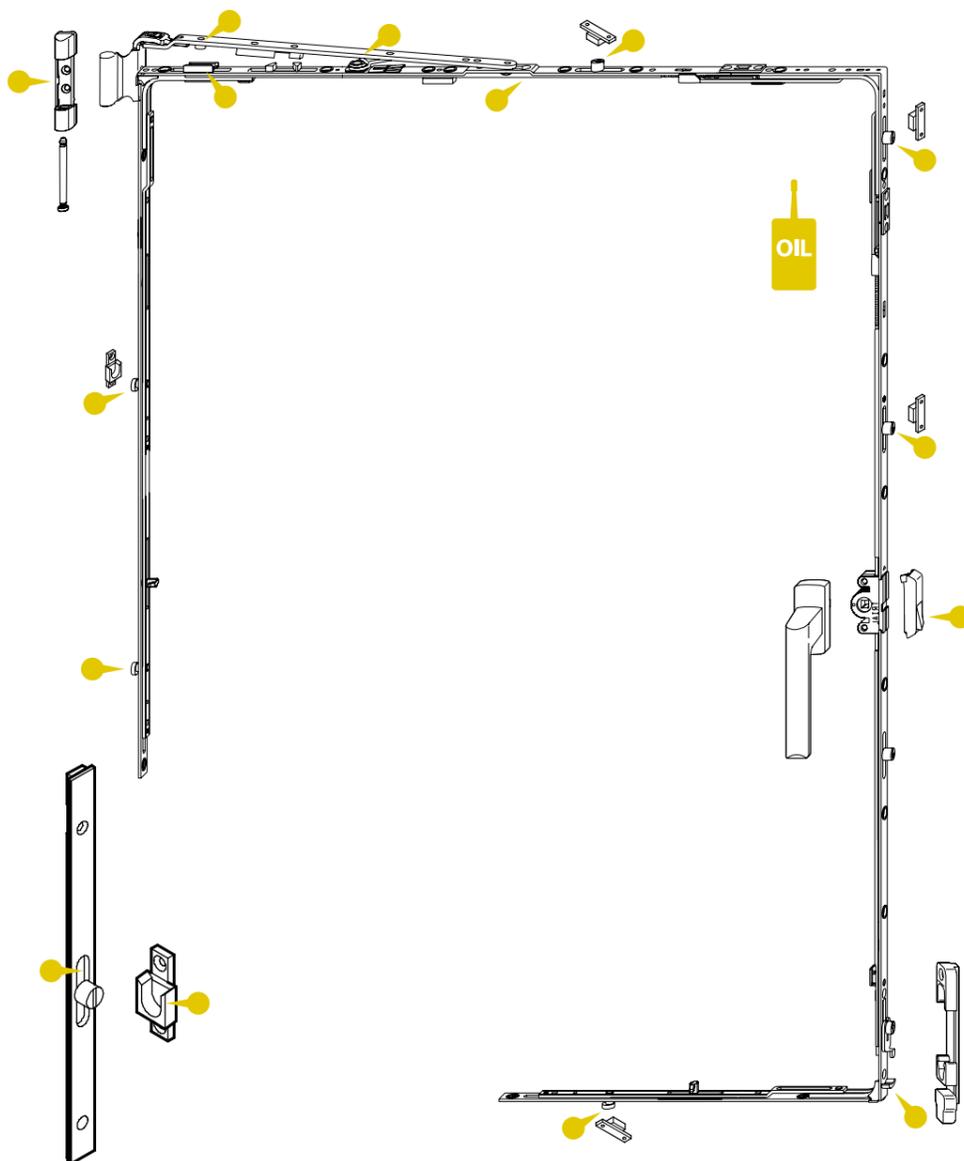
### Ventilation Control

Windows can be fitted with a trickle ventilation unit. This is designed so that you can control ventilation and minimise any build up of condensation. Simply open or close the ventilator. No maintenance is required.

**Note:** Hardware should be operated and maintained strictly in accordance with manufacturers' instructions.



## Tilt & Turn



### Tilt & Turn Mechanism

Maintenance is important but straightforward. Keep the locking mechanism clean and free from dirt and grime. Lubricate all locking points and strikers regularly with light oil to facilitate smooth running.

For lubricating the fittings follow the arrows

### Window Operation

The window is taken into the tilt position for ventilation by unlocking the handle (if required) and moving it through 90° to the first position. The window is then pulled gently inwards tilting on its lower edge.

Any slight resistance felt at this stage is caused by the anti-slam device that

prevents the window being blown shut when subjected to higher wind pressures.

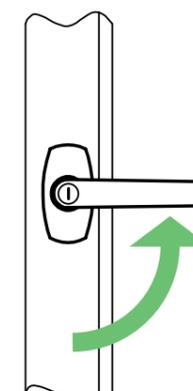
To close the window it is pushed shut and then secured by turning the handle back to the closed position. The window is taken into the turn position for cleaning. This is done as above but the handle continues to turn through

180° to the upright position. The window can then be hinged in to allow cleaning of the window from inside.

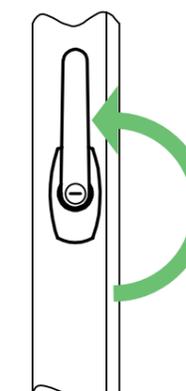
To close the window reverse the above procedure. It must be stressed that this position is for cleaning only and should not be used for ventilation.



Closed position



Tilt position



Turn position

**Please note:** The above operation is for “Tilt before Turn” or “Tilt First” gear. “Turn before Tilt” or “Turn First” gear is also available although less common. If this is fitted the handle position shown above for the Tilt Position & Turn Position would be reversed.

### Ventilation Control

Windows can be fitted with a trickle ventilation unit, located at the top of the frame. This is designed so that you can control ventilation and minimise any build up of condensation. Simply open or close the ventilator. No maintenance is required.

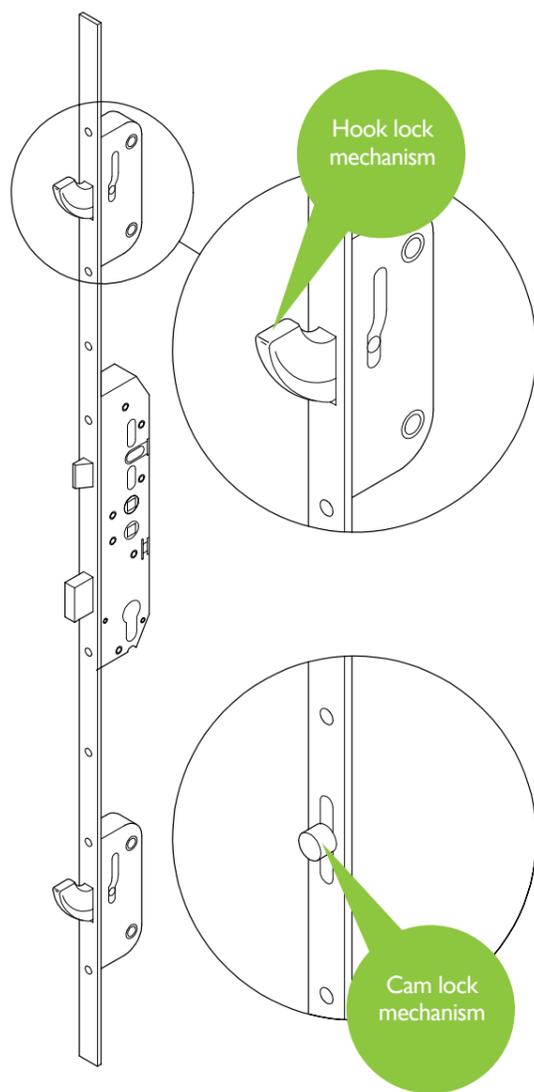
Hardware should be operated and maintained strictly in accordance with manufacturers' instructions.





## Residential and French Doors

## No Quibble Guarantee



### Door Locking Mechanisms

Doors can be equipped with a hook or cam lock mechanism. In some cases there may be a split spindle lock - this means you cannot enter the house without using a key to open the door.

### Locking

To operate the lock, insert the key into the cylinder. Rotate the handle upwards and turn the key for one complete revolution to activate the deadbolt, which locks the whole mechanism. Release the handle.

### Unlocking

Insert the key into the cylinder and disengage the deadbolt by turning one complete revolution. Depress the handle and open the door. Where a split spindle is fitted in addition, after you have depressed the handle, turn the key a further quarter revolution to release the latch.

### Handle Options

Traditional front doors can be fitted with an external pull-pad operated handle with a lever operated internal handle. Back doors are usually fitted with a lever operated handle both internally and externally.



Maintenance of the locking systems is simple: apply light oil to the moving parts, once a year. Similarly, a little grease should be applied to the locking slots to facilitate smooth running.

**Note:** Hardware should be operated and maintained strictly in accordance with manufacturers' instructions.

**ALL** the products and services we sell are protected by our 'No Quibble' Guarantee, based on our standard terms and conditions listed on the rear of your quote and highlighted below. Please note that this warranty is transferable to a new owner/s of the property listed on the invoice, subject to the new owners accepting the terms and conditions listed on the back of the original quote; and by notifying our 'Authorised Dealer' in writing (post or email) within two months from the date of occupation.

### Glass

If within **TEN YEARS** from the date of installation any double or triple glazed units, through faulty manufacture or installation, are affected by any material visual obscuration due to condensation or foreign particles within the cavity, we will supply and install a replacement unit of the same or equal quality.

### Composite, PVC & aluminium doors & patio doors

If within **TEN YEARS** from the date of installation any composite, PVC or Aluminium door is, through faulty manufacture or installation, affected by any material failure or visual obscuration due to condensation or foreign particles within a glazed cavity, we will rectify the failure, when possible by way of a repair, or, when a repair isn't in our opinion possible, supply and install a replacement door of the same or equal quality.

### PVC & aluminium windows

If within **TEN YEARS** from the date of installation any PVC or Aluminium window is, through faulty manufacture or installation, affected by any material failure or visual obscuration due to condensation or foreign particles within a glazed cavity, we will rectify the failure, when possible by way of a repair, or, when a repair isn't in our opinion possible, supply and install a replacement window of the same or equal quality.

### Handles, locks, hinges & friction stays

If within **TWO YEARS** from the date of installation any Handle, Lock, Hinge, Friction Stay or other hardware product is, when supplied and installed in isolation of a window or door, i.e. supplied as a replacement to an existing window or door, through faulty manufacture or installation, affected by any material failure, we will rectify the failure, when possible by way of a repair, or, When repairs aren't in our opinion possible, supply and install a replacement of the same or equal quality.

### Exclusions

- 1 Malicious or wilful damage
- 2 Accidental damage
- 3 Products not maintained in accordance with the instructions laid down in the Glass & Glazing Federation's Glazing and Maintenance Manuals
- 4 Glazed units displaying the optical phenomenon, occasionally seen as interference colour bands and known as "Brewster's Fringes"

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