A Guide to Product Operation & Maintenance

How to get the best out of your new installation for years to come.

Valentis

Windows, Doors and More

Contents

Introduction

We trust you will enjoy trouble free usage from your new installation for many years to come.

However, as with any equipment, to obtain complete satisfaction it is advisable to carry out the simplest of regular maintenance.

This booklet contains a variety of useful tips and information to help you get the best from your investment.

Should any difficulties occur, please contact us and we will be glad to assist you.

Security

Your double glazed windows and doors incorporate a variety of security features to protect your home from intrusion. We recommend a number of precautions to be taken to gain full advantage of these security features.

- Always lock the door and close the windows when you go out, even if you'll only be out for a short time
- When leaving the house unattended or at night, ensure door handles are fully lifted to engage the locking mechanism and turn the key to lock. Remove the keys, but ensure they are located out of sight and adjacent to the door. Lock all dead bolts / hook bolts for full security
- Don't leave spare keys outside or in a garage or shed. Keep garden sheds and garages locked
- Don't leave any keys near entry points where they can be 'fished' or 'hooked' out through the window, letter box or cat flap.
- Keep car and garage keys out of sight in the house
- For added protection, lock all windows in the closed position and remove the keys. To provide adequate means of escape in the event of any emergency, we recommend that keys to all windows are located adjacent to the window, but out of external view.
- Don't leave window and door keys in their locks
- Always draw your curtains at night and make sure valuable items cannot be easily seen from outside
- Use timers for lights and radios if you will be out of the house overnight. They create the impression that someone is at home.

Introduction to Glass

Float Glass:

Float glass is the most common type of glass and is used in most double glazed units.

Low ‘e’ Glass:

Contains a special coating which reflects heat back into the room, rather than allowing it to escape through the windows. Free heat and light from the sun easily passes through the glass, warming the room and helping to reduce energy bills.

Low Iron Glass:

Practically colourless low iron extra clear float glass with very high light transmittance and solar gain.

Leaded / Stained Glass:

In this type of double glazing, lead strips are bonded to the outside of the unit in diamond or square patterns. Take care when cleaning leaded lights as excessive pressure might dislodge the lead from the glass surface.

Note: External lead will oxidise. This is a natural phenomena and cannot be avoided.

Patterned Glass:

This glass originates in very large sheets and due to this spacing, repetition, centralistion of any design in a specific window cannot be guaranteed.

Active glass (used for conservatory roofs):

This has been designed to remain cleaner for longer than conventional glass. A special, highly durable coating reacts with daylight to break down organic dirt which is then washed away by rain water - leaving a clean streak free finish. However, as with all coated glass, Active glass still requires some maintenance.

Glass Defects

We use only the highest quality float glass available, which conforms to the requirements of BS6262. Double glazed units produced to BS5713, conform to the highest manufacturing standards and most uncompromising quality control and inspection routines.

All double 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 inherent in all double glazing and therefore beyond our control, but are considered acceptable by the most rigorous industry standards. We wish to draw your attention to the following extract from an industry accepted standard, relating 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 in natural daylight and not in direct sunlight. The area to be viewed is the normal vision area, with the exception of a 50mm wide band around the perimeter of the unit.

3. Flat transparent glass shall be deemed acceptable if the following phenomena are neither obtrusive or bunched:

    a. Totally enclosed seeds.
    b. Bubbles or blisters.
    c. Hairlines or blobs.
    d. Fine scratches, not more than 25mm (1 inch) long.
    e. Minute embedded particles.
    f. Obtrusiveness of blemishes should be judged by looking through the glass and not at it, under normal lighting conditions as described in point 2.

Combatting Condensation

Water vapour remains undetectable while floating in warm air, but upon contact with cold surfaces eg. windows, mirrors, tiles etc, condensation occurs and the vapour turns to water droplets.

Traditional house construction allowed the escape of this water vapour through natural ventilation such as open flues of coal fires, air bricks and ill fitting windows and doors.

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.

Although condensation cannot completely be eliminated, there are measures you can take to reduce it. Provide natural ventilation whenever possible by:

- Opening a window
- Fitting a ventilator/extraction unit in the kitchen and bathroom.
- Fitting wall vents to provide air flow.
- Maintaining some permanent heat in the house during cold weather.
- Marginally increase the temperature in areas where condensation is a particular problem.
- If possible, fit radiators under windows to maintain the temperature of the inside pane of your double glazing.
- Water vapour will easily drift on convection currents far from where originated.
- Keep internal doors to kitchen and bathroom areas closed and draught sealed, where possible, to prevent the excessively moist air in these rooms being transferred to other areas of the house.
- Bedroom windows should have a night ventilation facility to provide air movement. Ideally, if bedroom doors are closed, a ventilation grille should also be installed in or above the door.
- To ensure airflow in the vicinity of windows, curtains should be a minimum of 150mm (6 inches) away from the window, with suitable gaps, top and bottom, to allow circulation.

Condensation can also form on the outside of glass. It is when the weather becomes cooler, the outer pane of your double glazing cools more than the inner pane. As a result, moisture in the air outside forms little droplets of water on the glass. This type of condensation is completely harmless to your windows and will eventually disappear as the outside temperature rises.

If you discover condensation actually between the two panes of glass, this is an indication that the sealed double-glazed unit has been punctured. The unit should be replaced and you should contact us in order to have it changed.

How to Clean Glass

Should the glass become heavily soiled at any time, eg. (During dry spells of weather), washing with soapy water will restore and rejuvenate the self cleaning properties of the coating.

DO

- Clean the glass inside using window cleaner and a dry, lint free cloth.
- Wash outside windows with a soft cloth and any mild detergent in water. Remove the spray head from the hose if you are using one.
- Run the hose at low pressure slowly across the top of the windows to rinse the soap / detergent. On large windows, repeat half way down the window.

DO NOT

- Use solvent based or abrasive cleaners as these can cause damage.
- Use cleaning agents containing caustic soda, alcohol, esters, ketones or other organic solvents.
- Use abrasive cream cleaners or any type of bleach or solvent including but not limited to; white spirit, methylated spirits, nail polish remover, cellulose thinner
- Use sharp edges, metallic tools, scouring pads, steel wool or abrasive papers, eg. sandpaper.
- Use high pressure or steam cleaners
- Use excessive force especially when cleaning glass with leaded Georgian bars

Window Operation

Casements (top or side hung)

If your windows have been fitted with restrictor or Egress hinges, please refer to page 12-13 for further operation instructions.

If fitted, turn key or depress button to unlock the locking handle.

Rotate the handle through 90° to disengage locking mechanism and open by pushing outwards.

To close, pull the window shut and pull the handle down to engage the locking mechanism.

SECURITY LOCK/NIGHT VENT POSITION

By turning the handle, the security lock is operated; some windows have a night vent position where the locking cam is located in an offset slot in the keep. This means that the window can be set in a position that allows more airflow into the room. The handle must be fully closed when the window is set in the night vent position. **Windows are not secure in this position.**

Window Operation

Tilt and Turn

- To tilt, rotate the handle so it is vertically upwards and pull the window. The side remains hinged to the frame, while the window may be opened inwards to any desired position.

- To select 'Turn' from the 'closed' position, rotate the handle through 90° from vertically downwards to horizontally and pull the window inwards.

- The switch barrier projecting from the locking mechanism, adjacent to the handle, is a safety device which ensures that only one mode can be selected while the window is open.

- Avoid pressing the switch barrier as this could allow it to be inadvertently rotated to the alternative mode, resulting in the window disengaging from its gear.

Closed position

Tilt position

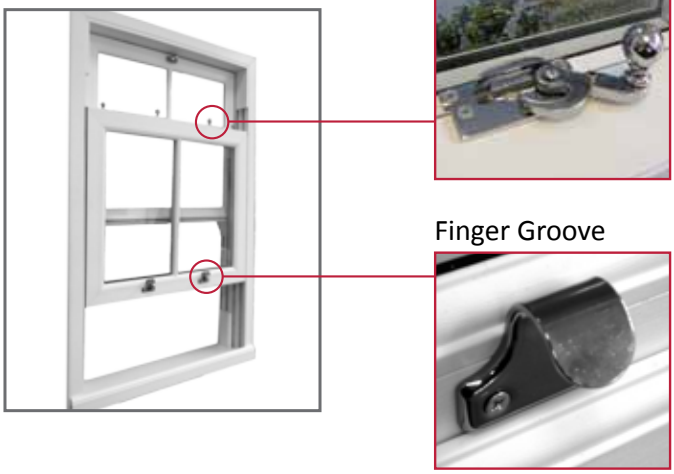
Turn position

Window Operation

Vertical Slider

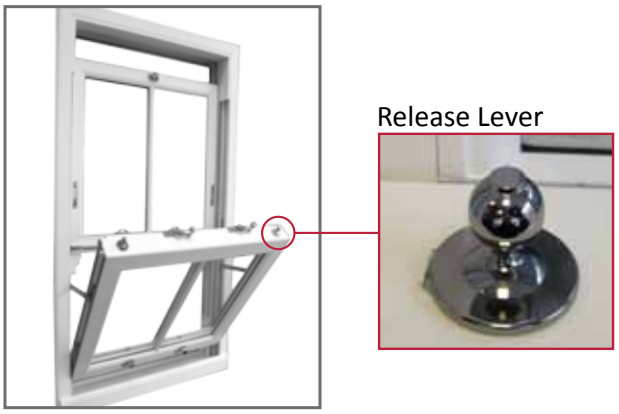
Slide

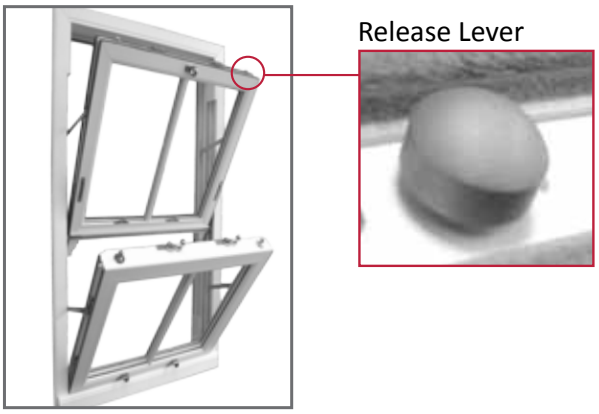
To slide the window, first unlock the latch. Use the finger grooves to assist with sliding the window open. The top slider can also now be moved.



Tilt

Ensure the latch is unlocked. Using two hands, press the release levers inwards towards the middle and gently pull the sash towards you. To open the bottom sash, repeat as above on the levers located on the top sash.





Window Operation

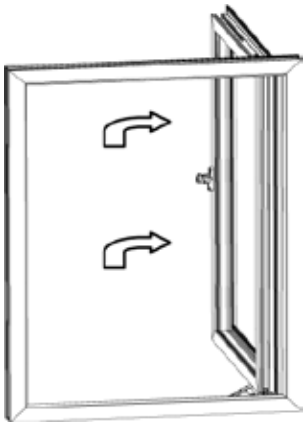
Hinges

Fire Escape Windows

If no child safety restrictor is fitted the fire escape position is achieved by fully opening the window to 90°.

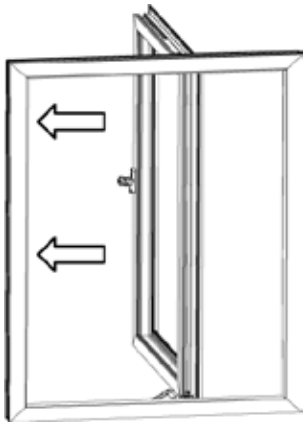
However if a child safety restrictor is fitted the operation will be to open the window to the stop position on the sprung loaded arm.

Pull the window closed slightly and release the arm from the stud. The window will then fully open. When the window is closed the restrictor will self relocate.



Easy Clean Operation

On fire escape windows the easy clean position is achieved by opening the window fully. To gain access to clean the outside of the window from within, open the window fully to the egress position. Slightly close the window to relieve the pressure from the hinge mechanism. Depress the buttons in the hinges at the top and bottom of the window and then slide the vent over to give a suitable gap. When the window is closed the buttons will self relocate. On standard windows when fully opened a gap will automatically be achieved which will give access to clean the outside of the window from within.



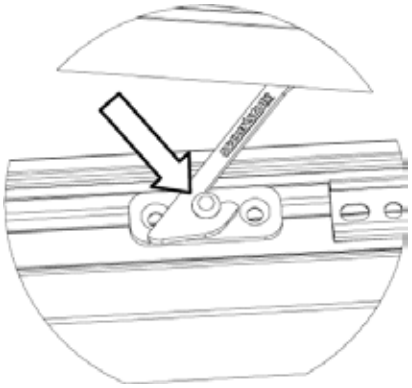
Window Operation

Hinges - Restricted

Child Safety Restrictor

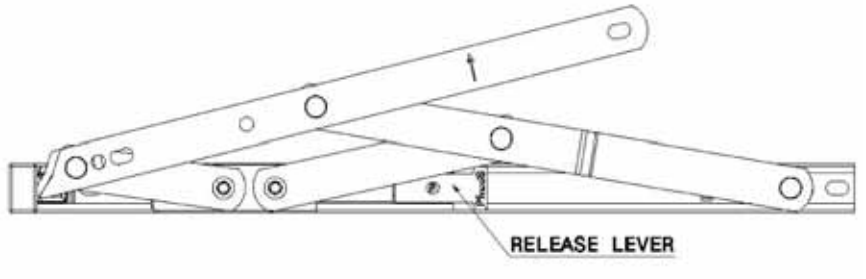
This may be fitted to Standard or Fire Egress windows to restrict the initial opening up to 100 mm for child safety, as defined in British Standards. To release the restrictor, open the window to the stop position on the sprung loaded arm.

Pull the window closed slightly and release the arm from the stud, the window will then fully open. When the window is closed the restrictor will self relocate.



Built in Restrictor

This may be fitted to Standard windows to restrict the initial opening up to 100 mm for child safety, as defined in British Standards. To release the built in restrictor open the window to the stop position, pull the window closed slightly and depress the lever. (See fig below). The window will now fully open. When the window is closed the built in restrictor will self relocate. (Note: Side hung windows have one restrictor built in on the bottom hinge. Top hung windows have built in restrictors on both windows).



Maintaining uPVC & Aluminium

Frames

The pristine appearance of our PVCu and Aluminium frames can be maintained by occasional cleaning. The frequency of this cleaning will depend on local conditions. For instance, products installed in industrially polluted, or coastal areas will need cleaning more frequently.

Under normal conditions, washing down windows and doors with warm soapy water is sufficient. Woodgrain effect finishes should only be cleaned with warm soapy water. Never sand or polish woodgrain effect profile since this will destroy the laminated surface. Abrasive cleaners should not be used since they may alter the gloss finish of your window or destroy the laminated surface.

Particular care should be taken to ensure that nothing which may cause a rust stain comes into contact with frames, as rust stains are not removable. When carrying out cleaning or redecoration, care should be taken not to damage the waterproof mastic seals.

DO

- Wash frames with a mild detergent and water solution every four months to remove any grime and atmospheric deposits.
- Remove any stubborn dirt, clean with a non-abrasive proprietary cleaner.
- Take care not to disturb sealants.
- Clean drainage slots
- Clean and lubricate hardware (see page 15 for details)

DO NOT

- Use solvent based or abrasive cleaners as these can cause damage.
- Use cleaning agents containing caustic soda, alcohol, esters, ketones or other organic solvents.
- Use abrasive cream cleaners or any type of bleach or solvent including but not limited to; white spirit, methylated spirits, nail polish remover, cellulose thinner
- Use sharp edges, metallic tools, scouring pads, steel wool or abrasive papers, eg. sandpaper.
- Use high pressure or steam cleaners
- Get frame cleaner on the gaskets and weatherseals

Maintaining uPVC & Aluminium

Handles and Hinges

Handles

All turning points on handles should be lightly lubricated twice per year and handles should be cleaned with a soft damp cloth to remove
any dust or grime, taking care not to scratch the surface.

Hinges

As with most mechanical devices, hinges require periodic maintenance and lubrication.
The hinge in general and particularly the pivots, sliding shoe and track must be kept free from dirt,debris and any obstructions at all times.

Checks should generally be carried out every five years, but in coastal areas or those that are subject to high levels of pollution (for example, close to industrial areas), maintenance should be carried out more frequently.

- Clean any dirt or debris from the hinge and clear any obstructions from the pivots, sliding shoe and track.
- Lubricate all pivot points with light machine oil and wipe away excess, one drop per pivot is sufficient. We suggest using general light engineering oil with corrosion inhibitors such as Castrol Everyman or 3 in 1 oil (available in aerosol can for convenience). Note: Solvent based aerosol sprays e.g. WD40 are not suitable for this application.
- Check the tightness and security of all fixing screws and rivets.

If a hinge is fitted in an area where it is exposed to a corrosive atmosphere, e.g. salt laden sea air in coastal locations, we recommended that in addition to the general maintenance and lubrication:

- All metal surfaces are lightly coated with lubrication oil or sprayed with a proprietary anticorrosion spray. It is important to follow the manufacturer's instructions for any products used.

Maintaining uPVC & Aluminium

Weatherseals and Silicone Sealant

During cleaning and general maintenance ensure that the weatherseals fitted to your products do not become dislodged from their grooves.

Should this occur, slide back into position immediately to avoid damage when the product is closed.

If the weatherseals are broken or damaged and draughts are felt around the product, ensure prompt replacement by contacting your installer.

DO

- Wash the weatherseals with warm soapy water, taking care that drainage slots do not become blocked. Any weatherseals that may have become loose, should be carefully repositioned into their grooves.
- It is recommended you clean your weatherseals regularly - at least twice a year in order to prevent the build of grime and dirt and to prolong the life of your new installation.

DO NOT

- Use abrasive cream cleaners, any type of bleach or solvent (white spirit, methylated spirits, nail polish remover)
- Use excessive pressure when cleaning
- Use abrasive paper e.g. sandpaper

Silicone Sealant

Silicone sealant is used on the outside of your windows to weather-proof against the elements. It is a durable and flexible material which comes in a range of colours to suit your window. It requires very little maintenance, and can just be lightly cleaned with water and a mild detergent when you clean the outside of your windows. Acrylic caulk is used inside your windows, and again, can be lightly cleaned from dirt and dust with a little soapy water.

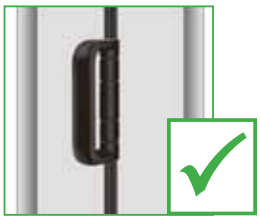
Bifold Doors

Door Operation

Many common problems arise due to bi-fold doors being operated incorrectly. A lot of these issues can be avoided simply by following the guidelines below:

1. Ensure keys from locking doors are removed before folding the door. Failure to do so may damage sashes and even result in the key snapping in the lock.

2. <u>For the Scenic Bifold door only</u> , you can use the pull handle or the flap handle to assist.

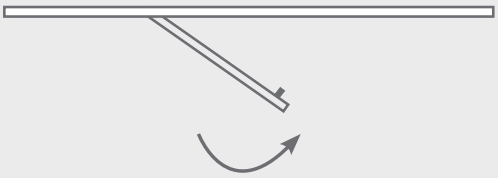


Pull Handle

Flap handle

The correct way to open a bi-fold door is to open the master door and engage the magnetic / catch and panel before folding back the rest of the sashes and engaging the shootbolt. When closing, disengage the shootbolt, slide all the folding doors into place and close the master door last.

a



Where available, engage the magnetic catch and panel

b

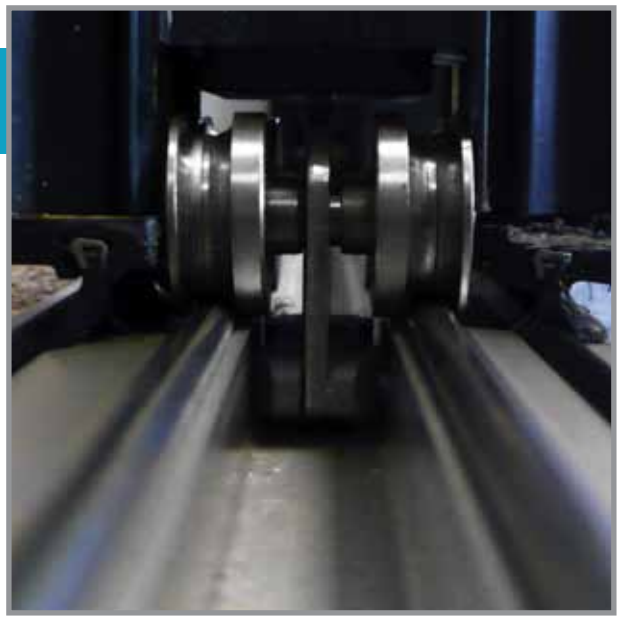
Using pull handles to assist, slide back the remaining sashes ensuring fingers are kept clear...

c

...and stack

Cleaning and Maintenance

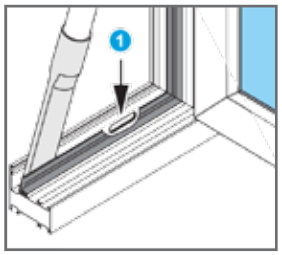
All Scenic Bifold and Slide Doors



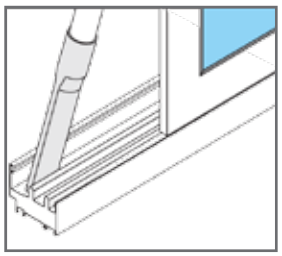
Periodic cleaning and maintenance of the hardware on your installation will ensure that you can enjoy smooth and trouble free operation.

Remove dust and dirt from the space between the gaskets and the external side of the frame using a vacuum cleaner.

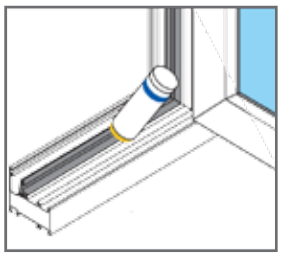
The area labelled 1 can be cleaned using, for example, a cocktail stick or cotton bud.



Remove dust and dirt from the roller guides on the bottom side of the frame using a vacuum cleaner

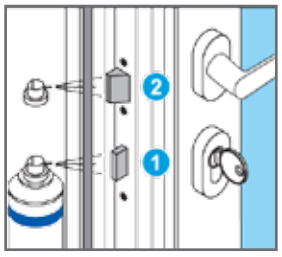


Rub all gaskets with a grease stick or Vaseline. This will maintain suppleness and prevent sticking. At the same time, check all gaskets for damage. Only a light application is required at all points. To prevent dirt accumulating, remove excess lubricant after use.

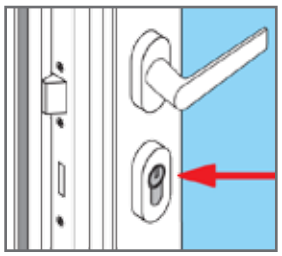


The bolt and the latch of door locks must be lubricated as necessary.

<u>Prior to lubrication:</u>
Lock the door to expose the bolt.



<u>After lubrication:</u>
Unlock the door to conceal the bolt.



Only use graphite powder to lubricate the cylinder lock.

Residential Doors

uPVC, Aluminium and Fortis

The operation of composite doors is the same as on a residential door. For the purpose of cleaning, the recommendations for cleaning PVCu and Aluminium frames should be followed

The top and bottom dead bolts / hook bolts and rollers (if fitted) are engaged by lifting the handle. All locking points engage in keeps fitted to the frame jamb.

Lift handle up to engage hook bolts

To Lock:

1. Close the door - latch lock engages.
2. Lift the handle or pad to engage hook bolts.
3. Insert key and turn to engage centre bolt and fully lock.
4. If the key will not turn, lift handle to maximum position and then turn the key.

To Unlock:

1. Insert the key and turn to unlock.
2. Press handle or pad down to disengage hook bolts.
3. With a lever handle, the door will open.
4. With a pad handle, continue to turn key to open.

Maintenance:

Lubrication: Lubricate hinges and locking mechanisms with light oil once a year

Locking Mechanism: With the door open, lubricate the deadbolts, hookbolts, rollers and latch-lock with light machine oil.

Hinges: Clean and lightly oil hinge pins. If hinges are external (open-out door) lubricate every six months.

Handles: Clean and lightly oil external moving parts.

Lock Cylinder: Do not lubricate as this is packed with special grease.

ADDITIONAL ADVICE FOR TIMBER CORE DOORS:

Wood is a natural material which can be expected to behave according to its natural characteristics. Variations in temperature and environmental conditions can in certain applications cause 'Hygrothermal Bow' in any solid timber core door which can ultimately lead to differential movement.

To help keep your door as stable and rigid as possible, ensure that the hooks are always engaged into the frame when the door is closed, whether this be by pulling up the handle (Multipoint Lock) or winding out the hooks (key only lock).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