

MAINTENANCE INFORMATION

Although UPVC and Aluminium window and door products require lower levels of maintenance than some products the following guidelines should ensure that you receive many years of trouble-free service. Your new windows and doors have been manufactured in the UK to the highest standards. Like anything else, regular cleaning & maintenance will extend their lifespan. It is highly recommended that the following inspection & cleaning procedures are applied and where applicable, repaired promptly.

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Maintenance Instructions

Lubrication:

Due to normal operation and atmospheric conditions, the moving mechanical parts of the doors and windows may require lubrication.

Keep plates, locks and hinges of both windows and doors will benefit from a light application of oil/grease to the contact area of moving parts. We recommend silicone spray as the best lubricant for this application and WD40 is NOT recommended.

As a general rule, lubrication should be required once every 12 months depending on usage or more frequently if in a very coastal environment.

N.B. Under no circumstance attempt to dismantle any components. If you require further assistance please contact us.

Cleaning:

(UPVC Frames – White)

Under normal circumstances, the washing down of window and door profiles with diluted washing-up liquid and water will suffice. However, where more stubborn marks or a build-up of atmospheric grime exist, a non-abrasive cream cleaner specially designed for PVC profile should be used. Please note that as much dust and dirt as possible should be removed with soapy water before using the cream cleaner. Apply the cleaner to the affected area using a dry clean cloth. Use sparingly applying gentle pressure in small circular motions. Buff back to a shine.

(UPVC Frames – Coloured Woodgrain)

Use only diluted washing-up liquid and water.

(Aluminium frames)

Wash external surfaces with clean warm water containing a non-alkaline liquid detergent (in a concentration which can be handled safely with bare hands) using a non-abrasive cloth, sponge or soft bristle brush. This will remove grime grease and any excess chalking. All ridges, grooves and drainage channels where salt and other deposits can collect should be well washed out. This will prevent corrosion sites from occurring. Rinse thoroughly with clean water. Dry with a soft cloth or leather.

** Please note certain conditions such as areas within direct influence of saltwater, industrial chemical plants, blast furnaces or other aggressive emission sources are known to be harmful to organic powder-coated surfaces and should be cleaned more frequently. Where a reduction in the finish is observed, chalking is evident or excessive staining has occurred, then a non-abrasive renovating cream such as T-Cut or similar may be carefully applied with a non-abrasive cloth. Finish off by polishing with a soft cloth. For extra protection, a wax polish can be applied once or twice a year if desired.

N.B. Under no circumstances use any other cleaner than those advised by your supplier. Other cleaners not recommended may have an adverse effect on the surface finish of your windows (Cream cleaner is on sale at our trade counter).

Useful Information

Friction Stay Adjustment:

Most opening windows are fitted with a friction stay which is a type of hinge that controls the opening of the window itself. This is factory set so that the window neither closes under its own weight nor is overly difficult to open and close. After a period of time, the friction pad may wear making the opener loose in operation.

Take a small bladed screwdriver and turn the grub screw by half a turn clockwise. The adjustment should be made equally to each pair of hinges. If this adjustment is insufficient then carry on turning the screw in half-turn increments until the desired amount of friction is achieved. If the opener is very stiff in operation, turn the screw by a quarter turn increments anticlockwise until the desired result is achieved.

Repair:

(UPVC Frames – White)

If the finish of the UPVC becomes damaged it is usually possible for this to be repaired by professional surface repairers such as Plastic Surgeons or Magic Man (www.magicman.co.uk). They often operate on a franchise basis and can be found online.

(UPVC Frames – Coloured Woodgrain)

As per the note above Plastic Surgeons may be able to assist with damage to coloured woodgrain foils or alternatively, there are Foil repair specialists who can replace sections of damaged foil.

(Aluminium frames)

If exposed or damaged areas are left untreated it may be that a repair to the surface becomes necessary. This can be done by following the procedure below or if preferred there are nationwide professional repair companies who will undertake repairs in situ with minimal disruption - one of which is Magic Man (www.magicman.co.uk). Blisters and corrosion sites may originate from areas where mechanical damage or scratches, prolonged exposure to UV rays and other causes such as bird droppings have damaged the coating or penetrated the coating through to the aluminium.

PROCEDURE

1. Use fine grade 120 - 360 grit adhesive paper to remove corrosive product and any non - adherent coating.
2. Wipe with white spirit or similar cleaning solvent.
3. Ensure surface is completely dry before applying a thin primer coat, allow 20-30 minutes to 'flash off' using a fine brush.
4. With a fine brush again, touch in the damaged and primed area with an air-drying paint.

Stainless Steel Handle and components:

Stainless steel provides a high degree of protection compared with other metals. It is not however maintenance free and regular cleaning will maintain its desirable appearance.

CLEANING:

Like all materials unless cared for properly, stainless steel will become stained or discoloured over time. 'Tea staining' is when the surface of the stainless steel is discoloured by corrosion. It is a cosmetic issue that takes place on contaminants on the surface of the steel, it does not affect the structural integrity or lifetime of the material.

Routine monthly cleaning is recommended (more frequent in exposed locations, or areas of heavy soiling/ frequent use). Exposed stainless steel should be wiped over with a clean cloth & warm water using a mild detergent. Cleaning should be followed by rinsing in clean hot water with the surface then wiped completely with a clean cloth. Where cleaning has been delayed and staining occurs or more stubborn dirt is present mild non-abrasive household cleaners can be used with a small amount of vinegar added. Alternatively, specific stainless-steel cleaning kits are available and can be found online. Eg. <https://blu-performance.com/product/stainless-steel-cleaning-kit/>

Condensation:

In the home, this natural water content is increased by normal day to day living – for example, activity that generates steam such as cooking, bathing, laundering, boiling a kettle and even breathing. The water vapour remains undetectable while floating in warm air – but upon contact with cold surfaces such as windows, mirrors and tiles, condensation occurs as the vapour turns into water droplets.

Traditional house construction allowed the escape of this water vapour through natural ventilation, including open flues of coal fires, 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 new 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 and nothing to worry about.

As detailed above condensation is dependent upon a number of variable factors, some of which may be favourably affected by the installation of double-glazing and some of which may not, and the company, therefore, does not guarantee that the installation of double-glazing will affect the incidence of condensation. However, the company does guarantee condensation will not form between the two panes of glass that make up the sealed unit. It should be noted that if condensation occurs immediately after installation this will often settle down with time as the room and surroundings adjust to the new double glazing.

Condensation is a seasonal problem and there are ways to try and reduce it which can be found by simple research online.

Glass imperfections:

All glass sealed 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 phenomena are neither obtrusive nor bunched:
 - o Totally enclosed seeds
 - o Bubbles or blisters
 - o Hairlines or blobs
 - o Fine scratches, not more than 25mm (1") long
 - o 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.

Broken glass:

Broken glass double glazed units can be replaced with new ones should any glass units suffer damage after installation. We should have glass sizes held on file so should be able to provide a quote for any replacements without coming to the property.

Our guarantee does not cover broken glass of any description but does cover the breakdown of the seal between the 2 panes of a double-glazed unit causing condensation to appear between the panes of glass in the cavity – (see our guarantee for more information).

Occasionally it is possible that toughened glass units break or shatter for no apparent reason – also called spontaneous breakage – this is a random occurrence and is not covered by any guarantee. **This can be caused by a number of reasons outside of our control and for that reason cannot be covered by any guarantee however house insurance will usually cover this.**

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