

# Natural Glazing

OPERATIONS, CARE AND MAINTENANCE GUIDE:  
PVC-U & CASEMENT WINDOWS,  
ALUMINIUM WINDOWS & BIFOLD DOORS

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## Introduction

Thank you for purchasing a Natural Glazing product. In this booklet you will find all the information required to be able to carry out any necessary cleaning and maintenance of your windows (including which parts of locks and hinges require lubrication, and how this should be applied).

The guide offers advice on how to reduce condensation within a household and also how to improve security by carrying out a few simple precautions. If all guidance contained within this manual is followed, all products should remain at a high standard of performance and be problem-free.

## General Maintenance

### Glass cleaning

When cleaning glass use soap and water to remove any external grime. To produce a better finish you can use a household window cleaner and a soft cloth. Please be aware that any jewellery worn whilst cleaning the windows could scratch the glass if it comes into contact. Removing the jewellery or wearing rubber gloves will prevent scratching. Also be careful not to drop cloths as stones or other debris picked up may also scratch the glass. Most scratches in glass can be removed with jeweller's rouge, or an equivalent rubbing compound.

### PVC-U frame cleaning

To maintain a lustrous finish, the faces of PVC-U window frames should be cleaned every three to four months with warm water and a mild liquid detergent (eg washing up liquid.)

### Drainage

Our products are manufactured with a built-in drainage system. To ensure this system works efficiently, the drainage slots must remain unblocked. To ensure the window is draining correctly, remove any dirt or debris, clear drain holes and check drainage operation by flushing through with water.

### Weather seals

Please ensure that you do not dislodge any weatherseals. If this occurs immediately return to correct position. If the product is damaged or broken ensure a prompt replacement by contacting your installer.

### Glass defects

During the glass manufacturing process, double glazed units are susceptible to a degree of surface damage. Some of these blemishes and imperfections are unavoidable even in a controlled production environment.

Blemishes and imperfections within strict limits are deemed acceptable as they are inherent in all double-glazing. These limits are defined by the Glass and Glazing Federation (GGF). All the glass used by your installer should be of the highest standard and will conform to the requirements of the British Standard BS6262.

The following is an extract taken from the Glass and Glazing Federation (GGF) standards:

1. Transparent float 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 obstructive or bunched:
  - Totally enclosed seeds
  - Bubbles or blisters
  - Hairlines or blobs
  - Fine scratches, not more than 25mm long
  - Minute embedded particles
4. Obtrusiveness of blemishes shall be judged by looking through the glass and not at it, under normal lighting conditions

# Condensation

## What is condensation?

Condensation is caused by the production of moisture in the air, which condenses into water when it comes into contact with cold surfaces – this moisture content is known as relative humidity (RH). The higher the temperature in a household the more moisture this warm air can hold – if the RH rises too high, mildew may form. In less well-insulated older properties or in unheated rooms the moisture in the warm air will condense when it comes into contact with a cool or cold surfaces such as metal windows or doors, cooler edges of glass sealed units, cold walls, floors or ceiling

## What is the main source of condensation?

Today's houses are built in a more energy efficient way by installing thermally efficient PVC-U draught-proof windows and doors, central heating and fully insulated walls, floors and roofs – hence the moisture produced stays within the dwelling because there are no air movement or changes. So, the main causes of condensation are: drying clothes on radiators, tumble dryers (non vented), boiling a kettle, bathing, cooking, and breathing.

## How can you prevent/reduce the build up of condensation?

By installing PVC-U framed double glazed windows you have increased the thermal properties of the window and have therefore reduced the onset of condensation in the first place.

There are also a number of activities you can limit to reduce the amount of moisture produced in your home:

- If you dry clothes on radiators, confine this to one room and ventilate the room by opening a window
- When bathing or taking a shower, again try to contain this to one room by closing the internal door and ventilate with a circulation of fresh air
- Heating any rooms where condensation is forming is essential

# Casement Windows

## Maintenance

To attain optimum performance, the hinges will require periodical maintenance and lubrication. The hinges, pivots, sliding shoe and tracks should be kept free from dirt, debris and obstruction at all times

### Pivot points

At the time of installation all pivot points should be lubricated with light machine oil, taking care to wipe away excess.

### Hinges

Annually, clean away dirt from hinges and apply lubrication as above.

### Security fixings

Check the tightness and security of all fixing screws.

### Handles

Clean and lightly oil external-moving parts annually. Eg WD40

### Cleaning frames

To remove atmospheric grime, clean regularly with soap and water. Check drain holes are free from obstruction. If blocked, remove obstruction and wash thoroughly.

### Locking system

Keep sliding mechanisms free from dirt and lubricate annually. To achieve optimum weathering performance, adjust the locking cams by using a 4mm allen key if required.

### Mastic seal

Check for any signs of cracking – if found remove and replace with new.

## Operating Instructions

### To unlock the handle (key locking)

Insert and rotate the key through 90°, within the lock cylinder. The handle will now be unlocked.

### To open the window

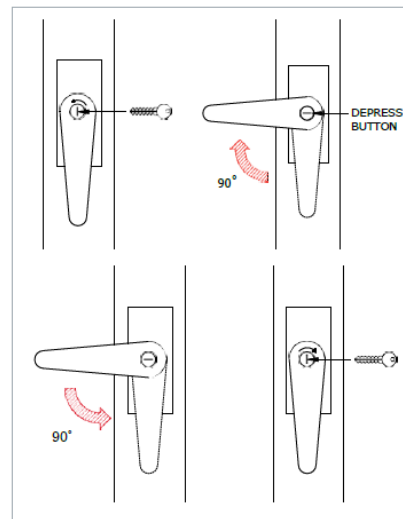
Depress and hold the button, rotate the handle through 90° and push the window outwards.

### To close the window

Pull the window to its fully closed position and turn the handle back through 90°.

### To lock the handle (key locking)

Turn the key through 90°, within the cylinder and remove the key.



## Tilt & Turn Windows

### Maintenance

To attain optimum performance, hinges and loading points should be kept free from dirt and will require annual lubrication.

### Handles

Clean and lightly oil external-moving parts annually.

### Cleaning frames

To remove atmospheric grime, clean regularly with soap and water. Check drain holes are free from obstruction. If blocked, remove obstruction and wash thoroughly to ensure correct drainage.

### Mastic seal

Check for any signs of cracking, if found remove and replace with new.

### Adjustment

The casement can be adjusted vertically at the bottom hinge and horizontally at the top hinge. To achieve optimum weathering performance, adjust the locking cams by using a 4mm allen key if required.

## Operating Instructions

### To tilt

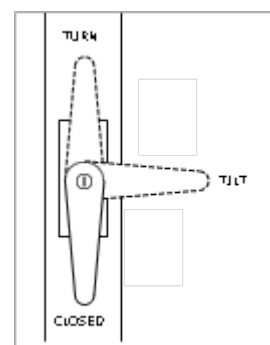
From closed position, insert key into cylinder and rotate to unlock. Rotate handle 90° until horizontal, window will now tilt.

### To turn

From tilt position close window. Rotate handle 90° until pointing vertically upwards, window will now turn.

### To lock

From turn position close window. Rotate handle 180° until pointing vertically down and rotate key to lock window.





# PVC-U Residential Doors

## Maintenance

To attain optimum performance, hinges and loading points should be kept free from dirt

### Adjustment of centre latch and lock

Adjust latch plate pressure on spring latch by adjustment of keep with posidrive x2 screwdriver. To achieve optimum weathering performance and acceptable handle operation, locking cams can be adjusted by using a 4mm allen key.

### Lock lubrication

Clean and lightly grease external moving parts and frame keeps annually.

### Hinge lubrication

Clean and lightly oil hinge pins annually. If open out, lubricate every six months.

### Letterbox lubrication

Lightly oil springs on inside and outside flaps annually.

### Handles

Clean and lightly oil external-moving parts annually.

### Cleaning frames

To remove atmospheric grime, clean regularly with soap and water. Check drain holes are free from obstruction. If blocked, remove obstruction and wash thoroughly to ensure correct drainage.

### Mastic seal

Check for any signs of cracking – if found remove and replace with new

### Cylinder

Do not attempt to lubricate locking cylinder.

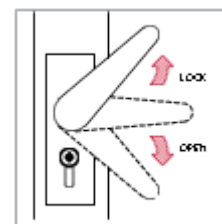
## Operating Instructions

### To Lock

Insert key into cylinder, push handle upwards (see diagram), rotate key in cylinder and the door will now be locked

### To Unlock

Insert key into cylinder and rotate, press handle down and the door will now be open. If an alternative lock has been fitted, please contact your installer for instructions.



# Aluminium Bi-Fold Doors & Windows

## Maintenance

In areas within the direct influence zones of salt water, industrial chemical plants, blast furnaces or other aggressive emission sources, the window should be cleaned at least every three months. In a relatively cleaner environment every six months should be sufficient.

In carrying out regular maintenance outside, the internal surfaces are frequently neglected. After a period of time, grime and deposits from tobacco smoke, coal and oil fires, etc., can discolour the inside of the window frame and it is recommended that these should be cleaned at least once per year.

## Replacement of broken glass

Windows and Doors can be re-glazed and the gaskets and weatherstripping replaced using the materials supplied.

Any damage to the gasket or beads may necessitate replacement to retain the weather performance of the product.

## Replacement of damaged components

If damage occurs, the furniture and fittings can be readily replaced by releasing the fixing screws and changing the fitting.

## Window hardware maintenance

The friction stays and locking mechanisms should be lubricated periodically to minimize wear and to ensure smooth operation.

Care should be taken to avoid applying lubricant to the friction pads as this will impair their braking action. The resistance of the pads can be adjusted, if necessary, with the brass screws provided in each pad.

## Door hardware maintenance

Hinges and locking mechanisms should be lubricated periodically to minimize wear and to ensure smooth operations.

## Cleaning

Wash down 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, joints and drainage channels where salt or other deposits can collect should be well washed out, thus preventing corrosion sites from occurring!

Rinse thoroughly with clean water and dry using a soft cloth or leather.

Where a reduction in gloss is observed, chalking is evident or excessive staining has occurred, then an approved renovating cream may be carefully applied with a non-abrasive cloth.

Care must be taken not to abrade sharp corners of section or aris of beads too heavily where the paint film is normally thinner, and it should be remembered that this operation should not be carried out too frequently.

Polish with a soft cloth to restore gloss and colour uniformity.

For extra protection a wax polish can be applied once or twice a year again polishing with a soft cloth to restore glass.

# Rooflights

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