Care & Maintenance

PVC-u Windows & Doors

A&B Glass GROUP

Contents

Introduction

In this booklet you will find all the information required to be able to carry out any necessary cleaning and maintenance of your windows and doors (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.

The products covered within this manual are:

- Casement windows
- Tilt & Turn windows
- French doors
- PVC-u doors
- Patio doors
- Composite doors
- Bi-fold doors

General maintenance

PVC-u frame cleaning

To maintain a lustrous finish, depending on environmental conditions, the faces of PVC-u window frames should be cleaned every three to four months.

- Purpose designed PVC-u cleaning products will remove the dirt from your window frames. If you are using a purpose-made PVC-u window cleaner take care not to use too much. It will be great at cleaning and lifting dirt from the frames but using too much can loosen silicone sealants. Also make sure that you buff away any excess.
- It's not necessary to use a specific cleaning product, you can clean your frames with warm soapy water (washing up liquid is suitable, but not ones that contain bleaching agents), and wipe dry with a clean, soft cloth.
- Be careful when cleaning PVC-u products with decorative finishes such as woodgrains to avoid damage to the decorative surface.
- When using lubricants on hardware, ensure PVC-u is protected from drops of oil, wipe off immediately if any accidental spillage.
- Do not use any type of harsh cleaning agents such as bleach, solvents (e.g. white spirits, cellulose thinners, nail varnish remover), aerosol products such as WD40®, automotive dashboard wipes, acids, brick wash solutions or alkalis as this will damage the surface finish.
- Do not use abrasive cleaners or scouring pads as this will also damage the surface finish of the product.
- Do not use too much pressure when cleaning, for example, pressure washers.

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.

Precautions

Do not use solvent-based or abrasive cleaning products, or products containing bleaching agents.

Do not use metal polish or a wire brush.

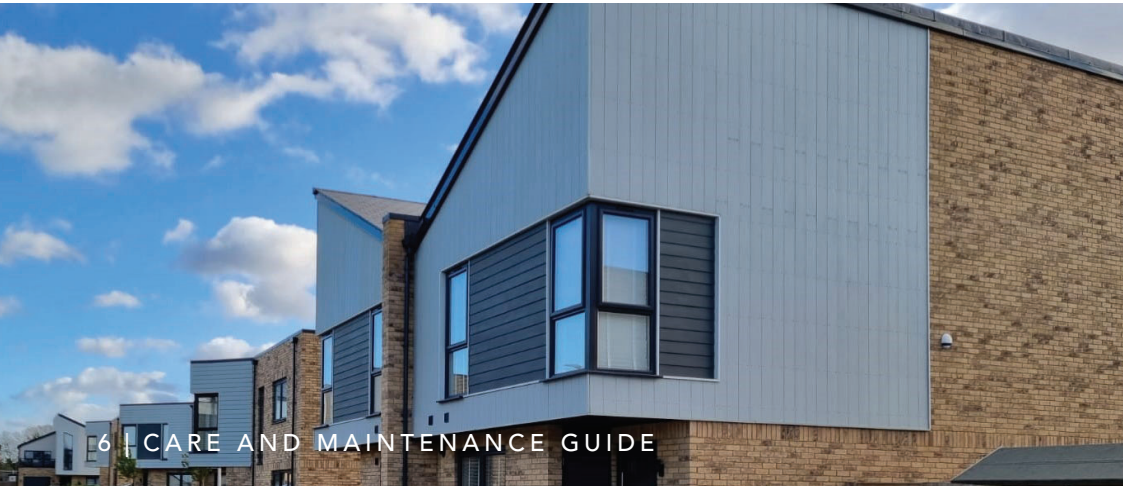
When using cleaning and lubricating products, always follow the manufacturer's instructions. For cleaning products, always test a small area of the product in an obscure location first.

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 weather seals. If this occurs, immediately return to correct position. If the product is damaged or broken ensure a prompt replacement by contacting your installer.



Visual quality standards for glass

The Glass and Glazing Federation (GGF) suggest the following checks to examine the visual quality of glass to an objective standard.

The obtrusiveness of blemishes is judged by looking through the glass, not at it, under natural light. It must be understood that the glass used in double glazing is a processed glass, and so as a consequence, blemishes are to be expected.

How to check

- Stand in the room no less than 2 metres away (3 metres if triple glazed) from the Insulating Glass Unit (IGU) and look directly through it
- For toughened, laminated or coated glasses, stand no less than 3 metres away
- Do so in natural daylight, but not directly towards the sun and with no visible moisture on the surface of the glass
- Where it is not possible to stand at the right distance then stand as far away as you can from the IGU
- Exclude 50mm wide band around the edge of the glass from the check
- Glass must be viewed at 90° to the window

What to expect

Flat transparent glass, including laminated, toughened (tempered) or coated glass (low 'E') is acceptable if the following are neither obtrusive nor bunched:

- Bubbles or blisters
- Fine scratches not more than 25mm long
- Minute particles

Insulating glass units with optical defects such as smears, fingerprints or other dirt on the cavity faces of the glass, or extraneous material in the cavity are unacceptable, except in some cases where small particles of desiccant can be seen.

Toughened glass may show visual distortions which are accentuated by reflections in sealed units. This is a natural phenomenon and not a fault. Laminated glass may have a few more blemishes due to it being made of several layers.

Some low emissivity coatings may produce transient visual effects. In some lighting conditions the coating may look like a transparent film or produce a haze, ie a cloudy look to the surface. When light coloured objects such as net curtains are placed close to the glazing they may look slightly darker.

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 and some house plants can cause condensation due to the moisture they release through respiration.

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

By installing PVC-U framed double or triple 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
- It is essential that all trickle ventilation is kept open and free of debris in order that the air can freely circulate, helping to prevent condensation and mould growth

Safety and Security

Our windows and doors have been specifically designed to meet the requirements of the relevant British Standards. Please read carefully and follow the recommendations:

These specifications are there to protect your home from intrusion.

Even though our windows and doors have met the requirements of the relevant British Standards, we recommend that you take sensible precautions at all times, these include:

- Ensure all windows are closed when leaving your home unattended
- Lock all doors when leaving the house unattended or at night
- Some, or all of your windows may be fitted with locking handles/fasteners and restrictors
- This may include windows, which may be required to provide a means of escape, in the event of an emergency, such as a fire
- You must make sure that you are familiar with the method of operating all handles, locks and restrictors, fitted to these windows
- When locking handles are fitted, these should be left unlocked when rooms are occupied
- When these windows are locked, you must make sure the location of keys is known by all persons who may need to open the window(s)
- Ensure that a key is kept within the room so that in the event of an emergency the key is easily accessible
- **Note:** Although handles may be key-lockable, no key will be required to release restrictors fitted to 'means of escape windows'

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.

Hinges

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

Handles

Clean and lightly oil external-moving parts annually. Use light, multi-purpose oil ensuring the profile is protected from drips.

Locking system

Keep sliding mechanisms free from dirt and lubricate 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.

Mastic seal

Check for any signs of cracking, if found remove and replace with new. Silicone sealants are recommended for this job.

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

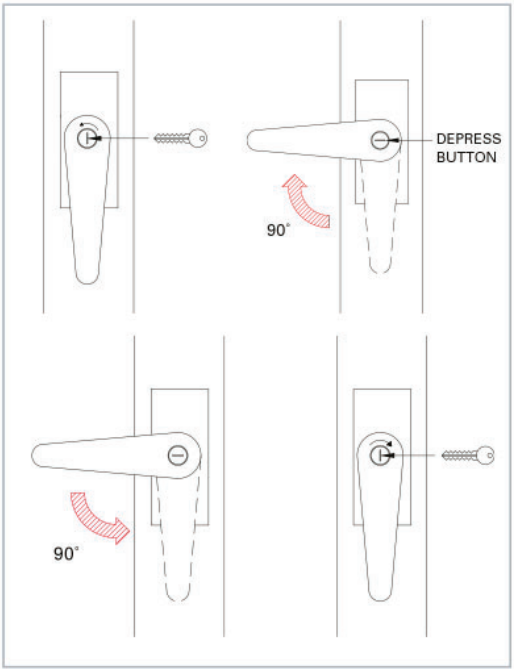
Depress and hold the button, rotate the handle through 90° and push the window outwards.

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

OPERATING INSTRUCTIONS

Tilt before Turn, Tilt only and Turn only windows

TILT MODE
(Tilt only and Tilt before Turn windows)

With the window closed and the handle pointing downwards, the fastening mechanism is engaged. The key can be turned fully clockwise and then removed, to prevent use of the 'Turn' mode.

The handle can still be turned to the horizontal position, allowing the window to be opened into the 'Tilt' mode for ventilation. - Gently pull the handle, allowing the window to tilt inwards.

To close the window, gently push the window to the closed position and turn the handle so that it points downwards.

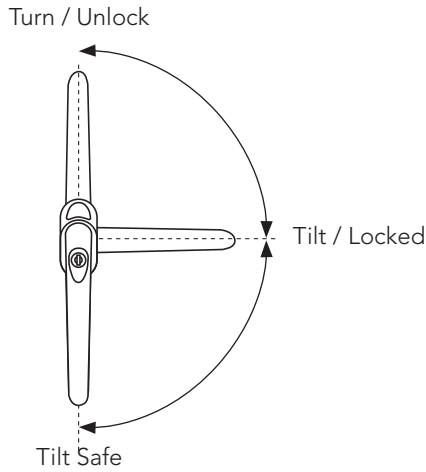
Remove the key, to prevent unauthorised use of the Turn mode.

TURN MODE
(Tilt before Turn and Turn only windows)

To turn the window for maximum ventilation, or for cleaning, turn the key fully anti-clockwise and turn the handle half a turn, to point upwards (A quarter turn on Turn only windows). The window will now function in Turn mode. (If a restrictor is fitted, refer to pages 14-15).

To close the window, gently push shut and turn the handle to point downwards.

Lock the handle and remove the key to prevent unauthorised use of the Turn mode.



Special purpose hinges

OPERATING INSTRUCTIONS

Restrictor window system

Initial opening of the window is restricted for safety.

To fully open the window from the restricted position:

- Pull the window slightly towards you
- Press the small chrome lever(s), marked '**PRESS**' located on the bottom hinge of side-hung windows and BOTH sides of top hung windows. – (it will be necessary to hold the window in the correct position when releasing the second restrictor)
- Push the window open

To close the window, if the restrictors have reached the end of their travel, press the lever(s) again and pull the window closed. The restrictor(s) will be reset automatically.

Easy-clean window hinge (side hung, 'Means of Escape' windows)

CAUTION: When moving the window, grasp the PVC-u 'frame'. **DO NOT** put force on the glass.

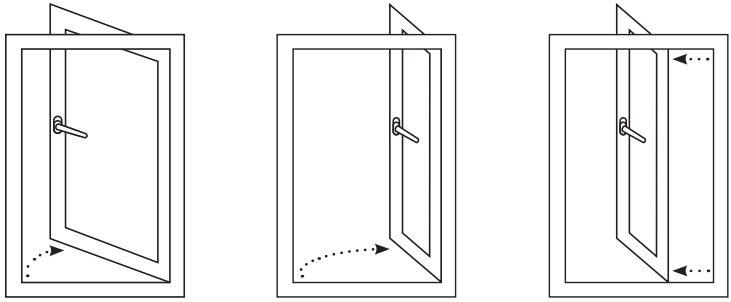
For escape, open the window fully ('**EGRESS**' position.

To clean the outside of the glass, locate the chrome levers, marked '**PRESS**' on the top **AND** bottom window hinges.

Press the top lever and slide the top of the window in the direction indicated by the arrow, just far enough to release the slider. Repeat for the second lever.

Using both hands, slide the window sideways, keeping the window upright, to gain access to clean the outside of the glass.

To reset the hinges to their normal operating mode, simply close the window.



Face-fixed window restrictor

IMPORTANT INFORMATION

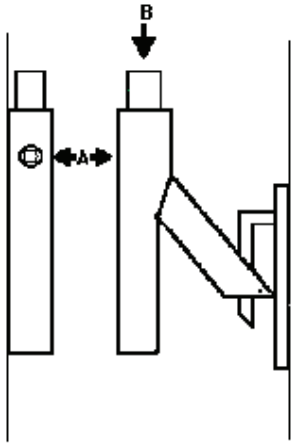
Windows above Ground floor that might be used for emergency escape may have child safety restrictors.

It is essential that you practise opening the windows fully in case of the need to escape in an emergency.

The restrictor is automatically engaged each time the window is closed.

To disengage the restrictor allowing the window to open fully depress the button **(B)** with the window closed and then push the window open.

To close the window from the restricted position, depress the button **(B)** and then pull the window closed.



When locking restrictors are fitted, these restrictors may be locked by turning the grub screw **(A)** anti-clockwise until the end is flush with the face of the restrictor.

- In the closed position to prevent opening or disengagement.
- In the open (restricted) position to prevent closing.

To unlock the restrictor, turn the grub screw fully clockwise until the resistance is felt.

Optional stainless steel restrictor

IMPORTANT INFORMATION

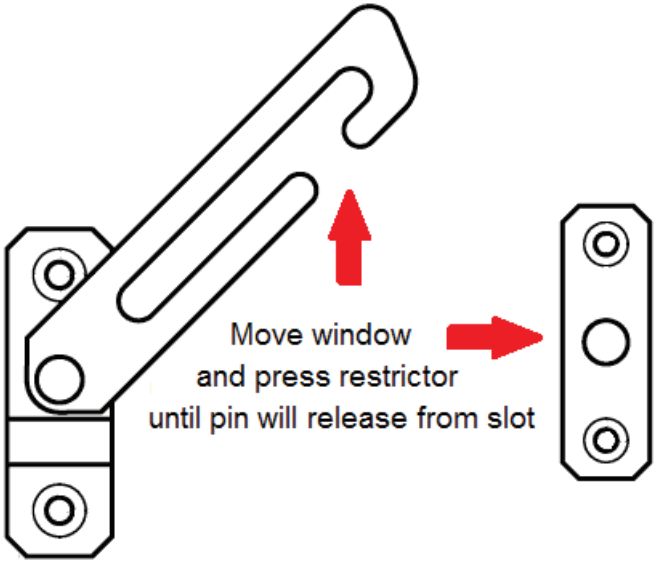
Windows above Ground floor that might be used for emergency escape may have child safety restrictors.

It is essential that you practise opening the windows fully in case of the need to escape in an emergency.

When the window is opened, the opening width is limited, by the restrictor fitted to the bottom of the opening sash.

To disengage for wider opening, move the sash until the peg on the frame is in line with the opening in the side of the slotted arm on the sash, push and hold the arm clear of the peg and push the window open.

The restrictor will automatically re-engage when the window sash is fully closed.



PVC-u doors

MAINTENANCE

Warning: Door locking mechanisms with shoot bolts should be engaged by pushing the handle upwards whenever the door is in the closed position (even when unlocked). This will help the door to maintain alignment.

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

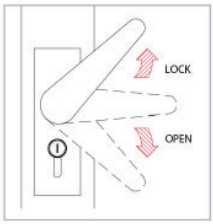
To remove atmospheric grime, clean regularly with soap and water. Check drain holes are free from obstruction.

If blocked, remove obstruction and wash thoroughly to ensure correct drainage. Ensure excess lubricant is washed off the profile.

Mastic seal

Check for any signs of cracking annually. If found, remove and replace with new. Silicone sealants are recommended for this job.

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.

GRP / Composite doors

MAINTENANCE

Door leaf

At least every four months, clean the internal and external door facings and glass surfaces with a soft cloth and hot soapy water; rinse with water and dry off.

Outer frame

PVC-u frames

At least every four months, clean the internal and external surfaces of the frame to remove atmospheric grime; always use a soft cloth with mild liquid detergent solution, rinse with water and dry off.

Note: If your door is fitted with split-action lock, it can only be opened from the outside by using a key. Please familiarise yourself with which style of lock you have installed.

Hardware

Hinges

Clean the visible surface of the hinges on an annual basis. They should be kept free from dirt, debris and obstruction at all times. For colour-coated hinges (usually white, brown or gold in colour), use a soft cloth with hot soapy water, rinse with water and dry off.

Aluminium and die-cast colour-coated hinges have self-lubricating nylon bushes; do not lubricate these bushes.

Warning: Door locking mechanisms with shoot bolts should be engaged by pushing the handle upwards whenever the door is in the closed position (even when unlocked). This will help the door to maintain alignment.

Composite doors

MAINTENANCE

Locking device

The key-way, latch and keeps should be kept free from dirt, debris and obstruction at all times.

Check operation of the key mechanism on an annual basis, with the door leaf open. If the key requires excessive force to engage the lock mechanism, then lubricate the key-way with a silicone-based spray lubricant; do not use oil or grease.

Lubricate the bevelled or rounded face of the latch and the latch-strike on the keep with a smear of petroleum jelly or grease. This also applies to each additional hook.

Lever handles and letterplates

Annually clean and remove dirt and debris from all moving parts. Lightly oil external moving parts with a light machine oil.

For stubborn stains, use a soft cloth with mild liquid detergent solution, rinse with water and dry off. Polish both handles and letterplates with a quality wax furniture polish, applying directly to the cloth and not the product.

Annually check that the external frame of the letterplate is flush with the face of the door.

If evidence of a gap is found, tighten the fixing screws located behind the internal flap; do not over tighten screws. If a gap is still evident, apply a small bead of high-modulus silicone around the full perimeter of the external frame.

Threshold

The term threshold refers to the frame fitting underneath the bottom edge of the door leaf, which acts as a weather seal and water barrier; this may be part of the frame or a device fixed directly on top of the cill (if fitted) or onto the base of the door opening. Some thresholds may include an additional fitting to the bottom edge of the door.

The threshold components should be kept free from dirt, debris and obstructions at all times.

Periodically, check that drainage holes are free from any obstruction. If blocked, remove obstruction and flush through with water to ensure correct drainage.

Annually inspect any weather seals. If evidence of shrinking or cracking or tearing is found, remove the seal completely and replace with new.

Note: A rain deflector (or ‘drip bar’) must always be fitted.

Thermal movement

EXPANSION/CONTRACTION OF DOORS & WINDOWS DURING TEMPERATURE CHANGES AND POSSIBLE AVOIDANCE MEASURES

Why do windows or doors expand in the heat?

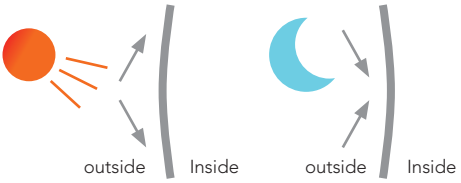
PVC-U is a robust, and largely maintenance free material and has been the material of choice for home improvement products for many years. PVC-u naturally reacts to high temperature changes.

In high temperatures your windows or doors may become a little tighter and they may not open and close as freely as they had. This is a likely to be a temporary effect caused by the slight expansion in significant temperature changes.

There is not likely to be a lasting fault with your windows and doors and they do not need to be replaced in these circumstances. It is natural for the PVC-u profile to react this way and may affect darker PVC-u coloured products more due to the increased amount of heat absorbed.

These instances should be temporary and return to their previous state once the temperature has dropped.

Similarly, GRP/Composite doors can be affected as the door tends to move towards the warm side when it is a notable difference in temperature between inside and out.



Avoidance measures

Door locking mechanisms with shoot bolts should be engaged by pushing the handle upwards whenever the door is in the closed position (even when unlocked). This will help the door to maintain alignment.

As stated previously, any expansion will usually be temporary, if you feel the need to try and influence this, spraying the outer surface with water, or dabbing it down with a cold, damp cloth may help the profile contract back down to its normal working tolerances.

If you experience the above situation in extreme temperatures only, it will not usually be necessary for us to attend and make adjustments, given that any adjustment will likely cause other issues once temperatures have reduced and the window/door has returned to it's normal state. However, if the problems remain under average temperatures, we can assist you with repairs or advice. In these instances please contact our Customer Care Team on 01787 880099.

Patio doors

MAINTENANCE

Lock lubrication

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

Track

Free any debris or dirt from drainage and track.

Handles

Clean and lightly oil external moving parts annually.

Frames

Clean frames regularly, using soapy water.

Mastic seal

Check for any signs of cracking annually. If found, remove and replace with new. Silicone sealants are recommended for this job.

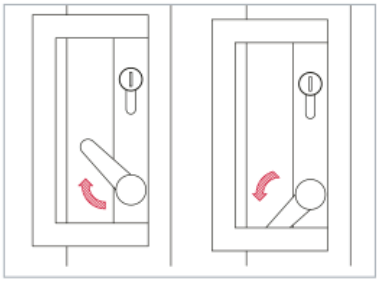
OPERATING INSTRUCTIONS

To unlock

Insert key into cylinder and rotate, push up the lever on the handle and slide the door open.

To lock

Slide the door back to the fully closed position, push the lever downwards until it stops and turn the key to lock the door.



Note: the lock cannot be operated while the door is open due to the anti-slam device.

Bi-fold doors

MAINTENANCE

To attain optimum performance of your bi-fold doors, the hinges will require periodical maintenance and lubrication. The hinges and tracks should be kept free from dirt, debris and obstruction at all times.

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.

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.

Standard Handles

Clean and lightly oil external moving parts annually.

Aluminium roller track

Free any debris or dirt from drainage or track.

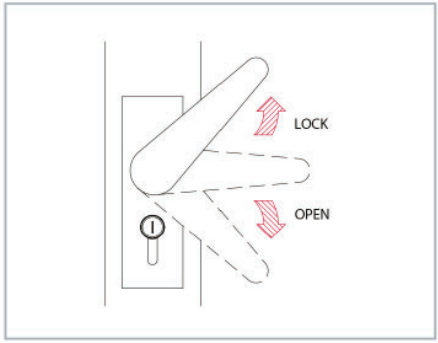
D-handle (Aspect only)

Clean and lightly oil external moving parts annually.

Bi-fold doors

OPERATING INSTRUCTIONS

Standard handles



To lock

- Insert key into cylinder
- Push handle upwards (see diagram)
- Rotate key in cylinder
- The door will now be locked

To unlock

- Insert key into cylinder and rotate
- Press handle down, the door will now be open

Aspect D-handle

To open

- Lift the D-handle to reveal the hidden lever
- Lift the lever upwards to release shoot bolts
- Use the D-handle to push / pull the doors into position
- Return D-handle to flush position

To Close

- Lift the D-handle and use it to push / pull doors into closed position
- Lift D-handle and move the lever downwards to engage shoot bolts
- Return D-handle to flush position

Reporting a service issue

Service issues within 2 years of installation

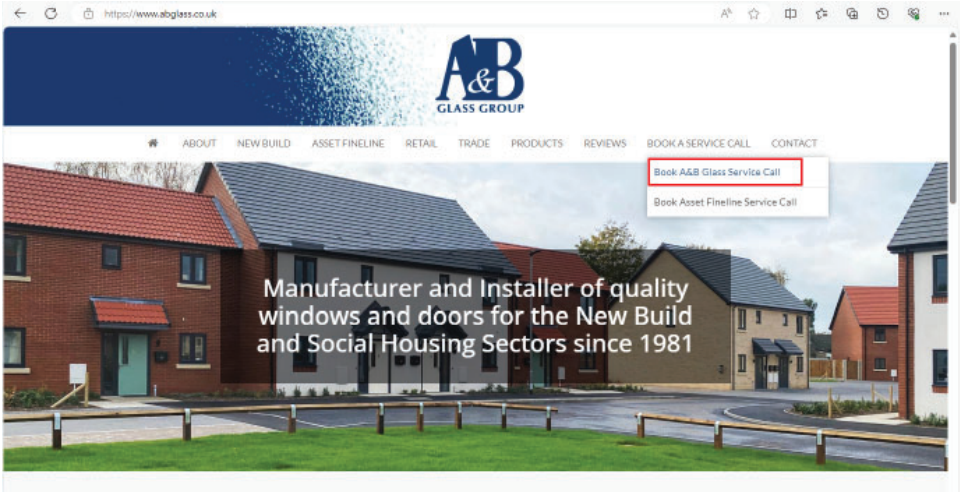
If the complaint arises within the first 2 years from date of installation, the occupant should contact their housing provider (Council, Housing Association, Main Contractor, House Builder) directly.

If the provider deems the complaint to require remedial work from A&B Glass they shall raise the complaint via our Customer Care email: **newbuildcustomercare@abglass.co.uk**.

Service issues after 2 years of installation

If the complaint arises after the first 2 years from date of installation, the occupant of the property should contact the A&B Glass Customer Care Team directly via our website **www.abglass.co.uk**.

Click on **BOOK A SERVICE CALL** located on the top menu then click the '**Book A&B Glass Service Call**' option and complete all the details as requested.



For any Customer Care enquiries please email: **newbuildcustomercare@abglass.co.uk** or feel free to call us on **01787 880099**.



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