

Wrekin Windows

YOUR SOCIAL HOUSING PARTNER

Maintenance Handbook

Specialist suppliers of PVC-U windows and doors to the social housing sector

Maintenance

Glass Cleaning

- Glass used in most double-glazed units is easily scratched and it is, therefore, recommended that hand jewellery is removed prior to cleaning.
- Any proprietary household cleaner may be used with a soft cloth and it is recommended that heavy external grime be initially removed with a solution of soap and water.
- Laminated glass, or glass containing Georgian bars, is cleaned in exactly the same manner.

Scratched Glass

- If scratches occur, most can be removed with jewellers' rouge, or an equivalent rubbing compound.

PVC-U Frame Cleaning

(Avoid all solvent-based or abrasive cleaners)

- Wash frames with a soap and water solution periodically to remove any grime and atmospheric deposits.
- If required, clean with Solusafe or an alternative non-abrasive proprietary cleaner to remove any stubborn blemishes.
- Take care not to disturb sealants.

Condensation

In general climatic conditions water vapour is continually present in the atmosphere. In the home this natural water content is increased by normal living activities that create steam, such as cooking, bathing, washing, boiling a kettle etc, plus the basic activity of breathing.

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

Fitting double-glazing does not necessarily solve underlying condensation problems.

Traditional house construction allowed the escape of this water vapour through natural ventilation - 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.

The advent of more energy-efficient double-glazed units can, in certain circumstances, lead to condensation being evident on the OUTSIDE of the window.

Ventilation

Provide natural ventilation whenever possible by:

- Opening a window.
- Fitting a ventilator/extraction unit in the kitchen and bathroom.
- Opening trickle vents where fitted.
- Fitting wall vents to provide air flow.

NB: Security should be borne in mind when leaving a window open.



Heating

- Maintain 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.

Circulation

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.
- To ensure air flow in the vicinity of windows, curtains should be a minimum of 150mm (6”) away from the window, with suitable gaps, top and bottom, to allow circulation.

Security

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Prevention is better than cure

Your double-glazed windows and doors have been specifically designed to include a variety of security features to protect your home and family against intrusion.



We recommend a number of sensible precautions which should be taken to gain full advantage of the security features available with your double glazing:

- Never leave a window open when your home is unattended.
- 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.
- When leaving the house unattended or at night, ensure door handles are fully lifted and that the keys are turned to throw and lock all deadbolts/ hookbolts for full security.

Glazing

All double-glazed units are susceptible to a degree of surface damage during the glass manufacturing process. Certain imperfections in the glass cannot be avoided, even in the most carefully controlled production environment.

Blemishes and imperfections are inherent in all double-glazing, and are acceptable within the highest standards of the industry.

We wish to draw your attention to the following extract from an industry accepted standard, relating to glass generally.

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" approx) 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.

   NB: The appearance of modern low 'E' glass units, in certain sunlight, may present a "smokey hue". This appearance is perfectly normal. It is due to the metallic layer on the inner surface of the outer pane of glass.



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") long.

   e. 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.

Extracted from the Glass & Glazing Federation Standards.



Glass Defects

Your installer uses only the highest quality float glass available, whether laminated, toughened or annealed, which conforms to the requirements of BS6262.

Patterned Glass

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

Window Styles

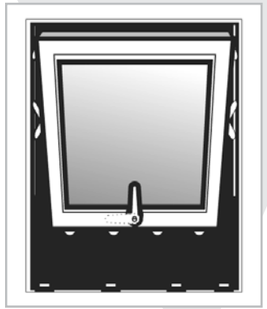
Open-out Window

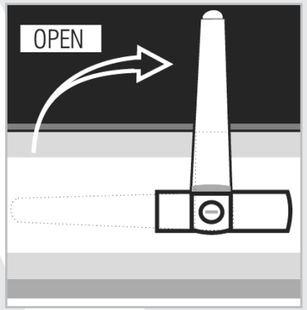
This window may be opened outwards with its friction hinges holding it in a desired position. Locking is achieved by the mushroom cams and/or the shootbolt pins of the locking mechanism, fitted to the opening edge of the window, engaging into the keeps fitted to the outer frame.

These keeps usually have secondary slots incorporated within them, which when engaged provide a 'Night Vent' position. This allows the window to be slightly open, providing trickle ventilation.

- Accessible windows should not be left in the night vent position when the house is unoccupied.

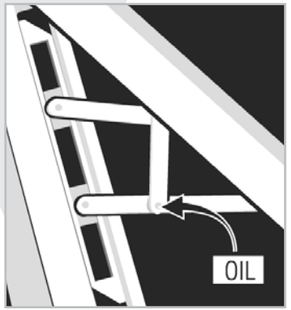


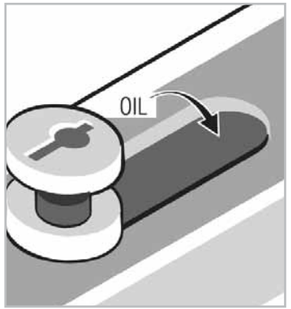




Operating Instructions

- If fitted, turn key or depress button to unlock the locking handle. Handles with different key/button operating sequences may be fitted. Check with your installer for instructions.
- Rotate the handle through 90° to disengage locking mechanism and open by pushing outwards.



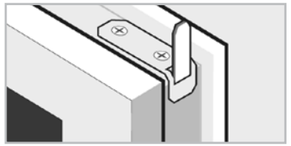


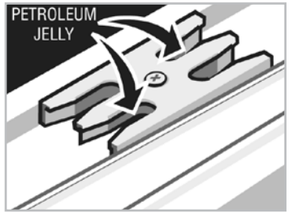
Friction Hinges

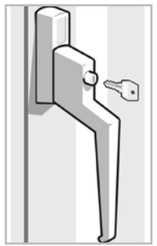
To attain optimum performance, the scissor mechanism of the friction hinges will require periodic lubrication. The pivots, sliding shoe and track should be kept free of dirt and debris.

Lubrication - As Required

Oil all pivot points (one drop per pivot is sufficient) and wipe away excess.







Espagnolette Locking Mechanism

Lubrication - As Required Keep sliding mechanism free of dirt and lubricate each slot with light machine oil.

Keeps

Lubricate the slots of the keeps with petroleum jelly as required.

Espagnolette Handles

Clean and lightly oil moving parts.

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Face-Fixed Restrictor (when fitted)

To Open - Restricted

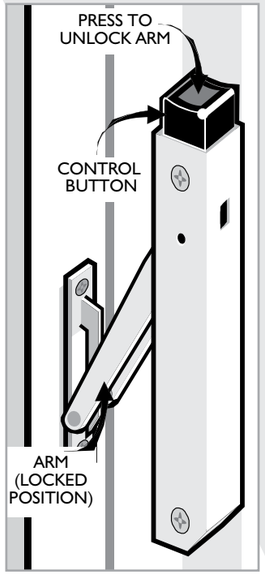
1. Select required mode and open window. Restrictor arm will limit opening.

To Open - Fully

1. Close window.
2. While holding control button down, re-open window.
3. Release button as soon as window has cleared frame.

To Close

1. Close the window in the normal manner.
2. The restrictor will automatically re-engage.

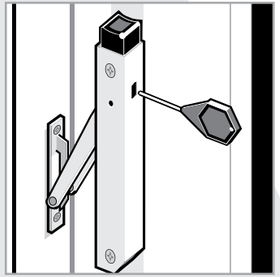


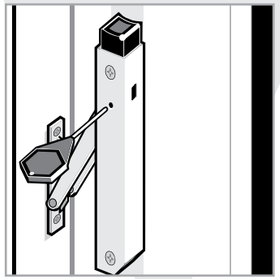
To Lock Restrictor

1. Insert special key at the front of the unit and rotate clockwise half a turn.

To Adjust Swinging Arm

1. Insert the key into the socket at the side of the unit and rotate clockwise to tighten swinging arm or anti-clockwise to loosen. Note that in the unlikely event that adjustment is needed, only a small movement (¼ turn) will be required.





Concealed Restrictor (when fitted)

To Open - Restricted

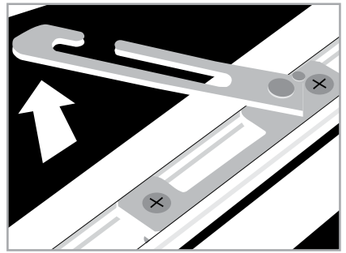
1. Restrictor arm will limit opening

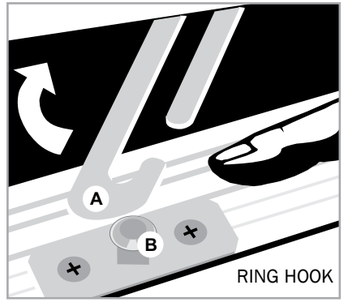
To Open - Fully

1. Open window to fully restricted position.
2. Draw window slightly towards you and release hook A from pin B manually, taking care to avoid trapping fingers.

To Close

1. Close window in the normal manner. The restrictor will automatically re-engage.



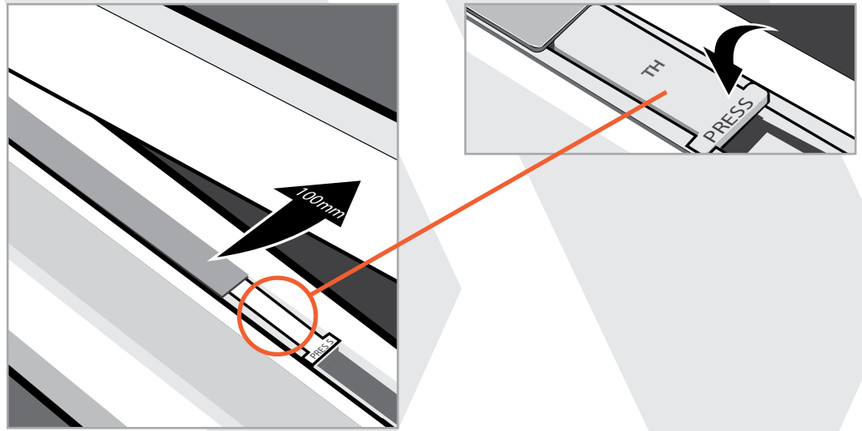


Restricted Hinges (Optional Extra's when fitted)

This hinge has been designed to provide a Child Resistant option for the side hung window.

General operation is as follows:-

Open window - the built-in restrictor limits opening to a maximum of 100mm. The restrictor is now revealed. Press the restrictor and push the window to allow unrestricted opening. The restrictor is reset by closing the window.



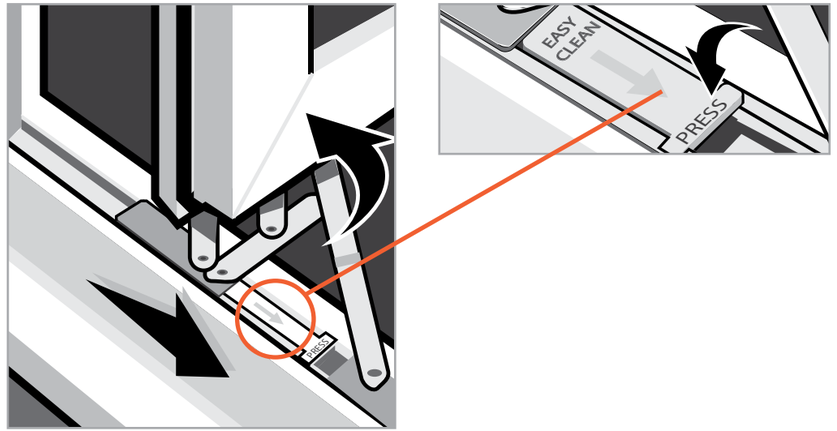
Egress Hinges (Optional Extra's when fitted)

Designed to allow easy cleaning, this type of hinge also forms a secondary exit point should an emergency occur.

General operation and benefits are as follows:-

Open window fully to 90º, to reveal Release Lever. The Friction Hinge holds the window at this angle. Press the Lever where indicated and slide the window in the direction shown to allow cleaning of the outside pane or emergency exit.

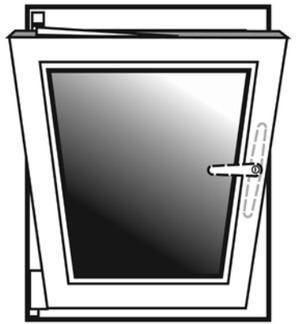
To return to the standard opening mode simply pull the window closed.



Tilt-Turn Window

These versatile inward opening windows are capable of two modes of operation.

- Tilt mode for ventilation.
- Turn mode for cleaning and emergency exits.



The term ‘Tilt-Turn’ refers to the sequence of operation of the window which is designed for safety, to initially select the ‘Tilt’ mode, followed by the ‘Turn’ mode.

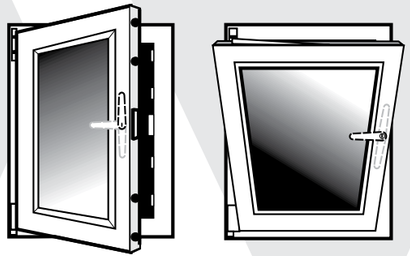
Locking is achieved by a series of cams or espagnolettes, located on a sliding mechanism around the edge of the window. When shut and the handle ‘closed’ position is selected, the cams engage into keeps fitted around the outer frame, providing a secure locking system and excellent weathersealing.

Operating Instructions

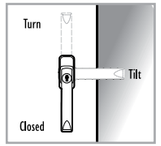
To operate the window, the handle is placed in one of three positions, ‘Closed’, ‘Tilt’ or ‘Turn’.

The operation sequence commences with the window in the ‘Closed’ position (Handle vertically downwards).

Note: The window must always be fully shut before changing the handle position.



- If fitted, turn key to unlock.
- To select ‘Tilt’, rotate the handle through 90º from vertically downwards to horizontal and pull the window inwards. The bottom remains hinged to the frame, while the top tilts inwards to allow ventilation.

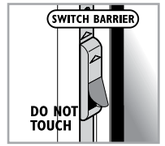


- To select ‘Turn’ from the ‘Tilt’ mode, close the window and rotate the handle from its horizontal position to vertically upwards and pull the window inwards. The side remains hinged to the frame, while the window may be opened inwards to any desired position.
- To select ‘Turn’ from the ‘Closed’ position, rotate the handle through 180º from vertically downwards to vertically upwards and pull the window inwards.

Switch Barrier

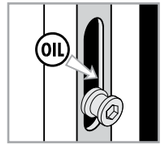
The switch barrier projecting from the locking mechanism, adjacent to the handle, is a safety device which ensures that only one mode, ‘Tilt’ or ‘Turn’, can be selected at any one time by securing the handle into the selected mode, while the window is open. Avoid pressing the switch barrier as this action releases the handle and could allow it to be inadvertently rotated to the alternative mode, resulting in the window disengaging from its gear.

Always firmly push the opening leaf into the window frame before changing the handle position.



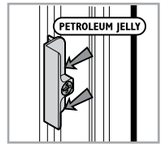
Tilt-Turn Locking Mechanism

Keep sliding mechanism free of dirt and lubricate each slot with light machine oil as required.



Keeps

Lubricate the faces of the keeps with petroleum jelly as required.



Handles

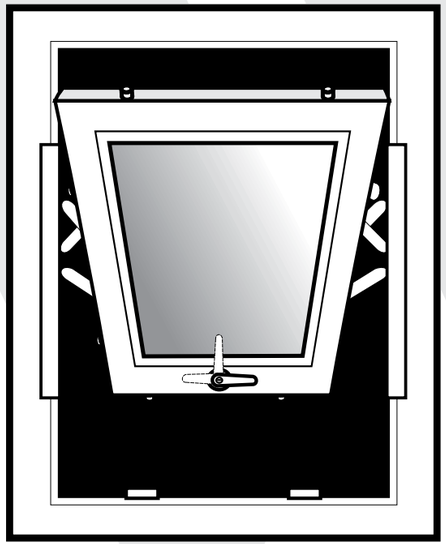
Clean and lightly oil moving parts.

Fully Reversible Window

The window rotates through 180° to allow internal cleaning of the external pane.

Safety catches limit the initial opening and operate again at full rotation. Locking is achieved by multi-tongue bolt espagnolette mechanism.

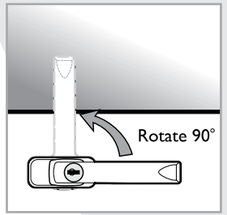
Lock keeps also allow a 'Night Vent' position, providing more secure ventilation.



Operating Instructions

To open for night vent.

Turn key to unlock. Rotate handle 90° to vertical, open slightly and close handle to engage night vent slots.



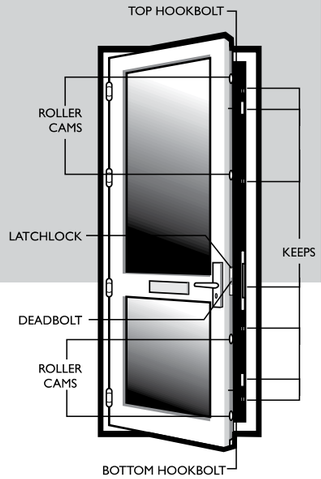
Door Styles

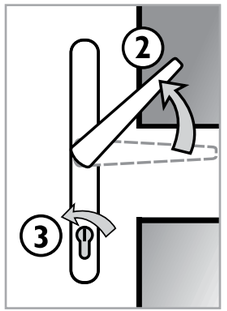
Residential Door

Doors may be fitted with lever/pad handles that limit outside opening by use of a key, or lever/lever handles allowing external opening by handle movement.

High-security locking systems generally comprise multipoint deadbolts of various types, and a latch lock, which engaged in keeps fitted to the frame jamb.

The deadbolts are engaged by lifting the handle.

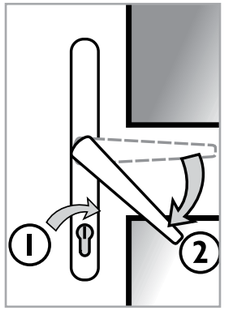




To Lock

1. Close the door - latchlock engages.
2. Fully lift the handle or pad to engage the top and bottom deadbolts/ hookbolts/ rollers.
3. Insert key and turn to engage centre deadbolt and fully lock.

If the key will not turn lift handle or pad to maximum position and then turn key.



To Unlock

1. Insert key and turn to unlock.
2. Press handle or pad down to disengage top and bottom deadbolts/ hookbolts/rollers.
3. With lever handle, door will open.
4. With pad handle, continue to turn key to open.

Lubrication - As Required

Locking Mechanism

- With the door open, lubricate the deadbolts/hookbolts/rollers and latchlock with light machine oil.

Hinges

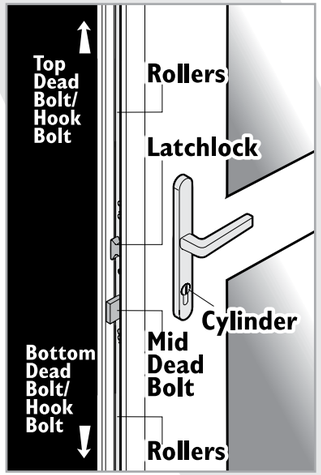
- Clean and lightly oil hinge pins. If hinges are external (Open-out door) lubricate every six months.

Handles

- Clean and lightly oil external moving parts.

Lock Cylinder

DO NOT LUBRICATE
(packed with special grease).



Double Doors

Dependant on locking mechanism there are two slave door locking options:

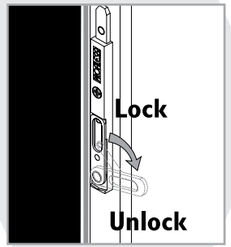
Full Slave Locking

- A handle operated shootbolt lock operating in the same way as the master door.

Fingerbolts

- Hand operated fingerbolts are fitted to the top and bottom of the slave door.

Lubrication -
As required lightly oil external moving parts.



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Composite Door

Composite door sets are designed to be very low-maintenance. The general service and maintenance tasks recommended are simple to carry out and do not require specialist skills, tools or equipment.



Lever handles

On an annual basis clean and remove dirt and debris from moving parts. Lightly oil external moving parts with a light machine oil.

NOTE: Do not use a metal polish. Do not use any abrasive cleaning products or a wire brush.

For stubborn stains, use a soft cloth with mild liquid detergent solution, rinse with water and dry off.

Polish with a quality wax furniture polish. Apply the polish to the cloth and not the product.

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