Introduction

Your technically advanced windows, doors, conservatories and other home improvement products from B & P Windows will give you many years of trouble-free, low maintenance service.

However, a few simple items of regular maintenance will prolong the life of many of the components and will avoid invalidation of the guarantee.

Cleaning

Glass:

- External grime should be removed with a solution of soap and water including laminated glass and glass with Georgian bar
- Any household cleaner may be used with a soft cloth
- **The glass used in most double glazed units is easily scratched and it is therefore recommended that hand jewellery is removed prior to cleaning**

Leaded Glass:

- Take care when cleaning leaded lights as excessive pressure can dislodge the lead from the glass surface (triple glazed units not applicable)
- Warm soapy water moderately applied with a cloth will prove an adequate cleaning method
- **Externally exposed lead will oxidize, this is a natural phenomena and cannot be avoided**

Window And Door Frames:
Wash frames with soap and water solutions at least:

- Every three months in areas of heavy industry
- Every six months in rural areas. If required clean with a non-abrasive proprietary cleaner, suitable for either plastics, aluminium or timber, using a soft cloth. In the event of unusually heavy staining, advice should be sought from B & P Windows.
- **Avoid all solvent based or abrasive cleaners. Take care not to disturb silicone pointing sealants**

Conservatory And Porch Roofs:
Clear gutters of leaves and debris to avoid overflow of rainwater and ensure unobstructed drainage. Wash roof panels with a soap and water solution at least every four months to remove grime and atmospheric deposits.

Do not walk on conservatory roofs. Avoid all solvent based or abrasive cleaners. Take care not to disturb silicone sealants.

Maintenance

PVCu Profiles:
PVCu requires no maintenance other than cleaning. In the event of damage, seek advice from B & P Windows. Periodically, and where accessible, clear drainage holes which can be seen when you open the windows and doors.

Gaskets:
If the gaskets are broken or damaged and draughts are felt around the unit, ensure prompt replacement by contacting B & P Windows.

Hardware Fittings:
Oil or light grease should be applied to mechanisms and keeps once a year. A thin film applied to stays will enhance their corrosion resistance. Residential door hinges require no lubrication. Vertical slider spring balances are pre-lubricated and should require no maintenance. For lubricating your high security door cylinders, we recommend “Double T” and **NOT WD40.**

Glass Scratches:
If scratches occur, most can be removed with jewellers rouge available from your local glass supplier, or an equivalent rubbing compound. Alternatively, seek professional advice.

Replacement of sealed units should be carried out by professionals in accordance with BS6262, the units complying with BS5713. Under guarantee, this would be done by B & P Windows.

Bi-Fold Doors:
Your bi-fold door system contains mechanical moving parts that will need to be lubricated bi-annually. These include: hinges, multipoint lock and handles. Lubricate using a light oil or spray oil and wipe away any excess with a non-abrasive cloth once you have finished. The running system in your bi-fold door system is main free.

- "TPE" gaskets – use a light soapy solution and a non-abrasive cloth. DO NOT USE solvent based cleaning products on the gaskets. It is recommended that silicone spray is applied to the gaskets annually.
- Tracks – use a small brush to loosen any debris from the track. Using a suitable vacuum cleaner with a thin nozzle cleaning attachment. Vacuum up the debris in the track. (This should be carried out on a weekly basis) DO NOT allow debris to build in the track as this will effect the operation of the doors. **During high winds, ensure that doors are kept closed to avoid structural damage.**

Silicone Seals:
Some discolouration of the silicone pointing sealant is s natural occurrence and cannot be avoided.

Handles:
Generally, there is no maintenance required for window and door handles.

Security

Prevention is better than the cure and your double glazed windows and doors have been designed with security features to protect your home against intrusion.

A number of sensible precautions are to be recommended to take full advantage of the security features available with double glazed windows.

- Never leave a window open when your home is unattended
- Accessible windows should not be left in the night vent position when the house is unoccupied
- For added protection, lock all windows in the close position and remove the keys
- To provide adequate means of escape in the event of any emergency, we recommend that keys are located adjacent to windows, but out of external view
- When leaving the house unattended, or at night, ensure door handles are fully lifted and that they keys are turned

Door Security

Break-ins involving doors fitted with euro-cylinders are on the increase. This is why your high security door has been fitted with a number of security featured designed to make forced entry as difficult as possible.

- All doors are fitted with either Magnum or ABS high security door cylinders, both with registered keys to prevent abuse from potential burglars
- Secure multipoint locking through a combination of strong die-cast hooks and anti-lift bolts.
- Dead bolts

Operating Instructions

Open out window:
This window may be opened outward, with its friction hinges holding it in the desired position. The keeps have secondary slots, which when engaged provide a "Night Vent" position. This allows the window to be locked whilst only slightly open to provide ventilation.

- Turn the key or depress the button to unlock the handle
- Rotate the handle to disengage locking mechanism and open by pushing outwards
- The keeps have two slots, the first of which when engaged provides the closed position and the second the "Night Vent" position

Tilt and turn window:

The term "Tilt before Turn" refers to the sequence of operation of the window. These inward opening windows are capable of two modes of operation:

- Tilt mode for ventilation
- Turn mode for cleaning and emergency exits
- To operate 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 downward)
- If a locking handle has been fitted, turn key to unlock
- To select "tilt" rotate the handle through 90 degrees from vertically downward to horizontal and pull the window inward. The window tilts inward 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 inward
- To select "turn" from the "closed" position rotate handle through 180 degrees vertically downward to vertically upwards and pull the window inwards
- **The window must always be fully shut before changing the handle position**

The switch barrier projecting from the locking mechanism, adjacent to the handle, is a safety device which ensures only one mode, "tilt" or "turn" can be selected at any one time. Avoid pressing the switch barrier as the actions could result in the window disengaging from it's gear.

Vertical Sliding Windows:

To open:

- Release the catches fitted on top of the lower sash allowing operation of both top and bottom sashes

Tilt to clean:

- Unlock the window, raise the lower sash (about 50mm or 2")
- Release the spring loaded catches located at either end of bottom sash top rail and tilt the window gently inward
- Lower the top sash to a convenient position, release the catches and tilt it gently in to rest on the bottom sash
- When complete reverse the procedure making sure that the spring loaded catches have properly re-engaged
- **The tilt to clean facility may not be available on certain types of sash for safety reasons**

Residential doors:

Doors are fitted with lever/lever handles and the standard locking system comprises of hook bolts, dead bolts, shoot bolts, a series of mushroom cam locks and a centre dead bolt. The lock mechanism is engaged by lifting the handle

To lock:

- Close the door and the latch engages
- Lift handle until you feel resistance, then continue action to overcome the resistance to engage the lock mechanism. Once engaged release the handle
- Turn the key anti-clockwise to fully lock
- **Key will not turn lift handle or pad to maximum position and then turn key**

To unlock:

- Turn the key clockwise
- Press handle down to disengage the lock mechanism and open the door

In-line patio slider:

Once unlocked the opening leaf simply moves from side to side.

- Turn the key two full turns clockwise to lock and two full turns anti-clockwise to unlock
- Lift the lever on the handle and turn the key set above it one turn
- To unlock, reverse the procedure

Sash friction hinges – standard friction hinge:

- Adjustment instruction (all hinges) – screw (situated within the hinge)
- The friction shoe should be adjusted to give the required degree of resistance
- Anti-clockwise decreases resistance
- Care should be taken not to over or under tighten

Egress easy clean hinge:

- To move the sash into the easy clean position, open the window fully to 90 degrees which releases the top and bottom catches automatically
- Gently slide the sash along the track
- To close, simply pull window back as if to close normally
- The friction shoe should be adjusted to give the required degree of resistance (care should be taken not to over or under tighten)

Bi-fold doors:

Opening the doors:

To ensure years of trouble free use from your bi-fold doors it is recommended that you read and fully understand the operating instructions as follows:

- Insert the key into the lead door and turn anti-clockwise through 360 degrees to release the dead bolt in the multipoint lock. Operate the door handle in a downward motion to release the multipoint locking system and door latch. Open the lead door fully through 180 degrees
- Release the shoot bolts on the slave door/s by pushing the lever down and leave in this position. Push the doors away from you (if the doors open out of the room) or pull the doors towards you (if the doors open into the room) to start the folding operation
- At the hinge side of the lead door, guide the doors along the track system until they are fully open (repeat steps 2 and 3 as necessary if you have more than 3 doors in one direction)

Closing the doors:

- Guide the lead door at the hinge side along the track. **Do not use lead door to drag the doors along the track as it will cause the doors to operate in an accordion type motion and restrict the effectiveness of the running gear**
- Use the “D” handle to pull the doors closed. Push up the lever to locate the shoot bolts into the track. **Do not use the shoot bolt lever to pull the doors closed. No warranty claim will be accepted in respect of this**
- Use the lead door handle, pull the door closed until it latches the lift the handle upwards to engage the multipoint lock and turn the key clockwise through 360 degrees to engage the deadbolt in the multipoint lock

Condensation

Condensation is moisture-laden air converted into water. The atmosphere in which we live is generally invisible. The warmer the air is the more moisture it can hold, when it's limit is reached and the warm air makes contact with a cold non-absorbent surface, it becomes chilled and sheds the surplus moisture in the form of water droplets, usually on glass surface.

Occasionally, during Spring and Autumn, new energy efficient A rated windows

Causes and cures:

Living room:

- Allow the room's warmth to reach windows by positioning curtains approx 150mm from the glass
- Where possible, avoid glazed or non-absorbent wall coating
- Where flues have been blocked off, wall vents are most helpful
- Vent holes below gas fires help to facilitate ventilation
- Open windows for short periods each day to allow air-exchangers

Bedroom:
The prime cause for condensation in the bedroom is not allowing for the night time drop in outside temperature.

- Extend the central heating programme or other heating system according
- Ventilate by opening the windows at least once a day to allow air-change

Bathroom:

- Stop moisture finding it's way into the rest of the house, keep the door closed during and after bathing
- Ventilate by opening the window for a few minutes

Kitchen:

- Close doorways into the remainder of the house and keep a window open
- Extractor fans etc can help

GGF Guide: Viewing Glass

Double glazing provides a high standard of vision. The following is a guide to the quality that can be expected. Transparent glass used in the manufacture of insulating glass is identical to that used traditionally for single glass and will, therefore, have a similar level of quality.

How to do a professional check:
Stand in the room no less than 2 metres away from the panes and look directly through them. For toughened, laminated or coated glasses, stand no less than 3 metres away. Do so in natural daylight, but not looking directly towards the sun and with no visible moisture on the surface of the glass. Where it is not possible to stand at the required distance, then stand as far away as you can from the panes.

Exclude from the check the 50mm wide band around the edge of the glass.

What to expect:
Flat transparent glass, including laminated or toughened (tempered) or coated glass is acceptable if the following are neither obtrusive nor bunched:

- bubbles or blisters
- hairlines or blobs
- fine scratches under 25mm long
- minute particles

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 not ground optically flat, and so as a consequence, blemishes are a posibility.

Special glasses:
Toughened glass may show visual distortions which are accentuated by reflections in double glazing. Such surface colourations and patterns do not indicate a change in the physical performance.

Laminated glass may have a few more blemishes due to it being made of several layers.

As a legal requirement, glass intended for use as a safety glass must display a permanent safety mark which is applied before installation, but remains visible after installation. The mark must comply with the requirements of the British Standard BS6206 Specification for Impact Performance Requirements for Flat Safety Glass and Safety Plastics for Use In Buildings, or it's successor.

Double reflection:
This occurs in certain light conditions. It is caused by multiple surface reflections in double glazing which may vary from pane to pane.

Brewsters Fringes – the rainbow effect. Small transitory rainbow effects are sometimes produced by the glass deflecting light. Their appearance is due to high quality flat glass sheets being placed parallel to each other.

Patterned glass:
The above does not apply to patterned glass as it's manufacturing process is different.