

# RAISING STANDARDS, INSTALLING TRUST

HOMEOWNERS MAINTENANCE GUIDE



## CLEANING

Your new uPVC windows and doors are designed, manufactured and installed to the highest standards, improving not only your home's appearance but also making it more secure, warm and comfortable.

New uPVC windows are extremely durable and long lasting and as a result will only require occasional cleaning and basic maintenance. By following these simple guidelines, they will give you years of trouble free use.

An occasional wipe over with warm soapy water will give an "as new" appearance.

The frequency of this cleaning will depend on the local conditions, for instance, products installed in an industrially polluted or coastal area tend to require more frequent cleaning. The cleaning of both gasket and uPVC sections should be carried out periodically to maintain the appearance. Failure to do this will not affect the performance of the products, but may spoil their appearance.

Stains that are not removable with soapy water may be removable using a domestic nonabrasive cream cleaner. However, these should not be used to excess as they can affect the gloss finish.

uPVC profiles never need painting. Should painting or repainting be desired then this should only be undertaken by suitably qualified companies. The use of incorrect paint types can seriously damage the surface.

Should any damage be found advice should be sought from your installer.

## GLASS

Glass units should be cleaned with a good quality glass cleaner, again using a soft cloth or chamois leather which should be free of dirt or grit. Where glass has external coatings such as self-cleaning glass, please refer to the manufacturers guidelines.

For uPVC products with decorative finishes, for example woodgrain foils, the installer's advice should be sought on which products are suitable for use.

**ON NO ACCOUNT SHOULD SOLVENT BASED CLEANERS BE USED.**

**FAILURE TO FOLLOW THESE INSTRUCTIONS MAY INVALIDATE YOUR GUARANTEE**

## VENTS AND VENTILATION

Your new windows will be much more energy efficient and draught-proof than your old ones and as a result will prevent heat as well as moisture from escaping.

Where trickle vents are present in the window, they should remain open at all times. This will help prevent condensation and mould forming in the room and on the windows.

## EXTERNAL CONDENSATION

Occasionally you may get condensation forming on the external pane of glass, this means their working to their full potential, it's usually visible on cold, clear mornings, for instance in frosty weather.

Condensation occurs because modern glass coatings and gas filled cavities have become so efficient at keeping the heat inside the room that warmth is not able to transfer to the external pane to heat it up. This is not a fault, the product is working to its full potential, and as the daytime temperature rises the external condensation will disappear.

## INTERNAL CONDENSATION

When warm, moist air comes into contact with either a surface or air that is colder than it is, the warm air is unable to retain the same amount of moisture as it did and the water is released either into the cold air or onto the colder surface, causing condensation to form.

This can be a particular problem in rooms where high humidity and water vapour is present such as kitchens and bathrooms. Additional items such as house plants, clothes drying and storage of firewood can also have an effect. Ensuring you have ventilation such as trickle vents or simply opening a window can alleviate the issue.

## HARDWARE

External hardware such as handles, hinges key cylinders, catches and restrictors have coatings and polished surfaces which can be restored by cleaning with a dry soft duster.

Take care not to scratch surfaces with jewellery such as rings and keys or hang items from handles.

**ON NO ACCOUNT SHOULD SOLVENT BASED CLEANERS OR MULTI PURPOSE LUBRICANT BE USED.**

An occasional drop of light oil on hinges or moving parts is all you need.

## COMPONENT REPLACEMENT

Replacement components should only be fitted by your chosen installer as the correct adjustment of the glazing, gaskets and hardware are critical to the performance of the overall product.

The frequency of replacement will depend on many factors such as the environment and the level of care maintenance and use.

It is likely that the uPVC frames will outlast all other components, if a frame is scratched or damaged, repairs may be possible. Contact your installer for advice.

**ONLY TRAINED INSTALLERS SHOULD BE USED TO FIT OR ADJUST REPLACEMENT COMPONENTS.**





## CONSERVATORY MAINTENANCE

The roof and side frames of your conservatory should be washed every few months with soapy water. Avoid solvent-based or abrasive cleaners and never use power washers. Please refrain from standing on your conservatory roof as this is dangerous to yourself and can also damage your roof. Along with the other components of your conservatory, the gutters should be cleaned regularly to remove leaves and other debris. Do not lean ladders against the guttering, specialist ladders for use in the cleaning of conservatories can be hired at reasonable prices.

To reduce the risk of scratching your double-glazed units, we suggest removing jewellery prior to cleaning. Again, for washing, a simple soapy water solution should be adequate and can be followed by the use of any household glass cleaner.

Contact your chosen installer for more advice on product maintenance. Plastic Roofing and Self Cleaning Glass - please contact your installer for more information on maintenance.

## GENERAL MAINTENANCE

During routine cleaning it is advisable to check for damage such as abrasions, scratches, blocked drainage paths, signs of tampering, or faulty operation of hardware.

Should any damage be found advice should be sought from your installer.

**CHECKING YOUR UPVC PRODUCTS ONCE A YEAR SHOULD BE SUFFICIENT ENOUGH TO KEEP THEM LOOKING THEIR BEST**



**IF YOU HAVE ANY CONCERNS ABOUT THE OPERATION OF YOUR UPVC PRODUCTS OR THEIR MAINTENANCE PLEASE ALWAYS CONTACT THE INSTALLER IN THE FIRST INSTANCE.**



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INSTALLATIONS  
FROM YOUR  
LOCAL  
**I**NDEPENDENT  
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INSTALLER

