



GREAT
HARWOOD
WINDOWS

WINDOWS, DOORS
& MORE

CARE & MAINTENANCE GUIDE



CONGRATULATIONS ON YOUR NEW PURCHASE

Your windows, doors or conservatory have been manufactured and installed to the highest standards. They will continue to look and perform well for years if they are looked after and maintained well.

This handy guide sets out the care requirements for our extensive range of products including windows, door's and conservatories. It also illustrates how to achieve optimum performance and longevity from our products by using correct operating procedures and applying effective care and maintenance. We ask that you spend some time in familiarising yourself with its contents so that you are best placed to enjoy trouble free performance for many years to come.



AT A GLANCE...

DO'S AND DON'TS

DO

- ✔ Clean the glass regularly with a good quality glass cleaner
- ✔ Wash down the PVCu profiles with warm soapy water and wipe dry
- ✔ Only use cleaning materials which do not impair anti-corrosive properties of the surface coatings
- ✔ Use non abrasive cream cleaner for isolated stubborn stains on white PVCu ONLY
- ✔ Apply with a damp cloth using minimal pressure
- ✔ Ensure drainage slots are unblocked and free from dirt and debris
- ✔ Keep all tracks clear of dust and debris in order to reduce the wear on sliding parts
- ✔ Ensure all conservatory gutters and their outlets are kept clear of leaves and debris to ensure unobstructed flow
- ✔ All moving mechanical parts are lubricated including hinges, locks and 'keep plates' will benefit from a small application of light oil at least every 4 months

DON'T

- ✘ Use ANY type of bleach, solvent (white spirit, methylated spirits, nail varnish remover) or adhesive
- ✘ Use abrasive or brass cleaner on furniture handles, door knockers, letter plates
- ✘ Use glass cleaner on PVCu profile
- ✘ Use a ladder when cleaning your conservatory roof, always use a crawler board to evenly distribute your weight
- ✘ Use abrasive paste of cream cleaners on ANY laminated profile
- ✘ Use excessive pressure when cleaning PVCu
- ✘ Use high pressure or steam cleaners
- ✘ Use ANY abrasive papers, such as sandpaper
- ✘ Use excessive loads on the windows or doors
- ✘ Lean ladders against conservatory gutters
- ✘ Paint or try to remove paint
- ✘ Use any unspecified tools



CARING FOR YOUR WINDOWS, DOORS & CONSERVATORIES...

Safe and Secure

Our window and door range is internally beaded (except where specifically requested) this means the glass is installed and beaded from the inside for additional security. Our window and door range carries all required industry accreditations e.g. BBA, BSI or Buildcheck.



Safety Advice

Always engage multi locking points on doors when leaving the house. Never leave a key on the inside cylinder if going out as you may not be able to regain entry. Remember, when going away, to cancel newspapers, cancel milk if you have it delivered, fit intermittent switches to lights. Inform neighbours and the local neighbourhood watch of your absence.

Care and Maintenance

Friction Stays:

A friction stay is a type of hinge that controls the opening of the window so that it will stay open at the width you decide to open it to, not closing under its own weight or being too difficult to open and close. The hinge is factory set and may, after continued use, loosen. Should this occur, use a small flat bladed screwdriver to turn the screw on the friction hinge clockwise to increase the amount of friction. The same adjustment should be made to both the bottom and top hinges to the window. Also should the window be stiff in operation turn the screw anticlockwise until the desired result is achieved (see picture A).

Lubrication:

All moving mechanical parts require lubrication; your windows and doors are no different. The hinges, locks and keep plates of windows and doors will benefit from a small application of light oil. We recommend lubrication of these parts at least every 4 months. For lubrication points see arrows in pictures B, C and D.

Coastal or Industrial Areas:

In coastal or industrial environments where there is a possibility of exposure to salt or pollution it is strongly recommended that the frequency of cleaning and maintenance is increased. It is difficult to be exact regarding the increased frequency but it will be relative to the amount of pollution and location of the installation. For example, properties within the immediate vicinity of an industrial site or the coast should be cleaned thoroughly every 2-3 months with the frames being cleaned every time the glass is cleaned. Care should be taken to ensure all salt/industrial deposits are removed from the frames, weatherseals as well as hardware; in addition all drainage slots should be cleared. Wipe down the frames and hardware internally and externally and apply a light coating of lubricant to the face and moving parts e.g. '3 in 1' type oil, Vaseline or similar proprietary protection to all hardware surfaces.

A degreaser such as standard WD40 should NOT be used as this will 'thin' the grease within the gear mechanism and be detrimental to the operation of the product.



A - Friction Adjustment Screw

B - Typical Lock Keep

C - Typical Window Lock

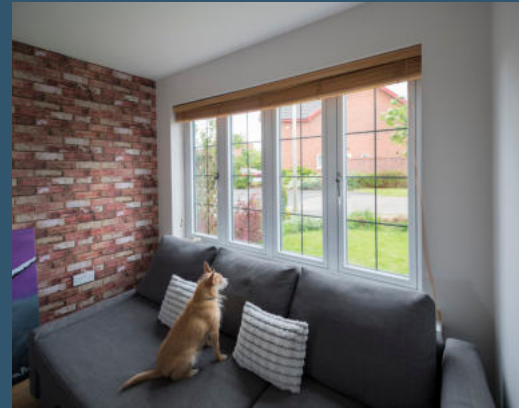
D - Typical Hinge

LONG LASTING GOOD LOOKS...

With a minimal amount of care and maintenance your windows and doors will stay looking good and performing superbly for many years to come - a valuable, long lasting asset giving continued satisfaction and pride. Our products are easy to use and simple to care for and maintain.

Cleaning of PVCu Frames (White)

Under normal circumstances the washing down of the windows and doors with dilute washing up liquid will suffice but occasionally where more stubborn stains build up it may be necessary to use a non-abrasive PVCu liquid cleaner. Apply the cleaner using a dry cloth. Use sparingly in small circular motions then buff back to shine.



Cleaning of PVCu Frames (Grained/ Laminated Colour Finish)

Use only diluted washing up liquid and water. Do not use any cleaning fluid on wood grain finish windows.

NB: Please do not personally attempt repairs to windows, doors or conservatories as this may invalidate the warranty. They are highly engineered products and require specialist parts and experience. We have experienced fitters and service engineers that will be happy to assist with any repair issues that you may experience.

Conservatory Maintenance

For general cleaning and maintenance, you should follow the instructions already outlined for glass and frame cleaning. There are however, some additional points to bear in mind with your new conservatory.

Your conservatory roof may be made from high quality polycarbonate or glass. Whilst this material is strong and durable and able to stand up to the worst of British weather, you should never walk on any conservatory roof. Always use crawl boards to spread the load. You should also never lean ladders against the PVCu frames, glass or gutters as this may cause damage.

To clean the roof panels, simply use mild soapy water and a cloth and sponge every four months or so to remove the build up of grime and atmospheric deposits. Telescopic poles are available with soft brushes attached.

The gutters and box gutters may be different to those on the rest of your home and you may occasionally notice standing water in the system. This is perfectly normal and nothing to be concerned about. However, it is important to ensure that all gutters and their outlets are kept clear of leaves and debris to maintain efficient operation.



WINDOWS

Casement Windows

Our casement windows have a push button catch or key lock. To open turn the key if locked or push button and turn the handle. To close turn the handle again, if the handle is lockable turn the key.

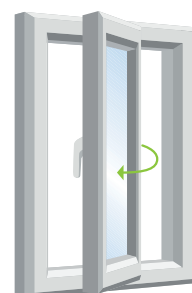


Fire Escape

In the fire escape position the window is fully open to allow unrestricted means of escape in the event of an emergency.

Easy-clean

The easy-clean position allows you to clean the window from the inside if the window is inaccessible from the outside, e.g. above a conservatory.



Tilt & Turn Windows

Our Tilt and Turn windows are state of the art and come complete with our 'tilt before turn' handles. These incorporate an important safety feature ensuring the window cannot be fully opened by small children or vulnerable people.



The tilt and turn window in the closed position, the handle is locked and the key is removed.



Key inserted and handle turned to first position allows the window to open for ventilation. With key removed safety and security are maintained preventing full opening.



Key re-inserted to unlock to second position, allowing full turn of handle for cleaning or fire escape.



DOORS, DOORS, DOORS...

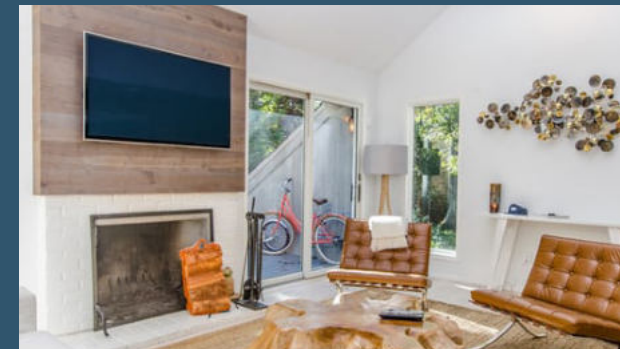
PVCu Doors

Our PVCu doors come in a variety of styles and operations, take some time to become familiar with the operating and security features.



Sliding Doors

Our PVCU in-line sliding doors can be opened from either side by unlocking the door then flipping up the small lever which releases the catches between the door and outer frame. Then simply slide the door open or reverse the action to close.



French Doors (double handle)

Our UPVC French Doors can be opened from either side by unlocking the door then depressing the handle. To close simply push or pull the door as applicable, and pull the handle upwards to engage the multi-point locks, then turn the key. When the door is locked you should not be able to push the handle down. To open or close both doors repeat the above actions.

NB: Your door is not sealed unless the handle is lifted to engage the lock which should be done at all times.



Glass Information

External condensation

Due to recent innovations in the efficiency of double and triple glazing, along with updated requirements of building regulations and the lowering of carbon emissions, certain weather conditions may allow the formation of external condensation on energy efficient windows and doors. This is a natural phenomenon and a clear indication that the window or door is preventing heat loss from your house.

Condensation (Inside the sealed unit)

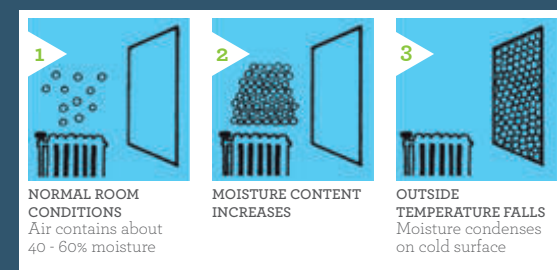
This is between the two panes of the sealed unit and unlike the example above, you would be unable to wipe it off with a cloth as you do not have access to the surface where the condensation has formed.

The formation of condensation on a surface within the sealed unit, usually upon the inside face of the external pane, is likely to have been caused by sufficient water penetrating the seal and using up the capacity of the absorbent material in the sealed unit construction.

This results in a rise in the humidity within the space between the two panes and when the temperature of the glass falls below the dew point, condensation occurs. As this condensation is within the sealed unit it cannot be removed.

Example of where water vapour comes from internally:

Breathing: two sleeping adults produce approximately 1 litre of moisture in 8 hours, which is absorbed as water vapour into the atmosphere.



Visual quality of sealed glass units

Because of the nature of the glass production process, perfect optical quality and surfaces free of any marks cannot be guaranteed. Some blemishes are to be expected.

The following extracts are based upon recognised European and industry standards. This is supported by the Glass & Glazing Federation document "Visual quality of double glazing - after installation" which forms our basic standard of supply.

Viewing sealed units for scratches on the outer faces of the panes must be carried out as early as reasonably practicable following installation.

How to check

Stand no less than 2 metres away from the panes. 3m for toughened, laminated or coated glass. Where it is not possible to stand the right distance then stand as far away as possible:

- Look through the glass, not at it
- Check in natural light, not direct sunlight
- No moisture on the glass surface
- Exclude from the check the 50mm wide band around the edge of the glass.

What to expect when viewed as described

The sealed unit is acceptable if the following are neither obtrusive nor bunched:

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

If you have any queries regarding the visual quality of your glass, please contact the Glass & Glazing Federation.

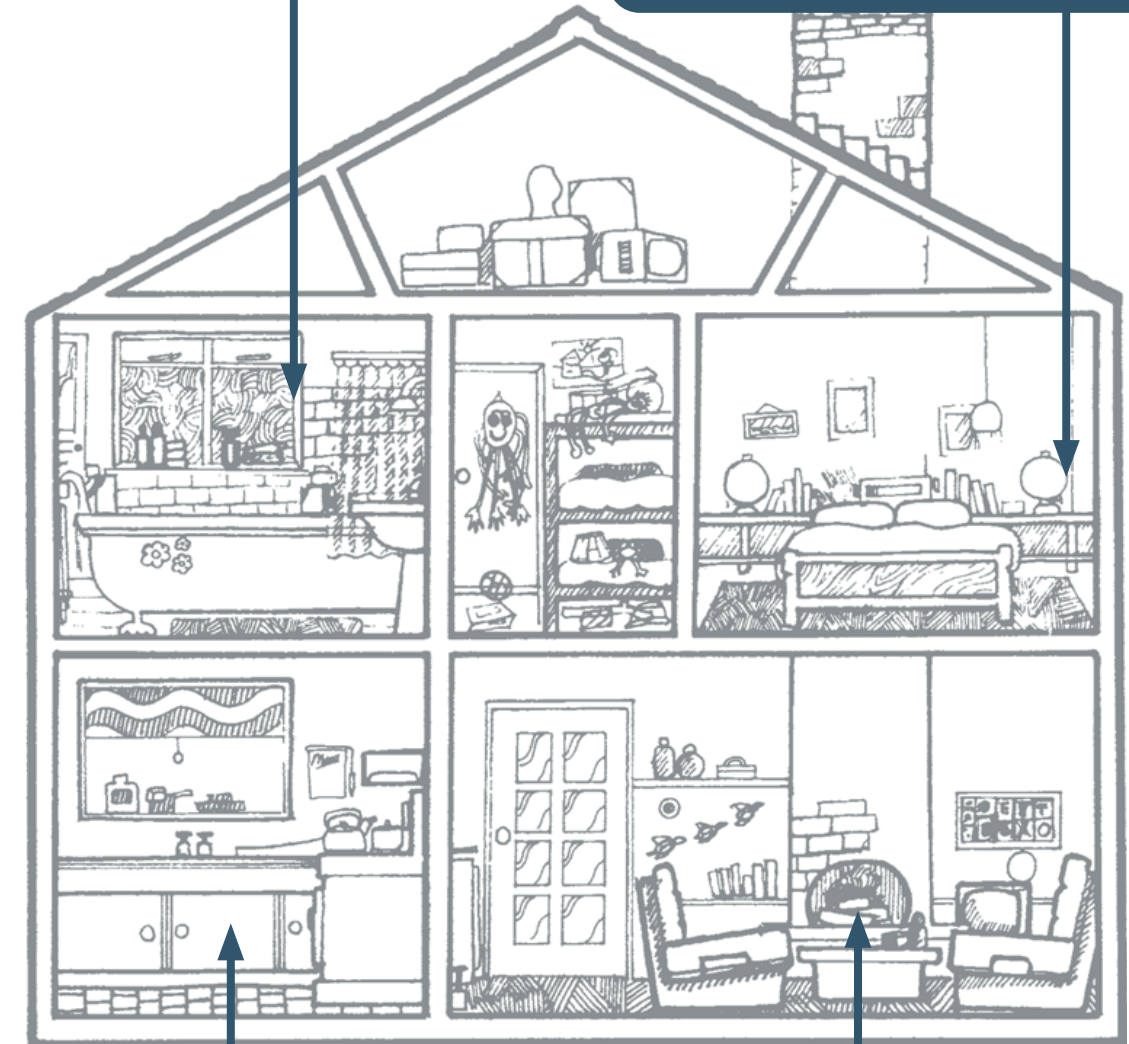
How To Reduce Condensation

Bathroom

- Stop water vapour finding its way into the rest of the house, particularly during and after bathing.
- After a bath or shower, close the door and open a window for a few minutes. Position the radiator, or heated towel rail, under the window.
- Consider installing an extractor fan.

Bedrooms

- Check points under "Living Rooms" particularly with respect to the position of curtains and the providing of vents.
- If possible extend the central heating programme to compensate for the night time drop in external temperature, and the increase in water vapour caused by the occupants' breathing.
- Bedroom windows should be opened during the day to allow at least one complete air change.



Kitchens & Laundries

- Close internal doors and keep a windows open. Alternatively, install extractor fans or cooker hoods, ventilated to the outside air.

Living room

- Allow the room's warmth to reach the windows. Position heaters under the windows, and use firing which holds the curtains at least 15cm to 20cm away from the glass to allow free movement of warm air.
- Open windows for at least a few minutes each day to permit air changes.
- Where open fires are not provided, or existing flues are blocked off, see that wall vents are fitted and kept clear. When a gas fire has been installed in an open fire aperture, the back plate should have vent holes below the fire, unless this is provided for in the fire design.
- Where possible, avoid glazed or non-absorbent wall coating, as these can promote condensation on walls.

Conservatories

- Consider crossflow ventilations with the use of vents in walls and roofs especially if the conservatory is south facing.
- Trickle ventilation in the wall, eaves and ridge zone can also help.



Conservatory Self Cleaning Glass

Conservatory roofs can be particularly susceptible to the build up of dirt and grime. Windows have a vertical face and shed water and dirt quickly. Conservatory roofs have less gradient, which means dirt can get left behind and is more inclined to build up. This build up can form the basis for the growth of lichen, mould, algae and moss. Particularly where glass is north facing or over-hung trees.

Lead work

Your new PVCu windows may incorporate leaded designs. However, as with any new lead work, when exposed to rain it will start an oxidation process which appears as white or mottled staining on the lead. This process can take a few months to complete but when it has the lead will be dark grey in colour and no longer stain.



KERB APPEAL

Composite Doors

What you need to know

Made with the best materials, packed with safety features and thoroughly tried and tested, your door has been built to last. And you can keep it that way by following some simple care tips.



Cleaning your door

Your door will stay in top condition with just one clean a month. Here's how to care for each part of your door.

Door part	Cleaning Advice	Finishing Advice
Door Leaf	Keep the grime and grit away with warm soapy water (not washing up liquid) and wipe with a soft cloth	
Door Frame	Wash with warm soapy water	Stubborn stains demand a specialised PVC-U cleaner. Read the cleaner's guidelines carefully.
External Glass	Wash with warm soapy water with a soft cloth	Finish with a proprietary glass cleaner.
Leaded Glass	Wash with warm soapy water.	Finish with a proprietary glass cleaner. (Oxidisation will naturally occur over time)
Hardware (handles, knockers)	Take a clean cloth and warm water with a mild detergent, then simply wipe clean to a shine.	

IMPORTANT
Protect your door from natural thermal distortion. Make sure the top and bottom locking points are engaged by pulling the handle up every time you shut the door.



Maintaining your door

Composite doors are low maintenance - you'll find a little care every six months goes a very long way.

Door part	Recommended Maintenance	Notes
Hinges	Keep them at their best by lubricating with a little light engineering oil, e.g. 3 in 1	
Cylinder Locks	Need lubricating with a Teflon based lubricant.	They're sensitive so don't use oil or graphite powder
Hardware (handles, knockers)	Just add a touch of light engineering oil on all moving parts	Especially important if you live near the coast or by a building or industrial site.



- CAUTION - DO NOT USE
- Washing up liquid or detergents
 - Abrasive cleaners or scouring pads
 - High pressure or Steam cleaners
Bleach, solvents (spirits and thinners) or adhesives
 - Before cleaning your door remove all rings, bracelets and watches.



HIGH QUALITY ALUMINIUM SOLUTIONS

ALUMINIUM PRODUCTS



Maintenance of Doors

Bottom Profile/Track

We recommend maintenance on the bottom profile every month:

- Overtime, dirt and general debris may gather in the bottom profile of your folding or sliding door. Clean and if necessary, clear the drainage slots of any materials which may have collected over time.

- Keep the tracks free from obstruction and excessive dirt or water. Visible surfaces should be cleaned using a damp cloth and mild detergent, then wiped dry.
- Check on the tracks to ensure they are free of debris and in a suitable condition. If grease is applied, this will just retain dirt and dust therefore minimizing the lifespan of the wheels, so we recommend avoiding this.

Handles

We recommend a maintenance check **every 6 months:**

- Ensure the handle is free from and building materials and debris which could affect the mechanism. The handle may be cleaned using warm soapy water or a mild detergent using a soft sponge. Ensure that the handle is thoroughly rinsed and dry after cleaning.
- All fittings must be inspected to ensure that they are firmly fixed. Where necessary all fixing screws have to be tightened, with all damaged/worn parts exchanged for original parts by a qualified technician.
- Lubricate the pivot points of handles using general light engineering oil with corrosion inhibitors such as 3 in 1.
- Over tightening of the fixing screws could apply unnecessary strain to the locking mechanism's gearbox therefore impairing the lock.

Lock Mechanisms

We recommend a maintenance check **every 12 months:**

- Ensure the lock is free from grime, dirt and any debris which could affect the mechanism. Lubricate the component using general light engineering oil such as 3 in 1.
- All fittings must be inspected to ensure that they are firmly fixed. Where necessary all fixing screws have to be tightened, with all damaged/worn parts exchanged for original parts by a qualified technician.
- Mechanism can be cleaned using detergent liquids or aerosol based cleaners.
- Ammonia based and abrasive cleaning fluids must not be used on any hardware, only use cleaners that have no effect on the corrosion protection properties of the fittings.

Rollers and Pivots

We recommend a maintenance check **every 6 months:**

- Wash with soap or mild detergent and warm water followed by rinsing with clean cold water and wipe dry.
- Apply a light application of corrosion preventative to all surfaces.

Guides

We recommend a maintenance check every 6 months:

- Guide roller and guide channel must be kept clear and free of obstructions.
- Wash with soap or mild detergent and warm water followed by rinsing with clean cold water and wipe dry.
- Apply a light application of corrosion preventative to all surfaces.

Hinges

We recommend a maintenance check **every 3 months:**

- Visible surfaces should be cleaned using a damp cloth and mild detergent, then wiped dry
- Apply a light application of corrosion preventative to all surfaces, using a dry cloth to remove excess.

Please note only use a qualified technician to execute all major adjustments or replacements.

Any attempts to complete repairs without the correct resources or product awareness could result in personal injury or damage to the mechanism.



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T: 01254 690009

W: greatharwoodwindows.co.uk

E: info@greatharwoodwindows.co.uk

Address: Unit 1
Peter Street
Blackburn
BB1 5LH



CERTASS

