



USER CARE AND OPERATIONS GUIDE



WINDOWS, DOORS & CONSERVATORIES OF DISTINCTION

Thank you for choosing from our portfolio of windows, doors. We are sure you will benefit from the quality of manufacture and installation of our products.

Please take the time to read this document containing important information on how to get the best from your investment now, and for many years to come.

WINDOWS

CASEMENT OUTWARD OPENING WINDOWS

All windows are provided with key-locking handles. The handles will automatically engage when the handle is in the closed position. To open the window, simply press the button before attempting to turn the handle. For added security, the handle will not move when locked by using the key.

The window can be locked in a ventilation position allowing a gap for fresh air to pass between sash and frame. It must be stated, however, that in this position, the window cannot be regarded as secure.



ADJUSTMENT: It is possible over time, for the hinge (friction stay) to become slack or over tight. This can be rectified by gently adjusting the screw to increase or reduce friction.

EGRESS OPERATION: For windows fitted with Defender friction hinges and easy clean option, the following instructions must be followed when cleaning the outside of the window:-

- 1) Open the window fully and find the levers on the top and bottom window hinges.
- 2) Press one lever and slide the window slightly towards the centre of the opening. Repeat for the second lever.
- 3) Using both hands, slide the window evenly to gain access to clean the outside of the window.
- 4) To reset the hinges to their normal operating mode, simply close the window.



TILT AND TURN WINDOWS

When the window is closed the handle should be in the vertical position with the pointed end down. To place the window in the tilt position, turn the handle through 90 degrees and then pull gently towards you. The window will come to rest in the tilt position.

If it is required to fully open the window for cleaning or emergency access, ensure that the window is firmly in place against the frame, before turning the handle to the open position, with the pointed end now upwards. The window can now be fully opened inwards.

To close and lock, simply push the window until it is firmly in place against the frame and then rotate the handle fully 180 degrees until the handle is in the vertical position, with the pointed end down. For added security, movement of the handle can be locked by using the key.



MAINTENANCE: To ensure smooth operation, all moving components and all locking points on the tilt-turn fittings should be **greased once a year**. By doing so you protect the fittings from premature wear and tear.

REVERSIBLE WINDOWS

To operate a reversible window, disengage the locking mechanism by turning the handle 90° upwards and start to push the window out. If the window has been fitted with security gearing, the window will lock-out at approximately 100mm. This is a security and safety restrictor device. To allow the window to travel past this point you will need to push the release lever located inside the window at the bottom of the hinge arm. Continue to push the window out to 90° and it will then begin to reverse back in on itself until it locks out in its fully open position. To lock the window, simply reverse the process..



The window will re-engage into the 100mm restricted position until the lever is depressed and the window is pulled closed. Turn the handle 90° downwards to engage the lock and secure with the key. Always remove the key away from the window when not in use.

MAINTENANCE

The main areas for lubrication are both the left hand gearing (restricted hinge) as well as the right hand gearing (unrestricted hinge).

The hinges are handed from the inside of the building looking out.

The topglider track must be kept clean and free from any obstructions. If any fixings have been used in this track care must be taken to ensure smooth reversal without interference with nylon gliders. The topglider track should be kept lightly lubricated with acid free oil, vaseline. The topglider track must not be repainted. Lubrication when necessary, minimum once a year.

The aluminium track behind the restrictor arm should be lubricated. The fixing screws should be secured making sure they do not interfere with the smooth movement of the gearing. Lubrication when necessary, minimum once a year.

NB: The steel bar on the left hand restricted arm should be lubricated during fabrication. Lubrication when necessary, minimum once a year.

Wheel on right hand unrestricted hinge should be lubricated when necessary, minimum once a year.

Rivets to be lubricated when necessary, minimum once a year.

Pivot point is pre lubricated from production. Check it is still intact, if not then lubricate. Lubrication when necessary, minimum once a year.

NOTE: Frequency of lubrication must be increased in corrosive areas

DOORS

ENTRANCE DOORS

The door is normally operated by pressing the handle down from the horizontal position until the latch is released and the door will open. To close, simply press the opening sash until it meets the frame and the audible click of the latch is heard to operate. For added security, and for full compression to eliminate drafts and warping, lift the handle to engage the additional locking points and compression cams.

To deadlock the door it is necessary to raise the handle as far as it will go **before turning the key**. This action will engage the lock-bolts and the key will engage the deadlock to the door securely. If the handle is not raised sufficiently, the lock will not engage.

To re-open the door, turn the key and then press the handle downwards until the door opens.

An alternative to the above is to have a lock that can only be opened from the outside by using a key. In this case, the door operates from the inside in exactly the same way as above. However, from the outside, the handle will not release the catch but is used to engage the lockbolts in the same manner as above. To re-open the door, turn the key and then press the handle downwards as far as it will go. Turn the key once more to release the latch and the door will open.



FRENCH DOORS

The first door that opens is called the Master door and the second door is called the Slave door. The Master door is operated in the same fashion as described in the first part of the entrance door section.

The Slave door could have one of two types of locking method. On type 1 there will be a handle only on the Master door.

TYPE 1 (FINGER BOLTS): Once the Master door is open, simply release the Slave door by turning the finger bolts (located at the top and bottom of the door) towards the centre of the door.

TYPE 2 (PASSIVE LOCK): This type has a handle on both doors. Once the Master door is open, turn the key on the Slave door, then push the handle downwards to release the top and bottom shoot-bolts. To re-lock, press the door sash against the frame, lift the handle as far as it will go, before turning the key to lock the Slave door.



DOORS

COMMERCIAL DOORS

To operate a standard commercial door, simply unlock with the key and, depending on configuration, push or pull the door open. Most standard commercial doors will be fitted with concealed or face mounted door closers.

When the door is opened, the closer will automatically bring the door back to its closed position without any handling. The speed at which the door self-closes can be adjusted, please refer to door closer maintenance later in this guide.

To lock the door, allow the door to self-close and locate in position. Put the key in to the lock and turn to engage and secure the door. Always remove the key when the door is not in use.



INLINE SLIDING DOOR

To operate the inline sliding door, unlock with the key provided and turn the locking lever downwards to disengage the lock. Slide the door open by gently pulling the handles in the direction the door is to slide. The door will slide open until it is stopped by the rubber door stops located on the fixed (non-sliding) part of the door.

To ensure the smooth and consistent operation of the door, avoid excessive force when opening and closing the door.

To close and lock the door, simply reverse the process ensuring the door is fully engaged into the frame before moving the locking lever back to its original, locked position. The lever should smoothly relocate into the locked position and should not be forced. Once the lever is in position, securely lock the door with the key and remove from the door when not in use.



DOORS

PANIC DOORS

EMERGENCY / PANIC EXIT DEVICE

MAINTENANCE

Safety relevant hardware components - depending on their frequency of use - are to be checked for wear and tear and if they are mechanically secured, at least once a month. At the same time the panic/emergency opening function should be checked. Depending on the requirements, fixing screws must be tightened or the damaged or worn parts exchanged for original parts by a specialised company.

Furthermore it is necessary that the following service work be carried out at least once a year.

- 1) All movable parts and locking points must be lubricated and their function must be checked. Please note however that the Dr Hahn hinges on the doors must **NOT** be oiled at any time as damage may occur.
- 2) The panic locking system's function via the actuating bar must be easy to operate throughout the entire operation cycle.
- 3) Only cleaning and maintenance agents, which do not damage the corrosion protection of the hardware components are to be used.
- 4) We recommend you consider a service and maintenance contract with an authorised specialist company.



MAINTENANCE

CLEANING

PROFILES: The window/door surfaces and inner chambers should be cleaned using warm soapy water or a mild diluted detergent. The surfaces should be cleaned using a soft cloth, sponge or a soft natural bristle brush. All areas to be thoroughly rinsed and dried after cleaning. If you have windows with astragal Georgian bar, care should be taken whilst cleaning to prevent possible dislodging. All weathering gaskets and seals should be kept clean. If these are dislodged they can easily be pushed back into position, but if they become damaged they will have to be replaced to maintain product performance.



DRAINAGE HOLES: All windows and doors are provided with drainage holes. These must be kept clear otherwise the performance of the product will be affected.

FINISHES: Polyester powder coat paint is an organic finish that requires regular cleaning and maintenance to ensure it keeps its decorative and protective qualities. The frequency of cleaning depends on such factors as:

- the building's surrounding environment (eg marine alkaline, acid, industrial etc)
- the varying levels of atmospheric pollution
- the prevailing wind direction
- exposure to airborne debris such as sand or salt, which may cause erosive wear.

Cleaning frequency also depends on the desired standard of appearance and also the need to remove deposits, which could cause damage after prolonged contact with the finish. In an industrial environment the normal interval between cleaning should not be more than every three months. Where there is a high degree of industrial pollution or a hazardous atmosphere, the periods between cleaning should be reduced. If the atmosphere is non hazardous (for example in rural or normal urban locations), the period between cleaning can be extended to a maximum of 18 months (or more frequently if heavy soiling occurs) where a site is subjected to any unusual environment factors, or is close to salt water, your installer should be consulted for specialist advice.

Powder coat paint finishes should be kept clean by regular washing using a solution of warm water and a mild detergent. Use a soft cloth or sponge and never use anything harsher than a natural bristle brush.

Where atmospheric pollution has caused heavy soiling of the powder coat paint, use white spirit for cleaning. Under no circumstances should abrasive cleaners or any cleaner containing ketones, esters or alcohols be used.

ANODISED: Anodised aluminium finishes need regular maintenance to obtain their original appearance. This is best undertaken as part of the regular window cleaning schedule but not less than every three months. All that should be required is a mild detergent in warm water. Accumulated deposits can be removed carefully with a nylon brush or super fine scotchbrite type pad. As with all aluminium products, acid or alkaline industrial cleaners should never be used. Certain specialist abrasives or non-etch chemical cleaners may be used in certain instances. These should be tested on a concealed area of aluminium prior to use. White spirit, turpentine or kerosene can be used on any areas contaminated with acid or alkaline additives.

MAINTENANCE

HARDWARE

LUBRICATION: There is no such thing as a maintenance-free product. All moving parts require preventative maintenance to prolong operational life and to maintain the product guarantee. All handles, hinges, locks and friction stays should be kept clean and occasionally lubricated.

Door Locks and Cylinders - A PTFE or graphite based lubricant.

Friction Hinges - Vaseline or similar light grease.

Window and Door Handles and Window Locks - WD40, 3-in-1 or similar.



Important: The Dr Hahn hinges on panic doors must NOT be oiled at any time as damage may occur.

HANDLES: Handles may be cleaned with warm soapy water or a mild diluted detergent using a soft cloth or sponge. It is important to thoroughly rinse and dry the hardware after cleaning. Pivot points of handles should be lubricated periodically with light machine oil such as 3 in 1 or WD40. The tightness of all fixing screws or rivets should be checked periodically one year after installation and thereafter annually. Over tightening of handle fixing screws can put too much strain on the locking mechanism's gearbox and impair the function of the lock. Windows and doors which are not in frequent use should be opened and closed periodically to check the operation of the hardware.

LOCKS: All locking mechanisms should be kept free of dirt and grime and lubricated with light machine oil such as 3 in 1 or WD40. Locking parts exposed when the window/door is open including strike/face plates, locking cams and hook bolts should be wiped clean of residue lubricant and grime. These mechanisms should then be lubricated using a light machine oil. Locking keeps should be lubricated with petroleum jelly from time to time. Always ensure excess oil is wiped away. One year after installation and thereafter annually, the moving parts of locking mechanisms should be lubricated with light machine oil as 3 in 1 or WD40.

HINGES: Friction hinges, opening restriction arms and safety catches should be lubricated periodically with light machine oil such as 3 in 1 or WD40. At least every three years the hinges should be cleaned and the pivot joints re-lubricated. For best performance of friction hinges, any dust or debris must be removed from tracks, sliding shoes and end points. Some types of hardware are designed to operate freely whereas others are designed to remain in a required position, by friction. The former may need an occasional application of oil on the rotating or sliding surfaces. The others, together with freely operating hardware which incorporates plastic bearing surfaces, should not be oiled.

DOOR CLOSERS: The closing and latching speeds of mounted or concealed overhead door closers can be adjusted to suit your requirements. Checks should be carried out periodically to ensure that the bottom pivot and the top arm fixings are tight. To do this, it may be necessary to remove the door and we advise you to consult a professional door maintenance company to undertake such work.

GASKETS: Gaskets (some will only be visible with window/door open) may be cleaned using warm soapy water or a mild diluted detergent using a soft cloth or sponge. When cleaning, ensure that any weather seals do not become dislodged from their grooves. If this happens, slide the seal back into position immediately to avoid possible damage when the window/door is closed. If any weather seals are damaged, or if draughts are felt around the glazing, ensure prompt replacement by contacting your installer.

MASTIC SEALS: A high-performance mastic is used to seal between the aluminium products and the walls to prevent the possible ingress of draughts and water. It is normal that some discolouration of the mastic may occur, but this will not affect performance.

GLASS

Because the production of glass is an exceptionally aggressive process, slight imperfections cannot be avoided and are accepted as an industry standard which states:-



1. Transparent glass used in the manufacture of double-glazed units is identical to that used in traditional single glazing and therefore will have a similar level of quality.
2. Both panes of the double-glazed units shall be viewed from the room side, standing at a distance of two metres (6.5 feet) 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 inch) band around the perimeter of the unit.
3. Transparent glass shall be deemed acceptable if the following phenomena are neither obtuse or bunched:-
 - a) totally enclosed seeds
 - b) bubbles or blisters
 - c) hairline or blobs
 - d) fine scratches not more than 25mm (1 inch) 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 as above.

Extracted from the standards of the Glass and Glazing Federation.

Patterned glass is manufactured in very large sheets and due to the nature of production the centralisation and matching of design in an individual unit cannot be guaranteed. It should also be pointed out that there is not a correct 'right way up' of pattern.

CLEANING: Glazing becomes soiled to a varying degree according to the locality, the inclination of the glass surface, it's texture and whether it is exposed to the washing action of rain. Rain, however, is never in itself sufficient to keep the exterior clean. Atmospheric pollution influences the exterior soiling of glazing, whilst the internal surfaces can be soiled by pollution generated from the building, this can become a major factor in some industrial locations.

The glass used in most double glazed units can be easily scratched so we recommend that rings etc. be removed prior to cleaning. Glazing can often be cleaned satisfactorily using clean water. Apply liberally with a sponge and finish with a dry cloth. Squeegees can be used and long handled squeegees can be used for larger or inaccessible windows. Note however that the use of long handled squeegees horizontally is not recommended.

If windows face busy roads they may suffer from soiling due to traffic fumes. Detergent may be added to the cleaning water in small quantities. Although paraffin can speed up the cleaning process, the glazing will soon develop a rainbow-like discolouration.

If the glazing is very soiled, it may require treatment with a diluted solution of ammonia or soda. Checks should be made to see if it will be necessary to provide overhead protection for passers-by or whether the cleaning materials will have an adverse effect on the fabric of the building. After cleaning with these products, wash down the areas with clean water. Scratches can usually be removed with jeweller's rouge or a similar rubbing compound.

GLASS

CONDENSATION: Water vapour is continually present in the atmosphere and in the home this natural water content is increased by day-to-day activities which create steam such as cooking, bathing, washing, boiling water etc.

This water vapour is undetectable when carried in warm air, but it condenses into water droplets when it comes into contact with cold surfaces such as glass. Normally, water vapour is controlled through natural ventilation via airbricks and chimneys etc but conservation measures have led to more efficient sealing of buildings. This may result in trapped water vapour and increasing problems with condensation.



Condensation is best controlled by ventilation and this is achieved by opening windows, fitting extraction units or by fitting wall vents to provide airflow. Some heat should always be maintained in the building during cold weather. The temperature may be increased in areas where condensation is a particular problem.

If possible, internal doors to kitchens and bathrooms should be kept closed and sealed against draughts to prevent excessively moist air being transferred to other areas. Bedroom windows should have night ventilation facilities to provide air circulation. Curtains should be a minimum of 150mm away from the window to ensure airflow, with suitable gaps.

PRODUCT GUARANTEE

Please be aware that not maintaining and caring for your products as advised in this document could invalidate your product guarantee.

Apart from the ongoing care and maintenance guidelines contained in this document, only authorised personnel should carry out any remedial work or adjustments to any of the products installed. Please contact us for advice and assistance - especially if the item is covered by warranty.



For further assistance, call 01702 899440

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