

## Customer Care and Maintenance

In order to maintain the finish and smooth operation of your new window(s) and/or door(s), please follow the maintenance guide below. One advantage of PVCu profiles, is that they are virtually maintenance free. They require the minimum of attention to maintain their performance and appearance.

### DO:

- Routine cleaning is recommended
- Use warm soapy water solution, every 6 months unless the installation is located in an area of heavy pollution, which may require the profile being cleaned more frequently.
- Check periodically gaskets, wedges and weatherseals to ensure that they have not become dislodged or damaged. Doors should be checked frequently because of frequent usage.
- Check periodically to see if any screws securing operating handles have not become loosened due to usage.
- To increase or decrease the friction in the friction stays (Hinges), the screw in the friction block can be turned either clockwise to increase the friction, or anticlockwise to decrease it. As a guide, the friction should be such that the stay (hinge) retains the vent in the open position, but excessive force is not required to close it.
- Should any grit become embedded in the track of the friction stay (Hinge), causing the friction block to bind, use a soft cloth to remove it.
- Periodically apply light machine oil to any metallic moving parts, such as locks etc.
- Door hinges, lubricate them with a little machine oil i.e. 3in1, to keep them at their best
- Cylinder locks lubricate the cylinder with Teflon based lubricant as they are sensitive. Do not use oil or graphite powder.

### DO NOT:

- Under no circumstances should any abrasive materials or scouring pads be used to clean the profile, there are, however, some proprietary chemical cleaning agents specifically for PVCu profiles are available, which should be used in compliance with the manufacturer's instructions and safety instructions.
- Do not apply machine oil to window friction blocks (Hinges) as this will seriously affect the operation and performance of the stays (Hinges).
- Use any type of bleach, solvent (EG white spirit, methylated spirit, cellulose thinners).
- Do not on cylinder locks, use oil or graphite powder.

#### **uPVC panels:**

#### **The stainless-steel care Guide:**

#### **The following is recommended to help:**

- To keep your stainless-steel product in the best condition, we recommend routine cleaning once every 6 weeks.
- All exposed stainless-steel surfaces should be wiped over with a clean cloth and warm water with a mild detergent on a frequent and routine basis. Cleaning should always be immediately followed by rinsing in clean hot water and the surface then wiped completely with a dry towel.
- For more stubborn dirt or stains use mild, non-scratching abrasive powders such as typical household cleaners. These can be used with bristle brushes, sponges or non-abrasive scourer's.
- For more aggressive cleaning a small amount of vinegar can be added to the powder.
- Carbon steel brushes and steel wool should be avoided as they may leave particles embedded in the surface, which can lead to rusting.

#### **Please Note:**

When cleaning a surface with any chemical preparation of abrasive medium, we recommend that a trial should be done on a small unobtrusive, hidden, or non-critical area of the surface, to check the resulting finish matches with the original.

Further information regarding cleaning methods for stainless steel, is provided on the British Stainless-Steel Association's website: [www.bssa.org.uk](http://www.bssa.org.uk)

#### **Glass Maintenance:**

- Routine cleaning is recommended
- Glass used in the double-glazed units, especially float glass, is easily scratched, therefore we recommend that any hand jewellery is removed before cleaning.
- Use warm soapy water solution, every 6 months unless the installation is located in an area of heavy pollution, which may require the glass being cleaned more frequently.
- Check periodically gaskets, wedges and weatherseals to ensure that they have not become dislodged or damaged. Doors should be checked frequently because of frequent usage

#### **Composite doors:**

#### **We recommend the following to help you get the very best from your composite door:**

- Cleaning your door - Wash the door and door frame with warm soapy water and a soft, lint-free cloth to remove grime and atmospheric deposits.
- Never use a pressure washer or steam cleaner.
- Stubborn marks on the door frame may need to be tackled with a specialised PVC cleaner but please ensure you read the cleaning guidelines carefully so as to ensure suitability.

- Under no circumstances should you use any solvent based or abrasive cleaners and avoid the use of any adhesives or tack for temporary fixing i.e. For seasonal or other decorations.  
Maintaining your door
- - Once every six months or so, apply a little light engineering oil (such as 3 in 1 oil) on all moving parts of the lock, cylinder and hinges.
- - We also recommend that you help protect your door from possible natural thermal distortion by engaging the locking points by simply pulling up the handle each time you shut the door.

Failure to follow the basis maintenance and care details set out within this guide may result in your door or window not performing as effectively as it should, thus invalidating any warranties associated with this product used to manufacture the window or door.

Thank you