

YOUR GUIDE



# Product Maintenance Guide

*How to look after your product*

PVC-U Windows, Doors & Conservatories





WELCOME

Thank you for *investing in our products*. Your investment will last many years.

Your products have been designed, manufactured and installed to ***the highest possible standards*** and are virtually maintenance free.

However, to retain their smart appearance and ease of operation a small amount of care and attention is necessary. Please take a few moments to ***read this manual and follow the guidelines*** to ensure you receive many years of ***trouble free service***.

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## PVC-U

*"Abrasive cleaners should not be used as they may alter the gloss finish of your products or destroy the laminated surface."*

The pristine appearance of VEKA frames is maintained by occasional cleaning. The frequency of this cleaning will depend on atmospheric conditions.

If you live in close proximity to an industrial area, your frames will need cleaning more frequently – at least every couple of months. Under normal conditions cleaning with warm soapy water is sufficient.

Stubborn marks on white frames may be removed by using a PVC-U cleaner available from National Plastics outlets or online at [www.nationalplastics.co.uk](http://www.nationalplastics.co.uk).

Woodgrain effect foiled finishes should only be cleaned with warm soapy water. Never sand or polish woodgrain effect frames as this will damage the laminated surface. Abrasive cleaners should not be used as they may alter the gloss finish of your products or destroy the laminated surface.

Particular care should be taken to ensure that nothing which may cause a rust stain comes into contact with the PVC-U as rust stains are not removable.

On no account should any solvent based cleaners be used as some of these solvents may seriously affect the profiles and gaskets.

When cleaning the frames, remove any debris from drainage slots as any build up of dirt and mess could cause water to accumulate inside the frame and enter the house.

The background of the page is a close-up photograph of numerous water droplets of various sizes on a glass surface. The droplets are in sharp focus, showing their spherical shape and the way they reflect light. The background behind the droplets is a soft, out-of-focus blue-grey color. The text is overlaid on a white rectangular area in the center of the page.

## CONDENSATION

**In itself, double glazing cannot cause condensation.**

By acting as a heat barrier and providing an inner pane, which is considerably closer to room temperature than the outer pane, the risk of condensation is reduced.

As modern homes are designed to eliminate draughts they do not have the natural ventilation that older homes have. Homes that have cavity wall/loft insulation are likely to become moisture traps. In such cases, condensation is caused by insufficient ventilation. Provided the rooms are heated normally, the solution can generally be found by providing controlled ventilation. In the case of older “uninsulated” homes the dominant factor is likely to be the indoor temperature. Additional heat or the introduction of localised heat next to the window should cure the problem.

Energy rated glass may in certain cases cause condensation on the outside of the glass. This is not a fault, rather the glass acclimatising to the surroundings and will clear fairly soon.

*"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."*

## LEAD WORK

Your new PVC-U 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.





## PAINTED PRODUCTS (NOT FOILED)

You should clean your products when they are first installed using a mild detergent and warm water on all surfaces.

Please make sure you use a soft cloth or sponge and nothing harsher than a natural bristle brush.

Regular cleaning should be determined by the amount of soiling but should be undertaken bi-monthly.

If you live in a coastal or industrial area, your products will need more frequent cleaning as the paint will be covered in a deposit, creating a lighter appearance. Removal of this deposit from the surface should return the original paint appearance.



## HANDLES

- To remove dust and grime wipe all window and door furniture with a damp cloth and then dry thoroughly.
- Handles should be checked periodically to ensure that the screws holding them to the opening part of the window are tight. If handles are loose remove screw covers and tighten screws using a Phillips screwdriver. Be careful not to overtighten as this will impair the operation of the mechanism.
- The handle can be lubricated at the joint between the handle and the fixing rose.



*"Regular maintenance of exposed movable mechanical parts will help them perform at their best."*

## HARDWARE

When a product has been manufactured and installed, all necessary adjustments will have been made to ensure the product functions correctly.

It will however be necessary during the lifetime of the product to make occasional adjustments and maintenance checks.

Regular maintenance of exposed movable mechanical parts will help them perform at their best. The application of a lubricant to hinges, locks and handles will maximise their life.

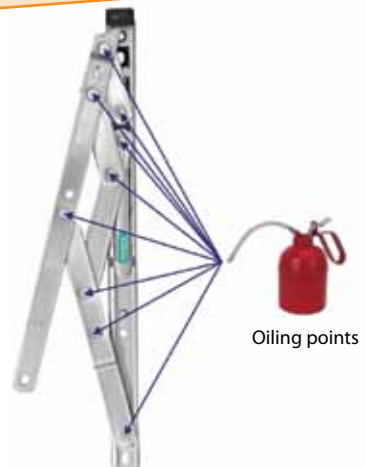
Where references are made to oils and lubricants, these should be 3-in-1 or light engineering oil, 3-in-1 silicone spray and a grease product such as petroleum jelly. WD40 should not be used as such products can have the effect of thinning the grease within the gear mechanisms and be detrimental to the operation of the product.

Any safety devices such as child restrictors should be checked regularly for correct operation.

*"If you have any difficulty in carrying out any maintenance or adjustments, please contact your installer directly for guidance."*

## CASEMENT WINDOWS

- Oil and adjust furniture (friction stays).
- Lubricate hinging points occasionally with a 3-in-1 oil or spray.
- Adjust the small screw on the hinge to increase or decrease the friction when opening or closing the opening part of the window.
- Wipe down the hinge and the slider channel occasionally with a light oil applied with a cloth.



## TILT & TURN WINDOWS

*"Use petroleum jelly on all receivers, locking points, guide slots, striker plates and locking points on the scissor stay (top arm)."*



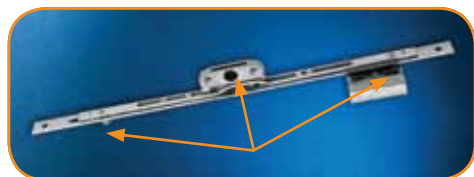
- If the handle is stiff it can be rectified by loosening the handle screws slightly and re-tightening until satisfactory.
- Use petroleum jelly on all receivers, locking points, guide slots, striker plates and locking points on the scissor stay (top arm).
- Use oil on all guide slots, behind the face plate where the slide moves up and down, safety catch, top and bottom of hinge pin.
- Lubricate cover plate on handle.

*"If the sash (opening part of the window) is catching then you are you are advised to contact your installer since any inappropriate adjustments may affect the security of your window."*

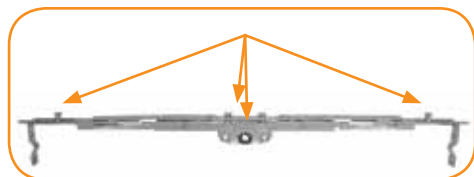
## LOCKS

### Espagnolette / Shootbolt Locking Gear

- Wipe down the exposed face plate (located on the edge of the opening part of the window) occasionally with an oiled cloth. Spray all moving parts with a suitable lubricant.
- The roller / mushroom cam locking points may need adjustment to increase or decrease the compression of the sash to the frame. These cams are eccentric and are adjusted using an allen key.



Oiling points



Typical Espagnolette / Shootbolt Locking Mechanisms

### Multipoint Door Locks

- Wipe down the exposed face plate (located on the edge of the opening part of the door) occasionally with an oiled cloth.
- Spray all moving parts with a suitable lubricant.





## DOOR HINGE ADJUSTMENTS

### Greenteq Door Hinge Adjustments

- Adjustments can be carried out in three directions with a standard 5mm allen key. Lateral adjustment of  $\pm 5\text{mm}$  is available along with  $\pm 0.75\text{mm}$  for compression. Height adjustment of  $\pm 1\text{mm}$  is available.



### S.F.S. 2D Dynamic Door Hinge Adjustments

- Adjustments can be carried out in two directions with a standard 5mm allen key or 9mm spanner (available in your local National Plastics branch). Height adjustment of 4mm is available.

*"If you have any difficulty in carrying out any maintenance or adjustments, please contact your installer directly for guidance."*

## VERTICAL SLIDERS

The only maintenance that is required is the cleaning of the PVC-U profile.

Under normal conditions cleaning with warm soapy water is sufficient.

Stubborn marks on white frames may be removed by using a PVC-U cleaner available from National Plastics outlets or online at [www.nationalplastics.co.uk](http://www.nationalplastics.co.uk).

*"Stubborn marks on white frames may be removed by using a PVC-U cleaner available from our National Plastics outlets."*



*"Ensure the track is kept clean and free from debris for smooth running."*

## PATIO DOORS

- Wipe down the exposed face plate (located on the edge of the opening part of the door) occasionally with an oiled cloth.
- Spray all moving parts with a suitable lubricant.
- Ensure the track is kept clean and free from debris for smooth running.



## BI-FOLDING DOORS







If the doors have not been opened fully for some time, take care not to force parts that are stiff to move. Determine the cause of the stiffness and overcome it prior to opening the doors completely.

When adverse weather prevails, such as wind or rain, keep the doors closed.

Visually check the condition of all components ensuring all running and guide rollers are clean and free running. Regularly clean these areas removing dirt or debris where necessary.

Use lubricant on hardware components, and spray all moving elements with a suitable lubricant spray.

As with other PVC-U products clean the frames with warm soapy water.

Failure to regularly maintain the product may invalidate the warranty.

*"For further information please contact your installer."*

*"It is essential that all drainage slots be kept clear of any debris or snow."*

## CONSERVATORIES – PAVILIONS – ORANGERIES

### Frames

- The maintenance of the PVC-U frames on conservatories, pavilions and orangeries is the same as any other PVC-U product.

### Drainage Slots

- It is essential that all drainage slots are kept clear of any debris or snow as this can cause the water build up in the frames causing water to enter internally.

### Roof / Gutter

- It is essential that any debris / snow build up on the roof / gutter is removed as this could cause water to enter internally.
- All roof glass should be cleaned with warm soapy water only. If specialist glass is fitted contact the installer to discuss any specific requirements.

### Low Level Glazing (no dwarf wall)

- It is essential that all debris / snow is cleared from low level glazing as this can cause the drain slots to be blocked causing water to enter internally.

# COMPOSITE DOORS

## Cleaning

Part of Door	How Often	Cleaning Products	Finishing Products
Door leaf	Every month	Warm soapy water	
Door frame	Every month	Warm soapy water	For stubborn stains, use a PVC-U cleaner
Hardware	Every month	Wipe with a clean cloth using warm water and a mild detergent	

## Maintenance

Part of Door	How Often	Cleaning Products	Finishing Products
Hinges	Every six months	Lubricate	Light engineering oil
Cylinder	Every six months	Lubricate	Teflon based lubricant
Hardware	Every six months	Lightly lubricate	Light engineering oil



## DO NOT USE!

- Abrasive cleaners or scouring pads
- High pressure or steam cleaners
- Bleach
- White spirit
- Cellulose thinners
- Methylated spirits
- Nail varnish removers
- Adhesives



*"If you have any concerns about the operation of your PVC-U products or their maintenance always contact the installer in the first instance."*

