



MAINTENANCE HANDBOOK

Modern UPVC Windows
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Introduction

Thank you for your recent purchase from Modern UPVC Windows. In having our bespoke systems installed to your home, you'll be sure to enjoy trouble-free use and a stunning finish for years to come.

With the correct maintenance and care, you can maximise the lifespan of your new windows and doors. Regularly giving your home improvements the attention they deserve will see them look and perform their best for even longer.

In this guide, we'll relay all the useful tips and tricks you'll need to know to correctly clean and maintain your uPVC windows and doors from Modern UPVC Windows. And remember, if you do require any further support after consulting this guide, you can always contact our helpful team for assistance.

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Maintenance

Glass Cleaning

- Homeowners can easily clean their glass units in windows or doors with a solution of soap and warm water.
- We recommend that a soft cloth is used, as both double and triple glazed units in windows and doors are easily scratched. Jewellery removal is recommended for the same reason.
- Windows and doors with glazing additions such as acoustic lamination or astragal bars can be approached in the same manner.

Glass Cleaning (Leaded)

- Leaded glass units can be cleaned in the same way as non-leaded glazing. A soft cloth is recommended, as is the removal of jewellery, as leaded glass is easily scratched.
- Household cleaners will suffice – no specialist equipment is required. We recommend that warm, soapy water is used to clean external dirt and debris off.
- As with non-leaded glass units, windows and doors with lamination and Georgian bars can be approached in the same manner.

Removing Scratches

- Scratches can occur over time as part of natural wear and tear. Light scratches can be removed by correctly applying a jewellers' rubbing polish. These can be obtained easily online.
- (See page 7 for further information on glazing.)



uPVC Frame Cleaning

- Frameworks of windows and doors should be regularly cleaned to remove dust, dirt or grime that could affect the look or long term performance.
- This can be done easily with a solution of soap and warm water, and at the same time as the glass is cleaned.
- We recommend you avoid harsh chemicals when cleaning uPVC profiles.

Conservatory & Roof Cleaning

- Maintaining conservatory roofs, rafters and similar pieces of uPVC trim can be completed periodically with soap and warm water.
- Regularly removing dirt, leaves and other obstructions from the guttering will ensure a consistent performance from the roofline.
- Conservatory roof cleaning is recommended to be completed by a professional to ensure safety. Homeowners should **never** attempt to walk on their roof, and should seek assistance where required.

Weatherseals

- Perimeter gaskets should be periodically cleaned to remove dust and debris. It is imperative that a soft hand is used, as to not displace the seal.

In this instance, **the window should not be closed**. The weatherseal should slide back into the groove by hand and with ease.

- If the weatherseals are broken or damaged and draughts are felt around the product, ensure prompt replacement by contacting your installer.

Silicone Seal

If the gaskets within the window or door are made from silicone, please consider that discolouration is natural and unavoidable.

Drainage

- Your new products are designed with drainage built in to allow any water to flow to the outside. The drainage slots need checking to ensure they aren't being clogged up with dust, dirt, spiderwebs or anything similar.

If they are, cleaning them with a small brush will ensure that water can effectively drain out.



Lubrication

Well oiled windows and doors will open and close effortlessly for longer after the installation has been completed than those that are not.

Depending on the regularity of use, lubrication should occur either once or twice a year. This can be advised upon during the initial fitting. Hardware can be lubricated using light machine oil or similarly available products.

Brasswork

Over time, brass handles and hardware will require attention as the protective finish wears away. This is a natural occurrence caused by daily use, and shouldn't be a cause for concern.

- If the protective layer has begun to peel, remove it entirely. This can be done with household items such as paint stripper or nail polish remover. Reapply the finish with a good quality lacquer.
- At all stages, we recommend covering the uPVC profile in tape or anything similar. This prevents splashes from any chemicals that could cause discolouring.

Condensation

It is imperative to note that condensation can still be a present issue when quality double and triple glazing is installed in the home. Water vapour will always be present, often at undetectable levels, when the home is thermally efficient as a result of new windows and doors, such as the ones we supply.

Without correct management, water vapour can result in condensation problems throughout the home.

We recommend you stay vigilant through the use of three industry recommended tactics.

Ventilation

- A well ventilated home is one that will have the least amount of water vapour present. The most straightforward way to manage this is by opening the windows and doors as much as you can.

Take full advantage of this during summer with patio, French and bifold doors.

- We also recommend that kitchens and bathrooms are fitted with extraction fans, as these two rooms are the biggest root causes of condensation and water vapour presence.
- Finally, wall vents are another worthwhile investment to ensure maximum ventilation.

Heating

- Another way of preventing condensation related issues is to maintain a consistent heat during colder periods. Rather than sharply changing between freezing temperatures and roasting heat, we recommend a degree of consistency is instead actioned.
- In areas of the home where condensation is more prominent, such as bathrooms and kitchens, we recommend maintaining a slightly higher temperature. This can help stop the windows and doors we supply from experiencing condensation.

Circulation

- Superb air circulation within the home is another way you can help to prevent our windows and doors suffering with condensation related issues.
- The windows we supply come with unique night vent innovations. These can be left open while you sleep to ensure air flow, without compromising the security of your home.
- When using well ventilated 'problem rooms' such as kitchens and bathrooms, we recommend shutting these off from the rest of the home.

This can prevent air rich with water vapour from spreading into rooms that may not have the same ventilation options.



Security

Security is a watchword for everything we do. Our team believe you should need to do the absolute minimum to maintain your safety in the home.

For that reason, our windows and doors come with the most secure locking systems. These help to actively resist even the most modern and innovative break in methods. Homeowners who have our windows installed can have peace of mind.

That being said, there are always extra measures you can take to maintain the absolute best home security.



We recommend the following:

- Always close and lock your windows before leaving your home, removing the key.
Do the same for doors, but also ensure the shootbolts are in place for an added layer of security. That's what they are there for!
- Conceal the keys to your windows and doors from view but leave them within reach in case an emergency exit is required.
You want to be prepared for the absolute worst scenario. With these measures, combined with our secure windows and doors, you're putting yourself in the safest possible position.
- We also recommend keeping your locks in the best possible condition, which can be done with the correct maintenance.
You can find the instructions for how to best maintain the specific windows and doors we supply further down this guide. (pages 8-14)

Glazing

Both the double and triple glazed units that we supply in our windows and doors are incredibly durable. However, during their manufacturing processes, imperfections are absolutely unavoidable, even with the industry's most respected glaziers.

In the instance of any defects to the glazing, we advise homeowners read the following. It is taken from an industry accepted standard:

- 1.** Transparent glass, used in the manufacture of double glazed units, is identical to that used in traditional single glazing and will therefore have a similar level of quality.
- 2.** Both panes of the double glazed unit shall be viewed from the room side, standing at a distance of two metres (6'6" approx) 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") wide band around the perimeter of the unit.
- 3.** Flat transparent glass shall be deemed acceptable if the following phenomena are neither obtrusive or bunched:
 - a. Totally enclosed seeds.
 - b. Bubbles or blisters.
 - c. Hairlines or blobs.
 - d. Fine scratches, not more than 25mm (1") 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 in point 2.

Patterned Glass

If patterned glass is specified for the project, it should be noted that this is typically produced in larger sheets. It is then cut to the size of the glass unit that is required for the window or door.

As a result of this manufacturing process, the centralisation of the pattern cannot be guaranteed and is not considered a defect if it is off alignment.



Sculptured & Flush Window

Sculptured & flush windows are forms of outward opening casement windows which we specialise in supplying. They come with multi point locking mechanisms and supporting shootbolts, ensuring total security for the homeowner.

These thermally efficient windows come with an eye catching design and easy maintenance to match. There are a few items to note to ensure the maximum lifespan and correct upkeep:

Operating Instructions

- To open our sculptured windows, ensure they are unlocked (if needed) and press the button in fully before attempting to move the handle in any direction. Doing so without could cause unwanted damage to the mechanism.
- Move the handle a full 90 degrees in the required direction. Doing so will release the locking mechanism and permit easy opening of the window.



Lubrication - As Required

Depending on the regularity of the window's operation, each pivot point should be lubricated either once or twice a year. One drop should be sufficient.

Friction Hinges

Before oiling any hinges, ensure they are free of dust and dirt which can easily build up over time. This will need to be completed regularly, more often than the oiling.

Keeps

Keeps should be lubricated with appropriate petroleum jelly. Doing so ensures smooth operation by preventing jarring and stickiness.

Locks

Multi point locking systems and shootbolts are standard in our casement windows. They should be dusted regularly to ensure a smooth operation. This is then optimised through the light application of a lubricant oil.

Tilt & Turn Window

Tilt & turn windows have an innovative dual opening mechanism. This offers a whole host of benefits for the homeowner. As their name would suggest, they can open from a traditional side hinge, as well as tilting internally within their uPVC framework.

While still low maintenance, this unique style of window will require certain attention to maintain the optimum performance. They should be lubricated in a similar manner and at the same regularity to that of our sculptured and flush windows, as they feature much of the same hardware and are made using the same uPVC.

If you're yet to invest, it is also worthwhile paying attention to the operating instructions section, to ensure they are right for you.

Operating Instructions

When out of the closed position, the handle for these windows can be set to 'tilt' and 'turn', depending on which operation you require. This makes it easy to open and close.

Please note that in order to switch between the 'tilt' and 'turn' functionalities, the window handle must be returned to its closed standard position. Attempting to swap without full closure could damage the mechanism and is discouraged. In addition, these windows should always be unlocked before attempting this too.

You can activate the tilt function by rotating the handle 90 degrees into a horizontal position, before pulling internally. To switch to the turn function, close the window fully and rotate the handle through another 90 degrees to the vertically upwards position and pull the window inwards. The window will then open from the side hung hinge. This can double up as an exit in an emergency situation.



Switch Barrier

Tilt and turn windows come with a switch barrier, which ensures that the window only stays in one mode – tilt or turn.

Located adjacent to the multi point locking system on the tilt and turn windows, you should ensure that you don't press the switch barrier while the window is open. This will help to prevent unwanted damage to the mechanism, ensuring longevity from the tilt and turn windows.



Window Hardware

Restrictor

Restrictors are an option available with our sculptured and flush outward opening windows. They limit how far the window can swing open from their hinge.

They are especially helpful for higher storey rooms or for families with children or pets.

Restricted Operation

- With the restrictor in place, you can open the window as you would normally, noticing the limited opening allowance.

Disengaging the Restrictor

- Closing the window slightly from its restricted position will allow the homeowner to manually remove it.

Reapplying the Restrictor

- This is done automatically by closing the window. The restrictor will automatically re-engage.



Residential Door

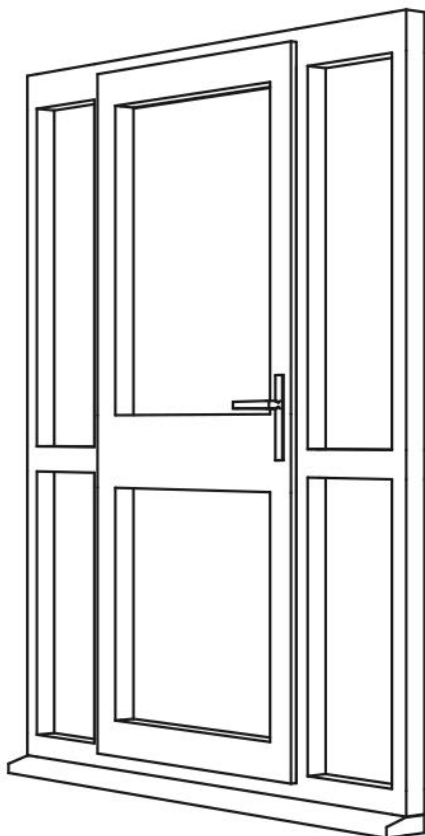
The front doors that we supply are manufactured from high quality uPVC and are available with both a sculptured and a flush sash.

In both instances, they are fitted with secure multi point locking systems for peace of mind. Other innovations and hardware ensure easy operation and hassle free maintenance.



Operating Instructions

- Ensure the door is unlocked, whether that be by key or otherwise. Lower the handle in a downwards motion to disengage any deadbolts, and push or pull as required by the hinges.
- To lock, close the door, lift the handle fully to reengage the deadbolts and then use a key as required. We advise keeping this key in an accessible but out of sight place.



Locking Mechanisms

- To maintain the locks, lightly lubricate with a small amount of machine oil. Do this with the door open.

Hinges

- If it is an external door, such as the main front door to the property, hinges should be cleaned periodically and oiled every 6 to 12 months.

Lock Cylinder

- Locking cylinders should never be oiled or otherwise lubricated. If you experience trouble, contact the installer immediately to resolve this.

Double Doors

Our residential door profile can also be applied to French double doors, in a sculptured or flush design. The handle will typically be operated via a shootbolt which connects one door to the master door.

This mechanism should be periodically lubricated to ensure the French doors open and close smoothly. Depending on the regularity of the usage, oiling of all moving parts should occur every 6 to 12 months.

Patio Door

Patio doors involve large panels of double glazing, supported by a uPVC profile, which operate on an inline slider. Easy to operate and smooth to glide, it is still worth considering their operation and maintenance before and after investing.

We've laid everything out here that you need to know, but homeowners should reach out to their installer if they ever have any concerns.

Operating Instructions

To Lock

- The door should be closed before engaging the deadbolts, to prevent damage. These are engaged by lifting the lever behind the handle upwards once in this fully closed position. The key can then be inserted and turned.

To Unlock

- Re-inserting the key and turning it will unlock the patio door. Lowering the lever in the opposite motion to how you engage them will release the deadbolts.

Locking Mechanism

- Oil the locking cams of the mechanism as required.



Bottom Track

- Homeowners must regularly clean the track to remove dust, dirt and debris.

Lock Cylinder

- Locking mechanisms should not be oiled, and homeowners should contact the installer if the lock becomes jarred or sticky.

Glass

- Glass should be cleaned with warm, soapy water. Jewellery should be removed to prevent scratches.

Bifold Door

Bifold doors are a great alternative to conventional sliding doors. The doors fold to sit neatly at either end, allowing for unobstructed access and better external views.

Despite this, maintenance is easy and hassle free for the homeowner.

Lock Lubrication

- Unless used as regularly as the front door all year round, locks in a bifold door should only need oiling once a year.

Lock Cylinder

- The locking cylinder should never be oiled. Any issues should be discussed with the installer immediately.

Hinges

- Hinges should periodically be cleaned to prevent dust build up. Oiling can occur once a year, unless advised otherwise.

Hardware Lubrication

- Petroleum jelly should be used to lubricate other moving components every 12 months. Cleaning should occur prior to oiling.

Handles

- External moving components, such as the primary handles, can be oiled every 12 months, at same time as the other annual tasks unless otherwise stated.

Glass

- Warm, soapy water can be used to clean the double glazing used in our bifold doors. Jewellery should be removed, as scratching can easily occur.



Composite Door

Composite doors are a premium product and are immensely secure.

As a result, they require very little upkeep and should not need specialist equipment or experience to maintain.

Lever Handles

- Dirt and debris should be removed from lever handles as frequently as possible. Doing so ensures a smooth operation for longer. Moving external parts should be lightly oiled once a year to help enable this.

Handles should subsequently be polished to maintain their appearance. We advise **strongly against** using a metal polish, as harsh chemicals could damage the chosen finish on the handle.

Instead, we recommend using a wax based furniture polish, and as high a quality as you can attain.

Glass

- As many of our composite door designs include glass panels, it is also important to maintain them. Cleaning with a soft cloth and warm, soapy water is perfect. Household cleaners are fine, but avoid harsher, abrasive soaps. Jewellery should be removed to prevent surface scratches.







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