AFTERCARE GUIDE

FOR YOUR WINDOW AND DOORS

stellar™
ALUMINIUM SYSTEMS

Congratulations on **your new installation**

We trust you will enjoy trouble-free use for many years to come.

As with any equipment, to ensure complete satisfaction, it is advisable to carry out basic, regular maintenance. This booklet contains useful tips and information to help you get the best from your investment. In the event of any difficulties, your installer or local independent manufacturer will be pleased to help you. As our policy is one of continuous improvement in products, methods and materials, changes in specification may be made from time-to-time without prior notice.

Condensation

In general climatic conditions water vapour is continually present in the atmosphere. In the home this natural water content is increased by normal living activities that create steam, such as cooking, bathing, washing, boiling a kettle and even breathing.

The water vapour remains undetectable while floating in warm air; but upon contact with cold surfaces, windows, mirrors, tiles etc, condensation occurs and the vapour turns to water droplets.

Fitting double-glazing does not necessarily solve underlying condensation problems. Traditional house construction allowed the escape of this water vapour through natural ventilation - open flues of coal fires, air bricks and ill-fitting windows and doors.

The drive to conserve energy and reduce heating costs has led to the sealing of homes, resulting in trapped water vapour and increased problems of condensation.

The advent of more energy-efficient double-glazed units can, in certain circumstances, lead to condensation being evident on the OUTSIDE of the window.

Ventilation

Provide natural ventilation whenever possible by:

- ☆ Opening a window
- ☆ Fitting a ventilator/extraction unit in the kitchen and bathroom
- ☆ Fitting wall vents to provide air flow.

NB: Security should be borne in mind when leaving a window open.

Heating

- ☆ Maintain some permanent heat in the house during cold weather. Marginally increase the temperature in areas where condensation is a particular problem.
- ☆ If possible, fit radiators under windows to maintain the temperature of the inside pane of your double-glazing.

Circulation

Water vapour will easily drift on convection currents far from where originated.

- ☆ Keep internal doors to kitchen and bathroom areas closed and draught-sealed, where possible, to prevent the excessively moist air in these rooms being transferred to other areas of the house.
- ☆ Bedroom windows should have a night ventilation facility to provide air movement. Ideally, if bedroom doors are closed, a ventilation grille should be installed in or above the door also.
- ☆ To ensure air flow in the vicinity of windows, curtains should be a minimum of 150mm (6”) away from the window, with suitable gaps, top and bottom, to allow circulation.

Security

Prevention is better than cure

Your double-glazed windows and doors have been specifically designed to include a variety of security features to protect your home and family against intrusion.

We recommend a number of sensible precautions which should be taken to gain full advantage of the security features available with your double glazing:

- ☆ Never leave a window open when your home is unattended.
- ☆ For added protection, lock all windows in the closed position and remove the keys.
- ☆ To provide adequate means of escape in the event of any emergency, we recommend that keys to all windows are located adjacent to the window, but out of external view.
- ☆ When leaving the house unattended or at night, ensure door handles are fully lifted and that the keys are turned to throw and lock all deadbolts/hookbolts for full security.

Glazing

All double-glazed units are susceptible to a degree of surface damage during the glass manufacturing process. Certain imperfections in the glass cannot be avoided, even in the most carefully controlled production environment.

Blemishes and imperfections are inherent in all double-glazing, and are acceptable within the highest standards of the industry.

We wish to draw your attention to the following extract from an industry accepted standard, relating to glass generally.

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.

   NB: The appearance of modern low 'E' glass units, in certain sunlight, may present a "smokey hue". This appearance is perfectly normal. It is due to the metallic layer on the inner surface of the outer pane of glass.

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.

Extracted from the Glass & Glazing Federation Standards.

Glass Defects

Your installer uses only the highest quality float glass available, whether laminated, toughened or annealed, which conforms to the requirements of BS6262.

Patterned Glass

This glass originates in very large sheets and due to spacing repetition, centralisation of any design in a specific window, cannot be guaranteed.

Top tips for looking after your windows

Follow these recommendations to keep your windows in top condition:

- ☆ Carry out routine maintenance on your windows, doors and / or conservatory at least twice a year. In areas of high exposure, you may want to do this more frequently.
- ☆ All parts of new windows and doors that are exposed when closed should be washed down with warm soapy water using a soft cloth, then dried thoroughly.
- ☆ Any parts that are exposed when the window and doors are open should simply be wiped clean, removing any grime, dirt, insect remains or old lubricant.
- ☆ Avoid any cleaning agents that have ammonia in them or that are abrasive, particularly on handles and other metal fittings.
- ☆ Pay special attention to drainage channels to keep them clear and free from any blockages.
- ☆ Treat any moving parts and fixings as follows:
  - Apply light oil, to keep the locking mechanism in good working order.
  - Use a suitable acid- and resin-free grease on sliding bars, gears and face plates.
  - Maintenance of friction stays is important and we recommend that you follow the guidelines on page 15 for lubrication and adjustment.
- ☆ NEVER lubricate locking cylinders (the part where the key goes in).
- ☆ NEVER use spray lubricants (e.g. WD40).
- ☆ Recommended lubricants:
  - Light oil - e.g. 3 in 1 oil
  - Acid-free grease - e.g. petroleum jelly.

1. Cleaning & Maintenance

(a) In areas within the direct influence zones of salt water, industrial chemical plants, blast furnaces or other aggressive emission sources, your windows should be cleaned at least every three months. In other environments, every six months should be sufficient. Take care not to neglect internal surfaces where, over time, grime and deposits from tobacco smoke, coal and oil fires etc can discolour the interior window frame. We recommend that these are cleaned at least once a year.

(b) Procedure:
(i) Wash down with clean, warm water containing nonalkaline liquid detergent (in a concentration that can be handled safely with bare hands) using a non-abrasive cloth, sponge or soft bristle brush. This will remove grime, grease, and any excess chalking. All ridges, grooves, joints and drainage channels where salt or other deposits can collect should be well washed out, thus preventing corrosion sites from occurring.
(ii) Rinse thoroughly with clean water.
(iii) Dry using a soft cloth or leather.

(c) Where a reduction in gloss is observed, chalking is evident or excessive staining has occurred, an approved renovating cream may be carefully applied with a non-abrasive cloth. Note: T-Cut or similar automotive paint restorer may be used provided it is not too abrasive. Care must be taken not to abrade sharp corners of sections or beads too heavily where the paint film is normally thinner. It should be noted that this operation should not be carried out too frequently. Polish with a soft cloth to restore gloss and maintain colour uniformity.

(d) For extra protection a wash polish can be applied once or twice a year again polishing with a soft cloth to restore gloss.

2. Repair

(a) Blisters and corrosion sites may originate from areas where mechanical damage or scratches have penetrated the paint coating through to the aluminium, or from cut bar or butt ends, mitres, drill holes or drainage slots, where the aluminium is unprotected.

(b) Procedure:
(i) Use fine grade 120-360 grit abrasive paper to remove corrosion products and any non-adherent paint.

(ii) Wipe with white spirit or approved cleaning solvent.

(iii) Ensure surface is absolutely dry before applying a thin priming coat. Allow 20-30 minutes to “Flash Off”.

(iv) With a fine brush, touch in the damaged and primed area with an air drying paint. It should be recognised that the air drying paint will not possess the same weathering properties as the powder coating, but nevertheless will give a reasonable amount of protection. Their use should of course be confined only to small areas of damage.

3. Points to Bear in Mind with Powder Coated Aluminium

(a) No powder coated paint coating is “Maintenance free”. Especially when installing in coastal districts or areas with high industrial pollution, advice should be given at the time of installation regarding the frequency and nature of cleaning maintenance needed.

(b) Modern powder coated finishes that we apply to architectural aluminium are practically identical to the types used on motor vehicles and therefore require a similar degree of care and attention which people typically lavish on their car bodywork. The frequency of cleaning relates directly to the decorative standard which the householder wishes to maintain and also the particular environment where the units are situated.

(c) All paints “Chalk” to some extent in service and a reduction in gloss level will occur. The original finish can be easily restored using the procedure in 1c.

Casement windows

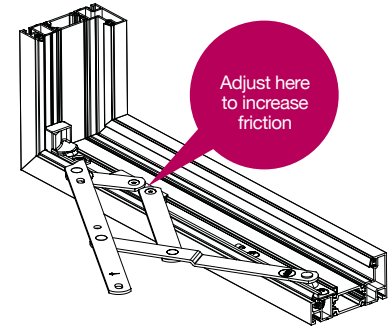
Checklist for the maintenance of your Casement Windows:

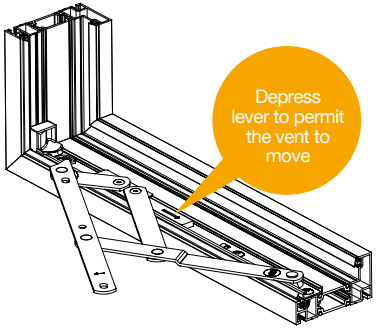
DO

- ✔ Wash down the frame at least twice a year, with warm soapy water and wipe it dry
- ✔ Regularly clean the glass with a clear liquid spray glass cleaner

DON'T

- ✖ Paint aluminium window frames
- ✖ Use paste and cream cleaners which can be mildly abrasive
- ✖ Use any type of bleach, solvent or adhesive





Friction Hinges

Maintenance is important but straightforward. Keep the friction stay track free from dirt and grime and keep the hinge mechanism clean. Lubricate the metal parts regularly with light oil, concentrating on the pivot points. Friction can be increased or decreased by adjustment of a screw. Turn in a clockwise direction to increase friction. Take care not to over tighten.

Egress Friction Hinges

In order to facilitate a maximum clear opening, egress hinges may be fitted. In most cases this will be an upstairs window and allows the window to be opened to 90°.

Some egress hinges combine the opening facility with an easy clean system, whereby the vent can be slid sideways to allow external cleaning to be carried out from inside.

To utilise the easy clean facility, open the window normally, then press and hold down the button on both hinges to release the restrictor hinge. Slide the vent across to allow egress.

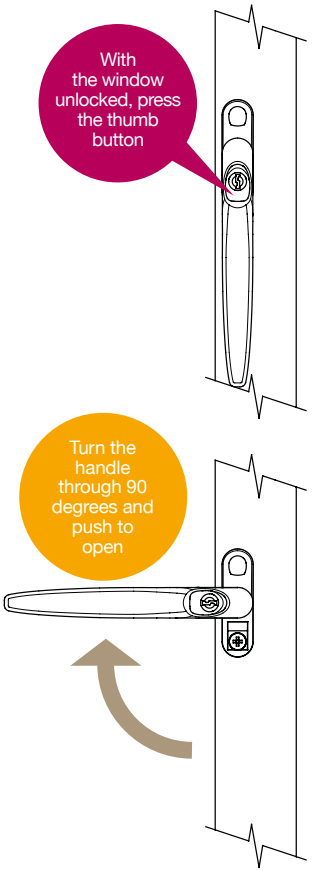
Window Locking Mechanisms

Windows fitted with an espagnolette locking system will allow the window to remain partly open at night to facilitate ventilation.

To engage the window in its night vent position, open the window to approximately 15mm and then return the handle to its locking position. You may feel slight resistance so do not try to force the handle, simply move the window slightly until you find a point where there is no resistance and close. Check the window is held securely in the night vent position by pushing gently on the vent - if held securely it should not move. Maintenance of locking systems is simple: apply light oil to the moving parts, once a year. Similarly, a little grease should be applied to the locking slots to facilitate smooth running.

Ventilation Control

Windows can be fitted with a trickle ventilation unit, located at the top of the frame. This is designed so that you can control ventilation and minimise any build up of condensation. Simply open or close the ventilator. No maintenance is required.



Handles

Windows can be fitted with key locking, push to open handles. An easy to use system, yet secure and long lasting. To operate, simply press the thumb button, turn through 90° and push the window to the desired angle. To close, reverse the procedure by pulling the window closed and turning the handle back to its original position, thus engaging it automatically. Handles can be deadlocked by using the key provided.

Note: Hardware should be operated and maintained strictly in accordance with manufacturer's instructions.

Door Locking Mechanisms

Doors are equipped with a hook lock mechanism. In some cases there may be a split spindle lock - this means you cannot enter the house without using a key to open the door.

Locking

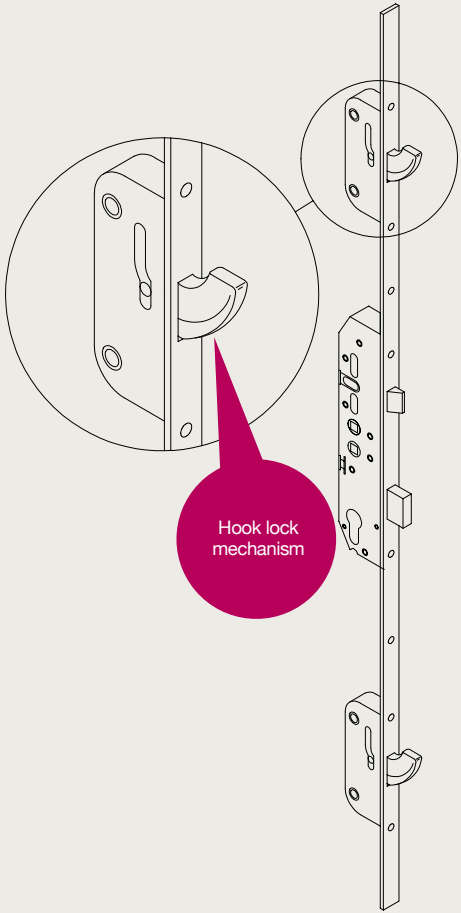
To operate the lock, insert the key into the cylinder. Rotate the handle upwards and turn the key for one complete revolution to activate the deadbolt, which locks the whole mechanism. Release the handle.

Unlocking

Insert the key into the cylinder and disengage the deadbolt by turning one complete revolution. Depress the handle and open the door. Where a split spindle is fitted in addition, after you have depressed the handle, turn the key a further quarter revolution to release the latch.

Maintenance

Every 12 months or 5000 uses (whichever is sooner), check the operation of the lock and latch mechanism and if necessary adjust the locking keeps to give smooth operation. At the same time lubricate the lock.



Handle Options

Traditional front doors can be fitted with an external pull-pad operated handle with a lever operated internal handle. Back doors are usually fitted with a lever operated handle both internally and externally.

Maintenance of the locking systems is simple: apply light oil to the moving parts, once a year. Similarly, a little grease should be applied to the locking slots to facilitate smooth running.

Note: Hardware should be operated and maintained strictly in accordance with manufacturers instructions.

Bifold Door Gear

The Bifold Door rollers contain sealed bearings which require no lubrication. Always ensure that the cill track is clear of dirt and debris. Vacuum out any loose particles, then wipe over tracks using a damp cloth.

Bifolding Door Operation

Always operate the swinging leaf first and fold the leaf all the way back until the retaining magnet engages.

Now turn the handle on all intermediate panes through 180°. Fold all remaining panes fully back. Closing is a reversal of the above.

Note: If there is any resistance in moving panes or any unexpected movement, always seek the advice of the installer.

Lift Slide Patio Doors

When closing lift slide doors, never place your hand between the sash and the frame. Always proceed with caution. Ensure that the sash is slowly guided by hand throughout the entire movement until the opening or closing positions are reached. Do not place obstacles in the opening gap between the sash and the frame. Prevent any additional load on the sash.

To open the sash, insert key into cylinder and turn fully to disengage dead lock. Turn handle until it points downwards. Slide sash to the desired position.

To close sash, slide sash slowly to the closed position keeping hold of the handle at all times. Turn the handle until points upwards. Turn the key in the cylinder until dead lock engages.

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