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Product Maintenance Guide

How to look after your product

PVCu Windows, Doors & Conservatories

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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 enjoyment.

CONTENTS

- 1 PVCu
- 2 Condensation
- 3 Lead Work
- 4 Handles
- 5 Hardware
- 6 Casement Windows
- 7 Tilt and Turn Windows
- 8 Locks
- 9 Door Hinge Adjustments
- 10 Vertical Sliding Windows
- 11 Conservatories
- 12 Patio Doors
- 13 Composite Doors



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

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The pristine appearance of the *TS Collection* 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 quality, non abrasive PVCu cleaner.

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 that may cause a rust stain comes into contact with the PVCu as rust stains are not removable.

Care should be taken when using solvent-based cleaners 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.

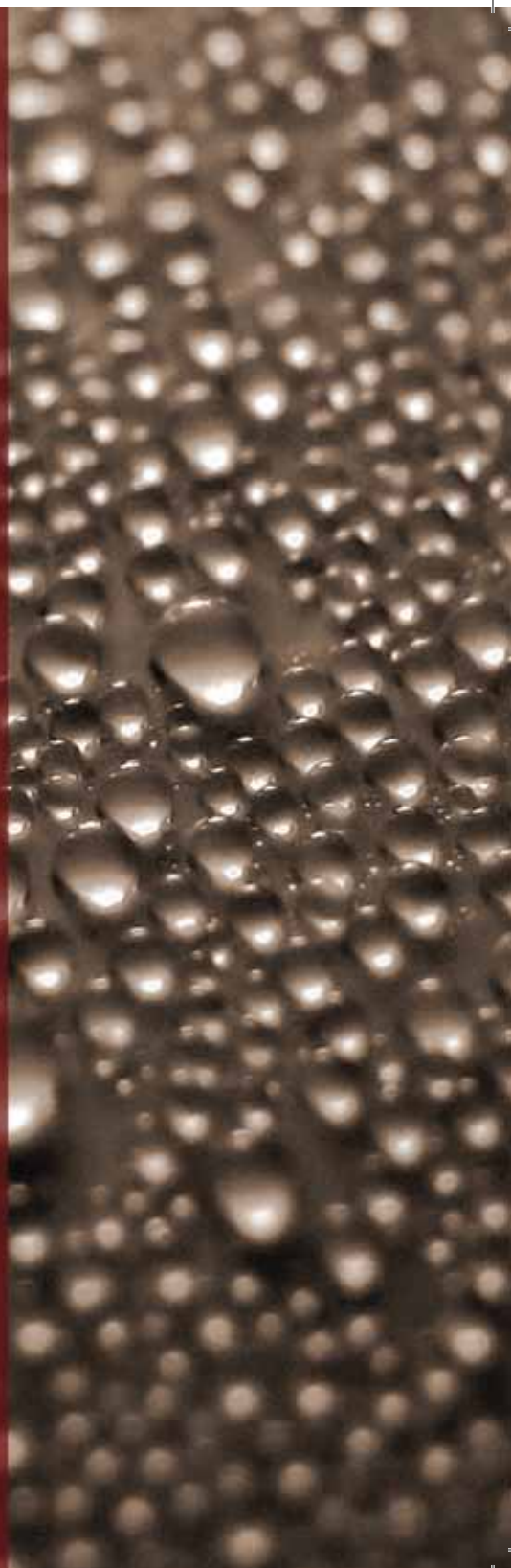
CONDENSATION

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 elevations or orientations, be subject to the appearance of moisture on the outer pane; this is actually dew forming on the glass. Do not worry; this is entirely normal and is caused through the improved performance of the glass coatings on the sealed units as these no longer allow heat to escape through the sealed unit and heat up the outer pane. Although this is not aesthetically pleasing to the eye, it is, in fact, evidence that the windows are doing their job of retaining the heat in your home. The dew will usually clear once the ambient temperature lifts and heats the outer pane of glass.



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LEADED GLASS

Your new PVCu 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, but once complete, the lead will be dark grey in colour and no longer stain.



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.



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.

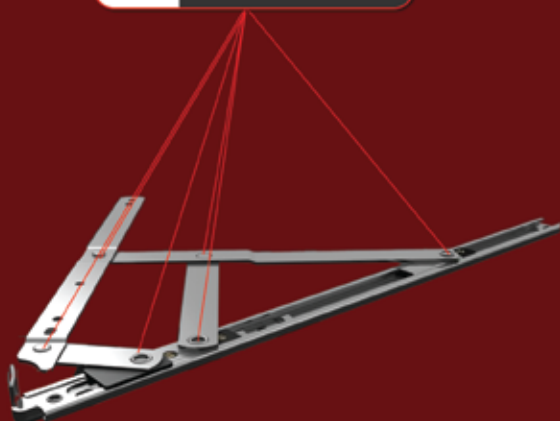
Any safety devices such as child restrictors should be checked regularly for correct operation.

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.



Oiling points



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



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

TILT AND TURN WINDOWS

- If the handle is stiff this can be rectified by loosening the handle screws slightly and re-tightening until satisfactory.
- 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.
- Use petroleum jelly on all receivers, locking points, guide slots, striker plates and locking points on the scissor stay (top arm).
- Lubricate cover plate on handle.

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

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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.

Door Lock Strip

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.



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HINGE ADJUSTMENT

Adjustments can be carried out in two directions with a standard Allen key. Height adjustment of 4mm is available.

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VERTICAL SLIDERS

The only maintenance that is required is the cleaning of the PVCu profile.

Under normal conditions cleaning with warm, soapy water is sufficient. Stubborn marks on white frames may be removed by using a PVCu cleaner.



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CONSERVATORIES

Frames

The maintenance of the PVCu frames on conservatories, pavilions and orangeries is the same as with any other PVCu product.

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.

Drainage Slots

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

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.





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.



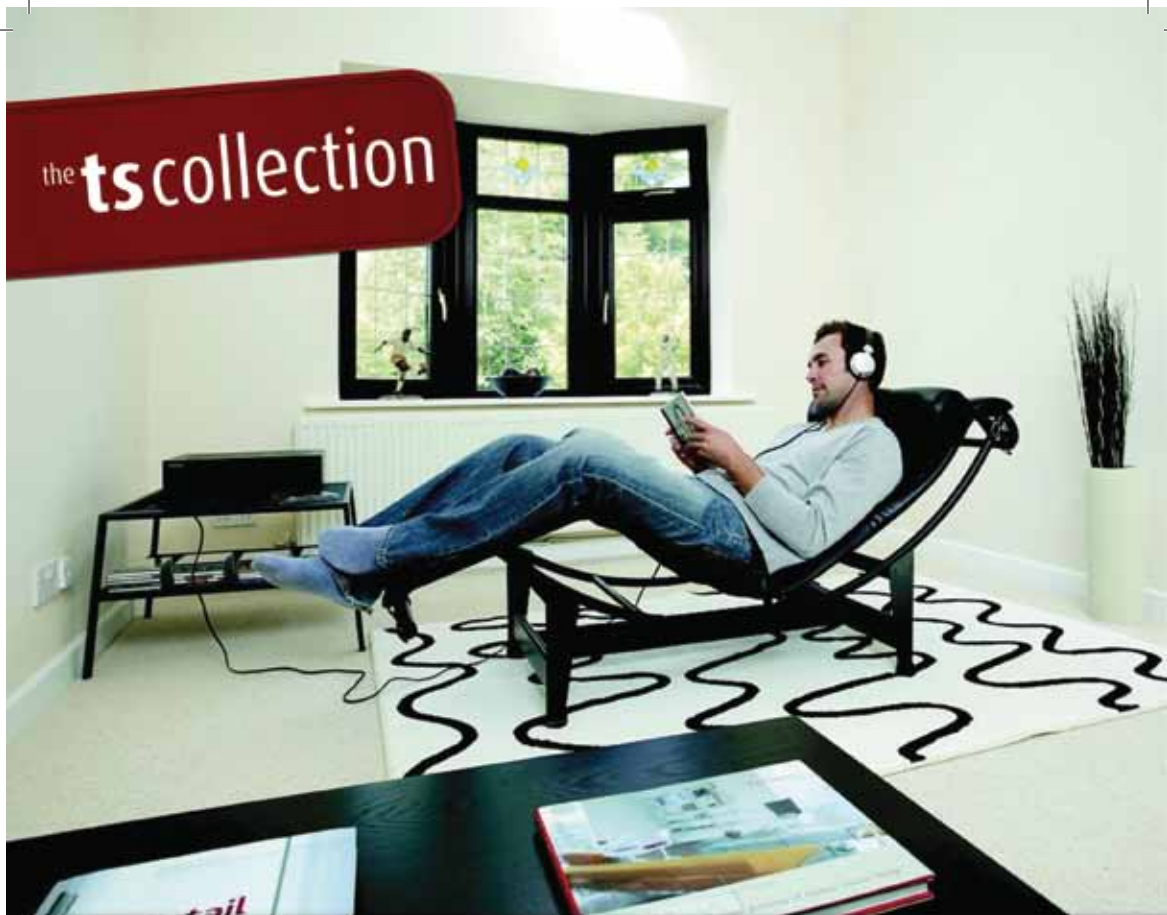


Do Not Use

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

Door part	How Often	Cleaning Products
Door Leaf	Every month	Warm, soapy water
Door Frame	Every month	Warm, soapy water
Hardware	Every month	Wipe with a clean cloth using warm water and a mild detergent
Door part	How Often	Product to use
Hinges	6 monthly	Light engineering oil
Cylinder	6 monthly	Teflon based lubricant
Hardware	6 monthly	Light engineering oil

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Product Maintenance Guide

Thanks for reading this guide. By following these steps you will increase the longevity of your products.

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