



Operation Maintenance Manual



Alternative Windows



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Introduction



Your technically advanced windows, doors and conservatories from Alternative Windows will give you many years of trouble-free, low maintenance service.

However, a few simple items of regular maintenance will prolong the life of many of the components and will avoid invalidation of the guarantee.



Cleaning

Glass

☛ External grime should be removed with a solution of soap and water including laminated glass and Georgian-barred glass.

☛ Any household glass cleaner may be used with a soft cloth.

NOTE: The glass used in most double glazed units, is easily scratched and it is therefore recommended that hand jewellery is removed prior to cleaning.

Leaded Glass

☛ Take care when cleaning leaded lights as excessive pressure can dislodge the lead from the glass surface.

☛ Warm soapy water moderately applied with a cloth, will prove an adequate cleaning method.

NOTE: Externally exposed lead will oxidize; this is a natural phenomenon and cannot be avoided.

Window & Door Frames

Wash frames with soap and water solution at least:-

☛ Every three months in areas of heavy industry.

☛ Every six months in rural areas If required clean with a non-abrasive proprietary cleaner, suitable for either plastics, aluminium or timber, using a soft cloth. In the event of unusually heavy staining, advice should be sought from Alternative Windows.

NOTE: Avoid all solvent based or abrasive cleaners. Take care not to disturb silicone pointing sealants.

Conservatory & Porch Roofs

Clear gutters of leaves and debris, to avoid overflow of rainwater and ensure unobstructed drainage. Wash roof panels with a soap and water solution at least every four months to remove grime and atmospheric deposits.

NOTE: Do not walk on conservatory roofs. Avoid all solvent based or abrasive cleaners. Take care not to disturb silicone sealants.

Brass Furniture

Brass furniture is fully protected with lacquer. Through normal wear and tear, this lacquer may peel or become tarnished.

NOTE: Alternative Windows cannot accept responsibility for this natural occurrence.

To refurbish brass work, carry out the following procedure:

Protect the PVC-u surfaces from chemicals etc, by masking off an area around each piece of brass work, or removing the item to be refurbished.

☛ Removed old lacquer with nail polish remover or paint stripper.

☛ Clean and polish with a proprietary brass polish.

☛ Carefully re-lacquer with a good quality product.

Maintenance

PVC-u Profiles

PVC-u requires no maintenance other than cleaning. In the event of damage, seek advice from Alternative Windows.

Periodically and where accessible, clear drainage holes which can be seen when you open the windows and doors.

Gaskets

If the gaskets are broken or damaged and draughts are felt around the unit, ensure prompt replacement by contacting your installer.

Hardware Fittings

Oil or light grease should be applied to mechanisms and kept once a year. A thin film applied to stays will enhance their corrosion resistance. Residential door hinges require no lubrication. Vertical slider spring balances are pre-lubricated and should require no maintenance.

Glass Scratches

If scratches occur, most can be removed with jewellers rouge available from your local glass supplier, or an equivalent rubbing compound. Alternatively, seek professional advice.

Replacement of sealed units should be carried out by professionals in accordance with BS6262, the units complying with BS5713.

Bi-fold Doors

Your bi-fold door system contains mechanical moving parts that will need to be lubricated bi-annually. These include: hinges, multipoint lock and handles. Lubricate using light oil or spray oil and wipe away any excess with a non-abrasive cloth once you have finished. The running system in your bi-fold door system is maintenance-free.

☛ "TPE" gaskets – use a light soapy solution and a non-abrasive cloth. **DO NOT USE** solvent based cleaning products on the gaskets. It is recommended that silicon spray is applied to the gaskets annually.

☛ Tracks – use a small brush to loosen any debris from the track. Using a suitable vacuum cleaner with a thin nozzle cleaning attachment.

Vacuum up the debris in the track. (This should be carried out on a weekly basis) **DO NOT** allow debris to build in the track as this will effect the operation of the doors.

During high winds, ensure that doors are kept closed to avoid structural damage.

Silicone Seals

NOTE: Some discolouration of the silicone pointing sealant is natural occurrence and cannot be avoided.

Handles

Generally, there is no maintenance required for window and door handles.

Security



Bi-directional roller lock and keep

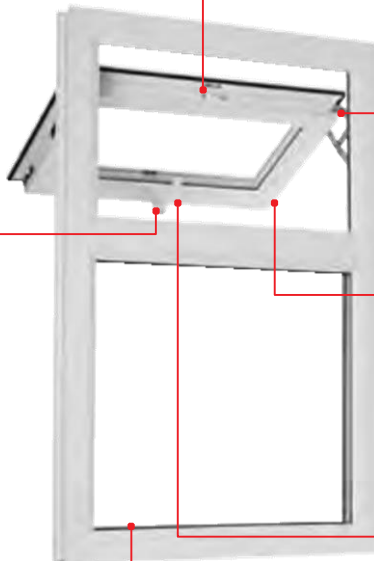


Key-locking handle for additional security



Easy-clean friction stay

Anti-pry hinge bolt



Easy-clean friction stay



Dual shoot bolts for increased security



Bi-directional roller lock for increased security

Low-line internal glazing bead for improved security and visibility

Prevention is better than cure and your double glazed windows and doors have been designed with security features to protect your home against intrusion.

A number of sensible precautions are to be recommended to take full advantage of the security features.

- ✦ Never leave a window open when your home is unattended.
- ✦ Accessible windows should not be left in the night vent position when the house

is unoccupied.

- ✦ For added protection, lock all windows in the close position and remove the keys.
- ✦ To provide adequate means of escape in the event of any emergency, we recommend that keys are located adjacent to windows, 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.

Security

3 Star Cylinders

3 star cylinders have been tested to the same standards as 1 star cylinders, however they have also had additional testing for anti-snap security.

These 3 star cylinder are the highest security cylinders available, and do not need any additional hardware in order to meet PAS24 requirements.



Operating Instructions

Open-out Window

This window may be opened outward, with its friction hinges holding it in the desired position.

The keeps have secondary slots, which when engaged provide a Night Vent position. This allows the window to be locked whilst only slightly open to provide ventilation.

OPERATING INSTRUCTIONS

- ☛ Turn the key or depress the button to unlock handle.
- ☛ Rotate the handle to disengage locking mechanism and open by pushing outward.
- ☛ The keeps have two slots, the first of which when engaged provides the closed position and the second the Night Vent position.

Tilt & Turn Window

The term Tilt before Turn refers to the sequence of operation of the window. These inward opening windows are capable of two modes of operation.

- ☛ Tilt mode for ventilation
- ☛ Turn mode for cleaning and emergency exits

OPERATING INSTRUCTIONS

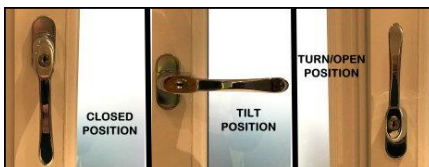
To operate the window, the handle is placed in one of three positions, Closed

Tilt or Turn. The operation sequence commences with the window in the Closed position handle downward.

- ☛ If a locking handle has been fitted, turn key to unlock
- ☛ To select Tilt rotate the handle through 90° from vertically downward to horizontal and pull the window inward. The window tilts inward to allow ventilation
- ☛ To select Turn from the Tilt mode, close the window and rotate the handle from its horizontal position to vertically upwards and pull the windows inward
- ☛ To select Turn from the Closed position rotate the handle through 180 degrees vertically downward to vertically upwards and pull the window inward

NOTE: The window must always be fully shut before changing the handle position.

The switch barrier projecting from the locking mechanism, adjacent to the handle, is a safety device which ensures that only one mode, Tilt or Turn, can be selected at any one time. Avoid pressing the switch barrier as this action could result in the window disengaging from its gear.



NOTE: Do not try to open the window when the handle is between these positions.

Operating Instructions

Reversible Window OPERATING INSTRUCTIONS

TO OPEN

☛ Turn the key or depress the button to unlock handle.

☛ Rotate the handle to disengage locking mechanism and open by pushing outward.

The window will only open slightly to a restricted position.

☛ Disengage restricted hinge which is fitted on either one or the other side of sash by fully pressing hinge button to release the sash, ensuring that the button is constantly pressed during the operation.

☛ To reverse window, push bottom of window out as far as possible.

CAUTION: Do not overstretch or overreach under any circumstances.

☛ To continue action, grip top of sash evenly and pull down.

☛ After pulling down of sash ensure that the restrictor engages with one click.

☛ To close window depress button on restrictor and push sash in opposite direction until the restrictor re-engages.

☛ Depress button on restrictor and pull window shut ensuring that the handle is placed back into the lock position.

NOTE: There are three restricted positions that are used during the operation of this window.

Vertical Sliding Windows



OPERATING INSTRUCTIONS

TO OPEN

☛ Release the catches fitted on top of the lower sash allowing operation of both top and bottom sashes.

TILT TO CLEAN

☛ Unlock the window, raise the lower sash.

(Approx. 50mm or 2")

☛ Release the spring loaded catches located at either end of bottom sash top rail and tilt the window gently inward.

☛ Lower the top sash to a convenient position, release the catches and tilt it gently in to rest on the bottom sash.

☛ When complete reverse the procedure making sure that the spring loaded catches have properly re-engaged.

NOTE: The tilt to clean facility may not be available on certain types and sizes of sash for safety reasons.

Operating Instructions

Residential Doors

Doors are fitted with lever/lever handles and the standard locking system comprises two rollers (sash compression), two mushroom cams, a latch and centre dead bolt.

OPERATING INSTRUCTIONS

The lock mechanism is engaged by lifting the handle.

TO LOCK

- ☛ Close the door and the latch engages
- ☛ Lift handle until you feel resistance, then continue action to overcome the resistance to engage the lock mechanism once engaged release the handle.
- ☛ Turn the key anti-clockwise to fully lock

NOTE: key will not turn lift handle or pad to maximum position and then turn key.

TO UNLOCK

- ☛ Turn the key clockwise
- ☛ Press handle down to disengage the lock mechanism and open the door.



Tilt & Slide Patio Door

This versatile inward opening door can be Closed, placed in the Tilt mode for ventilation, or in the Slide mode to clear the doorway for access.

OPERATING INSTRUCTIONS

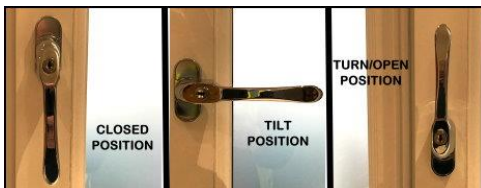
To operate, the handle is placed in one of three positions, Closed, Tilt or Slide.

TO TILT

- ☛ Move handle 180 degrees to vertically up. (top of the door will tilt inwards)
- ☛ The Tilt mode may be selected and locked to provide secure ventilation.

TO SLIDE

- ☛ Move handle 90° to horizontally up. pull on handle to eject doorway.) Slide door on track to clear access.
- ☛ Closing the door is the reverse operation, except that the bottom of the door automatically re-engages itself at the bottom.



NOTE: The window must always be fully shut before changing the handle position Only one mode can be selected at anyone time. Do not try to open the window when the handle is between these positions.

Operating Instructions

In-line Patio Door

Once unlocked the opening leaf simply moves from side to side.

OPERATING INSTRUCTIONS

- ☛ Turn the key two full turns clockwise to lock and two full turns anti-clockwise to unlock.
- ☛ Lift the lever on the handle and turn the key set above it one turn.
- ☛ To unlock, reverse procedure.

Sash Friction Hinges Standard Friction Hinge

- ☛ Adjustment instruction (all hinges) - Screw (situated within the plastic hinge).
- ☛ The friction shoe should be adjusted to give the required degree of resistance.
- ☛ Anti-clockwise decreases resistance.
- ☛ Care should be taken not to over or under tighten.



Egress Easy Clean Hinge

OPERATING INSTRUCTIONS

- ☛ To move the sash into the easy clean position, open the window fully to 90° which releases the top and bottom catches automatically.
- ☛ Gently slide the sash along the track
- ☛ Follow the reverse procedure to close the window and reset the hinge.
- ☛ The friction shoe should be adjusted to give the required degree of resistance (Care should be taken not to over under tighten).

Side Hung Restrictor Window System

This window is fitted with Defender Restricted Friction Hinges with restricted opening for safety.

CAUTION: When moving the window grasp frame, do NOT put force on the glass.

- ☛ To fully open the window, firstly draw the window slightly towards you then depress the lever and push the window open to release the restrictor mechanism.
- ☛ To reset the restrictor depress the lever, pull the window in and the mechanism will auto-relocate.

Operating Instructions

Bi-fold Doors



To ensure years of trouble free use from your bi-fold doors it is recommended that you read and fully understand the operating instructions as follows:-

OPENING THE DOORS

☛ Insert the key into the lead door and turn anti clockwise through 360° to release the deadbolt in the multipoint lock.

Operate the door handle in a downward motion to release the multipoint locking system and door latch.

Open the lead door fully through 180° and ensure that the magnetic door stays are holding the door fully open.

(This will help the doors glide more easily)

☛ Release the shoot bolts on the slave doors by turning the shoot bolt lever through 90° and leave in this position.

Push the doors away from you (if the doors open out of the room) or pull the doors towards you (if the doors open into the room)

to start the folding operation.

☛ At the hinge side of the lead door, guide the doors along the track system until they are fully open.

(Repeat steps 2 and 3 as necessary if you have more than 3 doors in one direction).

CLOSING THE DOORS

☛ Guide the lead door at the hinge side along the track.

(Do not use the lead door handle to drag the doors along the track as it will cause the doors to operate in an accordion type motion and restrict the effectiveness of the running gear).

Keep the lead door located on the magnetic door stays.

☛ Use the “D” – handle above the shoot bolt lever to pull the doors closed.

Turn the shoot bolt lever in a downward motion through 90° to locate the shoot bolts into the track.

(Do not use the shoot bolt lever to pull the doors closed. No warranty claim will be accepted in respect of this)

☛ Use the lead door handle pull the door closed until it latches then lift the handle upwards to engage the multipoint lock and turn the key clockwise through 360° to engage the deadbolt in the multi-point lock.

Operating Instructions

Aluminium Windows

Open-out Windows

To operate an open-out window, unlock with key and depress button. Turn the handle through 90° to disengage the locking mechanism and open the window by pushing outwards.

Tilt and Turn windows

Tilt and turn windows have two modes of operation: a tilt mode for ventilation and a turn mode for cleaning or emergency exit use.

Locking is by a number of cams (espagnolettes) located on a sliding mechanism around the perimeter of a window vent. When the window is shut, with the handle in the closed position, the cams are engaged in keeps fitted around the window frame.

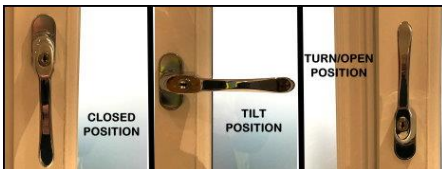
Note that these windows can be supplied in either tilt-before-turn or turn-before-tilt mode. If you are in any doubt as to the sequence of operation, please contact your universal installer.

The handle of a tilt-before-turn window can be placed in three positions:

The window must always be fully shut before changing the handle position. In the closed position, the handle points vertically downwards.

To TILT the window, turn the handle through 90° until it is horizontal then pull the window inwards. The base of the window remains hinged to the frame whilst the top tilts inwards for ventilation.

To TURN the window from the TILT position, close the window and turn the handle 90° to the vertically upward position and pull the window inwards. The side remains hinged to the frame whilst the window can be opened inwards to any required position.



Condensation



Condensation is moisture-laden air converted into water. The atmosphere in which we live is generally invisible. The warmer the air is the more moisture it can hold, when its limit is reached and the warm air makes contact with a cold non-absorbent surface, it becomes chilled and sheds the surplus moisture in the form of water droplets, usually on glass surface.

CAUSES & CURES Living Room

- ☛ Allow the room's warmth to reach windows by positioning the curtains approximately 150mm from the glass.
- ☛ Where possible, avoid glazed or non-absorbent wall coating.

- ☛ Where flues have been blocked off, wall vents are most helpful.
- ☛ Vent holes below gas fires help to facilitate ventilation.
- ☛ Open windows for short periods each day to allow air-exchangers.

Bedroom

The prime cause for condensation in the bedroom is not allowing for the night-time drop in outside temperature.

- ☛ Extend the central heating programme or other heating system according.
- ☛ Ventilate by opening the windows at least once a day to allow air-change.

Bathroom

- ☛ Stop moisture finding its way into the rest of the house, keep the door closed during and after bathing.
- ☛ Ventilate by opening the window for a few minutes.

Kitchen

- ☛ Close door ways into the remainder of the house and keep a window open.
- ☛ Extractor fans etc, can help.

Alternatives Guide to Viewing Glass



Double glazing provides a high standard of vision. The following is a guide to the quality that can be expected.

Transparent glass used in the manufacture of insulating glass is identical to that used traditionally for single glass and will, therefore, have a similar level of quality.

How to do a professional check

Stand in the room no less than 2 metres away from the panes and look directly through them. For toughened, laminated or coated glasses, stand no less than 3 metres away. Do so in natural daylight, but not looking directly towards the sun and with no visible moisture on the surface of the glass. Where it is not possible to stand at the required distance, then stand as far away as you can from the panes.

Exclude from the check the 50mm wide band around the edge of the glass.

What to expect

Flat transparent glass, including laminated or toughened (tempered) or coated glass is acceptable if the following are neither obtrusive nor bunched:

- bubbles or blisters
- hairlines or blobs
- fine scratches under 25mm long
- minute particles

The obtrusiveness of blemishes is judged by looking through the glass, not at it, under natural light. It must be understood that the glass used in double glazing is not ground optically flat, and so as a consequence, blemishes are a possibility.

Special glasses

Toughened glass may show visual distortions which are accentuated by reflections in double glazing. Such surface colourations and

patterns do not indicate a change in physical performance.

Laminated glass may have a few more blemishes due to it being made of several layers.

As a legal requirement, glass intended for use as a safety glass must display a permanent safety mark which is applied before installation, but remains visible after installation. The mark must comply with the requirements of the British Standard BS6206 Specification for Impact Performance Requirements for Flat Safety Glass and Safety Plastics for Use in Buildings, or its successor.

Double reflection

This occurs in certain light conditions. It is caused by multiple surface reflections in double glazing which may vary from pane to pane.

Brewster's Fringes - the rainbow effect

Small transitory rainbow effects are sometimes produced by the glass deflecting light. Their appearance is due to high quality flat glass sheets being placed parallel to each other.

Patterned glass

The above does not apply to patterned glass as its manufacturing process is different.



Guarantee

Issued to: . .

Date: . .

Address: . .

Contract No: .

Post Code: . .



Signed on behalf of Alternative Windows Ltd

We hereby guarantee all windows, doors and conservatories supplied and installed by Alternative Windows Limited, subject to the terms and conditions stated and in accordance with the following schedule:

PVCu Frame material - white

10 Years from date of supply

PVCu Frame material -

10 Years from date of supply

woodgrain Workmanship

10 Years from date of

Double-glazed sealed

supply **5 Years** from date

unit Hardware

of supply **1 Year** from date

of supply

Terms and Conditions

1. This guarantee is valid only if all goods and services have been paid for.
2. We reserve the right to repair or replace defective goods.
3. This guarantee does not cover claims caused by misuse, abuse, lack of maintenance, or fair wear and tear.
4. Minor adjustments and cosmetic defects are excluded from this guarantee. Faulty components will be replaced on a supply only basis where such items can be reasonably fitted.
5. Alternative Windows Limited will not be held liable for consequential loss or damages.
6. Where our suppliers permit us to transfer their guarantees to our customers, such guarantees are hereby transferred at the prevailing cost.
7. All claims on warranty must be via Alternative Windows Limited.

