Operation & Maintenance MANUAL



sci Windows

THINKING DIFFERENTLY

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INTRODUCTION





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

This manual has been designed to help you with a few simple items of regular maintenance that will help prolong the life of the product and the many components it contains.

Following this guide will help to avoid invalidation of your guarantee.

CLEANING

Glass

» External dirt and grime should be removed from the glass surface using a solution of soap and water.

» 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 phenomena 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 your supplier/ installer.

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: Your supplier 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

» Remove 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



GENERAL **MAINTENANCE**

PVCu profiles

PVCu requires no maintenance other than cleaning. In the event of damage, seek advice from Your supplier. 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 keeps 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.

Bifold 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 a 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.

» Weathering 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 a natural occurrence and cannot be avoided.

Handles

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

SECURITY



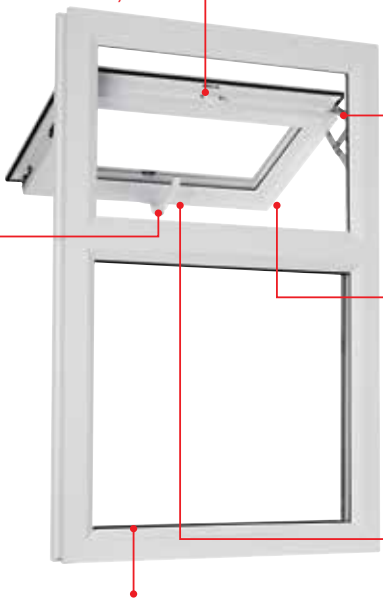
Bi-directional roller lock and keep



Key-locking handle for additional security



Easy-clean friction stay





Easy-clean friction stay



Dual shoot bolts for increased security



Bi-directional roller lock for increased security

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 available with double glazed windows.

» 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

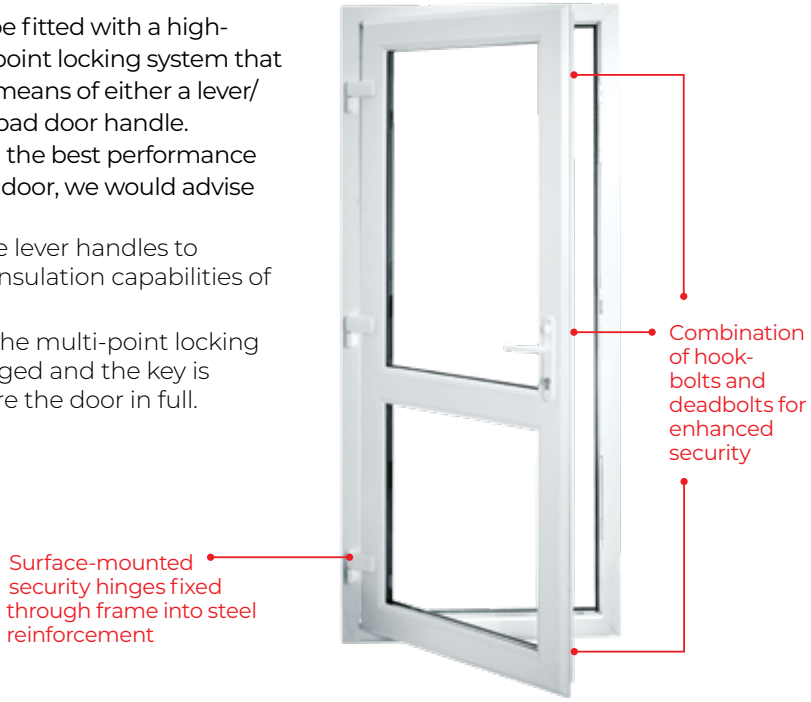
» When leaving the house unattended, or at night, ensure door handles are fully lifted and that the keys are turned.

SECURITY

Your door will be fitted with a high-security multi-point locking system that is operated by means of either a lever/lever or a lever/pad door handle.
In order to gain the best performance from your new door, we would advise the following:

» Always lift the lever handles to maximise the insulation capabilities of your door.

» Ensure that the multi-point locking system is engaged and the key is turned to secure the door in full.





Security locks

Packed with features and benefits:

» Secure multipoint locking through a combination of strong die-cast hooks and cam rollers

» Cam rollers compress the door giving smooth operation

» Auto locking center Hookbolt

» Option of lever/lever or lever/pad operation

OPERATION: WINDOW HINGES

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.

Standard friction hinge

» Adjustment is available on certain hinges by means of a screw located within the plastic shoe.

» The friction shoe should be adjusted to give the required degree of resistance.

» Anti-clockwise decreases resistance, clockwise increases the resistance.

» Care should be taken not to over or under tighten.

Side-hung restrictor hinge

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.

Egress easy clean hinges

OPERATING INSTRUCTIONS

To move the sash into the easy clean position:

» Open the window approximately 10'-12' (250-300mm)

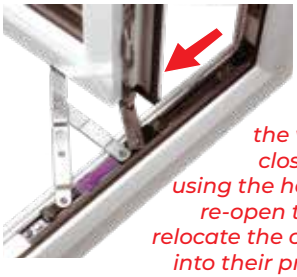
» Locate and slide the coloured guide component into the front location area

NOTE: both upper and lower hinges need locating

» Using the window handle, continue to open the window to its full extent. This will activate the hinge guide and allow access for cleaning.



Open sash 250-300mm, press and slide the coloured buttons along at the top and bottom. Fully open sash with the handle to 90 degrees, the sash will slide into it's easy clean position.



After cleaning the window, simply close the sash fully using the handle and then re-open the sash fully to relocate the coloured guides into their primary position.

OPERATION: WINDOW HINGES

Egress easy clean hinges *(alternative type)*

OPERATING INSTRUCTIONS

To move the sash into the easy clean position:

» Open the sash fully to 90 degrees.





» Sash can now be slid sideways

NOTE: both upper and lower hinges need sliding separately

» Both hinge types can be returned to normal operation by simply closing the sash completely and the hinges will engage in their normal opening 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).

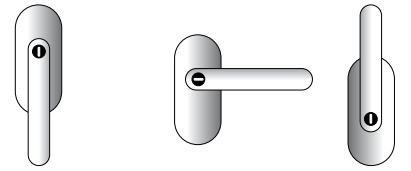
» If a locking handle has been fitted, turn key to unlock

» 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.



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

OPERATION: WINDOWS

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 restrictor hinge which is fitted to one side of the opening sash by fully depressing the 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.

Sliding Sash 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.



OPERATION: DOORS

Residential doors

Doors are fitted with lever/lever handles as standard.

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 to fully lock

NOTE: If key will not turn, re-lift handle or pad to maximum position and then turn the key.

TO UNLOCK

» Turn the key to unlock.

» Push handle down to disengage the lock mechanism and open the door

Lift & Slide Patio door

This versatile patio door can be 'Closed', 'Locked' in place for security, or engaged in 'Lift & Slide' mode to glide open effortlessly for access.

OPERATING INSTRUCTIONS

LIFT THE HANDLE:

» Grasp the handle and rotate it upwards by 180° to lift the door panel, so it rests on its rollers and is no longer sealed against the frame.

SLIDE THE DOOR:

» With the handle in the lifted position, push the door panel to slide it along the track. You can slide it all the way to one side or to any position you choose.

SECURE THE DOOR:

» To close and lock the door, slide it to the fully closed position. Push the handle back down to the original position to seal the door, which will lock it into place.

LOCKING WITH A KEY (IF APPLICABLE):

» For added security, you may be able to turn the key to lock the handle in its closed position.

MULTI-PANEL SYSTEMS:

» In systems with more than two panels, you will operate each panel individually using the same lift and slide method. There may be a separate handle on each panel.

In-line Patio door

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

OPERATING INSTRUCTIONS

» Turn the key to lock and unlock the door mechansim.

» Lift the lever on the handle.

» To unlock, reverse procedure.



OPERATING INSTRUCTIONS

Bifold 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 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 (if fitted) 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)

Using 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.

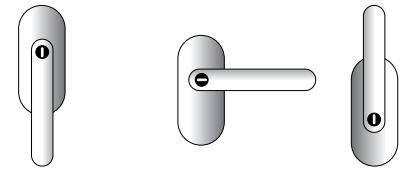
Tilt and Turn windows

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 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



Causes & cures

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 surfaces.

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-exchanges.

Bedroom

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

» Extend the central heating programme or other heating system according.

» Ventilate by opening the windows at least once a day to allow air-exchanges.

Bathroom

To stop moisture finding its way into the rest of the house, keep the door closed during and after bathing

» Ventilate the room 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.

A 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 sealed units is identical to that used traditionally for single glass and will, therefore, have a similar level of quality.

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 a 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 it's 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.

ChamferedSASH

SculpturedSASH

FlushSASH

SlimSASH

REVIVAL

Define

ColourTEK®

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