ERG

Stylish designs for extreme Highland weather

Care & Maintenance Guide

Thank you for choosing
Pro Glaze

We want you to get as much pleasure and value from your product as possible so we've put together this guide which is full of quick and simple ways to look after your home and make the most of your investment ...

Care & Maintenance Guide

QUICK & SIMPLE WAYS TO LOOK AFTER YOUR HOME ...

7 | CASEMENT WINDOWS

8 | TILT & TURN WINDOWS

9 | VERTICAL SLIDING WINDOWS

11 | COMPOSITE DOORS

14 | PATIO DOORS

15 | BI-FOLD DOORS

CARE & MAINTENANCE: CONTENTS

19 | EXTERNAL CONDENSATION

22 | FEEDBACK

3 | Surface Finishes
5 | Door Furniture
6 | Hinges & Multi-Point Locks
7 | Casement Windows
8 | Tilt & Turn Windows
9 | Vertical Sliding Windows
10 | Velux Roof Windows
11 | Composite Doors
12 | Single Doors
13 | French Doors
14 | Patio Doors
15 | Bi Fold Doors
17 | Roofs & Roof Vents
19 | External Condensation
20 | Quality of Vision
21 | Maintenance Record
22 | Feedback

GLASS SURFACES

Glass surfaces should be cleaned every 3 – 6 months in order to preserve their condition.

Use a mild concentrate of warm soapy water to remove heavy dirt and a proprietary glass cleaner to remove grease and achieve a streak-free finish. Take extra care when cleaning around decorative leading or Georgian bar.

Do:

- Use a soft cloth or sponge to clean surface
- Remove hand and arm jewellery
- Use a separate lint free cloth to dry surface
- Avoid skin or eye contact with glass cleaner

Do Not:

- Use abrasive cloths or cleaning equipment
- Use bleach or solvent based cleaning products
- Apply excess pressure on glass, leading or Georgian bar
- Use high pressure power washers or steam cleaners

UPVC SURFACES

uPVC surfaces should be cleaned every 4 months in order to preserve their condition.

Use mildly concentrated warm soapy water to remove light, atmospheric dust and dirt. If necessary for stubborn marks, use a non-abrasive proprietary cream cleaner that is suitable for uPVC – apply and remove using a soft cloth.

Do:

- Use a soft cloth or sponge to clean surface
- Remove hand and arm jewellery
- Use a separate cloth to dry surface
- Avoid skin or eye contact with cleaning products

Do Not:

- Use abrasive cleaning products or bleach
- Use abrasive cloths or cleaning equipment
- Use high pressure washers or steam cleaners
- Paint uPVC surfaces

FOILED SURFACES

External foiled surfaces should be cleaned every 4 months with mildly concentrated warm soapy water in order to preserve their condition.

Internal foiled surfaces will not need to be cleaned often. Take extra care not to scratch or tear the surface, especially at the joints and edges of the foil.

Do:

- Take extra care with foiled surfaces
- Remove hand and arm jewellery
- Use a separate cloth to dry surface
- Use soft cloths and dry surface well after cleaning

Do Not:

- Use bleach or solvent based cleaning products
- Use abrasive cloths or cleaning equipment
- Use high pressure washers or steam cleaners
- Paint foiled surfaces

ALUMINIUM SURFACES

External aluminium surfaces should be cleaned every 3 – 6 months in order to preserve their condition.

If the aluminium surface is exposed to saltwater it should be cleaned more regularly with fresh water to prevent the build-up of salt deposits. Powder coated aluminium surfaces scratch easily so take extra care when maintaining these products.

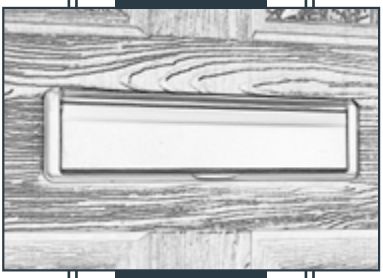
Do:

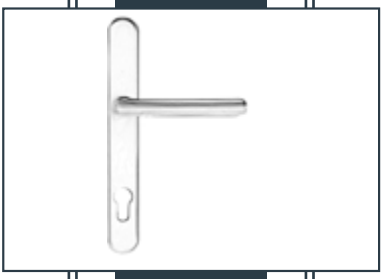
- Take extra care with aluminium surfaces
- Only clean when necessary
- Remove hand and arm jewellery
- Use soft cloths and dry surface well after cleaning

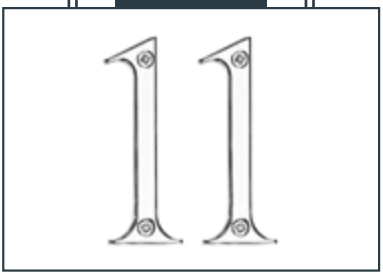
Do Not:

- Use abrasive cloths, cleaners or equipment
- Clean too aggressively or frequently
- Use high pressure washers or steam cleaners
- Re-paint aluminium surfaces

Door Furniture – General Care







Door furniture including handles, letterboxes, knockers, numerals, letters and spyholes can be cleaned as often as monthly to preserve their condition.

Use mildly concentrated hot soapy water and a soft cloth to wipe surfaces.

Moving parts should be lightly lubricated twice a year – this procedure is particularly essential if the moving parts are used on products in coastal areas.

Do

- Mask hardware to protect it when cleaning other surfaces.
- Remove hand and arm jewellery.
- Use soft cloths to clean, dry and buff door furniture.
- Use a light machine oil to lubricate moving parts.
- Ultion locks should be lubricated with Ultion Lock Lubricant every 6 months, or 5,000 cycles (whichever is first).

Do Not

- Remove door furniture to clean.
- Use bleach or solvent based cleaning products.
- Use abrasive cloths or cleaning equipment.
- Paint door furniture.
- General lubricants or silicones are not to be used. Doing so could cause the cylinder to fail and invalidate its warranty.

Handy Tip

Use a lint free cloth to wipe door furniture dry after cleaning ...

Hinges & Multi-Point Locks – General Care

Window hinges and multi-point locks on windows and doors should be checked annually to preserve their condition.

The hinge tracks should be cleared of atmospheric debris and a small amount of light engineering oil applied to enhance the smooth operation. A similarly small amount of light engineering oil can also be applied to the moving parts of a multi-point lock if necessary. Door hinges do not require maintenance.

Do

- Keep multi-point locks engaged when door is closed.
- Remove dirt and dust before oiling parts.
- Use a light grade of engineering oil.
- Apply grease to the hooks and latch.

Do Not

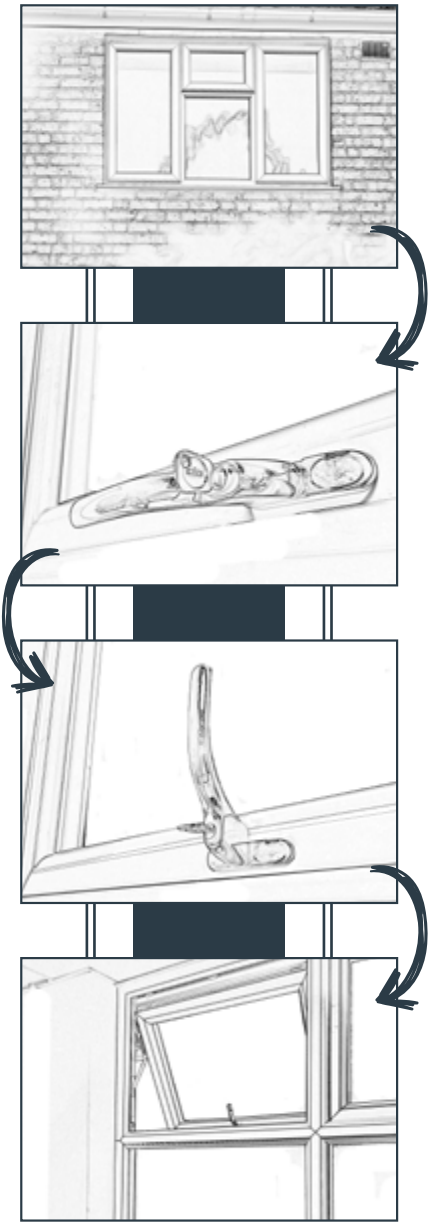
- Use solvent based aerosol oil sprays.
- Put fingers and hands at risk of being trapped.
- Try to expose door hinges.
- Apply oil to cylinder locks.

Handy Tip

Keep hinge tracks and lock keeps free of dirt and debris ...

Casement Windows

Contemporary casement windows – top hung or side hung – owe their popularity to the utter simplicity of their design and suitability to everyday living.



Operation

Unlock the window handle by turning the key 90° clockwise.

Press the push-in locking button using your thumb.

Rotate the handle through 90° and push the sash open as required.

If the sash is fitted with a restrictor hinge, press down on the hinge pad to open the window to its full range.

Maintenance

Clean the Glass surfaces (inside and outside) every 3 to 6 months, avoiding the use of solvent based cleaners and abrasive materials. Warm soapy water is ideal. Use the same method to clean the window frames.

Window and door handles require little to no maintenance. Clean if required with warm soapy water using a soft cloth and a separate cloth to dry and buff.

A small amount of oil or light grease should be applied to lock mechanisms and hinges once a year.

Handy Tip

Keep a spare window handle key in a safe place, just in case ...

Tilt & Turn Windows

Tilt & turn windows offer the advanced versatility that modern day living often demands including secure ventilation and the facility to clean the exterior face of the window from the inside of your home.

Operation

Unlock the window handle by turning the key 90° clockwise.

Press the push-in locking button using your thumb and rotate the handle 90° to enable the 'tilt' operation – pull the handle to tilt the sash inwards.

To enable the 'turn' operation from a closed position, rotate the window handle 180° and pull the handle open the sash inwards.

Maintenance

To clean, open the window to its full capacity disabling any safety features and child locks. Once fully open, remove any visible debris.

Clean the glass with warm soapy water or a proprietary glass cleaner and a non-abrasive cloth. Wipe off all excess water after cleaning.

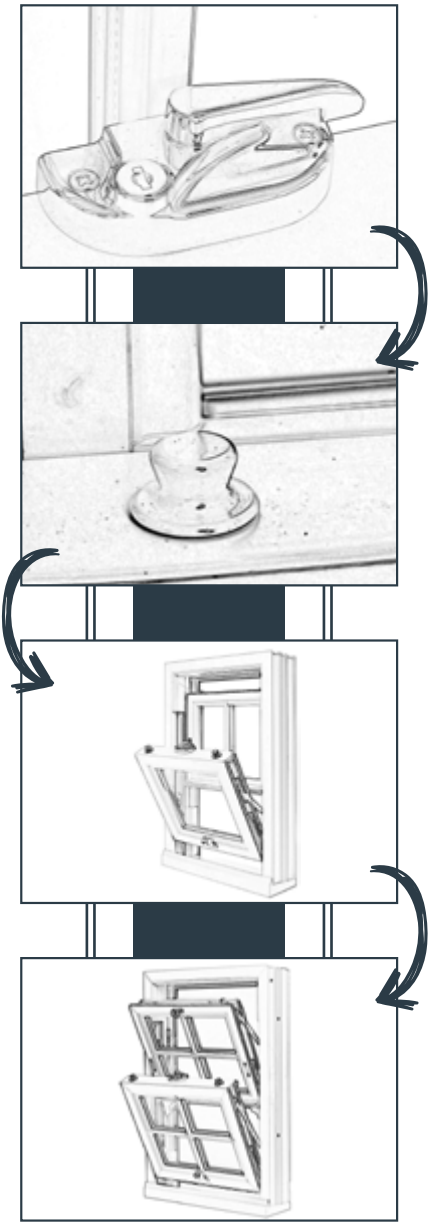
Check that the handles and metal components move freely and smoothly. If they are stiff, lubricate the locking mechanism with light engineering oil when it is in the extended position.

Handy Tip

Take advantage of your ability to clean these windows, on both sides, from inside your home ...

Vertical Sliding (Sash) Windows

A vertically sliding window with period charm comprises of two sashes which each tilt inwards independently of one another, and slide up or down as required.



Operation

Unlock the sash lock using the key and push-in button.

On the bottom sash use the lift hook to slide the sash upwards.

On the top sash use the hook to slide the sash downwards.

To tilt the sashes, move both tilt knobs on the lower sash towards one another simultaneously and pull gently towards your body.

The upper sash can now slide downwards, exposing the tilt knobs and allowing the same action to be completed.

Maintenance

Use a soft, flexible brush or pipe cleaner to ensure the drainage holes, channels and spaces are free from debris such as leaves and dirt.

Wipe the exterior and interior frames with a damp cloth and soapy water 2 - 3 times a year.

Hinges, rivets and other moving components should be kept clean and lightly lubricated using light engineering oil.

Handy Tip

Use the lifting hooks to slide the sashes rather than touching the glass or frames ...

Velux Windows

Centre pivot roof windows give a room a totally new dimension and allow overhead ventilation and unique views of the skies above.

Operation

Using the telescopic rod if necessary, pull the top control bar to release the sash and continue the action to open the window further on its centre-pivot.

The sash will rotate up to almost 180°. Reverse the action to close the window making sure the top control bar clicks back into place.

Maintenance

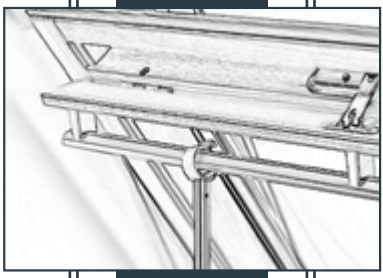
Remove leaves and other debris from around the outside flashing to allow rain water to flow away from the window freely.

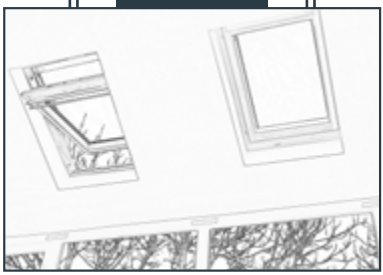
To clean the outer glass pane, rotate the sash 180°. Ensure that the sash is secured into position. Clean the glass with warm soapy water or a proprietary glass cleaner and non-abrasive cloth. Wipe off all excess water after cleaning.

Dust the inside frame surfaces once every 6 months, or as often as required.

Handy Tip

Use a telescopic rod provided to operate the window from ground level ...





Composite Doors

Composite doors draw upon the strengths of several materials to marry traditional appearance and kerb appeal with 21st Century performance and durability.

Operation

Disengage the deadbolt by turning the key anticlockwise or clockwise depending which way your door is hung.

Rotate the handle downwards approximately 75° from its horizontal position and push or pull the door open as appropriate.

To lock the door, rotate the handle upwards approximately 75° from its horizontal position to engage the multi-point lock and keeps.

Return the handle to its horizontal position and turn the key to engage the deadbolt.

Keep the multi-point lock engaged whenever the door is closed, by lifting the handle up this will ensure door has weather tight seal and helps prevent bowing.

Maintenance

Using warm soapy water clean the frame surfaces once every 4 months, avoid the use of solvent based cleaners and abrasive materials.

On an annual basis lubricate the locks, hinges and, if necessary, the handles and door furniture.

Door furniture such as handles, letterboxes, knockers, numerals, letters and spyholes should be cleaned as often as monthly to preserve their condition. Use mildly concentrated hot soapy water and a soft cloth to wipe surfaces.

Regularly remove any debris found in the threshold and drain holes of the door to ensure that water is kept out of the seals. In periods of bad weather this may need to be checked more regularly.

Single Doors

Single doors tick so many boxes by keeping your home insulated, your family and possessions safe and complementing the other architectural features of your home.

Operation

Disengage the deadbolt by turning the key anticlockwise or clockwise depending which way your door is hung.

Rotate the handle downwards approximately 75° from its horizontal position and push or pull the door open as appropriate.

To lock the door, rotate the handle upwards approximately 75° from its horizontal position to engage the multi-point lock and keeps.

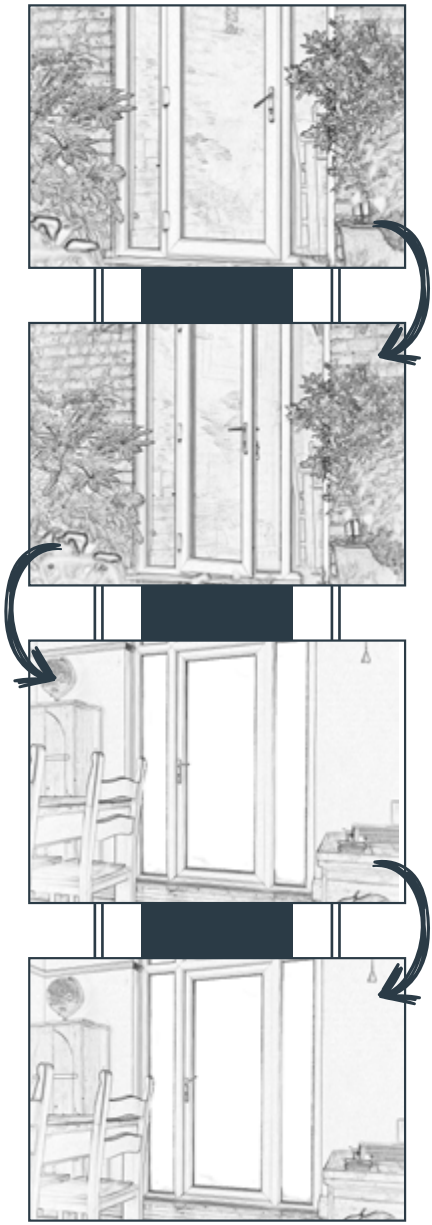
Return the handle to its horizontal position and turn the key to engage the deadbolt.

Keep the multi-point lock engaged whenever the door is closed, by lifting the handle up this will ensure door has weather tight seal and helps prevent bowing.

Maintenance

Remove the dirt and grime from the glass, uPVC, foiled and/or aluminium surfaces on the door using a warm soapy water mixture and a soft sponge or cloth. This process should be repeated at least every 6 months.

Care for the locks and hinges by applying a small amount of light engineering oil to ensure they are moving freely.



Handy Tip

Keep the multi-point lock engaged whenever the door is shut ...

French Doors

French doors turn a doorway into a grand opening and look equally at home whether installed externally or internally between two rooms.

Operation

Disengage the deadbolt of the passenger door by turning the key anticlockwise or clockwise depending which way your door is hung.

Rotate the handle downwards approximately 75° from its horizontal position and push / pull the door open as appropriate.

Repeat this process on the adjacent door. The adjacent door will not open unless the master door is open.

When closing, make sure the multi-point locks on both doors are full engaged with the mullion keeps by lifting the handles upwards 75° and turning both cylinders to engage the deadbolts.

Keep the multi-point lock engaged whenever the door is closed, by lifting the handle up this will ensure door has weather tight seal and helps prevent bowing.

Maintenance

Remove the dirt and grime from the glass, uPVC, foiled and/or aluminium surfaces on the door using a warm soapy water mixture and a soft sponge or cloth. This process should be repeated at least every 6 months.

Care for the locks and hinges by applying a small amount of light engineering oil to ensure they are moving freely.

Handy Tip

Always remember to lock both the master and slave door sashes ...

Patio Doors

Where internal or external space is at a premium a patio door is the sliding solution which allows considerable access with minimal fuss.

Operation

Disengage the deadbolt by turning the key anticlockwise or clockwise depending on the direction in which your door opens. Release the lever operated locks by pushing the lever downwards.

Slide the patio door open and closed using the master handle.

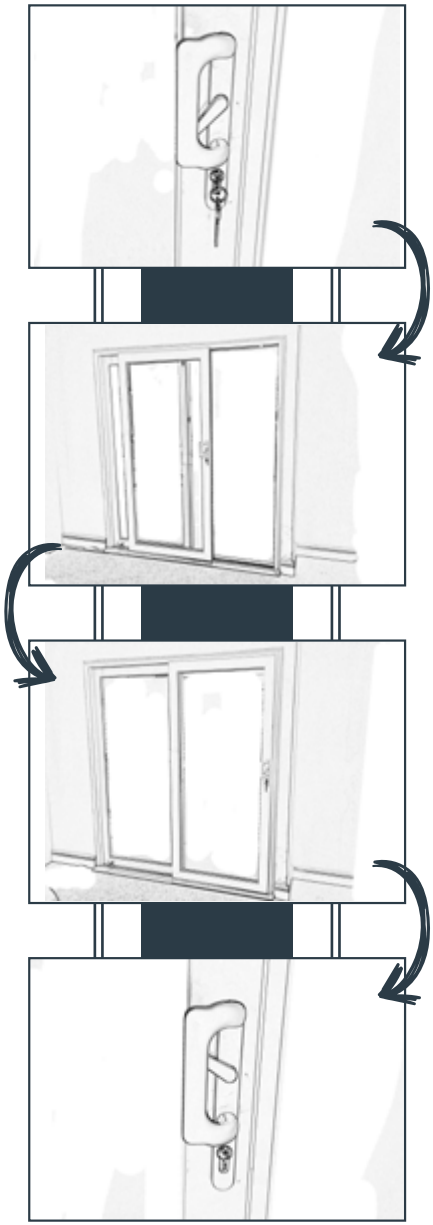
To lock the door push the lever fully upwards which will then allow you to engage the deadbolt by turning the key.

Maintenance

Clean the glass and frame surfaces using warm soapy water and a non-abrasive cloth.

On an annual basis lubricate the locks, hinges and handles with light engineering.

Use a normal vacuum cleaner spout to keep the tracks free from any debris and objects such as small stones.It is important that this is completed regularly as debris can hinder the smooth running of the doors and potentially cause damage.



Handy Tip

Keep the patio track free of dirt and debris to aid smooth operation ...

Bi-Fold Doors

In a matter of seconds you can open up a full wall and remove the divide between the inside and outside with a bi-fold door.

There are numerous configurations of bi-fold doors. Please follow the instructions according to the specific configuration of your bi-fold door.

Passenger Door: Open

Disengage the deadbolt of the passenger door by turning the key anticlockwise or clockwise depending which way your door is hung.

Rotate the handle downwards approximately 75° from its horizontal position and push or pull the door open as appropriate.

If the folding panels are to be opened, and the passenger door opens towards the folding panels, ensure that the passenger door is opened fully so that its magnetic catch meets with the magnetic catch on the adjacent panel.

Repeat this process if the passenger door is a double (French) style passenger door.

Folding Section: Open

Release the shootbolts by rotating the intermediate handle 180° so that it is pointing upwards.

Using the D-handle, push or pull the panels accordingly to commence the concertina and slide the panels fully so that they fold neatly against one another.

Repeat this process if you have more than one folding section.

Handy Tip

NEVER use the intermediate handle to push or pull the folding sashes ...

If you are unsure how to operate or maintain your specific configuration of bi-fold door please do not hesitate to contact us for advice.

Folding Section: Close

Close the folding section(s) by sliding the panels in the opposite direction.

Complete the movement by pushing or pulling the D-handle accordingly so that the panels are completely in line with each other.

Engage the shootbolts by rotating the intermediate handle 180° so that it is pointing downwards. Repeat this process for every folding section

Passenger Door: Close

Using the passenger door handle, pull the magnetic catches apart and close the passenger door.

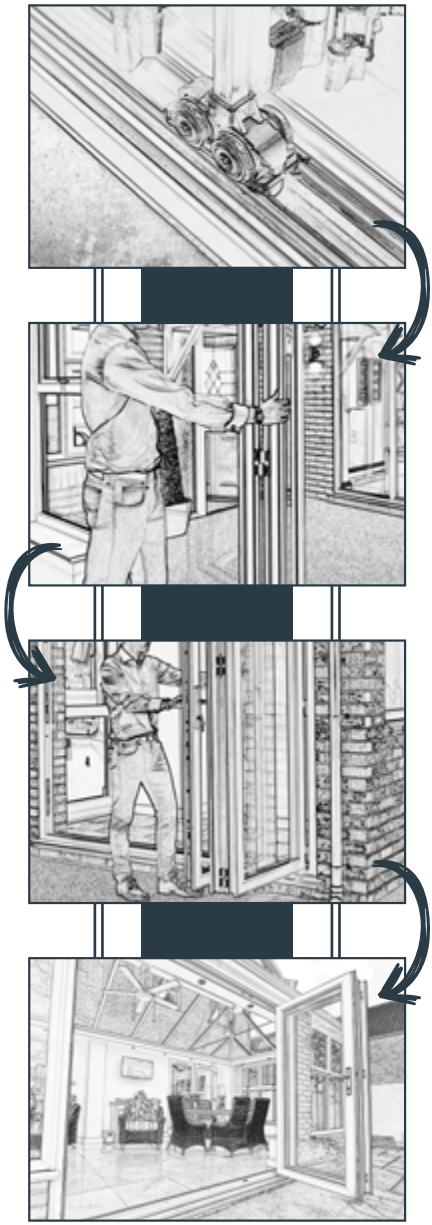
Rotate the handle upwards approximately 75° from its horizontal position to engage the multi-point lock.

Engage the deadbolt by turning the key. Repeat this process if the passenger door is a double (French) style passenger door.

Maintenance

The frames of your bi-fold doors will not require a heavy maintenance and cleaning schedule. Please follow the relevant surface finish advice on pages 3 and 4 to maintain the frames and glass.

Use a normal vacuum cleaner spout to keep the tracks free from any debris and objects such as small stones. It is important that this is completed regularly as debris can hinder the smooth running of the doors and potentially cause damage.



Glass Roofs and Solid Tiled Roofs

Glass Roofs

With all types of glazed conservatory roofs it is advisable to hire a professional cleaning company to avoid putting yourself at risk by working at height. Using a step ladder you may be able to clear leaves and debris from gutters yourself and this should be done to avoid water overflow.

Glass roofs should be cleaned as per the glass surfaces advice detailed earlier in this guide. You should avoid cleaning glass roofs on hot days and also be careful to not put excess pressure or stress on glazed sections. If it is absolutely necessary to climb on to the roof, crawl boards must always be used and must cover at least two glazing bars. Do not use hoses of high pressure water sprayers to clean a glass conservatory roof and care should also be taken to avoid dislodging any weather seals.

Solid Tiled Roofs

Solid tile conservatory roofs require very little maintenance. Using a step ladder you may be able to clear leaves and debris from gutters yourself and this should be done to avoid water overflow.

The tiles and slates used for our solid conservatory roofs are designed to need little-to-no maintenance, much like the roof on your house. In the unlikely event that part of the roof becomes loose in periods of extreme weather you should not try to repair the roof yourself. If your roof incorporates one of more Velux windows please follow the operation and maintenance advice given on page 10.

Handy Tip

Avoid cleaning glazed polycarbonate and glass roofs on very hot days ...

Polycarbonate Roofs

With all types of glazed conservatory roofs it is advisable to hire a professional cleaning company to avoid putting yourself at risk by working at height. Using a step ladder you may be able to clear leaves and debris from gutters yourself to avoid water overflow.

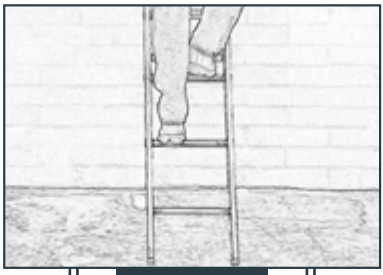
Polycarbonate roofs should be cleaned as per the uPVC surfaces advice detailed earlier in this guide. You should avoid cleaning polycarbonate roofs on hot days and also be careful to not put excess pressure or stress on glazed sections. If it is absolutely necessary to climb on to the roof, crawl boards must always be used and must cover at least two glazing bars. Do not use hoses of high pressure water sprayers to clean a polycarbonate conservatory roof and care should also be taken to avoid dislodging any weather seals.

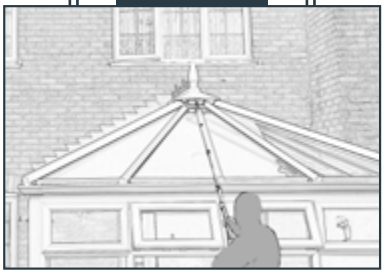
Roof Vents

Roof vents can again be difficult to access due to the height at which they are often positioned, so it is advisable to hire a professional cleaning company.

The principle of cleaning uPVC, aluminium and glass surfaces should be adhered to accordingly and the vent itself should be closed when it is being cleaned so that its hinges are not put under undue pressure.

Extra care should be taken when cleaning roof vents that are electrically operated to ensure that electrical components are not exposed to water and the person undertaking the maintenance is not at risk of an electric shock.





Handy Tip

Soft water is preferable for cleaning glass or polycarbonate roofs but using a mild detergent should offset the effects of using hard water ...

External Condensation

Condensation

Condensation is defined as the physical process by which a gas or vapour changes into a liquid. If the temperature of an object (e.g. grass, metal, glass) falls below what is known as the 'dew point' temperature for a given relative humidity of the surrounding air, water vapour from the atmosphere condenses into water droplets on its surface.

This 'dew point' varies according to the amount of water in the atmosphere and air temperature (known as relative humidity). In humid conditions condensation occurs at higher temperatures. In cold conditions condensation occurs despite relatively low humidity. With regard to windows and doors, it is the difference in temperature between the internal and external environment, and the glass, that causes condensation to form.

When attempting to reduce the degree of condensation it is important to note on which surface of the glass it forms; its location indicates the cause, and so points to the solution.

External condensation in the colder months should be considered a good thing - it's a tangible sign that your windows are doing their job and insulating your home ....

External Condensation

Condensation forms on the outside surface of glass when its temperature drops below the outdoor dew point temperature. Windows manufactured with a double or triple glazed unit containing energy efficient low-emissivity glass have enhanced thermal insulation properties thanks to a high performance transparent coating that reflects heat from radiators or fires back into the room.

As a result the outer pane of glass does not get warmed by heat escaping from inside the building through the glass and remains cooler in comparison to less thermally efficient windows.

External condensation only occurs in certain climatic conditions – a variable combination of high relative humidity and clear cold conditions normally experienced in spring and autumn.

Quality of Vision

Insulating Glass Units (IGUs) commonly known as “double glazing” or “triple glazing” provide a high standard of vision.

The following is a guide to the quality that can be expected. Glass used in the manufacture of IGUs is similar to that used traditionally for single glass and will, therefore, have a similar level of visual quality.

How to do a professional check

Stand in the room no less than 2 metres away from the IGU and look directly through them.

- For toughened, laminated or coated glasses, stand no less than 3 meters away.
- Do so in natural daylight, but not directly towards the sun and with no visible moisture on the surface of the glass.
- Where it is not possible to stand at the right distance then stand as far away as you can from the IGU.
- Exclude a 50mm wide band around edge of the glass from the check.
- Glass must be viewed at 90° to the window.

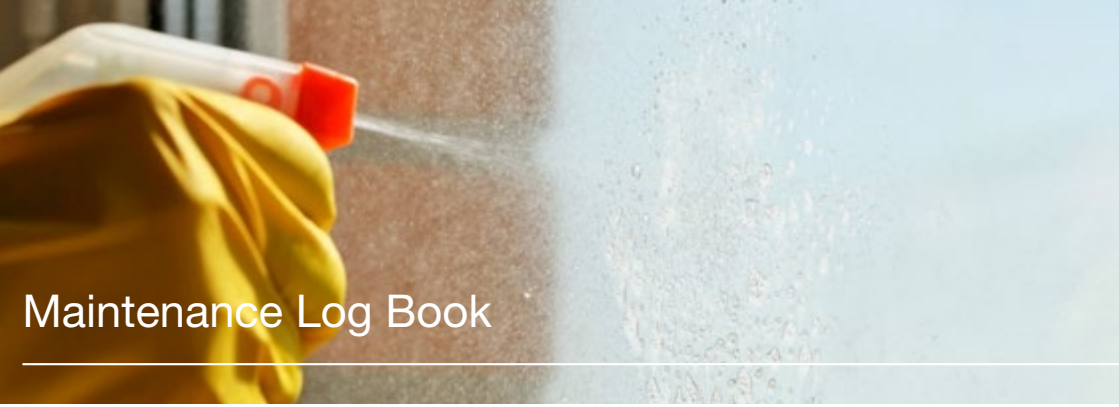
The obtrusiveness of blemishes is judged by looking through the glass, not at it ...

What to expect

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

- Bubbles or blisters
- Fine scratches not more than 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 a processed glass, and so as a consequence, blemishes are to be expected.



Maintenance Log Book

Product	Date	Action	Comments

Product	Date	Action	Comments

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