

# Operation and maintenance information



Windows, doors & conservatories

# Congratulations

## on your new purchase

Your home is fitted with windows, doors or a conservatory manufactured from industry leading Duragreen profiles which will serve you well for many years and provide you with technical advancements that you will appreciate and value.



This document sets out the performance, accreditations and warranties applicable on our extensive range of PVCu windows, doors and conservatories.

It also illustrates how to achieve optimum performance and longevity from our products by demonstrating correct operating procedures and by applying effective care and maintenance.

We ask that you invest time in familiarising yourself with its contents so that you are best placed to enjoy trouble free performance for years to come.



## Testing & Accreditations

The rigorous quality control systems we have in place coupled with quality profiles, glass and hardware have resulted in the Duragreen products attaining the following industry accreditations.

With these qualifications in place we are sure that your new windows, doors and conservatories will give you many years of trouble free service.



“We also insist that every product is subjected to the most comprehensive and exacting range of in-house and independent tests available. The following accreditations apply to Duragreen”.



Assessment report Numbers 1576 and 2662. The Duragreen Diamond suite 65mm & 70mm Tilt and Turn, Casement windows and Residential doors.



Specification for white PVC-U extruded hollow profiles with heat welded corner joints for plastic windows & doors. Duragreen 70mm Diamond Suite window and door systems.



BS 12608  
KM 12894

Specification for enhanced security performance of windows for domestic applications. Duragreen 70mm casement and tilt & turn.



BS 7950  
KM 1335205

Specification for general and enhanced security performance of domestic residential doorsets.



PAS 23/24  
KM 79759

BSI Registered. Quality Management System. BSENISO 9001:2008.



BSI Registered. Environmental Management System BSENISO 14001:2004.



Secured by Design - Police Initiative Official Secured by Design licence holder.



(BPF) British Plastics Federation provide codes of practice, guidelines & recommendations for windows, doors & conservatories.



Windows simulated and achieve range of window energy ratings (wers) from A to C. Duragreen Diamond system also achieves 'U' values down to 0.8W/m²K.



# Do's & Don'ts

The following section indicates simple best practice 'do's & don'ts' to ensure continual optimum performance of your windows and doors.

## Do

- ✓ Clean the glass regularly with a good quality liquid spray glass cleaner.
- ✓ Frequently wash down the PVCu profiles with warm soapy water and wipe dry.
- ✓ Only use cleaning materials which do not impair anti-corrosion properties of the surface coatings.
- ✓ Use cream cleaner for isolated stubborn stains on white PVCu only. Apply with a damp cloth using minimal pressure.
- ✓ Ensure drainage slots are unblocked and free from dirt and debris.
- ✓ Keep all tracks clear of dust and debris in order to reduce the wear on sliding parts.
- ✓ Check all fire escapes' hardware annually for wear and tear and a consistent fit.
- ✓ Ensure that all conservatory gutters and their outlets are kept clear of leaves and debris to ensure unobstructed flow.
- ✓ All moving mechanical parts are lubricated - hinges, locks and keep plates will benefit from a small application of light oil at least once a year.
- ✓ Replace damaged or worn parts with original Duragreen parts.

## Do Not

- ✗ Use any type of bleach, solvent (e.g. white spirit, methylated spirits, nail varnish remover) or adhesives.
- ✗ Use abrasives or brass cleaner on furniture: handles, door knockers, letter plates.
- ✗ Use glass cleaner on the PVCu profile.
- ✗ Use a ladder when cleaning your conservatory roof, always use a crawler board to evenly distribute your weight.
- ✗ Use abrasive paste or cream cleaners on any laminated profile.
- ✗ Use excessive pressure when cleaning PVCu.
- ✗ Use high pressure or steam cleaners.
- ✗ Use any abrasive papers, such as sandpaper.
- ✗ Use excessive loads on the windows and doors.
- ✗ Lean ladders against conservatory guttering.
- ✗ Paint or try to remove paint
- ✗ Use any unspecified tools.



## Safe and Secure

Our window and door range is internally beaded (except where specifically requested or specified), this means the glass is installed and beaded from the inside for additional security.

Windows glazed externally 'can' be a burglars dream. In this instance if security tape has been fitted, check for possible atmospheric deterioration and if replacing glass take care not to damage the frame where glass clips have been fitted.

Our window and door range carries all accreditations you demand including BBA and BSI, and when our windows are combined with laminated glass and upgraded enhanced locking systems they are Secured by Design.



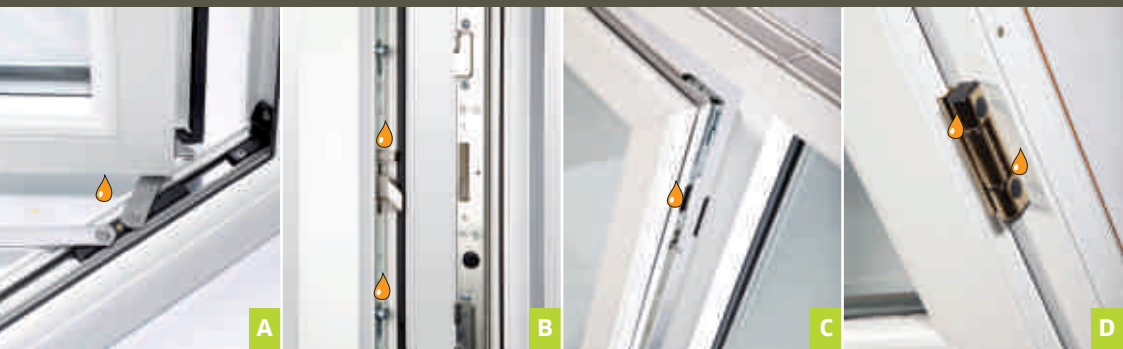
## Safety Advice

Always engage multi locking points on doors when leaving the house. Never leave a key on the inside cylinder if going out, you may not be able to regain entry. And remember, when going away, to cancel newspapers, cancel milk if you have it delivered, fit intermittent switches to lights. Inform neighbours and the local neighbourhood watch of your absence.





# Care and maintenance



**A Friction Adjustment Screw**

**B Typical Lock Keep**

**C Typical Window Lock**

**D Typical Hinge**

## Friction Stays

A friction stay is a type of hinge that controls the opening of the window so that it will stay open at the width you decide to open it to, not closing under its own weight or being too difficult to open and close.

The hinge is factory set and may after continued use become loose. Should this occur using a small flat bladed screwdriver turn the screw on the friction hinge clockwise to increase the amount of friction.

The same adjustment should be made to both the bottom and top hinges to the window.

Also should the window be stiff in operation turn the screw anti-clockwise until the desired result is achieved.

## Lubrication

All moving mechanical parts require lubrication: your windows and doors are no different.

The hinges, locks and keep plates of windows and doors will benefit from a small application of light oil. We recommend lubrication of these parts at least once a year.

## Coastal or Industrial Areas

In coastal or industrial environments where salt or industrial polluted environments exist it is strongly recommended that the frequency of cleaning and maintenance is increased.

It is difficult to be prescriptive regarding the increased frequency but it will be relative to the amount of pollution and location of the installation.

For example, properties within the immediate vicinity of an Industrial site or the coast should be cleaned thoroughly every

2-3 months with the frames being cleaned every time the glass is cleaned.

Care should be taken to ensure all salt/Industrial deposits are removed from the frames, weatherseals as well as hardware; in addition all drainage slots should be cleared. Wipe

down the frames and hardware internally and externally and apply a light coating of lubricant to the face and moving parts eg. '3 in 1' type oil, vaseline or similar proprietary protection to all hardware surfaces.



## Relax – safe in the knowledge you have Duragreen products fitted

With a minimal amount of care and maintenance your Duragreen windows and doors will stay looking good and performing superbly for many years to come - a valuable, long lasting asset giving continued satisfaction and pride. Our products are easy to use and simplicity itself to care for and maintain.

### Cleaning of PVCu Frames (White)

Under normal circumstances the washing down of the windows and doors with dilute washing up liquid will suffice but occasionally where more stubborn stains build up it may be necessary to use a non-abrasive PVCu liquid cleaner. Apply the cleaner using a dry cloth. Use sparingly in small circular motions then buff back to shine.

### Cleaning of PVCu Frames (Grained/Laminated Colour Finish)

Use only diluted washing up liquid and water. Do not use any cleaning fluid on wood grain finish windows.

**NB: Please do not personally attempt repairs to windows, doors or conservatories as this may invalidate the warranty. They are highly engineered products and require specialist parts and experience. We have experienced fitters and service engineers that will be happy to assist with any repair issues that you may experience.**

### Conservatory Maintenance

For general cleaning and maintenance, you should follow the instructions already outlined for glass and frame cleaning. There are however, some additional points to bear in mind with your new conservatory.

Your conservatory roof may be made from high quality polycarbonate or glass. Whilst this material is strong and durable and able to stand up to the worst of British weather, you should never walk on any conservatory roof, always use crawl boards to spread the load. You should also never lean ladders against the PVCu frames, glass or gutters as this may cause damage.

To clean the roof panels, simply use mild soapy water and a cloth and sponge every four months or so to remove the build up of grime and atmospheric deposits.

The gutters and boxgutters may be different to those on the rest

of your home and you may occasionally notice

standing water in the system. This is perfectly normal and nothing to be concerned about. However, it is important to ensure that all gutters and their outlets are kept clear of leaves and debris to maintain efficient operation.



# Casement

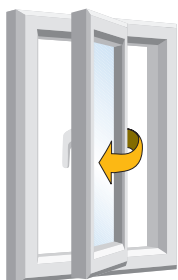
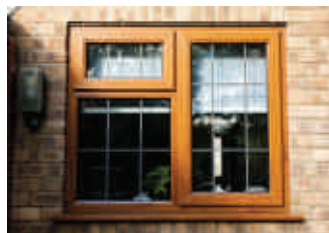
## Windows

Our casement windows have a push button catch or key lock. To open push the button or key and turn the handle. To close turn the handle again, if the handle is lockable turn the key.



### Fire Escape

In the fire escape position the window is fully open to allow unrestricted means of escape in the event of an emergency.



### Easy-clean

The easy-clean position allows you to clean the window from the inside if the window is inaccessible from the outside, ie above the conservatory.





# Tilt & Turn Windows

Our tilt and turn windows are state of the art and come complete with our 'tilt before turn' handles. These incorporate an important safety feature ensuring the window cannot be fully opened by small children or vulnerable people.



**A** The tilt and turn window in the closed position, the handle is locked and the key is removed.

**B** Key inserted and turned to first position allows the window to open for ventilation. With key removed safety and security are maintained preventing full opening.

**C** Key re-inserted to unlock to second position, allowing full turn of handle for cleaning or fire escape.



# PVCu

## Doors

Our PVCu doors come in a variety of styles and operations. Take time to be fully conversant with the operating features and security benefits.



### Standard French Doors (single handle)

Our single handle french doors have a high security multipoint locking system. The master door can be opened from either side by unlocking the door then depressing the handle. To close simply push or pull the door as applicable, and pull the handle upwards to engage the multi-lock points, then turn the key. When the door is locked you should not be able to push the handle down.

To open the slave door the master door must be opened first. Pull down the thumb lock located at the top of the slave door. Pull up the thumb lock located at the bottom of the slave door and pull the door open.

**PLEASE NOTE:** Ensure you return the thumb locks back to their original positions when the slave door is closed.

### Bi-Fold Doors

Our bi-fold doors are available in a multitude of opening configurations. They can include single and double door opening configurations, and as such gearing should be operating in the same manner as the entrance or french door.

To open the remaining sashes, turn the centre lever upwards to 90° to disengage locks and push sashes open. Every 2 sashes will have a centre handle, always ensure sash is fully closed against each other and top catch engaged to prevent sashes closing on their own.

To close, simply pull sashes from each other and close one at a time starting from the end where the sash is hinged to the outerframe next to the structure of the property.



## Entrance Doors

Our doors have a high security multi-point locking system. The door can be opened from either side by unlocking the cylinder key then pushing down the handle.

To close simply push or pull the door as applicable, and pull the handle upwards to engage the multi-point locks, then turn the key. When the door is locked you should not be able to push the handle down.

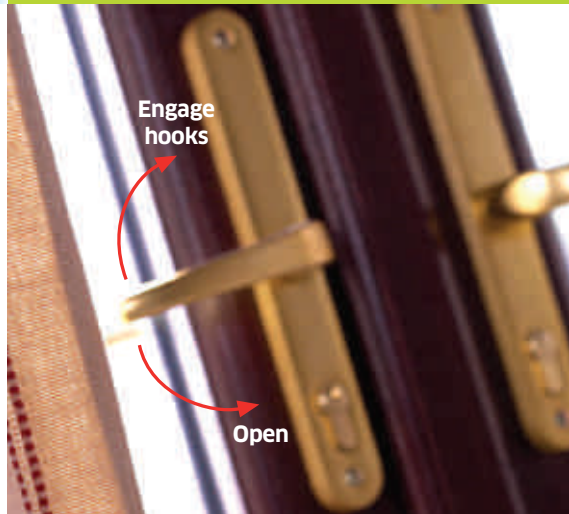


## Sliding Doors

Our in-line sliding doors can be opened from either side by unlocking the door then by flipping up the small lever which releases the catches between the door and outer frame. Then simply slide the door open or reverse the action to close.

## French Doors (double handle)

The door can be opened from either side by unlocking the door then depressing the handle. To close simply push or pull the door as applicable, and pull the handle upwards to engage the multi-point locks, then turn the key. When the door is locked you should not be able to push the handle down. To open or close both doors repeat the above actions.



# Condensation

## Condensation and visual quality of sealed units

This formation is very variable and it is also very common to observe it on the one pane and not on others. This is because the dew point of the air can vary. Movement of the air will effect it, as can the presence of nearby vegetation.

Additionally, what is happening inside also has an effect as rooms may be kept at different temperatures resulting in the outside surfaces of different windows being at different temperatures.

The formation of condensation in this way is not a product fault.

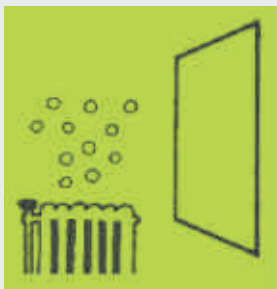
## Condensation inside the sealed unit

This is between the two panes of the sealed unit and, unlike the two other examples of condensation above, you would be unable to wipe it off with a cloth as you do not have access to the surface where the condensation has formed.

The formation of condensation on a surface within the sealed unit, usually upon the inside face of the external pane, is likely to have been caused by sufficient water penetrating the seal and using up the capacity of the absorbent material in the sealed unit construction.

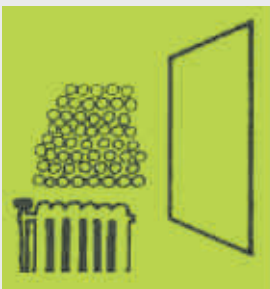
This results in a rise in the humidity within the space between the two panes and when the temperature of the glass falls below the dew point, condensation occurs. As this condensation is within the sealed unit it cannot be removed.

## What is Condensation?

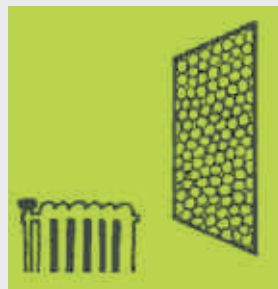


### 1 Normal room conditions

Air contains about 40% to 60% moisture



### 2 Moisture Content Increases



### 3 Outside temperature falls

Moisture condenses on cold surface



## Visual quality of sealed glass units

Because of the nature of the glass production process, perfect optical quality and surfaces free of any marks cannot be guaranteed. Some blemishes are to be expected.

The following extracts are based upon recognised European and industry standards. This is supported by the Glass & Glazing Federation document "Visual quality of double glazing - after installation" which forms our basic standard of supply.

Viewing sealed units for scratches on the outer faces of the panes must be carried out as early as reasonably practicable following installation.

**If you have any queries regarding the visual quality of your glass, please contact the Glass & Glazing Federation.**

## How to check

- Stand no less than 2 metres away from the panes. 3m for toughened, laminated or coated glass. Where it is not possible to stand the right distance then stand as far away as possible
- Look through the glass not at it
- Check in natural light
- No moisture on the glass surface.
- Exclude from the check the 50mm wide band around the edge of the glass.

## What to expect when viewed as described

- The sealed unit is acceptable if the following are neither obtrusive nor bunched
- Bubbles or blisters
- Hairlines or blobs
- Fine scratches not more than 25mm long
- Minute particles.



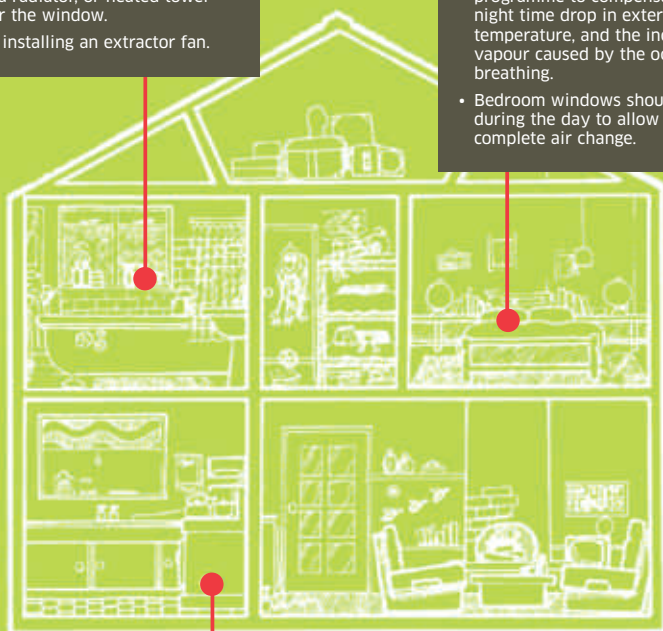
# How to reduce condensation?

## Bathroom

- Stop water vapour finding its way into the rest of the house, particularly during and after bathing.
- After a bath or shower, close the door and open a window for a few minutes. Position a radiator, or heated towel rail under the window.
- Consider installing an extractor fan.

## Bedrooms

- Check points under 'Living Rooms', particularly with respect to the position of curtains and the provision of vents.
- If possible extend the central heating programme to compensate for the night time drop in external temperature, and the increase in water vapour caused by the occupants' breathing.
- Bedroom windows should be opened during the day to allow at least one complete air change.



## Kitchens, laundries

- Close internal doors and keep a window open. Alternatively, install extractor fans or cooker hoods, ventilated to the outside air.

## Conservatories

- Consider crossflow ventilation with the use of vents in walls and roofs especially if the conservatory is south facing.
- Trickle ventilation in the wall, eaves and ridge zone can also help.



 **DuraGreen**



**Duraflex**



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