

UPVC WINDOWS & DOORS

care and maintenance guide



eurocell



In this booklet you will find all the information required to be able to carry out any necessary cleaning and maintenance of your windows and doors (including which parts of locks and hinges require lubrication, and how this should be applied).

The guide offers advice on how to reduce condensation within a household and also how to improve security by carrying out a few simple precautions. If all guidance contained within this manual is followed, all products should remain at a high standard of performance and be problem-free.

The products covered within this manual are:

- ▶ Casement windows
- ▶ Tilt & Turn windows
- ▶ UPVC doors
- ▶ Patio doors
- ▶ Composite doors
- ▶ Bi-fold doors

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GENERAL MAINTENANCE



Glass cleaning

When cleaning glass use soap and water to remove any external grime. To produce a better finish you can use a household window cleaner and a soft cloth. Please be aware that any jewellery worn whilst cleaning the windows could scratch the glass if it comes into contact.

Removing the jewellery or wearing rubber gloves will prevent scratching. Also be careful not to drop cloths as stones or other debris picked up may also scratch the glass. Most scratches in glass can be removed with jeweller's rouge, or an equivalent rubbing compound.

Precautions

Do not use solvent-based or abrasive cleaning products, or products containing bleaching agents.

Do not use metal polish or a wire brush.

When using cleaning and lubricating products, always follow the manufacturer's instructions. For cleaning products, always test a small area of the product in an obscure location first.

Drainage

Our products are manufactured with a built-in drainage system. To ensure this system works efficiently, the drainage slots must remain unblocked. To ensure the window is draining correctly, remove any dirt or debris, clear drain holes and check drainage operation by flushing through with water.

Weather seals

Please ensure that you do not dislodge any weatherseals. If this occurs immediately return to correct position. If the product is damaged or broken ensure a prompt replacement by contacting your installer.





UPVC frame cleaning

To maintain a lustrous finish, the faces of UPVC window frames should be cleaned every three to four months.

- ✔ Eurocell Branches (<https://www.eurocell.co.uk/branch-finder>) sell purpose designed UPVC cleaning products that will remove the dirt from your window frames without damaging them. If you are using a purpose-made UPVC window cleaner take care not to use too much. It will be great at cleaning and lifting dirt from the frames but using too much can loosen silicone sealants. Also make sure that you buff away any excess.
- ✔ It's not necessary to use a specific cleaning product, you can clean your frames with warm soapy water (washing up liquid is suitable, but not ones that contain bleaching agents), and wipe dry with a clean, soft cloth. Cleaning will vary

depending on environmental conditions, but in general we recommend that your windows and doors are cleaned at least once every three months.

- ✔ Be careful when cleaning UPVC products with decorative finishes such as woodgrains to avoid damage to the decorative surface.
- ✘ Do not use any type of harsh cleaning agents such as bleach, solvents (e.g. white spirits, cellulose thinners, nail varnish remover), aerosol products such as WD40, automotive dashboard wipes, acids, brick wash solutions or alkalis as this will damage the surface finish.
- ✘ Do not use abrasive cleaners or scouring pads as this will also damage the surface finish of the product.
- ✘ Do not use too much pressure when cleaning, for example, pressure washers.

The following is an extract taken from the Glass and Glazing Federation (GGF) standards:

1. Transparent float glass used in the manufacture of double glazed units is identical to that used in traditional single glazing and will therefore have a similar level of quality.
2. Both panes of the double glazed unit shall be viewed from the room side, standing at a distance of two metres in natural daylight and not in direct sunlight. The area to be viewed is the normal vision area, with the exception of a 50mm wide band around the perimeter of the unit.
3. Flat transparent glass shall be deemed acceptable, if the following phenomena are neither obstructive or bunched:
 - ▶ Totally enclosed seeds
 - ▶ Bubbles or blisters
 - ▶ Hairlines or blobs
 - ▶ Fine scratches, not more than 25mm long
 - ▶ Minute embedded particles
4. Obtrusiveness of blemishes shall be judged by looking through the glass and not at it, under normal lighting conditions as described in 2.



SECURITY



Our windows and doors have been specifically designed to meet the security requirements of the relevant British Standards.

These specifications are there to protect your home from intrusion. The following standards have been achieved by Eurocell:

PAS24

The general performance requirements and enhanced security performance for door assemblies (applies to Dales Doors composite doors, Logik door and window system). By having PAS24, it enables all the above product ranges to comply with document Q.

Even though our windows and doors have met the requirements of the relevant British Standards, we recommend that you take sensible precautions at all times, these include:

- ▶ Ensure all windows are closed when leaving your home unattended
- ▶ Lock all windows and doors which are not currently being used, this will then stop you from forgetting to do so when leaving the house unattended
- ▶ Lock all doors when leaving the house unattended or at night
- ▶ Lock all windows and remove keys keeping them out of external view but easily accessible in an emergency
- ▶ Make sure all members of the household know where to find the keys for windows and doors in case of an emergency



CONDENSATION

What is condensation?

Condensation is caused by the production of moisture in the air, which condenses into water when it comes into contact with cold surfaces – this moisture content is known as relative humidity (RH). The higher the temperature in a household the more moisture this warm air can hold – if the RH rises too high, mildew may form. In less well-insulated older properties or in unheated rooms the moisture in the warm air will condense when it comes into contact with a cool or cold surfaces such as metal windows or doors, cooler edges of glass sealed units, cold walls, floors or ceiling.

What is the main source of condensation?

Today's houses are built in a more energy efficient way by installing thermally efficient UPVC draught-proof windows and doors, central heating and fully insulated walls, floors and roofs – hence the moisture produced stays within the dwelling because there are no air movement or changes. So, the main causes of condensation are: drying clothes on radiators, tumble dryers (non vented), boiling a kettle, bathing, cooking, and breathing.

How can you prevent/reduce the build up of condensation?

By installing UPVC framed double glazed windows you have increased the thermal properties of the window and have therefore reduced the onset of condensation in the first place.

There are also a number of activities you can limit to reduce the amount of moisture produced in your home:

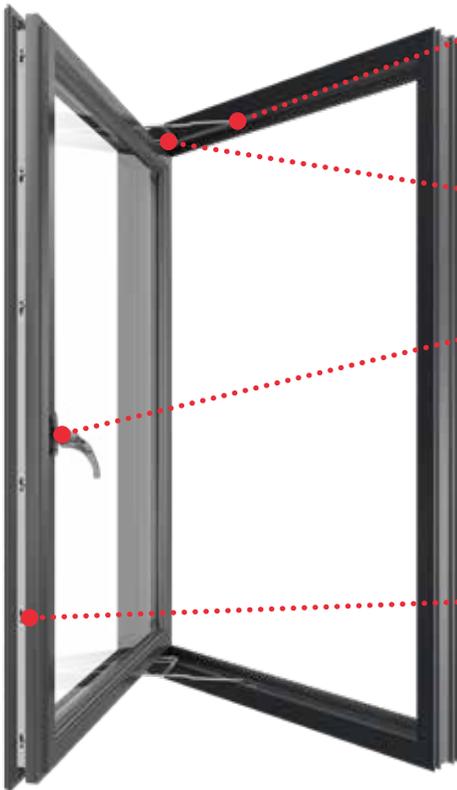
- ▶ If you dry clothes on radiators, confine this to one room and ventilate the room by opening a window
- ▶ When bathing or taking a shower, again try to contain this to one room by closing the internal door and ventilate with a circulation of fresh air
- ▶ Heating any rooms where condensation is forming is essential

WINDOWS



Maintenance

To attain optimum performance, the hinges will require periodical maintenance and lubrication. The hinges, pivots, sliding shoe and tracks should be kept free from dirt, debris and obstruction at all times.



Pivot points

At the time of installation all pivot points should be lubricated with light machine oil, taking care to wipe away excess.

Hinges

Annually, clean away dirt from hinges and apply lubrication as above.

Handles

Clean and lightly oil external-moving parts annually. e.g. WD40.

Security fixings

Check the tightness and security of all fixing screws.

Locking system

Keep sliding mechanisms free from dirt and lubricate annually. To achieve optimum weathering performance, adjust the locking cams by using a 4mm allen key if required.

Cleaning frames

To remove atmospheric grime, clean regularly with soap and water. Check drain holes are free from obstruction. If blocked, remove obstruction and wash thoroughly.

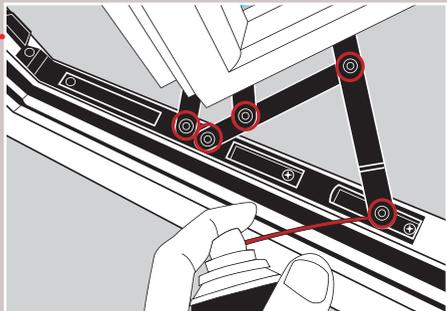
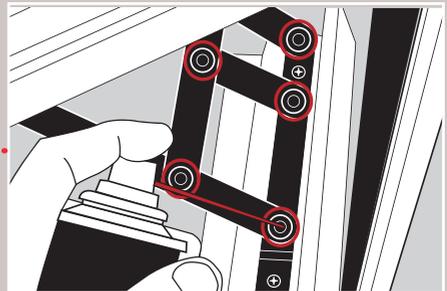
Mastic seal

Check for any signs of cracking, if found remove and replace with new. Silicone sealants are recommended for this job and are available from Eurocell branches nationwide.



Hinges

Lubricate all pivot points.



Operating instructions

Easy Clean Hinges

Casement Windows

Standard hinges open to allow access to clean the outside of your windows.



CAUTION Take care to avoid any risk of falling from an open window.

Cleaning the outside

For windows that require easy access in case of fire, the hinges open in a way to give the maximum opening but prevent the ability to clean the window from this position. These windows can be easily moved along the hinge track to allow for cleaning outside.

Open

Open the sash until it is fully open.

Move the window

Press down button on the bottom hinge and move the window slightly to the handle side to disengage the hinge. Repeat process for top hinge.

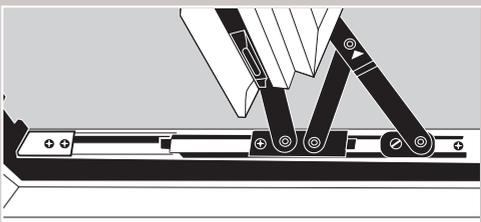
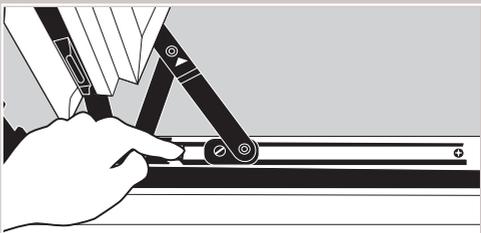
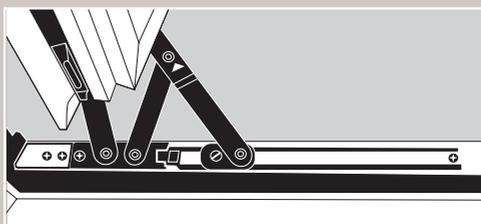
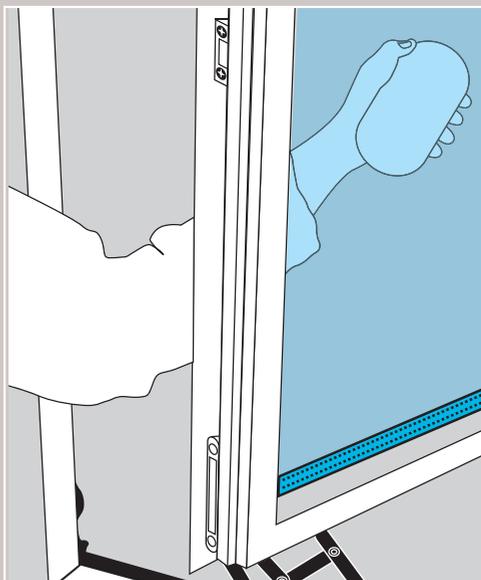


CAUTION Take care not to trap fingers in the mechanism

Easy access to clean

Now the window is free to slide along the track to allow for easy access to clean your windows.

To close the window just pull the window handle inwards and the hinge will automatically return to its original position.



Operating instructions

Handles

To unlock the handle (key locking)

Insert and rotate the key through 90°, within the lock cylinder. The handle will now be unlocked.

To open the window

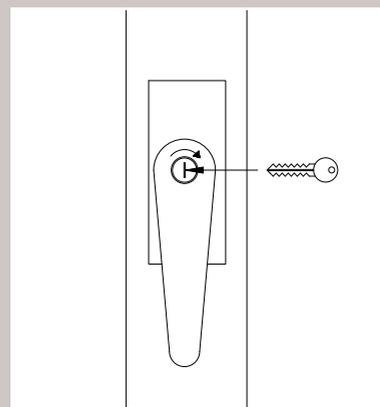
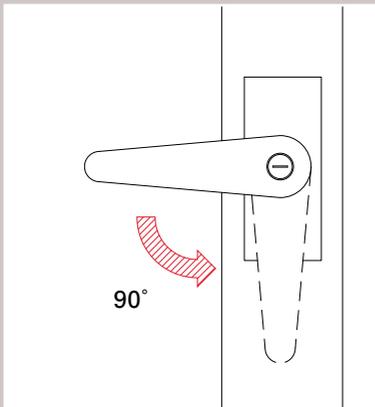
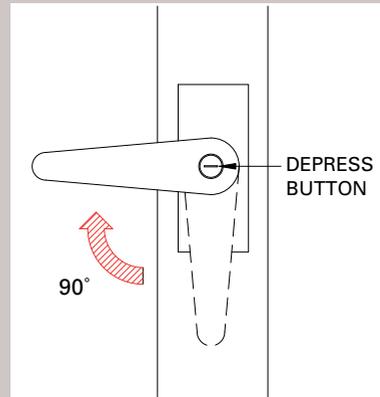
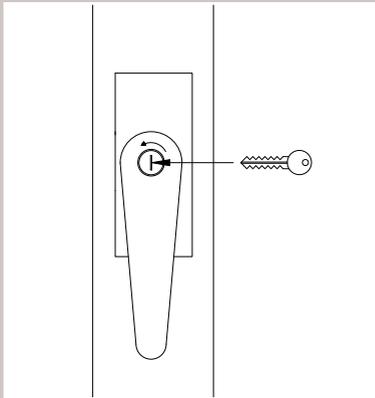
Depress and hold the button, rotate the handle through 90° and push the window outwards.

To close the window

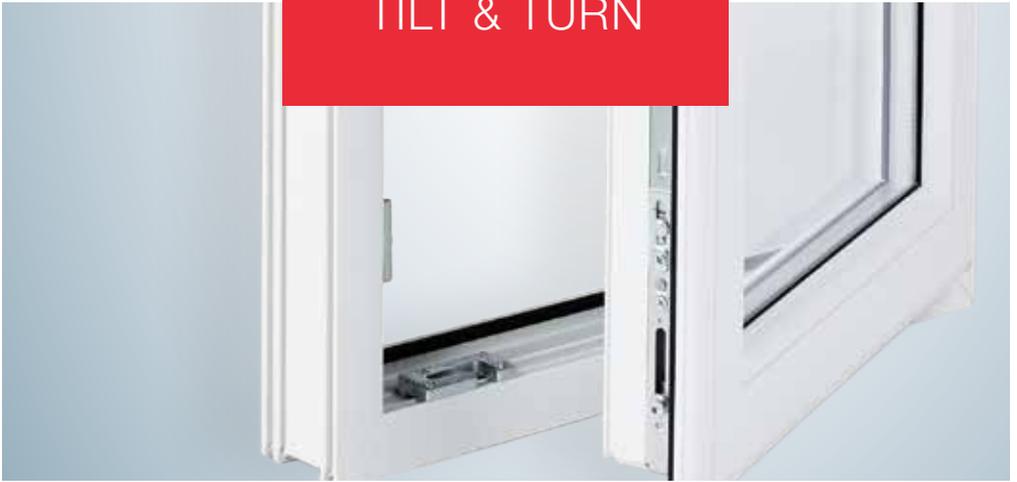
Pull the window to its fully closed position and turn the handle back through 90°.

To lock the handle (key locking)

Turn the key through 90°, within the cylinder and remove the key.



TILT & TURN

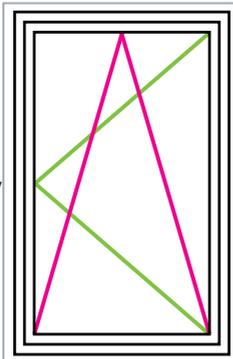


Operating instructions

Tilt before turn

Tilt before turn windows open inwards to the “tilt” position for ventilation and “turn” position for additional ventilation, cleaning or emergency egress.

Tilt before turn windows function via central locking gear which operates around the sash. The number of locking points can vary according to the window size. The highest security solutions featuring mushroom cam locking on all four sides.



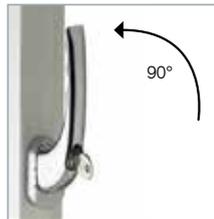
The individual tilt and turn functions for TBT windows are achieved as follows:



Closed Position



Tilt Position



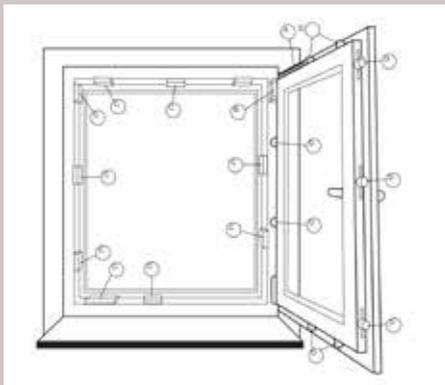
Turn Position

Lockable TBT handles can be locked in all 3 positions to enhance window safety and security. In high-rise applications, for example, they can be locked to access the tilt position only to provide child safety.

Maintenance

Tilt & Turn window lubrication

The diagram below indicates the exact points that require lubrication. A light spray or drop of oil applied annually to each point will be sufficient to keep your Tilt Turn windows in perfect working order.

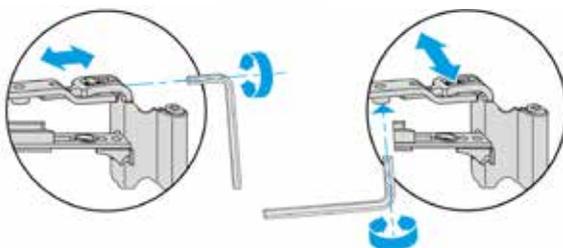


Adjustment parts

Stay

Side to side adjustment

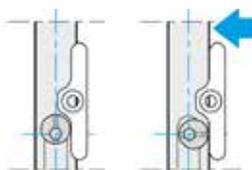
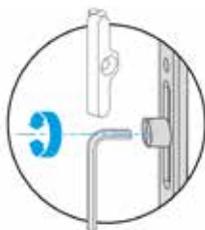
Closing pressure adjustment



Eccentric Locking Cams

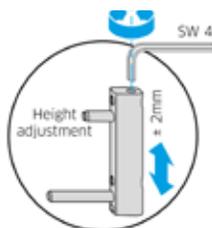
Sash closing pressure adjustment

1mm adjustment

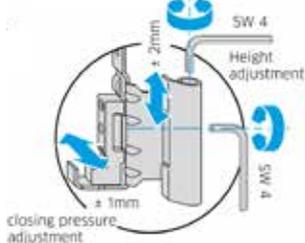


Corner Hinge

Variation 1

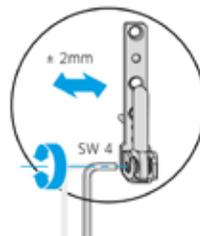


Variation 2



Bottom Hinge

Side to side adjustment



UPVC DOORS

Maintenance

Adjustment of centre latch and lock

Adjust latch plate pressure on spring latch by adjustment of keep with posidrive x2 screwdriver. To achieve optimum weathering performance and acceptable handle operation, locking cams can be adjusted by using a 4mm allen key.

Lock lubrication

Clean and lightly grease external moving parts and frame keeps annually.

Hinge lubrication

Clean and lightly oil hinge pins annually. If open out, lubricate every six months.

Letterbox lubrication

Lightly oil springs on inside and outside flaps annually.

Handles

Clean and lightly oil external-moving parts annually.

Cleaning frames

To remove atmospheric grime, clean regularly with soap and water. Check drain holes are free from obstruction. If blocked, remove obstruction and wash thoroughly to ensure correct drainage.

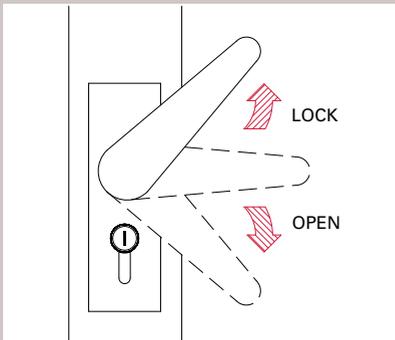
Mastic seal

Check for any signs of cracking annually. If found, remove and replace with new. Silicone sealants are recommended for this job and are available from Eurocell branches nationwide.

Cylinder

Do not attempt to lubricate locking cylinder.

Operating instructions



To lock

Insert key into cylinder, push handle upwards (see diagram), rotate key in cylinder and the door will now be locked.

To unlock

Insert key into cylinder and rotate, press handle down and the door will now be open. If an alternative lock has been fitted, please contact your installer for instructions.

PATIO DOORS

Maintenance

Lock lubrication

Clean and lightly grease external moving parts and frame keeps annually.

Cylinders

Do not attempt to lubricate cylinder.

Track

Free any debris or dirt from drainage and track.

Wheels

Do not attempt to lubricate wheels.

Handles

Clean and lightly oil all externally moving parts annually.

Frames

Clean frames regularly, using soapy water.

Mastic seal

Check for any signs of cracking annually. If found, remove and replace with new. Silicone sealants are recommended for this job and are available from Eurocell branches nationwide.

Operating instructions

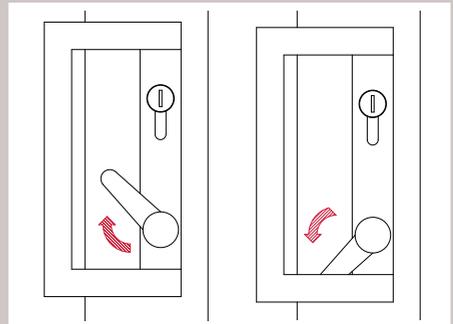
To unlock

Insert key into lock cylinder and rotate, push up the lever on the handle and slide the door to open.

To lock

Slide the door back to the fully closed position, push the lever downwards until it stops and turn the key to lock the door.

Note: the lock cannot be operated while the door is open due to the anti-slam device



Door restrictors

Door restrictors are designed to restrict the door at 90 degrees to prevent the doors clashing on external walls. Avoid leaving the doors open in windy conditions, this can put strain on the hinges.

Maintenance

Ensure the track is free from debris and lightly the spray the track with maintenance spray or oil.

Adjustment

To adjust the friction on the stay, tighten or slacken the friction screw on top of the restrictor as required.



COMPOSITE DOORS



Maintenance

Door leaf

At least every four months, clean the internal and external door facings and glass surfaces with a soft cloth and hot soapy water; rinse with water and dry off.

Outer frame

UPVC frames

At least every four months, clean the internal and external surfaces of the frame to remove atmospheric grime; always use a soft cloth with mild liquid detergent solution, rinse with water and dry off.

Outer frame seals

On an annual basis, inspect the rubber seal fitted to the outer frame (visible with the door

leaf open). If evidence of shrinking or cracking or tearing is found, remove the seal from the groove completely (a sharp knife may be required – take care when doing this) and replace with new.

Hardware

Hinges

Clean the visible surface of the hinges on an annual basis. They should be kept free from dirt, debris and obstruction at all times. For colour-coated hinges (usually white, brown or gold in colour), use a soft cloth with hot soapy water, rinse with water and dry off.

Aluminium and die-cast colour-coated hinges have self-lubricating nylon bushes; do not lubricate these bushes.

Locking device

The key-way, latch and keeps should be kept free from dirt, debris and obstruction at all times.

Check operation of the key mechanism on an annual basis, with the door leaf open. If the key requires excessive force to engage the lock mechanism, then lubricate the key-way with a silicone-based spray lubricant; **do not use oil or grease.**

Lubricate the bevelled or rounded face of the latch and the latch-strike on the keep with a smear of petroleum jelly or grease. This also applies to each additional hook.

Lever handles and letterplates

Annually clean and remove dirt and debris from all moving parts. Lightly oil external moving parts with a light machine oil.

For stubborn stains, use a soft cloth with mild liquid detergent solution, rinse with water and dry off. Polish both handles and letterplates with a quality wax furniture polish, applying directly to the cloth and not the product.

Annually check that the external frame of the letterplate is flush with the face of the door. If

evidence of a gap is found, tighten the fixing screws located behind the internal flap; **do not over tighten screws.** If a gap is still evident, apply a small bead of high-modulus silicone around the full perimeter of the external frame.

Threshold

The term threshold refers to the frame fitting underneath the bottom edge of the door leaf, which acts as a weather seal and water barrier; this may be part of the frame or a device fixed directly on top of the cill (if fitted) or onto the base of the door opening. Some thresholds may include an additional fitting to the bottom edge of the door.

The threshold components should be kept free from dirt, debris and obstruction at all times.

Periodically, check that drainage holes are free from any obstruction. If blocked, remove obstruction and flush through with water to ensure correct drainage.

Annually inspect any weather seals. If evidence of shrinking or cracking or tearing is found, remove the seal completely and replace with new.

Note: A rain deflector (or 'drip bar') must always be fitted.



BI-FOLD DOORS



Maintenance

To attain optimum performance of your bi-fold doors, the hinges will require periodical maintenance and lubrication. The hinges and tracks should be kept free from dirt, debris and obstruction at all times.

Cleaning frames

To remove atmospheric grime, clean regularly with soap and water. Check drain holes are free from obstruction. If blocked, remove obstruction and wash thoroughly to ensure correct drainage.

Lock lubrication

Clean and lightly grease external moving parts and frame keeps annually.

Hinge lubrication

Clean and lightly oil hinge pins annually. If open out, lubricate every six months.

Standard handles

Clean and lightly oil external-moving parts annually.

Aluminium roller track

Free any debris or dirt from drainage or track.

D-handle (Aspect only)

Clean and lightly oil external-moving parts annually.

Cylinder

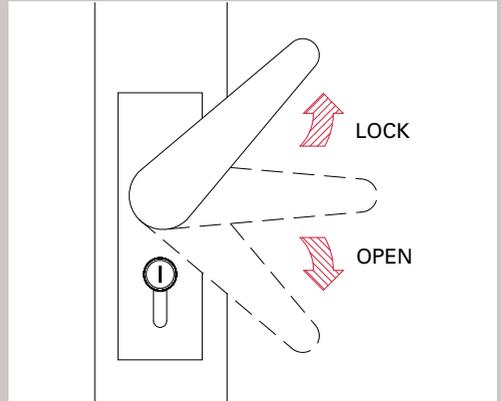
Do not attempt to lubricate locking cylinder.

Operating instructions

Standard handles

To lock

- ▶ Insert key into cylinder
- ▶ Push handle upwards (see diagram)
- ▶ Rotate key in cylinder
- ▶ The door will now be locked to unlock
- ▶ Insert key into cylinder and rotate
- ▶ Press handle down, the door will now be open



Eurocell Aspect D-handle

To open

- ▶ Lift the D-handle to reveal the hidden lever
- ▶ Lift the lever upwards to release shoot bolts
- ▶ Use the D-handle to push / pull the doors into position
- ▶ Return D-handle to flush position

To close

- ▶ Lift D-handle and use it to push / pull doors into closed position
- ▶ Lift D-handle and move the lever downwards to engage shoot bolts
- ▶ Return D-handle to flush position



Trouble shooting guide

Problem	Possible Cause	Solution
Window or door not pulling into seals on the lock jamb, causing air leakage through seals	Locking cams set for minimum compression	Using a Allen key, adjust cams to tighten compression
Window or door stiff to lock	Locking cams set for maximum compression Dust or debris in lock or keep	Using a Allen key, adjust cams to slacken compression, lubricate lock and keeps Remove any debris, lubricate lock and keeps
Window or door draughty	Locks not engaged correctly Seals or gaskets damaged	Ensure locks are fully engaged, refer to operation instructions Replace damaged seals
Unable to open Window	Handle jammed Friction stay jammed	Check handle has not been locked with key Check there is no debris in hinge track
Unable to close or lock door	Thermal movement in door sashes in warmer weather Possible lock failure	Allow doors to cool down if possible French doors - open both sashes up and close both sashes together If possible, in open position, lift handle and operate key
Door restrictor arm stiff or grinding	Dust or debris in track Friction screw on restrictor arm too tight	Remove any debris and lubricate Adjust friction screw with small screwdriver
Condensation on glass	Sealed unit broken down	Check if condensation is on inner or outer pane of glass and can be wiped off with a cloth If condensation can be wiped off, this is within GGF guidelines
Condensation on glass	Sealed unit broken down	If condensation is in between panes, sealed unit will require replacing



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Please also note that colours shown are illustrative only, as the printing process does not allow 100% accurate colours to be reproduced.

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