



the **complete** solution



## **PVC-U Care & Maintenance** Information



# introduction

In the following booklet you will find all the information required to be able to carry out any necessary cleaning and maintenance of your windows and doors. This booklet contains information on how to clean all the parts of your windows and doors with the correct cleaning products. It details which parts of locks and hinges require lubrication and how this should be applied. The guide also 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 and be problem free.

The products covered within this manual are as follows: -

- **60mm window and door system**
- **70mm window and door system**
- **eurologik window and door system**
- **eurologik ovolo window and door system**
- **in-line patio system**
- **conservatories**

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## 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 would prevent scratching. Also be carefully 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.



### PVC-U frame cleaning

The faces of PVC-U window frames should be cleaned every three to four months with warm water and a mild liquid detergent. Clean with non-abrasive detergents as abrasive detergents may damage the frames.

### conservatory roof cleaning

Use the same method of cleaning for the Polycarbonate roof as you would for the PVC-U frames. Clear gutters of leaves and debris to avoid obstructing drainage as this could then cause overflow problems. Wash all roof panels with a soap and water solution, every four months. This will remove any debris or other deposits. Do not use any solvent based or abrasive cleaners. Under no circumstances should anyone venture onto the roof panels of a conservatory. If access above a conservatory is required special precautions in line with current health and safety regulations need to be taken.

### drainage

Eurocell products are produced 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.

## glass defects

During the glass manufacturing process, double glazed units are susceptible to a degree of surface damage, some of these blemishes / imperfections are unavoidable even in a controlled production environment.

Blemishes and imperfections within strict limits are deemed acceptable as they are inherent in all double-glazing. These limits are defined by the Glass and Glazing Federation (GGF).

All the glass used by your installer should be of the highest standard and will conform to the requirements of the British Standard BS6262.

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

Eurocell 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 Profiles: -

- BS7950 - The specification for enhanced security performance of casement and tilt and turn windows for domestic applications
- PAS23/24 - The general performance requirements and enhanced security performance for door assemblies



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 surface 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 PVC-U draft 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 also breathing.

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

By installing PVC-U 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 / 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

Conservatory roofs are susceptible to condensation under certain conditions. The effects of condensation within your conservatory can be minimised by heating at a normal domestic banding of between 10°C to 25°C and 40 to 65 per cent relative humidity, which may require ventilation via a roof light.

## casement windows

### operating instructions

**1. to unlock the handle (key locking)**

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

**2. to open the window**

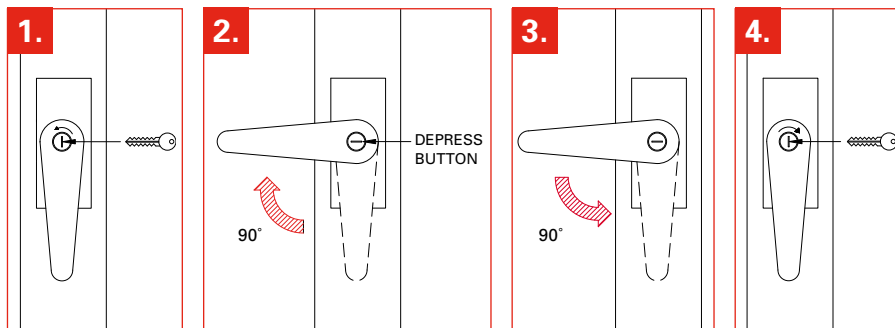
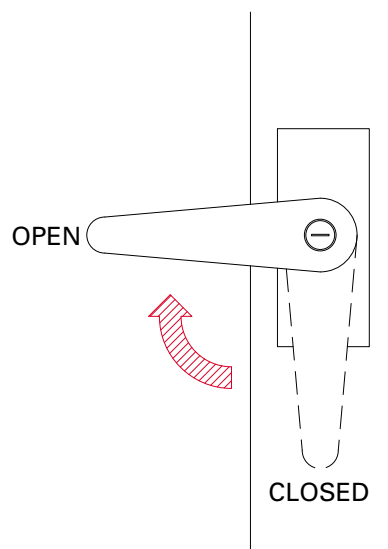
Depress and hold the button, rotate the handle through 90° and push the window outwards.

**3. to close the window**

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

**4. to lock the handle (key locking)**

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



## 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.

### security fixings

Check the tightness and security of all fixing screws.

### 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.

### espagnolette

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.

### mastic seal

Check for any signs of cracking - if found remove and replace with new.

## tilt and turn windows

### operating instructions

#### to tilt

- from closed position insert key into cylinder and rotate to unlock
- rotate handle 90° until horizontal, window will now tilt

#### to turn

- from tilt position close window
- rotate handle 90° until pointing vertically upwards, window will now turn

#### to lock

- from turn position close window
- rotate handle 180° until pointing vertically down
- rotate key to lock window

### maintenance

#### maintenance and lubrication

To attain optimum performance, hinges and loading points should be kept free from dirt and will require annual lubrication.

#### handles

Clean and lightly oil external-moving parts annually.

#### cleaning frames

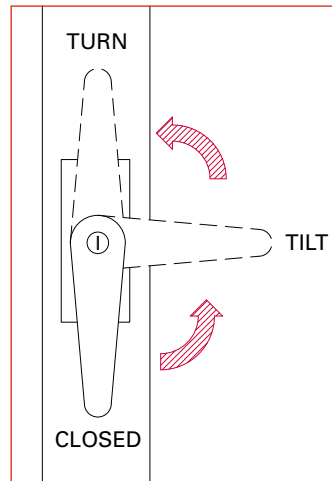
To remove atmospheric grime, clean regularly with soap and water. Check drain holes are free from obstruction. If blocked, remove obstruction and wash thoroughly to ensure correct drainage.

#### mastic seal

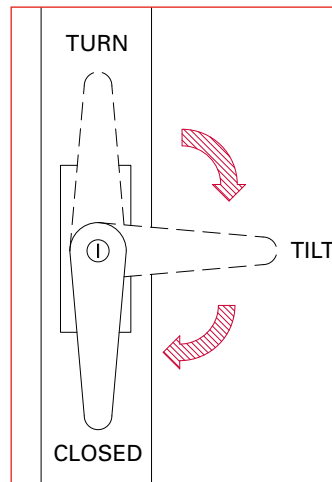
Check for any signs of cracking, if found remove and replace with new.

#### adjustment

The casement can be adjusted vertically at the bottom hinge and horizontally at the top hinge. To achieve optimum weathering performance, adjust the locking cams by using a 4mm allen key if required.



to tilt and turn



to lock

## residential doors

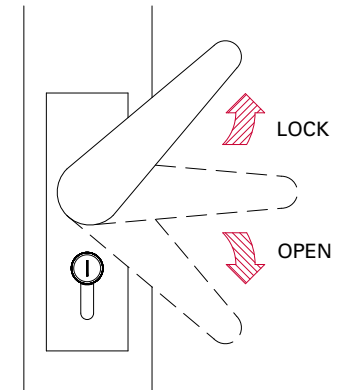
### operating instructions

#### 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



If an alternative lock has been fitted please contact your installer for instructions.

### 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 - if found remove and replace with new.

#### cylinder

Do not attempt to lubricate locking cylinder.



## in-line patio doors

### operating instructions

#### unlock

- insert key into lock cylinder and rotate
- push up the lever on the handle
- slide the door to open

#### lock

- slide the door back to the fully closed position
- push the lever downwards until it stops
- turn the key to lock the door

#### 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

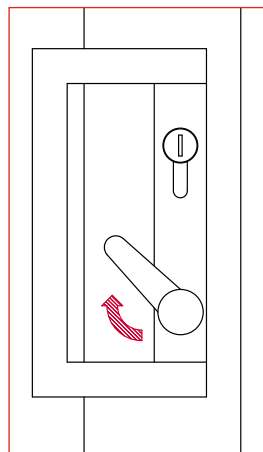
Clean and lightly oil all externally moving parts annually.

#### frames

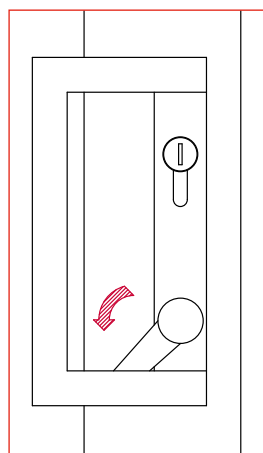
Clean frames regularly, using household detergents.

#### mastic seal

Check for any signs of cracking annually. If found, remove and replace with new.



push up to unlock



push down to lock

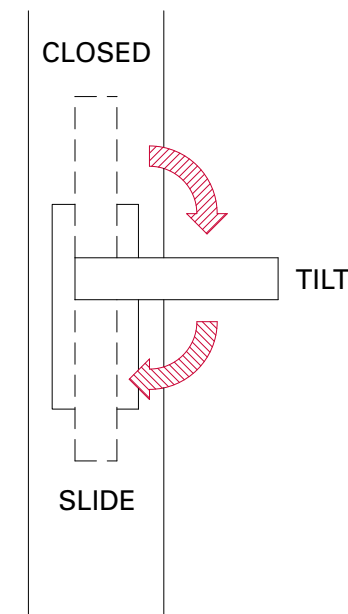
## tilt and slide doors

### operating instructions

Operating begins in the closed position (handle vertically upwards). Insert the key and rotate to unlock. Pull handle downward 90° into horizontal position. The door will now tilt inwards. To lock in tilted position, rotate the key.

**To switch from tilt mode to slide mode**, rotate the key to unlock. Move handle downward 90° to vertically downward. The door will now slide along the track from side to side.

**To close door from slide mode**, slide the door to closed position, the bottom of the door will move towards the doorway. Rotate handle 180° to vertically upward, the door will now close into the doorway. Rotate the key to lock.



### maintenance

#### runner arms and stay arms

With the door in slide mode, lubricate the moving parts of the bottom runner arms and top stay arms with light machine oil. Ensure mechanism is free from dirt and debris.

#### locking mechanism

Lightly oil locking cam slots.

#### bottom track

Do not lubricate. Ensure that the track is clear of dirt and debris.

#### handles

Clean and lightly oil external moving parts.

#### lock cylinder

Do not lubricate (packed with special grease).



**SOME  
THINGS  
ARE  
BETTER  
MADE  
TO MATCH**

**WHEN IT COMES TO A SEAMLESS MATCH  
EUROCELL CONSERVATORIES SET THE STANDARD**

**PERFECTLY COLOUR MATCHED**

Eurocell is the only brand to offer conservatory roofs, windows and roofline products. This means we can guarantee an exact colour match, for the highest-quality finish. Plus we back this up with comprehensive 10-year guarantees for complete peace of mind.

**SOURCE FROM ONE SUPPLIER**

Our products are precision-manufactured to work together for a faster installation. An extensive 115,000 sq. m extrusion, tool making and warehousing facility means you can source everything you need from Eurocell, saving you time and money.

**EASY TO FABRICATE AND INSTALL**

The intelligent modular design of our roof system means less componentry and preparatory work is required, so fabrication is much easier. A range of time-saving features also means installation is quick and simple too.



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