Anglian Home Improvements

Caring for your Anglian Products

Cleaning, Maintenance & Operating Instructions

Contents

Introduction

This booklet provides you with guidance on how to operate, clean and maintain your Anglian PVC-U Windows and Doors, Aluminium Windows and Doors and our collection of Composite Doors, to help to prolong their life.

Please read through this document in conjunction with your Anglian Home Improvements Terms and Conditions and your original Guarantee Document. Failure to carry out regular cleaning and maintenance in accordance with these instructions may invalidate your Guarantee.

For any further information that you have not found in this booklet, please visit our website:

www.anglianhome.co.uk

or contact our Customer Service Department on: *0800 988 9398.*

Please Note:
Hardware shown throughout this guide is for demonstration purposes only and may differ from our current range.

Safety Notice

Your new windows will have been specified to meet the requirements of Building Regulations. Approved Document B Fire Safety Volume 1 Dwelling houses – requires some windows to be provided which can be used as an escape route. The document allows that these can be fitted with locking or non-locking handles. If locking handles have been requested, it is advised that thought be given about the accessibility of the keys as they will be required if the window is to be used in an emergency situation.

An egress window can form an important part of the arrangements for the safety of you and others in your home, however the guidance also stresses the importance of installing and maintaining smoke detection devices to create an early warning of fire; allowing the possibility of leaving the property without necessarily needing to jump out of upstairs windows. If you do not have working smoke detectors in your home, it is recommended that they are installed in accordance with the manufacturer's instructions and regularly checked.

Another important piece of advice is for you to plan an escape route in the event that a smoke alarm is sounding. It is suggested that you make time to practice the plan to ensure that everyone knows what to do to get to a place of safety and keep the door and any window keys for your planned route where everyone can find them.

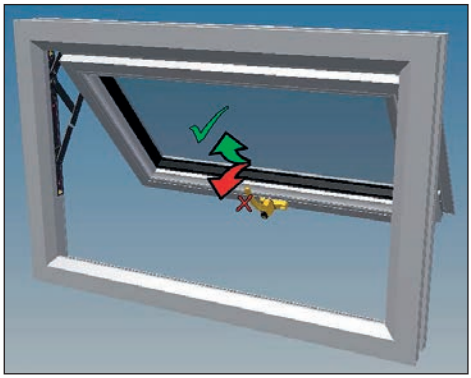
Further advice on fire safety in the home can be found at:
https://www.gov.uk/government/collections/fire-safety-guidance

Window Operation

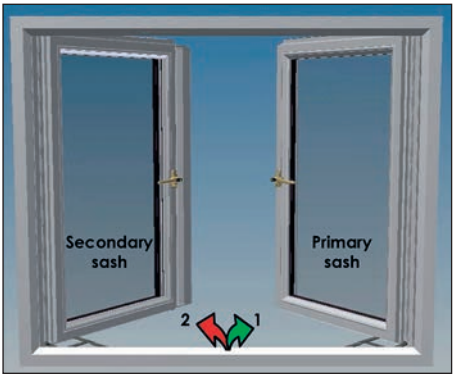
Casement Windows (PVCU & Aluminium)

To open sash unlock with key provided and remove key. Push the button down, rotate handle and then gently push the sash to the desired open position. (Please note: in the case of Monkey Tail handles being fitted, there is not a push button and an Allen key is provided)

To close, pull sash to closed position and rotate handle back to its original position. Re-lock and remove key as necessary.



When closing top hung sashes, take care not to twist the handle downward as the sash is pulled into the closed position.



Flying mullion casements operate in the same manner as a single sash casement. It is only the opening sequence that makes them different in that the primary sash needs to open first and close last to prevent sashes clashing.

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

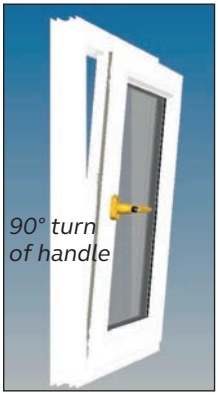
PVCU Tilt & Turn Windows

Tilt & Turn windows can have 3 operating positions: Closed - Tilt - Turn.

Window is locked and unlocked with the key provided.

Press button and rotate handle 90°, gently pull sash into the tilt position. NB: The window should be in the closed position.

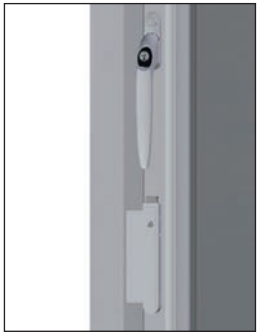
Press button and rotate the handle a further 90°, gently pull the sash into the turn position. NB: The window should be in the closed position.



Tilt - Leaning in at the top to allow controlled ventilation.

Turn - Opening inward for cleaning and greater access.

Window Operation



Face fit Restrictor – PVC-U Casement Operation

Locked - Window will open slightly to allow ventilation, we suggest to put it into the night vent position.

Un-Locked - Window will operate as locked until button is depressed, then the window opens as normal.

When closed the safety catch will re-engage but not lock automatically.

Face fit Restrictor – PVC-U Tilt & Turn Operation

Locked - Window will operate in tilt mode without restriction

Un-Locked - Window will operate in tilt mode until button is depressed, then the window will open in turn mode.

When closed the safety catch will re-engage but not lock automatically.

PVCU Vertical Sliding Windows

Unlock catch with key provided and rotate lever 180°.

Sashes can then be slid open for ventilation by pushing bottom sash up or pulling the top sash down.

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

Some windows are fitted with spring loaded restrictors, which limit the opening of either sash to approx 100mm. They can be locked in the open or closed position.

Restrictor in closed position allowing unlimited opening – depress restrictor and rotate key anti-clockwise.

Restrictor in open position limiting opening to 100mm – rotate key clockwise to unlock and release restrictor.

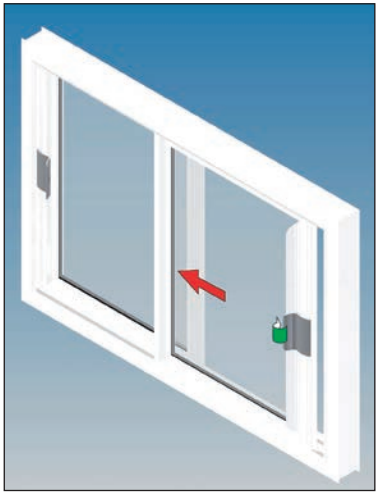
Limited sash opening.

Spring loaded restrictor shown limiting sash opening. **Please note:** the restrictor can be manually overridden by depressing the restrictor.

Window Operation

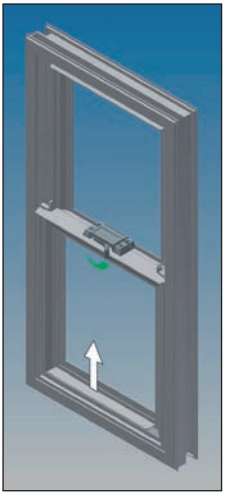
Aluminium Secondary Double Glazing

Horizontal Slider



Undo handle and slide sash away from frame to the desired open position.

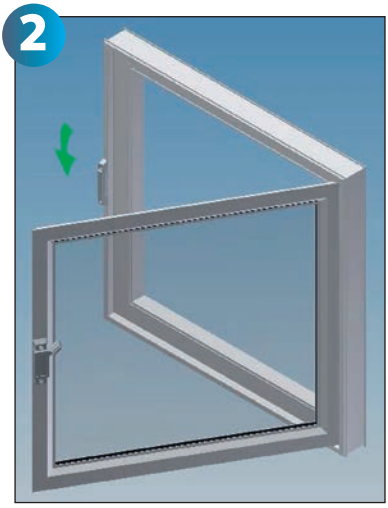
Vertical Slider



Undo latch and slide the window upwards to the desired open position.

Side Hinged

Undo latch to unlock the window.

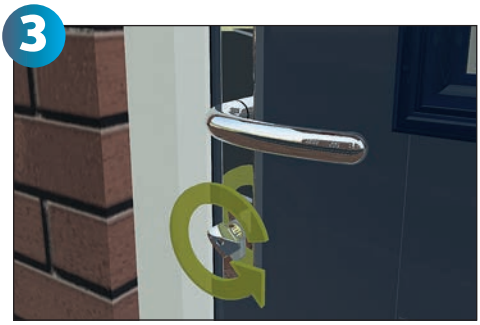


Once the window has been unlocked, the sash will swing open. Please be aware that there is no fixed position when open.

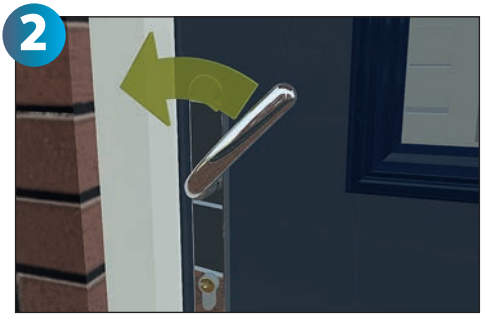
Door Operation

Single Doors (PVCU, Composite & Aluminium) - Lever Locking

Unlocked. Close the door using the lever handles until the latch engages in the latch receiver.



Turn the key one full turn towards lock edge to deadlock all locking points. Locked.



Lift handle upwards as far as it will go. This engages all locking points. It is essential to ALWAYS fully engage the locking points by lifting the lever handle. This protects your door from any potential natural thermal distortion.

Unless this is done your door is not fully secure.

Snib Operation (PVC-U Doors Only)
To keep the latch in the retracted position so that temporary access from the outside is possible without the key. Push down the handle on the inside to retract the latch and slide the snib (located in the faceplate) upwards.

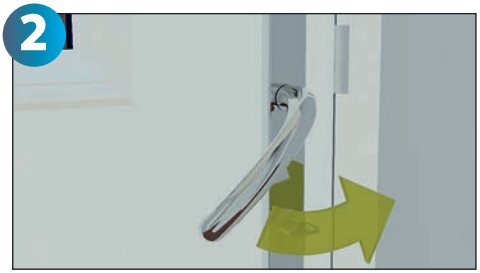
Whilst the snib is in use, your door is not secure.

Note: It is important that your key is never left in your door to prevent risk of being locked out.

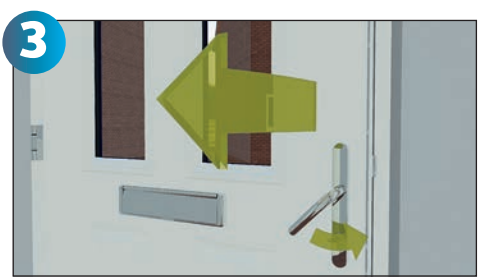
Door Operation

Single Doors (PVCU, Composite & Aluminium) - Lever Unlocking

Locked. Turn the key one full turn away from the lock edge to disengage the deadlock.



Push the handle down to retract the locking bolts and the latch.



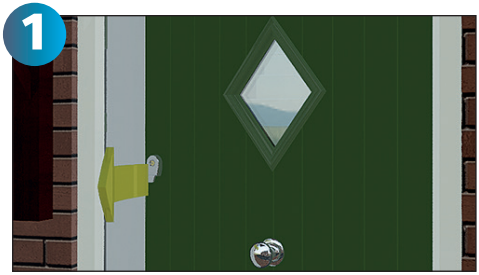
With the lever pushed down to keep the latch retracted the door can be opened.

Some front door applications are configured to stop the latch being retracted using the outside lever handle, this is sometimes referred to as slam-shut functionality. These doors require the turn of the key to retract the latch bolt from the outside. Turn the key away from the lock edge to retract the latch bolt

Holding the latch retracted using the key, use the handle to open the door.

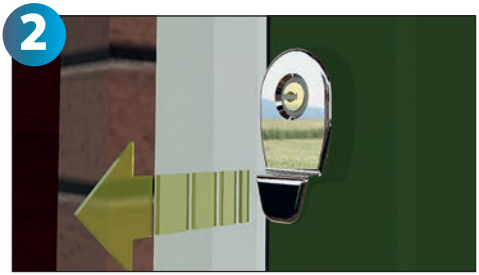
Note: It is important that your key is never left in your door to prevent risk of being locked out.

Single Doors (Composite Only) Pull Escutcheon – Locking the Door



Unlocked. Close the door using the pull escutcheon until the latch engages in the latch receiver.

Turn the key one full turn towards lock edge to engage the centre deadbolt and lock the auto fire hooks. Locked.



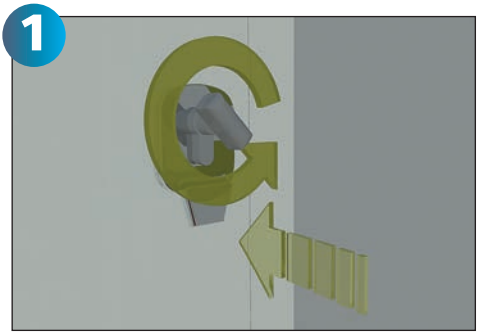
It is important to pull/push the door against the weather seal so that the auto-fire hooks can fully rotate and engage in the keeps. It is essential to ALWAYS fully engage the locking hooks every time you shut your door as this will provide security and support your door along its length. Engaging the hook bolts protects your door from any potential natural thermal distortion.

Unless this is done your door is not fully secure.

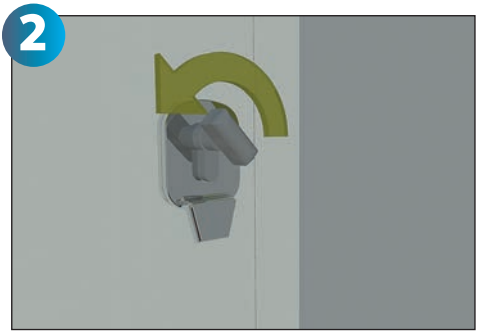
Key Operated doors have no facility of disabling the locking mechanism, always take a key with you when exiting the door to avoid being locked out.

Door Operation

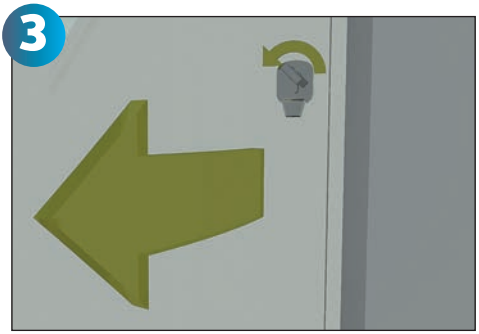
Single Doors (Composite Only) Pull Escutcheon - Unlocking the Door



Locked. Turn the thumbturn or key one full turn away from the lock edge to disengage the deadlock. If the thumbturn or key is stiff to operate push or pull the door to compress the seal and relieve the pressure on the hooks and deadbolt.



Rotate the thumbturn or key a further quarter turn to retract the latch.

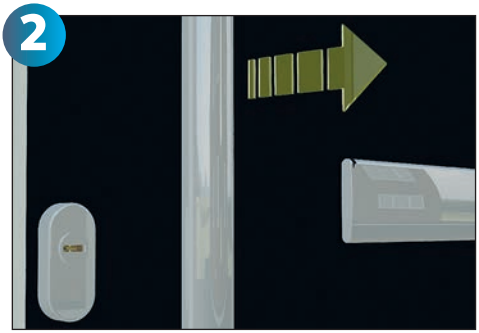


Holding the latch retracted using the thumbturn or key, open the door using the finger pull escutcheon.

Note: If the thumbturn or key is stiff to operate, the door may not be latched properly. Push or pull the door to compress the seal to ensure the door is latched and to relieve the pressure on the hooks and deadbolt. If problems persist, the latch and/or keeps may need adjustment.

Single Doors (Composite Only) Pull Bar - Locking the Door

Unlocked. Close the door using the pull bar handle until the latch engages in the latch receiver.



It is important to pull/push the door against the weather seal so that the auto-fire hooks can fully rotate and engage in the keeps. It is essential to ALWAYS fully engage the locking hooks every time you shut your door as this will provide security and support your door along its length. Engaging the hook bolts protects your door from any potential natural thermal distortion.

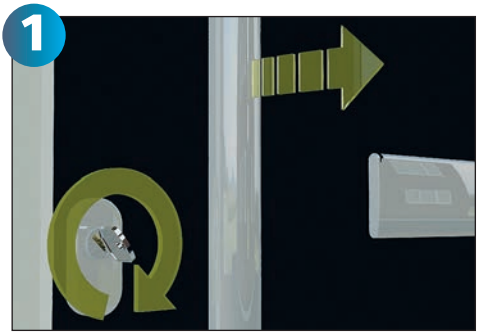
Turn the key one full turn towards lock edge to engage the centre deadbolt and lock the auto fire hooks. Locked.

Unless this is done your door is not fully secure.

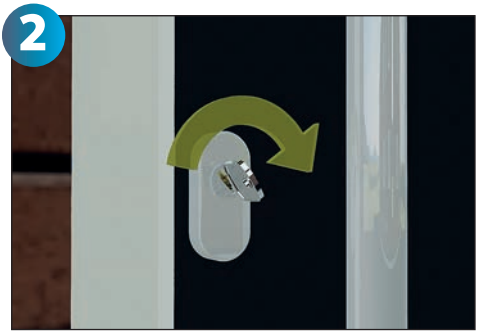
Key Operated doors have no facility of disabling the locking mechanism, always take a key with you when exiting the door to avoid being locked out.

Door Operation

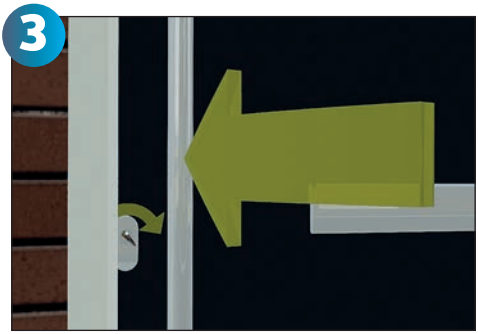
Single Doors (Composite Only) Pull Bar – Unlocking the Door



Locked. Turn the thumbturn or key one full turn away from the lock edge to disengage the deadlock. If the thumbturn or key is stiff to operate push or pull the door using the pull bar to compress the seal and relieve the pressure on the hooks and deadbolt.



Rotate the thumbturn or key a further quarter turn to retract the latch.



Holding the latch retracted using the thumbturn or key, open the door using the pull bar handle.

Note: If the thumbturn or key is stiff to operate, the door may not be latched properly. Push or pull the door to compress the seal to ensure the door is latched and to relieve the pressure on the hooks and deadbolt. If problems persist, the latch and/or keeps may need adjustment.

French Doors (PVCU & Aluminium) - Unlocking

French doors open and shut in a similar way to a single door. It is only the opening sequence that makes them different in that the active door needs to open first and close last to prevent clashing.

Turn the key one full turn away from the lock edge to disengage the deadlocking of the latch bolts and hook bolts.

Push the handle down to retract the latch bolt and hook bolts. This allows the active door to be opened.

To open the slave door, unlock and simply push the handle down to retract the top and bottom shootbolts.

Note: It is important that key is never left in the lock to prevent risk of being locked out of the property.

Door Operation

French Doors (PVCU & Aluminium) - Locking

Close the slave door, lift handle to engage the shootbolts into their keeps and lock by turning key one full turn towards lock.

Close active door and lift handle to engage both shootbolts and hook locks.

Turning the key one full turn towards lock engages deadlock.

Unless this is done your door is not fully secure.

Sliding Patio Doors (PVCU & Aluminium)

Sliding doors have two locking mechanisms. Either one or two plunger locks to the central meeting stiles to lock the panes together and a four point lock at the jamb.



Begin by unlocking the plunger lock(s). To unlock the centre plunger lock rotate key until plunger retracts. To lock, once the sliding door is closed, simply push the plunger closed.


Jamb lock

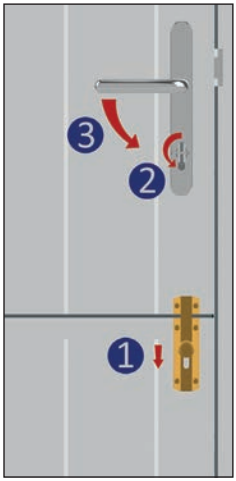
Turn key one full turn away from the lock edge to unlock. Lift the lever fully to disengage the lock bolts from the jamb. Locking is simply the reverse action.

Door Operation

Stable Doors (Composite)

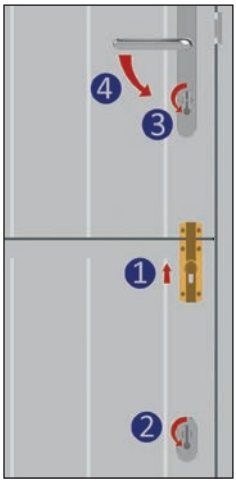
Stable doors are fitted with a keyed alike pair of cylinders (same key operates both cylinders).

Open the top part only



1. Retract the brass latch locking the bottom and top part.
2. Turn the cylinder to unlock the top part.
3. Retract the locking points by pushing down on the lever handle and open the door.

Open the whole door



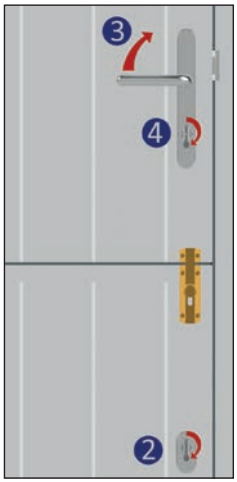
1. Ensure your brass latch between the bottom and top part is in the locked position.
2. Turn the cylinder to unlock the bottom part. This will retract the locking points.
3. Turn the cylinder to unlock the top part.
4. Retract the locking points by pushing down on the lever handle and open the door.

IMPORTANT NOTE: Composite Doors (lever handles): When the door is closed it is essential to ALWAYS fully engage the hook locks by lifting the lever handle. The process of lifting the lever handle is also good practice for PVC-U, Aluminium & Timber doors.

Close and lock top part only

1. Close the top part until it latches.
2. Lift the handle to engage the locking points.
3. Turn the cylinder to lock the top part.

Close and lock the whole door



1. Pull / Push the door closed so it is tight against the seals.
2. Turn the cylinder to lock the bottom part. This will engage the locking points.
3. Lift the handle to engage the locking points in the top leaf.
4. Turn the cylinder to lock the top part.

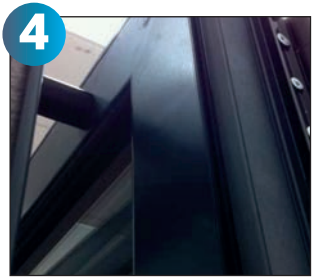
Door Operation

Aluminium Bi-Fold Doors

Primary Door Operation
Turn key clockwise to unlock.

Primary Handle Operation
Grip handle and push down to operate primary door handle.

Primary Door Opening
Open panel fully to allow the magnets to fix to the adjacent panel.



Holding Primary Door Open
Magnets protect and fix primary door panels to adjacent panels.

Unlocking T-Handle
Push T-Handle to release.

Disengage Shootbolts
Rotate handle clockwise 180^0 to disengage shootbolts fully.

T Handle Operation
Push the T-Handle back into the frame before operating doors.

T Handle Operation
Ensure the 'Un-locked' symbol is at the top before opening doors.

Operating Folding Panels
Slide panels together leaf by leaf.

Open Position
Stack the panels together for max clear opening.

Closing Door
Reverse previous steps to close door panel at a time.

Locking T-Handle
Lock each T-Handle before proceeding.

Primary Handle
Lift the primary handle when the door is closed to engage locks.

Latch Engagement
Lifting the handle operates the latch.

Hook Engagement
To lock, lift lever handle and turn key.

Unless this is done your door is not fully secure.

Please ensure the key is removed from the T-Handle (where applicable) before sliding the bi-fold doors.

Door Operation

Garage Doors (all types)

Exercise extreme caution when near tension springs, cables, rollers and other moving parts on your garage door. Ensure children's hands are kept away from these areas and at a safe distance from operating doors. Ensure that persons and objects are well clear of the door's range of travel. For your safety always ensure you open your door to the fullest extent.

Garage doors, like any other door, are not designed to be left open, unlatched and unattended. In windy conditions the door can be dislodged from its open position and slam closed causing damage to the door and anything beneath it. Always ensure the doors are latched in the closed position when not in use.

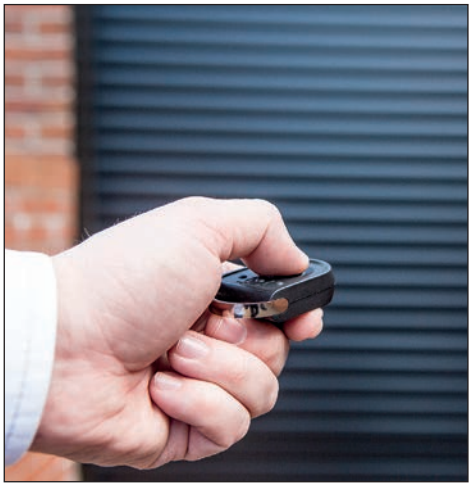
Hand transmitters are powered by a battery, which will eventually need to be replaced. You may notice that as the battery weakens a gradual reduction in the range occurs.

In case of power failure, if you have no other means of entry to your garage other than through the garage door, your door will have been fitted with an external release mechanism. This device allows you to disconnect your door from the electric operator.

(Please see overleaf for further information on each door type).

Always ensure that you have full sight of the area in front of an electronically operated garage door, so that you can check that there are not obstacles or persons in front of the door when you operate the system. Ambient temperature sometimes affects the range of the hand transmitter, as does failing batteries. Please make a note of the specific frequency and model of your operator as it may be required if you need replacement or additional hand transmitters.

Aluminium Roller Garage Doors



Your Anglian door can be operated from outside the garage using the Remote Control Handset...

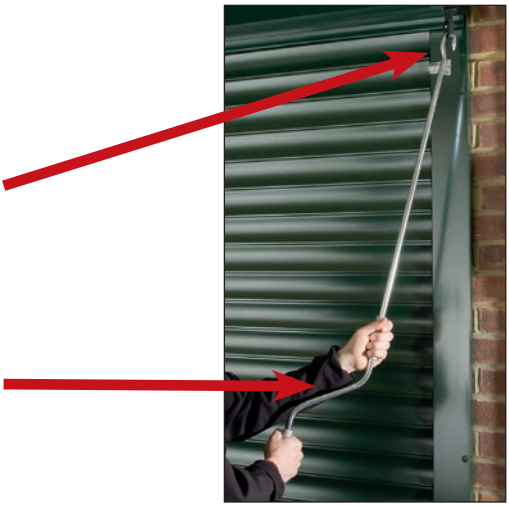
...or from inside the garage using the START BUTTONS mounted on the Control Box.

In event of power failure

If the door is not used during the power failure then no action has to be taken as the unit will reset itself when the power is restored.

If required the door can be operated manually by using the winding handle supplied, for which you have to gain access to the inside of the garage. Insert the hooked end of the winding handle into the override eye, this is projecting downwards from the drive motor at one end of the curtain roll.

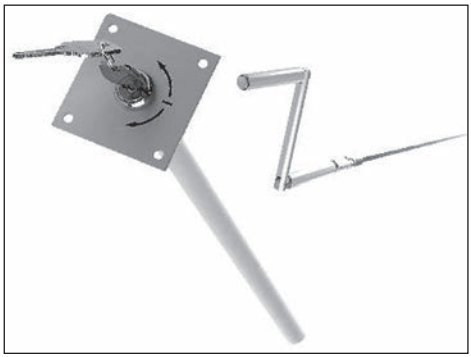
Rotate the handle clockwise to open or anti clockwise to close the door.



Door Operation

Aluminium Roller Garage Doors (cont'd)

IMPORTANT: If the garage has no service door then an EXTERIOR RELEASE KIT should have been fitted to allow EMERGENCY opening from outside. Simply insert the key, remove the inner barrel and rotate the handle to open or close the door.



Note: When manually closing the door with the handle supplied please ensure that the horizontal joints between each slat is compressed, following this continue to wind the door down carefully until resistance is met. It is important you do not over tighten.

Steel Sectional Garage Doors

Sectional Doors are automated as standard and are always supplied with retractable gear. If your steel sectional door is fitted with an Emergency Release Lock, it will be located in the middle of the top section. In the event of a power failure, insert the key and unlock the cylinder, with the key still inserted withdraw the cylinder from the door. The cylinder will be attached to a cord, pull this to about 30cm until it clicks. This will disable the anti-lift mechanism, and you will be able to lift the door from the bottom to gain access to your garage.

Release Lock.

To lock the Door, simply lower the door – When it is fully closed, the anti-lift mechanism will be re-engaged. Simply re-insert the lock cylinder and lock the mechanism.

If an Emergency Lock has not been fitted, to disable the anti-lift mechanism simply pull the release cord hanging inside on the opening mechanism until it clicks. This will disable the anti-lift mechanism and you will be able to lift the door from the bottom to gain access to the garage.

To lock the door, simply lower the door – when it is fully closed, the anti-lift mechanism will be re-engaged.

All of the above steps have the effect of disengaging the motor from the door, to re-engage the motor to allow the door to be operated as normal when power returns, simply press the green button located near the internal release cord.

Our Windows are Designed for Easy Cleaning

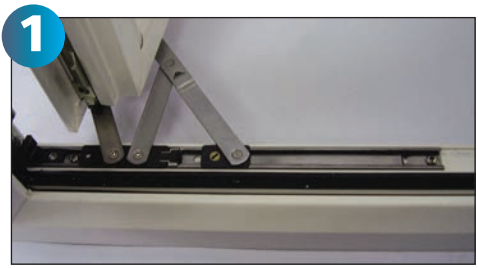
Caution. Take care to avoid any risk of falling from an open window.

Standard PVC-U & Aluminium Casement Windows

Our standard hinges open to allow access to clean the outside of your windows (as shown below).

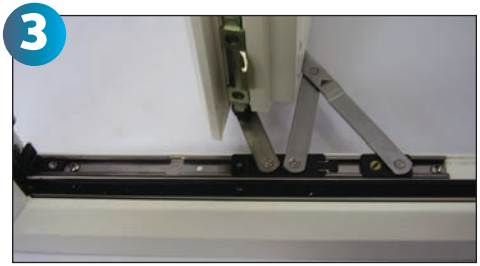
Fire Egress Hinges

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 the sash until it is fully open.

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.



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

Caution. Take care not to trap fingers in the mechanism.

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

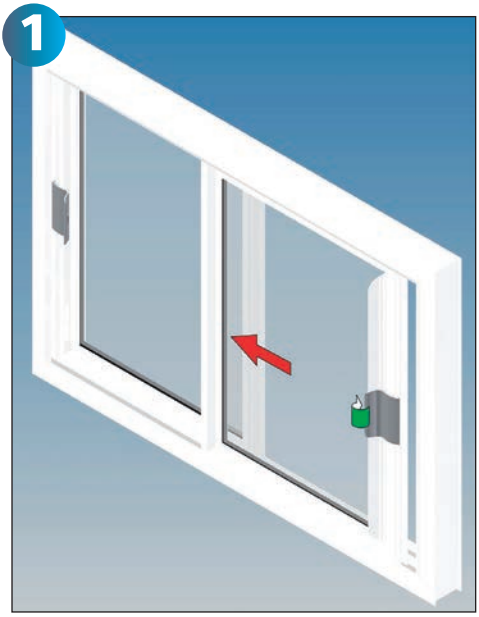
Our Windows are Designed for Easy Cleaning

Aluminium Secondary Double Glazing

Caution. Glazed sashes can be heavy.

Horizontal Sliders

These windows can be lifted out for easy access to clean both the Secondary Double Glazing and the window behind it.



Undo handle and slide sash away from frame.

Lift sash up and gently pull bottom of the sash clear of frame.

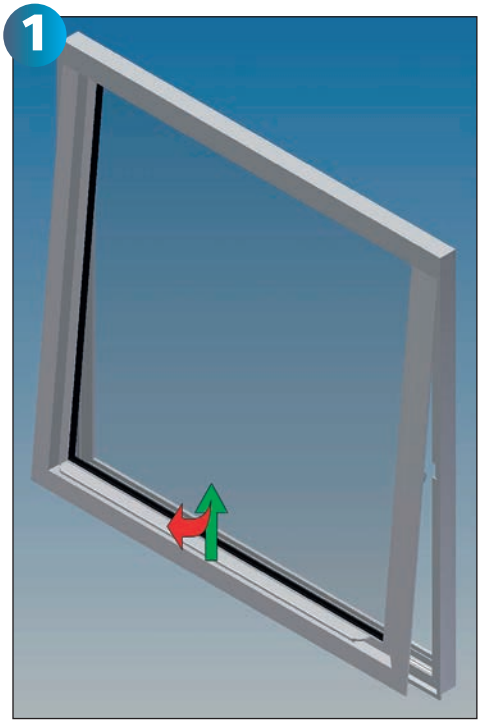
This process is repeated for each sash. Caution, glass can be heavy.

Side Hinged

To clean your Side Hinged Secondary Double Glazed units, please follow the operating instructions on page 8.

Lift Out

These windows can be lifted out for easy access to clean both the Secondary Double Glazing and the window behind it.



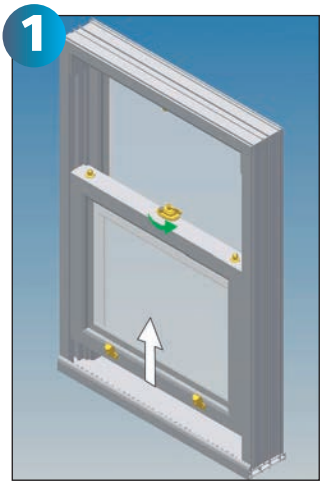
Lift up the sash and gently pull the bottom of the sash clear of the frame.

Completely remove the sash for easy access to clean. Caution, glass can be heavy.

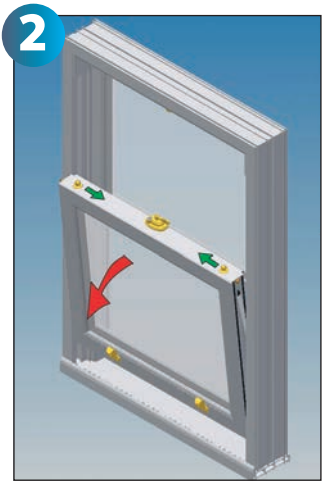
Caution. Take care to avoid any risk of falling from an open window.

Our Windows are Designed for Easy Cleaning

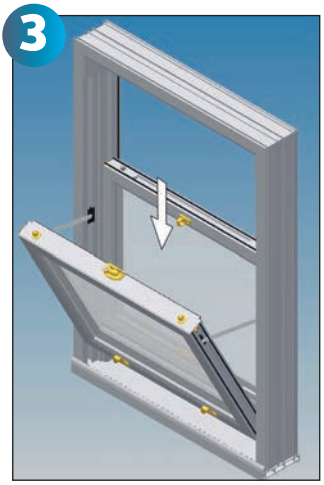
PVCU Vertical Sliding Sash Windows



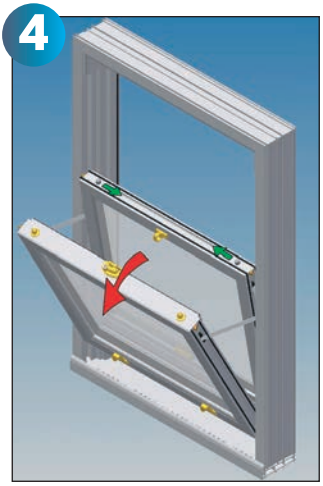
Raise the bottom sash by at least 75mm off the sill.



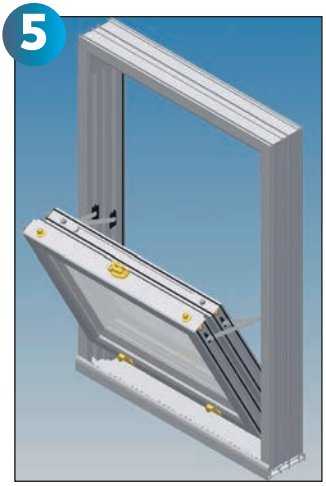
Push both retaining clips inwards toward the centre of the window, this will allow the sash to be tilted.



Gently pull the bottom sash towards you until its stops, resting on the side arms. Please note that the sash cannot be moved up or down whilst in the tilted position.



Slide the top sash down to 75mm above the bottom sash and repeat previous steps.



Lower the top sash very carefully until it rests on the side arms.

6

To close, tilt sashes singly to the upright position and push firmly until the spring catches engage in the outer frame.

Cleaning & Maintenance

Window & Door Cleaning & Maintenance

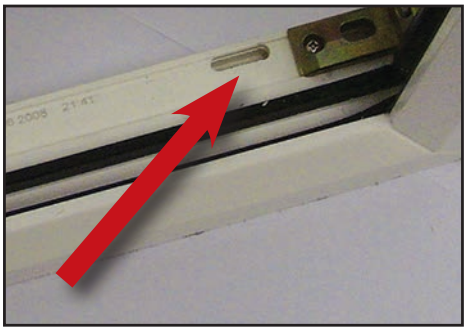
Regular, careful cleaning of your Anglian Products is required to prevent the build up of everyday grime and atmospheric pollutants and help prolong their life.

PVCU & Aluminium Windows & Doors

✓ PLEASE DO clean your frames with plenty of clean, warm soapy water (washing up liquid is suitable) and wipe dry with a clean, soft cloth. The need for cleaning will vary by position and the environmental conditions in your area but in general we recommend that your windows & doors should be cleaned at least once every 3 months.

✓ PLEASE DO be careful when cleaning PVCU products with decorative finishes such as Dark Woodgrain, Golden Oak, White Foil, Anthracite Grey and Dual products to avoid damage to decorative surface, this includes ensuring hands are clean of suncream which can damage foiled products.

✓ PLEASE DO always ensure that the drainage slots, shown below, are kept unblocked and free from dirt, grit, spiders' webs, etc. This will allow any water that appears in the frame to drain away and prevent any leaks.



Cleaning & Maintenance

✓ PLEASE DO keep the small gap between your sill and window or door on the outside clear of any dirt to allow for drainage (See next image).

✓ PLEASE DO keep casement window hinges, vertical slider and sliding door tracks clear of dust and debris to reduce wear on sliding parts.

✓ PLEASE DO clean your glass regularly using clean, warm soapy water or glass cleaner. If you are using glass cleaner apply it to the cloth to avoid getting excess glass cleaner on the frames. Both warm soapy water and glass cleaner can be used on lead effects.

✘ PLEASE DO NOT use abrasive cleaners or scouring pads.

✘ PLEASE 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.

✘ PLEASE DO NOT use excessive pressure when cleaning e.g. Steam cleaners.

Classic & Elite Composite Door Cleaning & Maintenance

The Anglian Composite doors are essentially a low maintenance product, however it does react to its environment, and when the cold outdoors meets the warmth of your home, the door can naturally adjust. So to keep it looking good and to help it acclimatise to its new environment just follow these two simple steps:

1. When the door is closed it is essential to **ALWAYS** fully engage the hook locks by lifting the lever handle. For key operated locks (non-lever handle) the hooks throw automatically when the door is fully closed.

2. Keep the temperatures as low and stable as you comfortably can in the area immediately next to the door for the first 6 weeks post installation. This will help the door to acclimatise to its new home. After this initial period, you can raise the temperature gradually to normal levels.

For more information on thermal movement of doors please read the Hygrothermal Bow section on page 46.

Cleaning & Maintenance

To keep your new doors looking good and minimise environmental effects (which will cause the surface of the door to become dull through oxidation of the paint surface), regular cleaning is also essential:

- ✓ PLEASE DO frequently wash down the surface with a warm soap solution (washing up liquid is suitable) and wipe dry with a clean, soft cloth. The need for cleaning will vary by position and the environmental conditions in your area but in general we would recommend that your door should be cleaned at least once a month.
- ✓ PLEASE DO clean the seal around the door frame so that trapped dirt does not damage the surface.
- ✓ PLEASE DO clean your glass regularly using clean, warm soapy water or glass cleaner. If you are using glass cleaner apply it to the cloth to avoid getting excess glass cleaner on the door finish or PVC-U frame. Both warm soapy water and glass cleaner can be used on lead effects.
- ✓ PLEASE DO apply Anglian touch-up paint to minor scratches and chips (Available at your local Regional Centre).
- ✓ PLEASE DO always ensure top and bottom points are engaged when door is closed to assist in the reduction of thermal movement.
- ✗ PLEASE DO NOT use abrasive cleaners or scouring pads.
- ✗ PLEASE DO NOT use excessive pressure when cleaning PVC-U e.g. Steam cleaners.
- ✗ PLEASE 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.
- ✗ PLEASE DO NOT use excessive length key chains, please try and avoid contact with these and any other sharp objects you may be carrying.
- ✗ PLEASE DO NOT use adhesives of any type or tack for providing temporary protections, for the temporary fixing of seasonal or other decorations etc.

Aluminium Bi-Fold Doors Cleaning & Maintenance

The door surfaces and inner chambers should be cleaned regularly using warm soapy water or a mild diluted detergent. The surfaces should be cleaned using a soft cloth or sponge. All areas to be thoroughly rinsed and dried after cleaning.

We recommend cleaning a minimum of every 6 months, although the frequency of cleaning depends on such factors as:

1 The building's surrounding environment (for example, marine alkaline, acid, Industrial etc.

2 The varying levels of atmospheric pollution,

3 The prevailing wind direction,

4 Exposure to airborne debris such as sand or salt, which may cause erosive wear.

Cleaning frequency also depends on the desired standard of appearance and also the need to remove deposits, which could cause damage after prolonged contact with the finish.

For guidance on lubricating and maintaining your locks please refer to page 39.

Cleaning & Maintenance

Garage Doors Cleaning & Maintenance

The Anglian Garage Door is essentially a low maintenance product, however certain simple checks carried out annually will ensure extended trouble free operation.

- ✓ PLEASE DO wash the door with warm soapy water using a soft cloth every 3 months.
- ✓ PLEASE DO check and clean out the guide rails and any other moving parts, removing any accumulated leaves and debris.
- ✓ PLEASE DO ensure the door closes onto a level clean surface
- ✓ PLEASE DO oil regularly (at least four times a year, depending on location and site) using a light oil or maintenance spray. All moving parts should be oiled especially all pivot points, running tracks (do not grease them), tension springs and hinges. Please note that our Steel Sectional Garage Door lock cylinders must only be cleaned with specialised care products and oil or graphite should never be used.

Conservatories & Rooftrim Cleaning & Maintenance

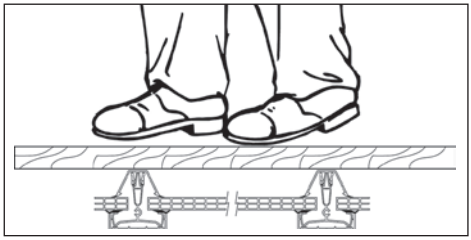
Conservatory Roof Cleaning

Clean glass sealed units in the roof in a similar way to the glass sealed units in your windows and doors. Clean polycarbonate roofing panels in a similar manner to PVC-U frames.

Caution. Take extreme care when accessing a conservatory roof. Never walk on the glass or polycarbonate part of the roof.

✘ PLEASE DO NOT not lean ladders against gutters or glass. Always use a stand-off device and use a ladder in accordance with the manufacturer's instructions.

If access is required on the roof, always create a safe platform by spreading weight across several rafters with timber boards (See below). Ensure the timber boards are firmly secured in place to prevent slippage.



Rooftrim Cleaning

Cleaning of Anglian Rooftrim, fascias, bargeboards, cladding and guttering is similar to window products. Wash regularly with clean, warm soapy water to keep clean.

Guttering and Boxgutters should be kept clear of dirt and leaf litter to allow water to flow away. Frequency of cleaning will depend on your local conditions.

✘ PLEASE DO NOT rest ladders on the product as this may cause damage. A ladder stand-off device should be used during cleaning (See below).

Cleaning & Maintenance

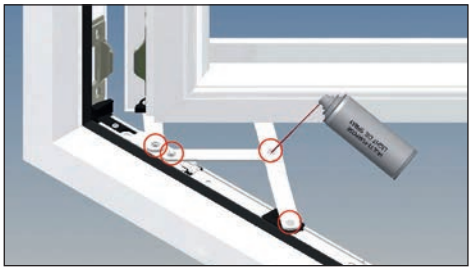
Window Lubrication (PVCU & Aluminium)

Regular lubrication of the moving components is necessary to keep your windows operating properly. The following lubrication and maintenance checks should be carried out once a year.

✓ PLEASE DO use a general light engineering oil with corrosion inhibitors such as 3-in-one® Multi Purpose Oil (available in aerosol can for convenience).

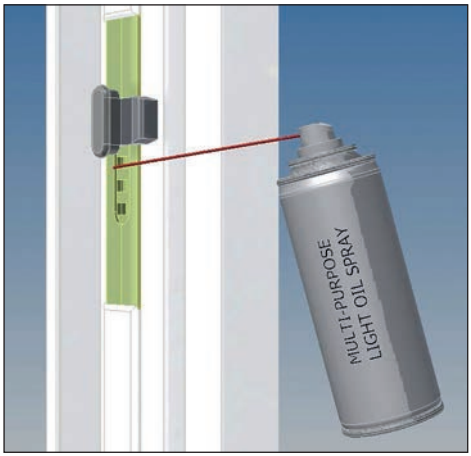
✗ PLEASE DO NOT use solvent based lubricants such as WD40®. These contain chemicals that attack components of your window. This can result in weakening and breaking of parts of the window and may stop them functioning. It will also damage decorative finishes.

Casement Windows - Hinges



Annually lubricate all pivot points with oil and wipe away excess.

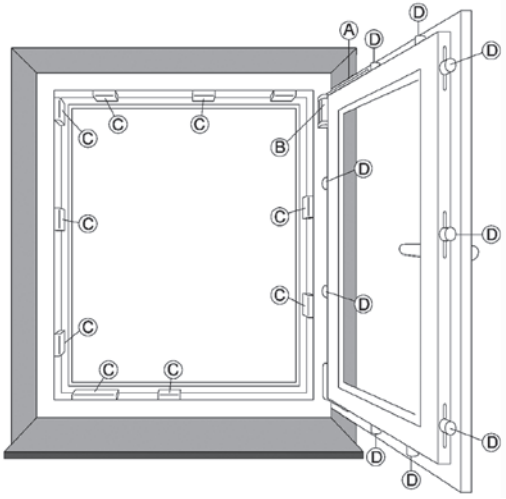
Casement Windows - Locks



Annually lubricate the slider and gearbox to help with ease of operation.

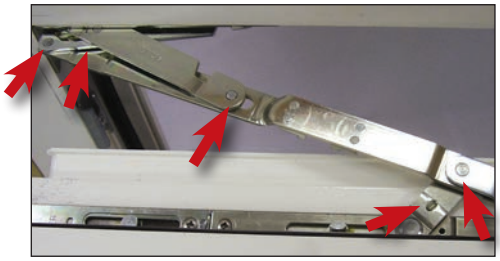
Tilt & Turn Windows

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



A Top Arm (The Shear)
B Top Hinge (Shear Hinge)
C Keep
D Roller

A Top Arm (The Shear)



The top arm must be oiled once a year, at all pivot points. Add a small amount of oil to the points shown above.

B Top Hinge

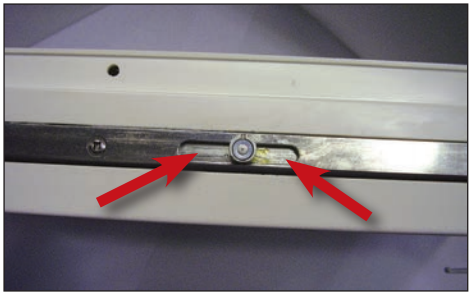
These are only fitted to Tilt Turn windows that open to 180º and are generally fitted in conservatories. The top hinge (above left) must be oiled once a year, at all pivot points. Add a small amount of oil to the points shown. Remove the plastic cover if fitted, and add a small amount of oil onto the top of the hinge (above right).

Cleaning & Maintenance

C Keeps

In order to maintain the smooth running action, the keeps must be lubricated once a year by applying petroleum jelly (Vaseline) or a light oil on the contact areas/leading edges (marked in red above).

D Rollers



To help the smooth running action of the locking mechanism, annually apply a small amount of oil to each side of the rollers.

Window and Door Hardware

All hardware performs best when clean. As such we recommend that your hardware products are regularly cleaned to maintain their appearance and preserve their corrosion resistance. We recommend cleaning your product once a month and more often in areas subject to heavy soiling, frequent use or in coastal areas.

All exposed surfaces should be wiped over with a clean cloth and a solution of warm water and a mild detergent, immediately followed by rinsing in clean water and the surface dried thoroughly with a soft cloth. Carbon steel brush, and steel wool should be avoided as they may damage or compromise the surface, which could lead to rusting.

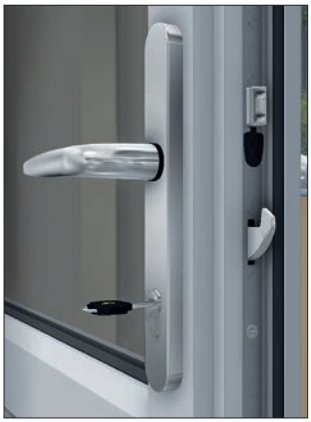
Door Lubrication (Recommended annually)

Door Locks and Keeps

For hinged doors apply petroleum jelly (Vaseline) to the hook and latch and striker surfaces (Shown below). The lock gearbox has grease applied at time of manufacture which is designed to lubricate the lock for its life span.

✗ PLEASE DO NOT add oil to the gearbox as this will dissolve the grease and reduce the life span of the lock.

Visible lock & keep surfaces should be kept clean from dust and dirt by wiping with a clean, damp cloth.



Hook and latch.

Striker surfaces.

Threshold.

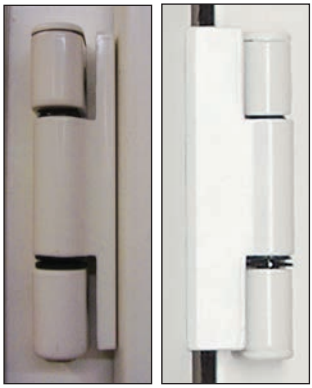
✓ PLEASE DO keep drainage channels clear of debris that can lay in the threshold tray of the door.

Cleaning & Maintenance

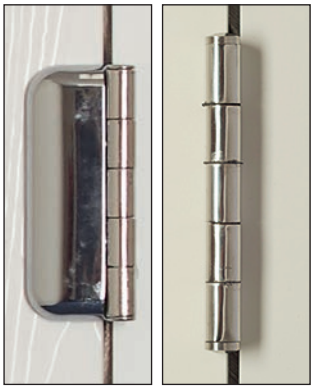
Pins

For Patio Sliding Doors apply a 3-in-1® oil to the mushroom pins and anti-slam pin.

Hinges



PVC-U and Classic (above) and Elite (below) door hinges are manufactured with self lubricating material and do not need oiling.



Cylinders

For lubricating your lock cylinders see page 39. Using a Phillips screwdriver, annually tighten your cylinder screw, located on the faceplate of the lock.

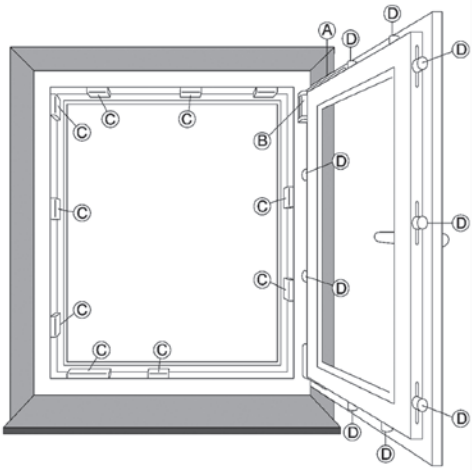
Window Adjustments

Casement Windows

Should you find that your window does not stay in the position that you have opened it to or it is stiff to move, you can increase or decrease the friction on the stay.

This can be done by turning the adjuster screw on the stay (above) clockwise to increase the friction or anti-clockwise to decrease the friction.

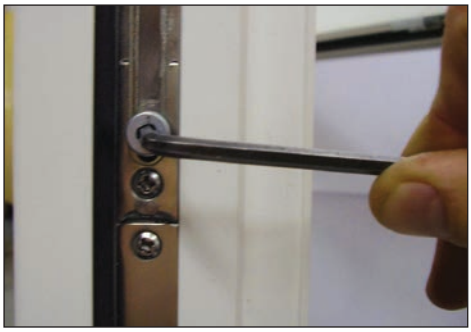
Tilt & Turn Windows



If you find you have a draught around your tilt & turn window, you can adjust the seal pressure around the frame and sash which may resolve the problem.

This can be manually regulated by adjusting rollers labelled D (above).

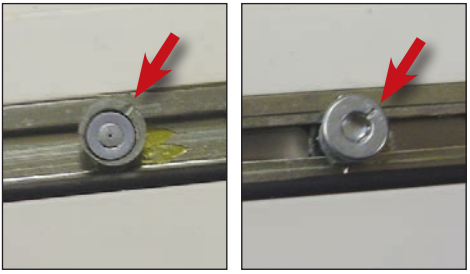
There are 2 types of rollers to adjust. These can both be adjusted ±0.8mm.



Allen key adjusted - rotate the roller using a 4mm Allen key.

Cleaning & Maintenance

Hand adjusted - lift the roller with your hand and then rotate.



When the window is adjusted these should all point in the same direction.

Both the Allen key adjusted and hand adjusted rollers have a line on the roller to indicate the amount of adjustment. When the line is pointing directly outwards the window is at minimum compression and when its pointing directly inwards it's at maximum compression.

Residential Doors

The installers will have set up the door to work correctly. We do not recommend any further adjustment.

Smart Living

Smart Handle and Digital Door Viewer.

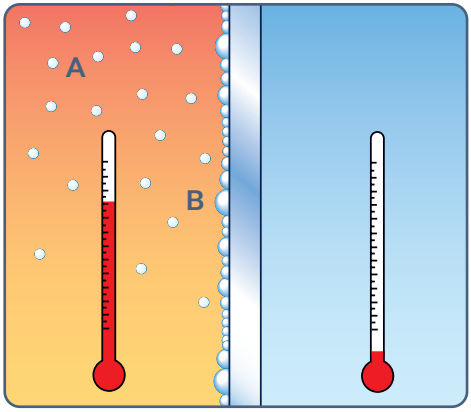
Handle, visual lock and Digital Door Viewer (DDV) surfaces should be kept clean from dust by wiping with a clean, damp cloth.

- Do not open DDV case.
- Do not clean using alcohol, benzene thinner or other abrasive materials.
- Camera not to be exposed to temperatures above 50°C or below -30°C.
- Digital Viewer not to be exposed to temperatures above 40°C or below 0°C.

Condensation

What is condensation?

Condensation is the process of a substance changing from a gas to a liquid and is most commonly used to describe the appearance of water on surfaces.



It is normally thought of as occurring when warm moist air comes into contact with cold surfaces, but this can be misleading when trying to understand its cause and in determining actions to prevent it occurring.

The air around us is a mixture of several gases. One of these is water vapour, which is water in the gas state (labelled A, above). The amount of water vapour that can be held in the air is dependent upon its temperature. Cold air can hold less than warm air.

The amount of water vapour in the air is measured as a proportion of the maximum amount that could possibly be held at that particular temperature. This is called relative humidity.

The importance of this feature is that, for any given relative humidity and air temperature there is another temperature known as the dew point.

The dew point is the temperature at which the air can no longer hold the water as water vapour and it starts to appear as liquid water - condensation (labelled B, above).

It is important to remember that the factors influencing the formation of condensation are the relative humidity of the air and the air temperature. These two things determine the surface temperature needed for condensation to form. For example, the surface temperature required for condensation to occur when the air is warm and very humid is much higher than that needed when the air is cold and very dry.

Condensation

Condensation and windows/doors

There are three areas of our products where it is possible for condensation to occur:

- The surface of the product which faces into the building.
- The surface of the product which faces the external environment.
- The surfaces within the sealed units.Of these three, only the last is a product fault.

Condensation on the windows on the surface inside the house

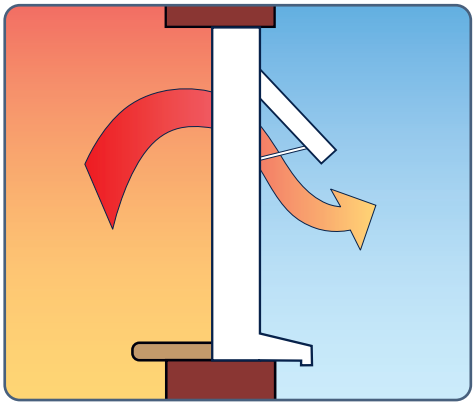
Condensation can form on parts of the product that face into the building - the surface which you can touch when standing inside the room - when they are at or below the dew point of the air inside the building in the vicinity of the product.

The temperature of the internal face of the product is dependent upon both the inside and outside temperatures and is therefore within the control of the householder to some extent. We have already determined that the condensation depends upon the relative humidity and the air temperature, neither of which are product related but are within the control of the occupier of the building.

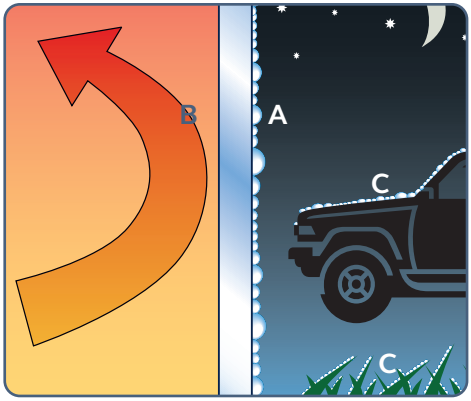
The control of this type of condensation is therefore the responsibility of the householder and its presence is not a product fault and should not lead to a replacement of a sealed unit. As it is not caused by a faulty product, a replacement unit subjected to the same conditions will result in the same type of condensation. This type of condensation can be controlled by such actions as reducing the humidity through ventilation (below) or ensuring surfaces do not get too cold by increasing room heating.

It is not uncommon for people to describe this kind of condensation incorrectly as “internal” as they interpret internal to mean inside the house rather than inside the sealed unit.

For more detailed information, refer to the GGF booklet “Some causes, some advice” which can be found on the GGF website, www.ggf.org.uk



Condensation on the windows on the surface outside the house



It is possible that condensation can form on the surface of the product which faces the external environment (labelled A, right) – the surface which you can touch when you are standing outside the building.

High performance glazing can result in the outside surface becoming quite cold. This is because (as intended) the heat in the house is being kept inside and is not getting through to heat the outside surface of the glazing (labelled B, above).

At night, the outside surface radiates heat to the environment, trying to become the same temperature. If the heat from the house is not being transmitted you can see that the outside surface can get quite cold.

If it is a cold, clear night, the outside surface of the glass may become much colder than the air and drop below the dew point of the air. In this circumstance, dew can form on the glass just as it does on the grass or on a car (labelled C, above).

The formation of this condensation is actually an indication that the product is doing what you expect of it - keeping the heat in your house and sharing as little as possible with the outside.

Hygrothermal Bow (Thermal movement of doors)

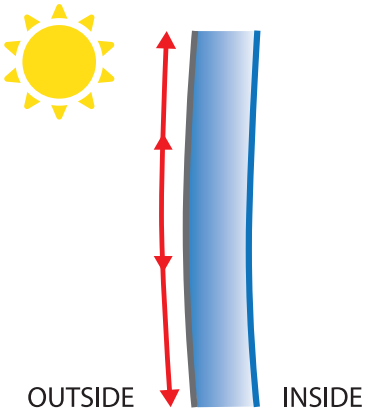
All doors experience thermal movement and will react to their environment, this is due to the cold air outdoors meeting the warmth of your home and with this the door naturally adjusts.

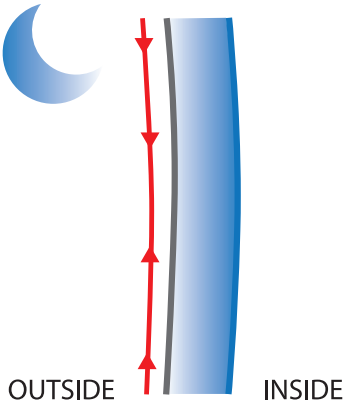
As a result, your door may move to a very small degree at the top and bottom of the door. This is a completely normal natural occurrence and the door will recover to its flat plane to a maximum bow of 3mm (measured from the middle of the door) side to side and 5mm (measured from the middle of the door) top to bottom, when recommended instructions are applied (see below).

Recommended Instructions

Slackening off the lock keeps will compensate for the movement of the door within the above tolerances. The hooks of the multipoint must be in compression with the inner edge of the pocket keeps. If this does not happen the door may move to the inside of the property (towards the cold side) and give the impression the door is bowed.

It is important to ensure the centre keep for the latch only allows the door to become flush with the inner face of the outer frame and not any tighter as this could also cause the door to appear bowed.





If the hooks on the multipoint lock are not thrown throughout the day and the centre keep setting is too tight, the top and bottom of the door will be in unsupported tension and will eventually stand proud of the inner face of the door frame. This will make the hooks on the lock side become stiff, as they cannot draw themselves into the lock keep.

You can protect your door from natural thermal bowing by making sure the top and bottom locking points are engaged by lifting the handle up every time you close the door.

If these points are not observed the guarantee on the functionality and operation of the door could be affected.

Visual Quality of Sealed 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. This document can be found on the GGF website, www.ggf.org.uk.

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

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.

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.

If you have any queries regarding the visual quality of your glass, please contact our Customer Service Team on 0800 988 9398.

Troubleshooting

If you think you have a problem with your windows or doors, before calling for assistance, please read through this trouble shooting guide. There may be a quick and easy fix to your problem.

If there is anything you are not sure about or you do not feel confident carrying out some simple adjustments or repairs, or have a problem that is not listed, please contact the Anglian Help Line on 0800 988 9398 for advice or to book for an engineer to visit. (There may be a charge for an engineer to visit).

I have a draught around my window/door

Air movement detected near to a window/door may be due to natural currents caused by heating or cooling of the air (known as convection) and is not necessarily due to air leakage through the window/door. In certain weather conditions a small amount of air coming through the seals is acceptable.

If you are experiencing a draught around the opening window/door' you can check to see that the 2 rows of seals around the frame have not been dislodged. These can be lightly pushed back into place.

Night/Trickle vents (where fitted) are not designed to be air tight when closed.

You can make adjustments to your Tilt & Turn window to change the seal pressure. Instructions for this are in the Adjustment section on page 41.

Water visible in my frame

This is nothing to worry about, our windows are designed to drain away any water before it can leak into your property. There are drainage slots on the bottom of the frame that allow the water to drain out between the window and sill.

If you are experiencing any water entering your property, make sure the drainage slots and gaps between the frame and sill are clear of debris. Please refer to page 29 for information on how to check your drainage slots. In addition, check to make sure the seals haven't been dislodged from the frame.

Troubleshooting

Casement Windows

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

Problems closing your window

Is the window almost closed?

- Check there is no debris in the frame preventing the window closing.
- Make sure the handle is in the fully opened position before closing and locking your window.

Problems opening your window

- Check that the window is not locked with the key.
- Make sure there is no obstruction outside preventing the window from opening.

Do you have a restricted hinge?
These are designed to only open to about 10º to prevent accidents. To open the window fully, press the button on the slider (circled right) to disengage the restrictor.

You will be required to do this on both sides of a top hinged window and just the bottom one on a side hinged window.

My window is stiff to move

Have you lubricated your hinges, as described on page 36. If you have been regularly maintaining the windows you can decrease the resistance on the hinge making it easier to operate the window. See Casement Adjustment on page 41 for details.

My window won't stay at the position I open it to

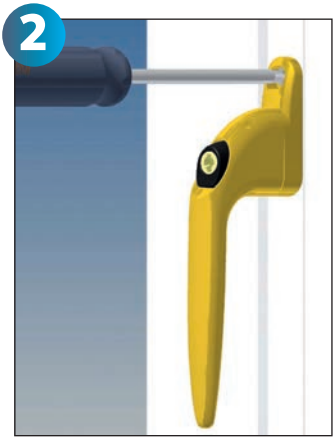
It is possible that the adjuster screw on the hinge is too loose.

This can be tightened with a flat head screw driver to increase the resistance between the slider and the hinge track. See Casement Adjustment on page 41 for details.

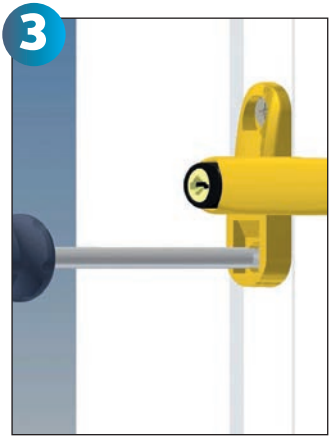
Handle is loose

Over many years of use your handle fixings may become loose, they can be tightened as shown in the following figures.

Carefully remove top cover cap.



Tighten top screw using Pozidriv screwdriver and push cover cap back into place.



Move handle to the open position and tighten bottom fixing.

Monkey Tail Handles

Tighten top and bottom screw with a slot head screwdriver.

Troubleshooting

Tilt & Turn Windows

Problems closing your window

Is the window almost closed?

- Check there is no debris in the frame preventing the window closing.
- Make sure the handle is in the fully opened position before closing and locking your window.

Problems opening your window

- Check that the window is not locked.
- Make sure there is no obstruction outside preventing the window from opening.

My handle is stiff to move

Have you lubricated the locking mechanism?

Follow the instructions on how to lubricate rollers and keeps in the section on lubrication on page 36. You can adjust the rollers to decrease the compression, see tilt turn seal pressure on page 41.

My window is pivoting on only one corner

Under certain operations your tilt turn window can go into both tilt and turn operation at the same time. Although the window is not designed to operate like this, it is perfectly safe and easy to return to a normal operating condition (below).

Ensure handle is positioned as shown. Push the bottom corner of the sash on the handle side back into place in the frame.

Turn the handle to horizontal.

Close your window and turn the handle to the closed position.

Doors

Problems closing your door

Is the door almost closed?

- Check there is no debris in the frame preventing the door closing.
- Make sure the handle is in the fully opened position before closing your door

Is the door failing to stay closed?

Open the door to check the locking gear operates when the handle is operated. To do this, move the handle to see if the hooks move. If they don't, lubrication could help this, see page 36.

Ensure the sliding black snib is pushed downwards.

Problems opening your door

- Check that the door is not locked.

My lock cylinder is stiff to operate

The Master Locksmiths Association advises lubricating the cylinder with lock graphite (or graphite pencil).

Apply this lubricant to key only and work the key in and out of cylinder a few times, never apply lubricant directly into the cylinder as this may cause the internal pins to stick. Do not use WD40® or other oils.

For key operated locks (non-lever handle) relieve the pressure on the hooks by gently pulling or pushing the door closed against the seal, then turn the key.

Troubleshooting

Replacement Yale/Ultion Door Keys

With every set of unique keys for your cylinder you will receive a unique Key Identification Card. It is important that you keep this key code card in a safe and secure place. If you require additional or replacement keys there are a number of options you can take:

1. **[Recommended]** Register your unique key by creating a secure account (as applicable) on either Yale or Ultion's website, the website will guide you through the steps required, you will need your unique Key Identification Card handy to record your unique key reference which can be found on the back of this card. From this site you will be able to order additional or replacement keys which will be delivered direct to your door.

   (Please Note ordering additional or replacement keys will come at a cost.)

2. **[Recommended]** Call the telephone number on the front of your key code card and request additional or replacement keys.

   (Please Note ordering additional or replacement keys will come at a cost.)

3. The Yale and Ultion 3 Star keys are patented designs, they can be obtained from various locksmiths who will be able to provide you with a key cut should you require one in case of urgent requirements. Please ensure you receive a genuine key to the same specifications.

Important to Note

Whilst it is appreciated some keys will need to be cut urgently, the recommendations should be followed as a priority. This is so you can be sure you receive the genuine key that is cut to the exact specification of the cylinder within your Anglian door. Non genuine keys could also invalidate the additional security guarantee issued with your door.

Conservatories

Water in your gutters or boxgutters on your conservatory

Unlike the gutter on your house, which is often fitted at a slight angle, those on a conservatory are laid level. Visible standing water may remain in the gutters as a result of this.

This is perfectly acceptable and in accordance with the code of Practice for Drainage of Roofs. BSEN12056-3:2000.

Take Care

Looking after your Products

Many customers have asked if any of the products used by our installers are available to purchase.

As a result, we've put together a selection of products to help you keep your windows and doors as clean and as in good working order as the day they were fitted.

Anglian Glass Cleaner (500ml)
Add sparkle to your glass, tiles or chrome with the smear free formula

Anglian PVC-U Cleaner (500ml)
Remove dust, nicotine and finger-marks from most plastic surfaces. Suitable for white PVC-U only.

Anglian Lubricant (35ml)
Keep your hinges, handles and locks well oiled – it waterproofs and protects too.

The cost for the kit, together with postage and packing is just £22.49.

To order, simply call 0800 988 6123

PRODUCT CARE KIT
– ONLY £22.49 PER KIT (Inc P&P)

Kit includes:

- Glass Cleaner (500ml)
- PVC-U Cleaner (500mm)
- Lubricant (35ml)
- Lint Free Cloth.

Please allow 14 days for administration and delivery.

Notes

To see our full range of home improvement products
click: www.anglianhome.co.uk
call: 0800 988 9398

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Doors
Living Spaces
Rooftrim & Cladding
Garage Doors

Anglian Home improvements

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