



Care & Maintenance Guide



Contents

3. FENSA & Guarantee Certificates
4. Casement Windows
5. Tilt and Turn Windows
6. Vertical Sliding Sash Windows
7. Secondary Glazing
8. Composite Doors
9. Sliding Patio Doors
10. Aluminium Bi-Folding Doors
12. French Doors
13. Single Doors
14. Door Furniture
15. Hinges, Window Handles, Multi-Point Locks, Trickle Vents
16. Living Spaces
18. Roof Lantern Lights
19. Roofs
20. Glass
21. Surface Finishes & Roofline
22. Quality of Vision
23. Condensation

Thank you for choosing Hazlemere

We want you to get as much value from your product as possible, so we've put together this guide which is full of relatively simple ways to look after your home and make the most of your investment. Importantly, the enclosed information also explains the general care required of your Hazlemere product(s), so as not to invalidate your warranty. Full warranty details can be found within the Terms & Conditions supplied when you placed your order with us, please get in touch if you require a copy.

10 Year Guarantee Certificate

Please keep the accompanying guarantee certificate in a safe place, and should you sell your property simply pass the certificate to the new owners so they can register their details with us. In the event of a service call the certificate may be requested by the service engineer attending.

FENSA Certificate

If your installation requires a FENSA certificate it will be issued to you directly from FENSA within 3-6 weeks. As a general rule replacement window and door installations will be registered with FENSA, whilst conservatories and orangeries are not. If we have replaced the thermal barrier (doors) between your house and a new structure then a FENSA certificate will be received. Your certificate can be passed to a new owner in the event of you selling your property, change of ownership does not need to be registered with FENSA.

Should you require a copy of your certificate contact FENSA direct at fensa.org.uk

Ultion Door Barrel Warranty

If you have purchased a door with an Ultion lock activate your warranty within 28 days of installation.

ultion-lock.co.uk/guarantee-registration

Additional keys and their recommended lock lubricant can also be purchased from their website, ultion-lock.co.uk

Insurance Backed Guarantee (IBG)

Your IBG, the insurance policy that covers your guarantee in the unlikely event the company ceases to trade, will be sent to you by the provider within 8 weeks. In some cases you will be asked to complete an application form so please ensure you complete and register within the timescale they request. The IBG can be transferred if you sell your property, the new owner will simply need to contact the provider within 30 days. An admin fee will apply if they wish to do this.

Warranty Service

Please report any service issue within 28 days of discovery and our dedicated service department will arrange inspection and repair/replacement as quickly as possible.

Call us on 01494 897609

9am – 5pm Monday – Friday

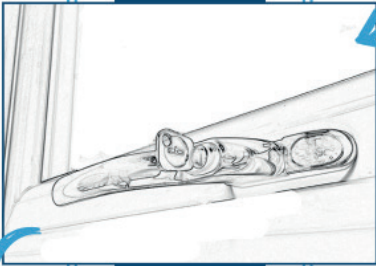
Email us on

customerservice@hazlemere.co.uk

We offer a warranty service not an emergency service and any misuse of products can invalidate parts of the guarantee cover. If our Service Engineer or Installation Manager deems a product to have been damaged due to misuse or abuse, then it will not be repaired under warranty. In such circumstances we will provide a no obligation quotation should you wish us to.

Casement Windows

Casement windows can be fixed, side hung or top hung. They owe their popularity to the straight forward design, speed of opening and ease of use to achieve maximum ventilation.



Operation

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

Press the push-in locking button using your thumb.

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

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

If a side hung opening vent (sash) is fitted with a pair of easy clean hinges, press the release mechanism on both the top and bottom of each hinge, then slide the sash towards the middle of the opening.

Trickle vents should be left open and unblocked.

Maintenance

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

Window and door handles require minimal maintenance. Clean if required with warm soapy water using a soft cloth and a separate cloth to dry and buff.

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

Trickle vents require little maintenance other than cleaning. Wipe the ventilator with a clean damp cloth and clean blockages away with a brush or cloth. Where there is access and it is safe to, the hood can be cleaned in the same way. Do not lubricate.

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

Tilt and Turn Windows

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

Operation

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

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

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

Where there are not "hidden" hinges which restrict opening to 90° ensure that the window cannot swing into any adjacent item or wall.

Trickle vents should be left open and unblocked.

Maintenance

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

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

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

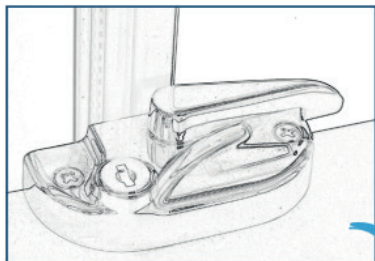
Trickle vents require little maintenance other than cleaning. Wipe the ventilator with a clean damp cloth and clean blockages away with a brush or cloth. Where there is access and it is safe to, the hood can be cleaned in the same way. Do not lubricate.

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



Vertical Sliding Sash Windows

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



Operation

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

On the bottom sash use the lift hook(s) to slide the sash upwards.

On the top sash use the hook(s) to slide the sash downwards.

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

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

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

Never lift the sashes using applied Georgian bars.

Trickle vents should be left open and unblocked.

Maintenance

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

Wipe the exterior and interior frames with a damp cloth and soapy water 2 to 3 times a year. Hinges, rivets and other moving components should be kept clean and lightly lubricated using light engineering oil.

Trickle vents require little maintenance other than cleaning. Wipe the ventilator with a clean damp cloth and clean blockages away with a brush or cloth. Where there is access and it is safe to, the hood can be cleaned in the same way. Do not lubricate.

Our Tip: Use sash restrictors on ground floor windows to prevent the bottom sash being opened beyond the restrictors, which allows plenty of ventilation.

Secondary Glazing

Adding secondary glazing systems is a simple slim-line solution for when replacement windows are not an option.

Cleaning

Clean out any dirt and dust from the bottom of the track and clean down all the aluminium and UPVC sections with warm soapy water. Dry and polish with a clean soft cloth - this also applies to both internal and external facing surfaces.

Do not use acid, alkali, steel wool or abrasive cleaners.

Extra care should be taken if K-Glass is used as this coating can become damaged or scratched if cleaned with an abrasive cloth and cleaner. Where possible try not to clean the surface often, if at all. The coating will be used on the side of the glass closest to the prime window.

Operation

Release the catch on Horizontal Sliding windows to enable them to slide. These can be simply removed for storage or cleaning by holding each side of the frame and lifting them up and out of the surrounding tracks.

Vertical Sliding windows are operated by releasing the catch and sliding them up or down as required. When cleaning both sides of glass push both release catches towards the outer frame to enable tilt action.

Our Tip: Treat your internal secondary glazed windows with the same care as you would your external windows.

Maintenance

Apply a light coating of a silicone based lubricant to the base track to ensure the smooth operation of the panels.

The balances in vertical sliding tilt back secondary glazed windows, will have been pre-greased and do not require any further lubrication.

The nylon sash catches are fixed to allow the sash to be tilted and the balance foot requires no maintenance but should not be allowed to become clogged with airborne dust.

Horizontal sliding units move on self-lubricating nylon skids. To reduce friction build up, a silicone based spray may be used from time to time.

For secondary glazed windows with hinges, should the hinges begin to bind (after a long period of use) apply a small amount of lubricant as required.

Lift in, lift out secondary glazing does not require any maintenance.



Composite Doors

Composite front doors offer maximum thermal efficiency, whilst delivering great aesthetics.

Operation

Disengage the deadbolt by turning the key anticlockwise or clockwise depending which way your door is hung. Rotate the handle downwards approximately 75° from its horizontal position and push or pull the door open as appropriate.

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

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

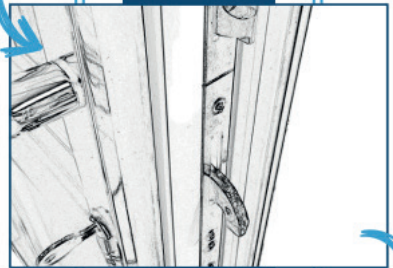
Maintenance

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

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

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

Our Tip: Lift up the handle (or turn the thumbturn, if no handle) and lock to engage the gaskets to reduce draughts and maintain security.



Sliding Patio Doors

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



Operation

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

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

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

Trickle vents should be left open and unblocked.

Maintenance

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

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

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

Trickle vents require little maintenance other than cleaning. Wipe the ventilator with a clean damp cloth and clean blockages away with a brush or cloth. Where there is access and it is safe to, the hood can be cleaned in the same way. Do not lubricate.

Our Tip: Keep the patio track free of dirt and debris to aid smooth operation. Plus an occasional spray of silicone will also assist the sliding performance.

Aluminium Bi-Folding Doors

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



Passenger Door: Open

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

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

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

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



Folding Section: Open

Release the shoot-bolts by pulling out and rotating the lock 180° and then push lock back into its recess.

Using the D-handle, push or pull the panels accordingly to commence the concertina and slide with your hand on the frame to provide support. Slide the panels fully so that they fold neatly against one another.

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

Never try to open the doors without first ensuring the lock within the D handle is fully depressed back into the recess.



Trickle Vents

Trickle vents should be left open and unblocked.

Trickle vents require little maintenance other than cleaning. Wipe the ventilator with a clean damp cloth and clean blockages away with a brush or cloth. Where there is access and it is safe to, the hood can be cleaned in the same way. Do not lubricate.



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

Folding Section: Close

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

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

Engage the shoot-bolts by rotating the lock within the D-handle 180° and pushing it back into place. Repeat this process for every bi-folding section.



Passenger Door: Close

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

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

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



Maintenance

The frames of your bi-fold doors require regular maintenance and cleaning schedule.

Use a normal vacuum cleaner spout to keep the tracks free from any debris and objects such as small stones.

It is important that this is completed regularly as debris can hinder the smooth running of the doors and potentially cause damage.



Our Tip: Never drag the doors by only the D-handle or lever handle. Provide support with two hands, one placed on the handle and the other placed on the frame to help guide the door.

Important: Take care when opening or closing the door to not trap fingers or clothing.



French Doors

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

Operation

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

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

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

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

Use cabin hooks if fitted, to prevent doors being damaged by the wind.

For security and draught proofing to work properly pull both lever handles up fully then lock. This engages the multiple hooking locks and the gaskets/seals around the edge of the door frame/sash.

Trickle vents should be left open and unblocked.

Maintenance

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

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

Trickle vents require little maintenance other than cleaning. Wipe the ventilator with a clean damp cloth and clean blockages away with a brush or cloth. Where there is access and it is safe to, the hood can be cleaned in the same way. Do not lubricate.

Our Tip: Remember to lock both door sashes.



Single Doors

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



Operation

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

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

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

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

Maintenance

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

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

Our Tip: To be draught free and as secure as possible, keep the multi-point lock engaged whenever the door is shut.

Door Furniture

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

Door Furniture

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

Moving parts should be lightly lubricated twice a year, this procedure is particularly essential if the moving parts are used on products in coastal areas or close to building sites. When cleaning hardware check that all fixing screws are tight.

Do:

- Mask hardware to protect it when cleaning other surfaces.
- Remove hand and arm jewellery.
- Use soft cloths to clean, dry and buff door furniture.
- Use a light machine oil to lubricate moving parts.

Do Not:

- Remove door furniture to clean.
- Use bleach or solvent based cleaning products.
- Use abrasive cloths or cleaning equipment.
- Paint door furniture.



Stainless Steel Pull Handles

Stainless steel thrives from frequent cleaning, it is impossible to 'wear it out' by excessive cleaning and regular cleaning is essential to maintain corrosion resistance. We recommend routine cleaning once a month and more often in areas subject to heavy soiling or frequent use. Wipe over with a clean cloth and warm water with a mild detergent, rinse with clean hot water and then wipe completely with a dry towel. For more stubborn dirt or stains use mild, non-scratching abrasive powders such as typical household cleaners. These can be used with bristle brushes, sponges or non-abrasive scourers. For more aggressive cleaning a small amount of vinegar can be added to the powder. Carbon steel brushes and steel wool should be avoided as they may leave particles embedded in the surface, which can lead to rusting.



Hinges, Window Handles and Multi-Point Locks

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

Maintain hinges and multi-point locks at least annually. Door locks, friction hinges and reversible window gear, should be treated with the appropriate lubricant when they show signs of stiffening up in use, or if they have been left unused for a considerable time.

Routine Maintenance

Hinge tracks should be cleared of atmospheric debris and a small amount of light engineering oil applied to enhance the smooth operation. A similarly small amount of light engineering oil can also be applied to the moving parts of a multi-point lock if necessary. Door hinges do not usually require maintenance. A list of appropriate lubricants is given below.

Hinge pivots, Handles, Locks: Light machine oil (3 In 1 or Castrol Everyman)

Multipoint Locking: Petroleum Jelly (Vaseline)

Cylinder Locks: Graphite or PTFE based lubricant

VSW Balances: Torso - Castrol Rustilo DWF

Others - Multipurpose grease

Do:

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

Do Not:

- Use solvent based aerosol oil sprays (e.g. WD40).
- Put fingers and hands at risk of being trapped.
- Try to expose door hinges.
- Apply oil to cylinder locks.

Our Tip: Keep hinge tracks and lock keeps free of dirt and debris.



Trickle Vent Operation

To open a trickle vent, grip the control end cap and push until fully opened.

Occasionally you may wish to close the vent, a hay fever sufferer whilst the pollen count is high for example. To close the vent, grip the control end cap and pull until fully closed.



Living Spaces

Simple maintenance advice for the brand new addition to your home.

Gutters

Box Gutters, Rear Box Gutters and Downpipes

In a conservatory the guttering is always laid level therefore you will notice standing water in your gutter system. It is important that you clear the gutters and downpipes from debris regularly, be sure to use crawl boards if accessing a conservatory roof.

Any blockage caused by debris, especially in rear box gutters, can cause an overflow or leak so check guttering and downpipes regularly, particularly in the autumn.

Ventilation

Ventilate your living space to help minimise condensation and maintain a comfortable interior temperature whenever possible.

Open windows and doors and ensure any trickle vents are open at all times. Make use of your roof vent (where fitted) to control the temperature of the room.

Although we recommend leaving roof vents, windows and doors open to ensure adequate ventilation, please consider security when deciding how wide to leave openings.

In very hot weather take appropriate action to ensure your structure is adequately ventilated. If structures are left unventilated for long periods during hot spells HWC reserves the right to not replace plastic trim or shattered sealed units.



Snow

Ensure that after a snowfall, you clear any snow from your roof as soon as possible to reduce the chance of it turning to ice and putting undue pressure on the guttering.

Fitting Blinds

If you fit blinds into our products, it is at your own risk. Incorrectly fitted blinds can cause sealed units to shatter. A blind can also trap heat between itself and the sealed unit, which has been known, in very hot weather to cause the toughened safety glass to shatter.

Heating

Heating is vital in controlling condensation and should be marginally increased in any areas where condensation is a problem. Always maintain some heat in the conservatory during cold weather, and if possible, place heating appliances under windows to maintain the temperature of the inside pane of the double-glazing.

Whether you have a conservatory, extension, orangery or porch, this guide contains general tips on how to care for your new investment.

Settlement Cracks

Should you have any plastering done, then like all building works, settlement cracks often do occur in time and are no cause for concern, simply a decoration issue.

Should you be concerned you have a crack that is not down to settlement, call our service department on 01494 897609 during office hours.

Floor Screeds

Please note that the industry standard drying time for floor screeds is approximately 1mm per day, however this varies dependent on the time of year, the prevailing climatic conditions and on the type of flooring that is going to be fitted.

We advise leaving floor screed to dry for at least 72 hours after it has been laid before standing or walking on it in flat shoes. It is strongly recommended that the floor screed is left to totally dry out before having any flooring fitted.



Velux Windows

If you have a solid roof from us you may have had a Velux Window fitted.

Using the telescopic rod if necessary, pull the top control bar to release the sash and continue the action to open the window further on its centre-pivot. If the Velux has a central pivot, the sash will rotate up to almost 180°. Reverse the action to close the window making sure the top control bar clicks back into place.

If your Velux window is operated by an electronic wall mounted switch or remote control, open and close very gradually for maximum durability.

Maintenance

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

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

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

Do not use an abrasive cloth or cleaner on self cleaning glass as this will permanently damage the coating, making it less effective.

Roof Lantern Lights

All Hazlemere's roof lanterns are designed to provide maximum strength, long life and trouble free performance.

Maintenance

An aluminium roof lantern has a polyester powder coating that should be regularly cleaned using a solution of warm water and mild detergent. All surfaces should be cleaned using a soft cloth or sponge, use nothing harsher than natural bristle brushes.

If the aluminium surface is heavily soiled then white spirit can be used for cleaning, only use soap or mild detergent and water on any UPVC sections, such as end caps.

Moving Parts

All opening sashes / rooflights have an opening device at the bottom, being either a spindle or electric actuator. All spindles and moving parts of opening devices etc should be lightly oiled with machine oil at least once a year. Care should be taken to clean all surplus oil from the frame.

Never use an abrasive cloth or cleaner on exterior glass surfaces if you have self cleaning glass.



Roofs

Glass, solid tiled and opening roof vents.

Glass Roofs

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

Glass roofs should be cleaned as per the glass surfaces advice detailed on page 20. You should avoid cleaning glass roofs on hot days and also be careful to not put excess pressure or stress on glazed sections. If it is absolutely necessary to climb on to the roof, crawl boards must always be used and must cover at least two glazing bars. Do not use hoses of high-pressure water sprayers to clean and care should also be taken to avoid dislodging any weather seals.

Never clean exterior coated or tinted glass with anything else other than a non-abrasive cloth and mild soapy water, if scratched the performance of thermal reflection and self-cleaning will be impaired.

Solid Tiled Roofs

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

The tiles and slates used for our solid conservatory roofs are designed to need little-to-no maintenance, much like the roof on your house. In the unlikely event that part of the roof becomes loose in periods of extreme weather you should not try to repair the roof yourself, call our service department on 01494 897609.

If your roof incorporates a Velux window please see page 17.

Roof Vents

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

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

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

Our Tip: Don't clean your roof on very hot days.



Glass

Your guide to sealed units and glass surfaces.

Glass Surfaces

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

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

Do:

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

Do Not:

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

Sealed Units

If moisture appears between the glass panes, then the sealed unit has “blown”, and having lost its thermal performance needs replacing. After ensuring any moisture is in between the panes of the sealed unit contact our service department on 01494 897609, for a free of charge replacement if within guarantee. We can also supply a quote for a replacement unit if out of guarantee.

Our sealed units are guaranteed against cracks or shattering for the first 30 days from the date they were installed. We provide a sealed unit replacement service, should you wish to obtain a price from us to replace cracked or shattered units not in guarantee.

Leaded Glass

Externally exposed lead will oxidise – this is a natural phenomenon and does not indicate a fault with the material. The oxidation of lead is therefore excluded from HWC's warranty.



Surface Finishes

UPVC and Aluminium

UPVC Surfaces

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

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

Foiled UPVC Surfaces

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

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

Damage to foiled surfaces may be touched up using the correct pens available from the relevant Systems Supplier. More serious damage may be overcome using a repair kit.

For UPVC and Foiled Surfaces

Do:

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

Do Not:

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

Aluminium Surfaces

External aluminium surfaces should ideally be cleaned with warm, soapy water about every 3 – 6 months in order to preserve their condition. If heavy soiling will not clean away with soap and water try Ajax Cream, Liquid Gumption, Flash (in sufficient water), Ajax Liquid (in water). Test on a small area first and thoroughly rinse with clean water when finished. Do not use alcohols, esters or ketones, other organic solvents or polishes containing harsh abrasives.

Do:

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

Do Not:

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

Roofline

Our UPVC roofline products are virtually maintenance free. Once installed, we recommend they are cleaned using soapy water to remove any dirt or dust that has gathered. Clean with warm, soapy water every 1 – 2 years.

Customers are responsible for keeping gutters and downpipes free from debris at all times.

Quality of Vision

Quality of Vision

Insulating Glass Units (IGUs) commonly known as “double glazing” or “triple glazing” provide a high standard of vision. The following is a guide to the quality that can be expected. Glass used in the manufacture of IGUs is similar to that used traditionally for single glass and will, therefore, have a similar level of visual quality.

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

Bubbles or blisters

Fine scratches not more than 25mm long

Minute particles

The obtrusiveness of blemishes is judged by looking through the glass, not at it, under natural light. It must be understood that the glass used in double glazing is a processed glass, and so as a consequence blemishes are to be expected.

How to do a professional check

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

For toughened, laminated or coated glasses, stand no less than 3 metres away.

Do so in natural daylight, but not directly towards the sun and with no visible moisture on the surface of the glass.

Where it is not possible to stand at the right distance then stand as far away as you can from the IGU.

Exclude a 50mm wide band around edge of the glass from the check.

Glass must be viewed at 90° to the window.



Condensation

Condensation is defined as the physical process by which a gas or vapour changes into a liquid.

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

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

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

Internal Condensation

Given new windows and doors are designed to retain heat, condensation can build up if warm moist air is trapped with nowhere to escape to. Such condensation can be reduced with sufficient heating and ventilation; open windows, having trickle vents open or using the lockable night vent facility, which enables the opening vents of casement windows to be locked in a slightly open position. It is possible to fit restrictors on vertical sliding sash windows so that they can only be slid open a few centimetres.

External Condensation

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

As a result, the outer pane of glass does not get warmed by heat escaping from inside the building through the inner glass and remains cooler in comparison to less thermally efficient windows. External condensation only occurs in certain climatic conditions – a variable combination of high relative humidity and clear cold conditions normally experienced in spring and autumn.

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

Our full guide to condensation is available for download, visit hazlemere.co.uk/helpful-guides or visit ggf.org.uk



High Wycombe Showroom | 01494 536000

Wellington Road, Cressex Business Park,
High Wycombe, Buckinghamshire, HP12 3PR

Welwyn Garden City Showroom | 01727 325560

Unit 10, Mundells Industrial Centre, Little Mundells,
Welwyn Garden City, Hertfordshire, AL7 1EW

Service Department | 01494 897609

Monday – Friday | 9am – 5pm
customerservice@hazlemere.co.uk

Hazlemere Window Company Ltd.

Factory & Head Office

Wellington Road, Cressex Business Park
High Wycombe, Buckinghamshire HP12 3PR

01494 536000 | info@hazlemere.co.uk | hazlemere.co.uk