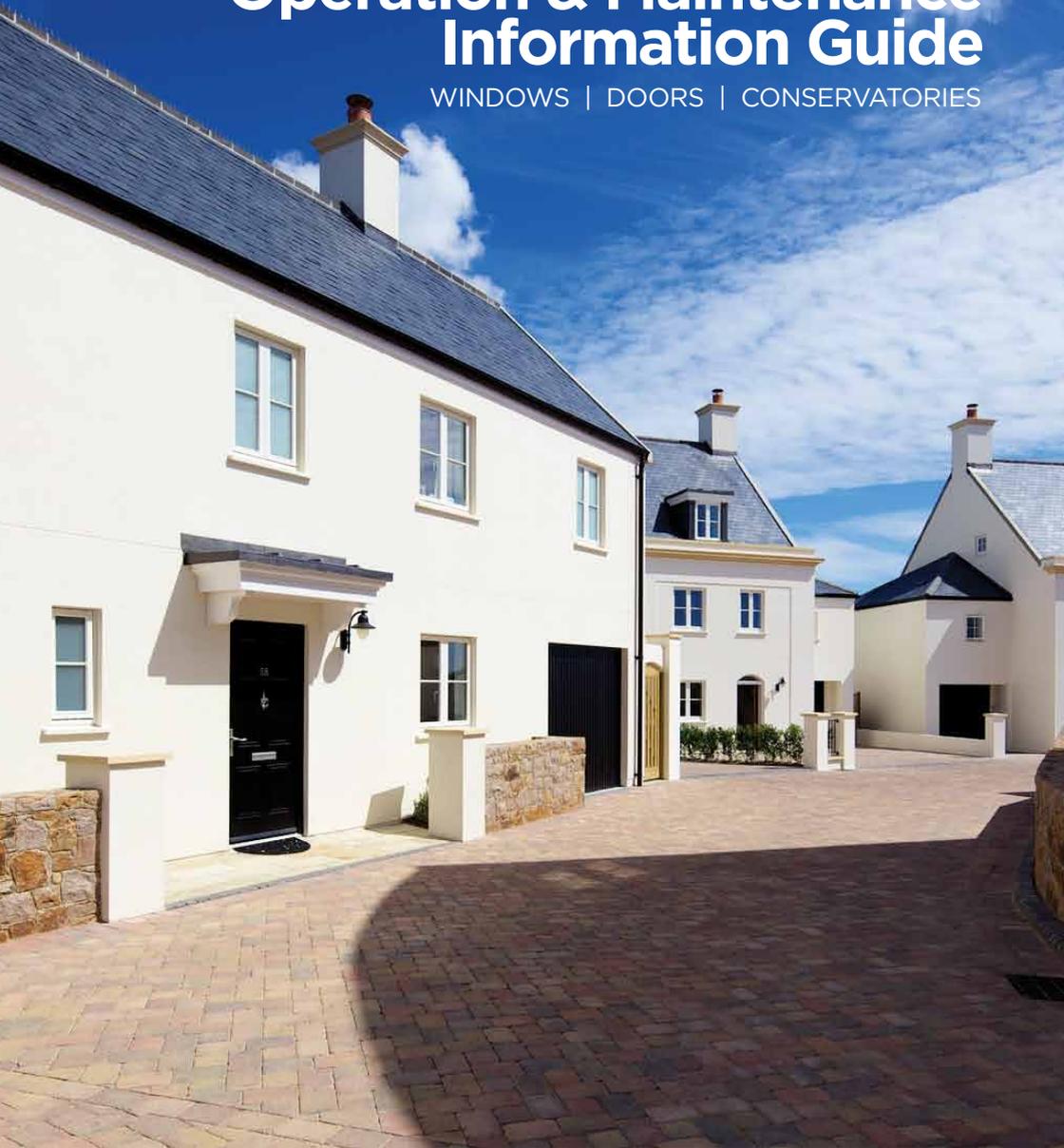


Operation & Maintenance Information Guide

WINDOWS | DOORS | CONSERVATORIES




idealwindowsolutions
home of the **envirowindow**®

Congratulations...

Your home is fitted with Windows, Doors or a Conservatory manufactured from industry leading Profile22 PVCu which will serve you well for many years and provide you with technical advancements that you will appreciate and value.

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Product and Service Warranty

As you would expect with quality products and services the windows, doors and conservatories supplied and installed by us are covered by warranties.

For further information on warranty issues please note the following in terms of who you need to contact.

For customers who have dealt directly with us we directly provide comprehensive product and service warranties. These warranties vary depending on the client and may be backed by insurance for additional peace of mind. Your contact is direct with us.

For customers who have our products installed indirectly by buying a new house from a builder our warranty is provided to the builder. Your contact is the builders' Customer Care Department, they will contact us if appropriate to do so.

It is important that you follow the guidance laid out herein to ensure warranties are maintained.



Testing and Accreditations

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

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



Window Energy Ratings

Our approved and award winning supplier, Emplas Window Systems hold the Kitemark licence for 'A' Energy Rated Windows across three different window systems, and for double glazed and triple glazed windows.



BS EN ISO 14001:Environmental

Our approved and award winning supplier, Emplas Window Systems operate a formal Environmental Management System, which stipulates compliance with all current environmental legislation as well as demanding an on-going commitment to improved management of environmental risks and waste management.



BS OHSAS 18001: Health & Safety

Our approved and award winning supplier, Emplas Window Systems operate a formal Occupational Health and Safety Management System which focuses on employment welfare and risk assessment, designed to have a positive effect on staff morale.



BS EN ISO 9001: Quality

Our approved and award winning supplier, Emplas Window Systems operate a formal Quality Management System which conforms to ISO 9001. Systems must be in place to ensure that product quality, service quality and customer satisfaction remain at constant high levels.



CE Marking

From 1st July 2013, it became illegal throughout the UK, to supply window and door products that do not display a CE mark. By purchasing your windows, doors or conservatory through us, you can be 100% confident that the product you are purchasing conforms to the Construction Products Regulation (CPR). Any home improvements company who installs a non-CE marked product is breaking the law.



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

BSI PAS 24:Door Security

Enhanced Security PVC-U & Composite Doors These two quality standards for Residential and Composite Doors certifies that our doors possess a high security element*. It proves that the doors have withstood a series of physical attacks and tests based on the most common methods of aggravated burglary.



* Available on request

PAS 99: Integrated Management

Our approved and award winning supplier, Emplas Window Systems' Integrated Management System focuses on reducing costs and improving internal and external communication by having a single set of clear objectives. The System is linked to the company's strategic objectives and overall continual improvement of the organisation. Staff roles and responsibilities are also linked to the objectives and this improves staff morale and motivation.



Secured by Design

Secured by Design is the official Police Preferred Specification for windows and doors.



For the full list of Secured by Design products Emplas hold accreditations for, please see: www.securedbydesign.com/member-companies/sbd-members?view=companydetail&sbdoldcompanyid=188

U-comply: Energy Rated Windows & Doors

As an approved manufacturer of certified Energy Rated Windows & Doors, we have exclusive access to U-Comply, which is audited and approved by Certass, Fensa and the British Standards Institute. This allows us to demonstrate thermal performance compliance on every window and door.



The Do's & Don'ts

Do

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



Do Not

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

Safe and Secure

Secured by Design



Our window and door range is completely internally beaded, this means the glass is installed and beaded from the inside for additional security.

Windows glazed externally are a burglars dream. Security tape is offered by some companies who fit externally beaded products. Few adhesive tapes last, once exposed to damp atmospheric conditions. Glass locks offered by others, ensure once fitted the glass cannot be removed but in reality these are rarely fitted as there is a risk of damaging the frame when replacing the sealed unit.

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

Safety Advice

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



Care and Maintenance

Friction Stays

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

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

The same adjustment should be made to both the bottom and top hinges to the window. Also should the window be stiff in operation turn the screw anti-clockwise until the desired result is achieved.

Lubrication

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

The hinges, locks and keep plates of windows and doors will benefit from a small application of light oil.

We recommend lubrication of these parts at least once a year.



Friction Adjustment Screw



Typical Lock Keep



Typical Window Lock



Typical Hinge

Relax – safe in the knowledge you have Profile22 products fitted.

With a minimal amount of care and maintenance your Profile22 windows and doors will stay looking good and performing superbly for many years to come – a valuable, long lasting asset giving continued satisfaction and pride. Our products are easy to use and simplicity itself to care for and maintain.



Cleaning of PVCu Frames (White)

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

Cleaning of PVCu Frames (Grained Colour)

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

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

Conservatory Maintenance

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

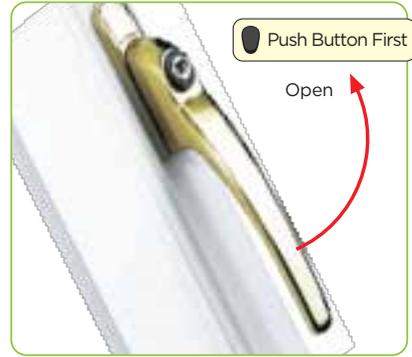
Your conservatory roof may be made from high quality polycarbonate or glass. Whilst this material is strong and durable and able to stand up to the worst of British weather, you should never walk on any conservatory roof. Should you need to go on the roof, always use crawl boards to spread the load.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

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

The gutters and boxgutters may be different to those on the rest of your home and you may occasionally notice standing water in the system. This is perfectly normal and nothing to be concerned about. However, it is important to ensure that all gutters and their outlets are kept clear of leaves and debris to maintain efficient operation.

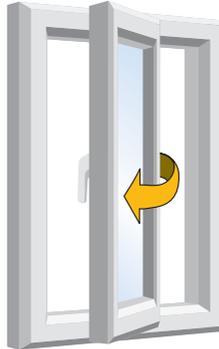
Casement Windows

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



Easy-clean

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



Fire Escape

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



PART B PART B Compliant Means of Escape



Tilt & Turns

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

- A** The tilt and turn window in the closed position, the handle is locked and the key is removed
- B** Key inserted and turned to first position allows the window to open for ventilation. With key removed safety and security are maintained preventing full opening.
- C** Key re-inserted to unlock to second position, allowing full turn of handle for cleaning or fire escape





PVCu Doors

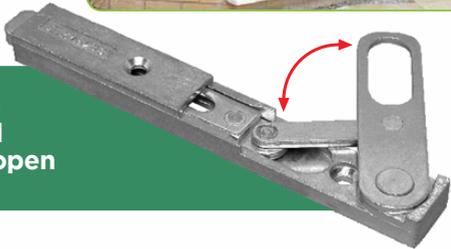
Standard French Doors (Single Handle)

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

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



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



Entrance Doors

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



Sliding Doors

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



Secured by Design French Doors (Double Handle)

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

Secured by Design





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