

# ***South West uPVC***

## **Operating Instructions & How to Look After Your New Windows & Doors**



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Opening Hours:

Monday – Friday, 8.00am – 5.00pm



## Window Locking Mechanisms

Windows fitted with the shoot bolt locking system will allow the window to remain partly open at night for ventilation.

To locate the window in the 'night vent' position, open to approximately 15mm ( $\frac{1}{2}$ " ) and then return the handle to the locked position.

Slight resistance may be felt so do not try to force the handle, simply move the opening slightly until a point is found where the locking mechanism locates without resistance, and close the handle.



Check the vent is held securely in the 'night vent' position by pushing gently on the vent – if held securely it should not move.

Maintenance of locking systems is simple: apply a little all purpose oil to the moving parts, once a year. Similarly, a little grease should be applied to the locking slots to facilitate smooth running.

## Window Handles



The windows are fitted with key locking, 'push-button-to-open' handles.

To operate, simply press the thumb button, turn 90° and push the window opener to the desired angle.

To close, reverse the procedure by pulling the window closed and turning the handle back to the closed position, thus engaging it automatically.

Handles can be deadlocked by using the key provided.

Please note: The 'Fire Exit' windows have a green button and are not key lockable (*Fig. 1*).

(*Fig. 1*)

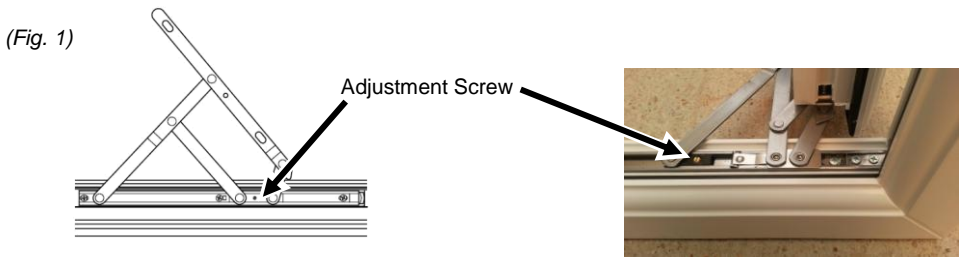


## Friction Hinges

Maintenance is important but straight forward. Keep the friction stay track free from dirt and grime and keep the hinge mechanism clean. Lubricate the metal parts, regularly, with machine oil, concentrating on the pivot points.

Friction can be increased or decreased by adjustment of the turning screw (*Fig. 1*), thus, the opener can be made to open slower or faster. Turn clockwise to increase, anti-clockwise to decrease. Please be careful not to:

- Over tighten the screw
- Apply too much friction (making the vent difficult to close, possibly buckling the hinges)
- Apply too little friction (making the vent unable to stay open and slam shut, damaging the window)



## Egress Easy Clean Friction Hinges

Egress hinges allow the window to open to 90° to give a clear exit in case of fire. (*Fig. 2*) Some egress hinges allow for cleaning the outside pane of glass from inside by enabling the vent to slide sideways. (*Fig. 3*)

To allow this to happen, press the button in the track (*Fig. 4*); then slide the whole vent carefully away from the hinge side (*Fig. 2*) to the 'easy clean' position (*Fig. 3*).

Following using the 'easy clean' option when the hinges are returned to the original position, the button should be heard to 'click' back into place to prevent accidental 'easy clean' opening or opening distortion.

(*Fig. 2*)



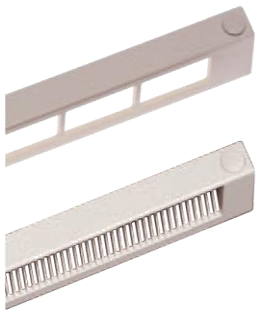
(*Fig. 3*)



(*Fig. 4*)  
Button in the hinge 'track'



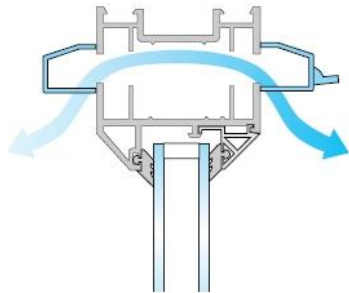
## Ventilation Control



Windows can be fitted with a trickle ventilation unit, located at the top of the frame or (more usual) in the top of the sash.

This is designed so that you can control ventilation and minimise any build up of condensation.

Simply open or close the ventilator by pushing the finger lever up or down. No maintenance is required apart from periodically cleaning.



## Door locking Mechanisms

Doors can be equipped with a hook or dead bolt mechanism.

### Locking

To operate the lock, insert the key into the cylinder. Lift the door handle upwards; turn the key towards the lock side of the door. Then release the door handle.

### Unlocking

Insert the key into the cylinder. Turn the key towards the hinge side of the door. Then depress the door handle.

Maintenance of the locking system is simple: apply a little all purpose oil to the moving parts, once a year. Similarly, a little grease should be applied to the locking slots to facilitate smooth running.



Daily Mail, Saturday, February 18, 2006

# The door lock that a burglar can open in just five seconds

A MAJOR flaw in one of Britain's most commonly used door locks allows millions of homes to be open to burglars, it was revealed yesterday. A British inventor says he spent political millions on his development to protect the world's most common door lock mechanism.

Anybody can break the locks, which are most commonly used on patio doors, said a British inventor.

John Charlton, 56, discovered the flaw last year while working for a security company.

The flaw was made in Germany in 1923.

The problem has been addressed across Europe, but millions more across Britain are

## Daily Mail Reporter

still vulnerable to the simplest form of attack. Mr Charlton, who has worked in the field for 20 years, demonstrated the method yesterday, breaking a lock inside the slipstream of his car's lightning-fast.

All major systems are now being sold of the method, but are keeping it a closely guarded secret, to avoid a chaotic open season for burglars.

Mr Charlton of Newcastle said he was "shocked" by the news. This is a common type of door handle, he said, but he was "very shocked" by the findings.

The lock was made in Germany in 1923.

The problem has been addressed across Europe, but millions more across Britain are

pending at home, threw up worrying results. In 2005, he noticed an article about a lock of burglars in the North Yorkshire while he was recording from his first operation and started looking into it.

Mr Charlton said some of the most common types of lock are still in use, and he is "very shocked" by the findings.

The UK is estimated to have 100 million of these locks, but for an extra £10 in that price they could be made safe.

Mr Charlton said some of the most common types of lock are still in use, and he is "very shocked" by the findings.

method to gain entry to properties. There's been a dramatic fall in house burglaries in our three years, with offences falling to just 1.5 in the million in the last year.

The inventor, who is also a security expert, says his invention could protect homes from burglars and thieves.

The risk of being burgled remains the highest for people living in the most deprived areas.



Easy opening: The Euro-profile lock



Cylinder guards can be used to protect the cylinders from attack

## General Maintenance

It is advisable to carry out routine maintenance twice a year, although this may need to be done more frequently in areas of high exposure.

As a general rule, all parts exposed when the window or door is closed, should be washed down with warm soapy water using a soft cloth, and dried thoroughly.

The following table shows which cleaning materials to use for different marks on **white** uPVC only

Contamination	Cleaning Method		
	Scrape off and polish with a dry cloth	Clean with water and mild detergent	Clean with non-abrasive household detergent and water
Pencil			✓
Emulsion Paint	✓		
Felt Pen			✓
Organic grease			✓
Inorganic grease			✓
Plaster	✓	✓	
Woodstain		✓	
Ball pen			✓
Cellulose paint	✓		
Rust			✓
Soot			✓
Cement mortar		✓	
Wax pen		✓	

- **Only use warm soapy water on woodgrain surfaces**
- **Only use warm soapy water on ANY panel surfaces**
- Avoid ammonia and abrasive cleaning agents, particularly on handles and other metal fittings.
- Parts exposed when the window or door is open should be simply wiped clean, removing grime from old lubricant, airborne debris and remains of insect life etc.
- Special attention should be paid to keep the drainage channels free and clear of blockages.
- Moving parts and fixings should be treated as follows:

A very light application of petroleum jelly or equivalent will keep the locking mechanisms and keeps in good working order, while a suitable acid and resin free grease or lubricant should be used on sliding bars, gears and face plates. Maintenance of friction hinges is critical and it is important to follow the instructions for lubrication and adjustment.

- Check that all fixings are secure and properly adjusted.



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Recommend us to your friends or family and receive a £25 Marks and Spencer voucher when they place an order\*

Name

Address

Telephone

\*Above £1000 to qualify



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Recommend us to your friends or family and receive a £25 Marks and Spencer voucher when they place an order\*

Name

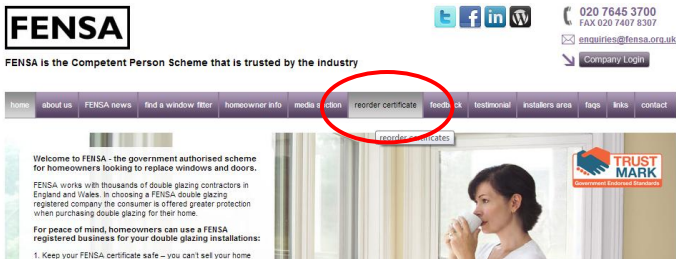
Address

Telephone

\*Above £1000 to qualify

## FENSA Certificate copy Procedure

1. We would have registered your products after installation.
2. FENSA would have sent a certificate and/or an offer of Insurance Backed Guarantee direct to you or the property owner soon after registration.
3. If the certificate is mislaid, a copy can be obtained for a small fee from FENSA
4. Go to: [www.fensa.org.uk](http://www.fensa.org.uk)
5. Click on the 'reorder certificate' button



6. Enter the **installation** postcode and house number

The screenshot shows the 'Reorder a replacement FENSA Building Regulations Window/Door Energy Rating certificate' form. The form includes the following fields and text:

- Navigation menu: home, about us, find a window fitter, homeowner info, news, benefits to customers, **reorder certificate** (circled in red), feedback, testimonial, installers area, faqs, links, contact.
- Section: **Reorder a replacement FENSA Building Regulations Window/Door Energy Rating certificate**
- Text: 'FENSA certificates act as documentary evidence that the installation work has been self certified as complying with the Building regulations.'
- Text: 'Use our postcode search to find your certificate. We can check a certificate was dispatched and re-order a replacement.'
- Text: 'Enter both parts of the postcode and please include the space before the second part:'
- Form fields: 'Postcode:' and 'House No/Name:' (both circled in red).
- Text: 'Example: SW18 92P'
- Text: 'PLEASE NOTE: You will require a credit/debit card to order on-line. If you do not have a card please see the contact page to request a certificate from FENSA.'
- Text: 'We are currently updating this site to enable multiple certificates to be ordered at the same time - Please bear with us in the mean time.'
- Text: 'Search' button (circled in red).

7. Click on 'Search'
8. Click the 'Continue' button of the certificate you require, for example:

The screenshot shows the 'Check/Renew your FENSA certificate' page. The page includes the following elements:

- Navigation menu: home, about us, find a window fitter, homeowner info, news, benefits to customers, **reorder certificate** (circled in red), feedback, testimonial, installers area, faqs, links, contact.
- Section: **Check/Renew your FENSA certificate**
- Text: 'We have found the following certificates from your search:'
- Table of certificates:

Postcode	Certificate Issued On:	Work Completed On:
[Redacted]	28/03/2011	09/03/2011
Windows: 1		
[Redacted]	28/08/2012	23/07/2012
Windows: 1		Doors: 1

The 'Continue' button for the first certificate is circled in red.

## GUARANTEE TERMS AND CONDITIONS

- 1/ All terms of the contract between the Purchaser and SOUTH WEST UPVC LIMITED are contained in this document. No guarantee, representation or warranty is made or given by SOUTH WEST UPVC LIMITED save as appears herein and no agent or employee of SOUTH WEST UPVC LIMITED has authority to make any guarantees, representations or warranties. No variation of or addition to the work specified in the schedule attached shall have effect unless agreed in writing by SOUTH WEST UPVC LIMITED.
- 2/ If during the course of the works problems of a structural nature become apparent (and which could not have reasonably been foreseen by SOUTH WEST UPVC LIMITED) then SOUTH WEST UPVC LIMITED shall have the right to call in a suitably qualified structural surveyor to advise on the problem and report in writing at the purchasers expense with the recommendations to be implemented by the Purchaser and at the Purchasers expense as soon as practical to enable SOUTH WEST UPVC LIMITED to proceed safely with its works.
- 3/ The purchaser shall grant SOUTH WEST UPVC LIMITED employees access to the premises at all reasonable times.
- 4/ All works fitted by SOUTH WEST UPVC LIMITED will be manufactured and fitted substantially in accordance with the schedule attached but SOUTH WEST UPVC LIMITED reserves the right to make such modifications as it may consider necessary.
- 5/ SOUTH WEST UPVC LIMITED undertakes to use its best endeavours to adhere to any delivery period quoted to the Purchaser but time shall not be of the essence of the Contract and SOUTH WEST UPVC LIMITED shall not be liable in any respect for any delay in installation caused by reasons beyond SOUTH WEST UPVC LIMITED's control nor for any consequential loss resulting there from.
- 6/ Glass used in the works is of the best quality reasonably obtainable but may have minor imperfections and SOUTH WEST UPVC LIMITED shall not be obliged to replace any such as are not covered by the warranty of the glass manufacturer. The standards of blemish acceptability as laid down by the Glass and Glazing Federation shall be used in the event of a dispute.
- 7/ The risk in the goods sold shall pass to the Customer on Delivery.
  - a) The Customer shall keep the goods fully insured against all risks throughout the period between the risk therein passing to the Customer and the property therein ceasing to remain with SOUTH WEST UPVC LIMITED
  - b) SOUTH WEST UPVC LIMITED double glazed units are designed primarily to reduce the heat loss that occurs through single glazing. The fitting of double glazed units will not itself eliminate condensation in the premises and no guarantee, representation or warranty is given that the condensation will be eliminated or reduced. Neither has any representative of SOUTH WEST UPVC LIMITED the authority to give any such guarantee, representation or warranty.
  - c) Notwithstanding delivery of the goods (or of any documents representing the goods) the property of the goods shall remain with SOUTH WEST UPVC LIMITED until the Customer has paid SOUTH WEST UPVC LIMITED in full, in cash or cleared funds.
  - d) Until property of the goods passes to the customer in accordance with 7a. above without prejudice to SOUTH WEST UPVC LIMITED's other rights.
  - e) SOUTH WEST UPVC LIMITED may maintain an action for the price of the goods
  - f) SOUTH WEST UPVC LIMITED will make good any damage caused in the course of the installation to plaster, rendering or brickwork immediately surrounding any windows or door installed, but do not undertake to repair damage to surrounding tiling, wallpaper or paintwork or to remove intact panes of glass or frames from old windows required to be retained by the Purchaser. SOUTH WEST UPVC LIMITED will endeavour to ensure that any making good will match existing finishes but shall not be liable for non-matching due to weathering of the existing materials or non-availability of matching materials. SOUTH WEST UPVC LIMITED accepts no responsibility for any damage resulting from structural or other defects in the property at which the installation is carried out.
- 8/ SOUTH WEST UPVC LIMITED undertakes to repair or replace any defective unit supplied by SOUTH WEST UPVC LIMITED provided that the defect is notified in writing to SOUTH WEST UPVC LIMITED within a period of ten Years from date of installation and provided also that installation has been maintained in accordance with SOUTH WEST UPVC LIMITED recommendations. Fair wear & tear, and damage or faults due to accident, misuse or neglect is not covered by SOUTH WEST UPVC LIMITED guarantee.

Hardware is guaranteed for a period of one year only and sealed units for a period of five years. Sealed units fitted into timber cannot be guaranteed. Georgian Bar adhered to glass units cannot be guaranteed.

SOUTH WEST UPVC LIMITED shall make a reasonable charge for the cost of labour incurred in such repair or replacement of any component.
- 9/ The Purchaser has the right to cancel the order without penalty, other than deposit, provided that SOUTH WEST UPVC LIMITED receives such a request in writing within seven days of the date set down on the schedule attached. Any cancellation after this time period will result in pro rata charges being made to the customer. Credit card transactions will carry a 3% surcharge.
- 10/ Any levies or taxes imposed by Government prior to installation will be added to the final invoice.