

Operation and Maintenance Guide for uPVC





**Make an entrance with
Value Doors &
Windows**



Why Value Doors & Windows

Thank you for choosing Value Doors & Windows for your folding sliding door purchase.

We want to ensure you have a great experience with our product. The operating manual we've designed will guide you through the installation process and provide information on maintenance, warranty, and aftercare.

We are committed to providing you with complete and accurate information. If you ever need repairs or assistance, we are here to help. We appreciate your business and are always available to assist you.



If this document doesn't cover everything, you need to know. Make sure to reach out to our customer service. You can contact us at customerservice@valuedoors.co.uk or call us at 020 4587 8300



Accreditations



Value Doors is accredited by Trustmark, a government-endorsed quality scheme for home services, ensuring thorough vetting and trust.



Reg: 42711

FENSA enhances installer professionalism and homeowner protection through thorough screening, on-site evaluations, and ensuring adherence to high standards, energy efficiency, building regulations, and local council registration.



We provide a long guarantee for your satisfaction and cover warranties through Installsure in case of business closure, ensuring continued protection for customers.



Reg: A3404

Value Doors is a member of the Glass and Glazing Federation (GGF), a prominent organization offering industry training and technical support. The GGF, established for over 40 years, is a leading trade federation with 8000 members valuing its expertise and influence.



Cleaning rules

Our uPVC products require a minimal amount of care in order to give you trouble-free operation and remain in optimum condition for many years to come.



Standard uPVC frames

- Wash with a soap and water solution (dilute washing up liquid is fine) to avoid the build-up of atmospheric deposits.
- For stubborn stains, use a non-abrasive uPVC liquid cleaner - use sparingly and buff to shine.
- Avoid solvent-based cleaners and take care not to disturb any sealants.

Foiled uPVC frames

- Only use a soap and water solution to clean woodgrained or foiled windows.
- Never use cleaning fluid or solvent-based cleaners.
- Minor scratches can be repaired using a matching RAL touch up pen.

Hardware and Furniture

- Only clean with a soap and water solution.
- Do not use abrasive cleaners.

Glazed units

- Remove all hand jewellery prior to cleaning to avoid scratching.
- Remove any heavy external grime with a soap and water solution.
- Use a proprietary household cleaner, apply with a soft cloth and buff to a shine.
- Glass fitted with external Georgian Bars may be cleaned in the same way - taking care not to disturb.
- If leaded strips are bonded to the glazed unit, take care as excessive pressure may dislodge the lead. External lead will oxidise, this is a natural phenomenon

General Maintenance

Maintaining your uPVC product with a few simple actions can keep seal, locking systems and mechanisms in optimum condition

Lubrication

- All locking systems require periodic lubrication, and your uPVC windows and doors are no exception.
- For hardware and opening mechanisms, use light machine oil (for example 3-in-1) or silicone-based spray.

Drainage

- All uPVC glazed products are designed with an in-built drainage system, comprising of slots within the lower thresholds that allow any water ingress to flow on the outside. To ensure an efficient system, these slots must remain unblocked.
- Periodically remove dirt, clean drain holes and check the drainage operation by flushing through water.

Mastic Seal

- The mastic seal is the waterproof seal found around your windows and doors.
- Please note that some discolouration of the seal is a natural occurrence and cannot be avoided.
- Periodically check that the seal is still intact between frame and brickwork.



Condensation

Water vapour remains undetectable while floating in warm air – but when it comes into contact with cold surfaces such as windows, mirrors and tiles, condensation occurs as the vapour turns into water droplets.

In the home, this natural water content is increased by normal day to day living – for example, activity that generates steam such as cooking, bathing, laundering, boiling a kettle and even breathing.

Traditional house construction allowed the escape of this water vapour through natural ventilation, including open flues of coal fires, air bricks and ill-fitting windows and doors. However the drive to conserve energy and reduce heating costs has led to the sealing of homes, resulting in trapped water vapour and increased problems of condensation.

New buildings can also produce water vapour. During the construction stages, they can absorb up to 7,000 litres of water – so throughout the drying out process, it all needs to go somewhere.

With our uPVC highly energy efficient windows and doors, condensation can even form on the outside face of a double glazed unit, due to the outside surface being much colder than the inside – this is perfectly normal and nothing to worry about.

Certain elevations of property can be more susceptible to condensation e.g. north facing buildings.



Ventilation

Provide ventilation in your home wherever possible by:

- Opening a window (please keep security in mind when leaving open an easily accessible window)
- Fitting a ventilation or extraction unit in the kitchen and bathroom.
- Fitting wall vents to provide airflow.

Heating

Maintain heat in the house during cold weather and marginally increase the temperature in areas where condensation is a particular problem.

An electric dehumidifier can help in problem areas by extracting excess vapour from the air.

Circulation

Water vapour will easily drift from its originating point due to the convection currents in your home. To avoid this:

- Keep internal doors to kitchen and bathroom areas closed and draught-sealed where possible.
- Ensure bedrooms are ventilated at night to provide air movement. If doors must be closed, install a ventilation grill in or above the door.
- To ensure air flow in the vicinity of windows, curtains should be a minimum of 150mm (6") away from the window, with suitable gaps at the top and bottom.



Security

Your uPVC windows, doors and roof have been specifically designed to include a number of security features to protect your home and family against intrusion.

Remember: prevention is better than cure.

We recommend the following sensible security precautions should also be taken:

- Never leave a window or door open when your home is unattended
- Lock all windows whenever they are in the closed position and remove all keys.
- To provide adequate means of escape in an emergency, locate keys adjacent to the window but out of external view.
- When leaving the house unattended at night, ensure door handles are fully lifted and that they keys are turned , in order to throw and lock all deadbolts and shootbolts for full security.



Glazing Information

Certain imperfections in the glass cannot be avoided, even in the most carefully controlled production environment.

Such blemishes and imperfections are therefore beyond our control, but are considered acceptable by even the most rigorous industry standards – we would like to draw your attention to the following extract from an industry-accepted standard in relation to glass:

1. Transparent glass used in the manufacture of double glazed units is identical to that used in traditional single glazing and will therefore have a similar level of quality.
2. Both panes of the double glazed unit shall be viewed from the room side, standing at a distance of two metres (6'6") in natural daylight and not in direct sunlight. The area to be viewed is the normal vision area, with the exception of a 50mm (2") wide band around the perimeter of the unit.
3. Flat transparent glass shall be deemed acceptable if the following Glazing information Certain imperfections in the glass cannot be avoided, even in the most carefully controlled production environment. phenomenon are neither obtrusive nor bunched; Totally enclosed seeds, Bubbles or blisters, Hairlines or blobs, Fine scratched, not more than 25mm (1") long.
4. Obtrusiveness of blemishes shall be judged by looking through the glass and not at it, under normal lighting conditions as in point 2.

Other glazing information

Your installer has used only the highest quality float glass available, whether laminated, toughened or annealed, which conforms to the requirements of BS 6262. Double and triple glazed units produced to BS 7513 conform to the highest manufacturing standards and the most uncompromising quality control and inspection routines. Patterned glass originates in very large sheets and due to spacing repetition, centralisation of any design in a specific window cannot be guaranteed.

Caring for your windows

To help keep your new uPVC window operating smoothly, please read and note the steps you can take yourself.

Open out windows

- uPVC windows may be opened outwards and are fitted with friction hinges, (either egress, easy clean or restricted) that hold them in any desired position when opened.
- The locking mechanisms, which can be either espag or shootbolt locking, fitted to the opening edge of the window, engages with slotted 'keeps' fitted to the outer frame.
- The secondary slot within the keep enables the window to provide a 'night vent' position with the window slightly open, whilst providing ventilation.
- Accessible windows should not be kept in the 'night vent' position when the house is unoccupied.

Friction Hinges

- To attain optimum performance, the scissor mechanism of the friction hinges will require periodic lubrication. The pivots, sliding shoe and tracts should be kept free of debris.
- Oil all pivot points with light machine oil (one drop per pivot is sufficient) and wipe away excess.

Operation

- To open, turn the key if fitted, then push the button in the centre and whilst pressed, turn the handle through 90° to unlock the handle.
- To close, simply turn the handle back the other way until it engages with the lock.
- Once closed turn the key to lock the window, remove it and keep it somewhere safe nearby.

Tilt & Turn Windows

- This style of window is capable of two modes of operation - tilt mode for ventilation and turn mode for cleaning and emergency exits.
- Most of Liniar's tilt and turn windows are fitted with 'tilt before turn' (TBT) mechanisms for safety reasons - ensuring the window cannot be easily opened by children.
- As the name suggests, the tilt mode must be performed prior to turning the window - however, these windows may also be supplied in 'turn before tilt' mode, where the sequence is reversed.
- The window must always be fully closed before changing the handle's position.
- If you are in any doubt as to the sequence of operation for your windows, please contact your installer.





Please note

- The switch barrier projecting from the locking mechanism, adjacent to the handle, is a safety device. It ensures only one mode can be selected at any time, by securing the handle into the selected mode while the window is open.
- Avoid pressing the switch barrier as this action releases the handle and could allow it to be inadvertently rotated to the alternative mode, resulting in the window disengaging from its hinge points.
- Always firmly close the window before changing handle position.

Keeps

- Lubricate the slots of the keeps with petroleum jelly as required.

Esag

- Lubricate as required. Keep the sliding mechanism free of dirt and lubricate each slot with light machine oil.

Maintenance

- Keep sliding mechanism free of dirt and lubricate each slot with light machine oil as required.
- Lubricate the faces of the keeps with petroleum jelly as required.

Operation

- If fitted, turn the key to unlock the window.
- To select tilt mode, rotate the handle through 90° from downwards to horizontal and pull the window inwards towards you.
- The bottom of the window will remain hinged to the frame, while the top tilts inwards to allow ventilation.
- To select turn mode, close the window and rotate the handle through 90° until it points upwards, then pull the window inwards.

Window Restrictors

If fitted, the restrictor limits the opening of the window, for child safety and to control ventilation. The restrictor may be disengaged to allow the window to be fully opened.

Standard restrictors

To open - restricted

- Operate handle and open window as normal. The restrictor arm will limit opening.

To open - fully

- Once opened to the restricted position, close the window slightly and manually release the restrictor by lining up the slot opening with the striker post. Whilst holding the latch, open the window fully.

To close

- Close the window in the normal manner. The restrictor will automatically re-engage into the restricted position.

To adjust swinging arm

- Insert the key into the socket at the side of the unit and rotate clockwise to tighten the swinging arm, or anti-clockwise to loosen.
- In the unlikely event that adjustment is needed, only a small movement (1/4 turn) will be required.

Security restrictors

- A special key is supplied to provide adjustment for the swinging arm and to enable the unit to be locked.

To open - restricted

- Select required mode and open the window. The restrictor arm will limit opening.

To open - fully

- Close window. Whilst holding down control button, re-open the window. Release button as soon as the window has cleared the frame.

To lock restrictor

- Insert special key at the back of the unit and rotate clockwise half a turn.

To close

- Close the window in the normal manner. The restrictor will automatically re-engage. • To provide means of escape in the event of an emergency, we recommend that the keys to all windows are located adjacent to the window, but out of view.



Restrictors Doors

uPVC doors are available in a variety of styles and operations.

Residential doors

- Doors may be fitted with lever/pad handles that limit outside opening by use of a key or twin hookbolts and single deadbolt combination with latch and lock.
- In addition, up to 4 rollers may be present. All locking points engage in keeps fitted to the frame jamb.



Operation

To lock

- To lock, close the door - latch engaged.
- Lift the handle or pad to engage the top and bottom deadbolts/ hookbolts/rollers.
- Insert key and turn to engage the centre deadbolt and fully lock.
- If the key will not turn, lift the handle or pad to its maximum.

To unlock

- To unlock, insert the key and turn to unlock.
- Press handle or pad down to disengage top and bottom deadbolts/hookbolts/rollers.
- With lever handle, the door will open.
- With pad handle, continue to turn key to open.



Maintenance

Locking mechanisms

- With the door open, lubricate the deadbolts, hookbolts, rollers and latchlock with light machine oil if required.
- DO NOT add additional lubricant to the lock cylinder as this is packed with special grease.
- Clean and lightly oil moving parts.

Hinges

- Clean with a soap and water solution.
- No lubrication is required



French Doors

uPVC French doors are designed to open fully for a wide aperture. Please note their operation and maintenance to keep them working properly.

Operation

Dependent upon the locking mechanism fitted to your door, there are two slave door locking options:

1. Full slave locking (a handle operated shootbolt that operates in the same way as the master door);
2. Fingerbolts (hand operated fingerbolts fitted to the top and bottom of the slave door). There is no handle present on this type of locking option.

Always open the master door first to avoid spraining the lock. Your installer should have shown you which door is the master. To lock the door after use, turn the handle upwards to engage the multi-point locks and then turn the key.

Maintenance

- Ensure frames are free of dirt by cleaning with soap and water.
- Check drainage holes and remove any blockages.
- Lubricate pivot points with light machine oil.
- Minor foil scratches can be repaired using a matching RAL touch up pen.
- Check for obstructions, signs of wear and ensure fixing screws are secure.



Patio Doors



The 'air glide' motion of a uPVC patio door is what sets it apart. Ensure many years of use by following these simple steps.

Operation

uPVC patio doors are fitted with its patented integral high security ModLok™ locking mechanism, featuring a multi-point locking system and shoot-bolts with integral reinforcement, together with bespoke Liniar leaf-embossed handle.

- To open, move the lever upwards, take hold of the handle and slide the door open.
- To close and lock, ensure the door is in contact with the frame and move the lever into the downward position.

Maintenance

- Ensure frames and tracks are free of dirt by cleaning with soap and water.
- Check drainage holes and remove any blockages.
- Minor foil scratches can be repaired using a matching touch-up pen.
- Check for obstructions, signs of wear and ensure fixing screws are secure. Keep brush pile free from dirt





WWW.VALUEDOORS.CO.UK | PHONE 020 4587 8300

