



Raising
Standards,
Installing
Trust.

Owner's Maintenance Guide

Looking after your PVC-U windows, doors or conservatory

Network VEKA
RAISING STANDARDS. INSTALLING TRUST.

Cleaning

Your new PVC-U windows and doors are designed, manufactured and installed to the highest standards, improving not only your home's appearance but also making it more secure, warm and comfortable.

New PVC-U windows are extremely durable and long lasting and as a result will only require occasional cleaning and basic maintenance. By following these simple guidelines, they will give you years of trouble free use.

An occasional wipe over with warm soapy water will give an “as new” appearance.

The frequency of this cleaning will depend on the local conditions, for instance, products installed in an industrially polluted or coastal area tend to require more frequent cleaning.

The cleaning of both gasket and PVC-U sections should be carried out periodically to maintain the appearance. Failure to do this will not affect the performance of the products, but may spoil their appearance.

Stains that are not removable with soapy water may be removable using a domestic non-abrasive cream cleaner. However, these should not be used to excess as they can affect the gloss finish.

PVC-U profiles never need painting. Should painting or repainting be desirable then this should only be undertaken by suitably qualified companies. The use of incorrect paint types can seriously damage the surface.

Should any damage be found advice should be sought from your installer company.

Glass

Glass units should be cleaned with a good quality glass cleaner, again using a soft cloth or chamois leather which should be free of dirt or grit. Where glass has external coatings such as self-cleaning glass, please refer to the manufacturers guidelines.

For PVC-U products with decorative finishes for example woodgrain foils, the installers advice should be sought on which products are suitable for use.

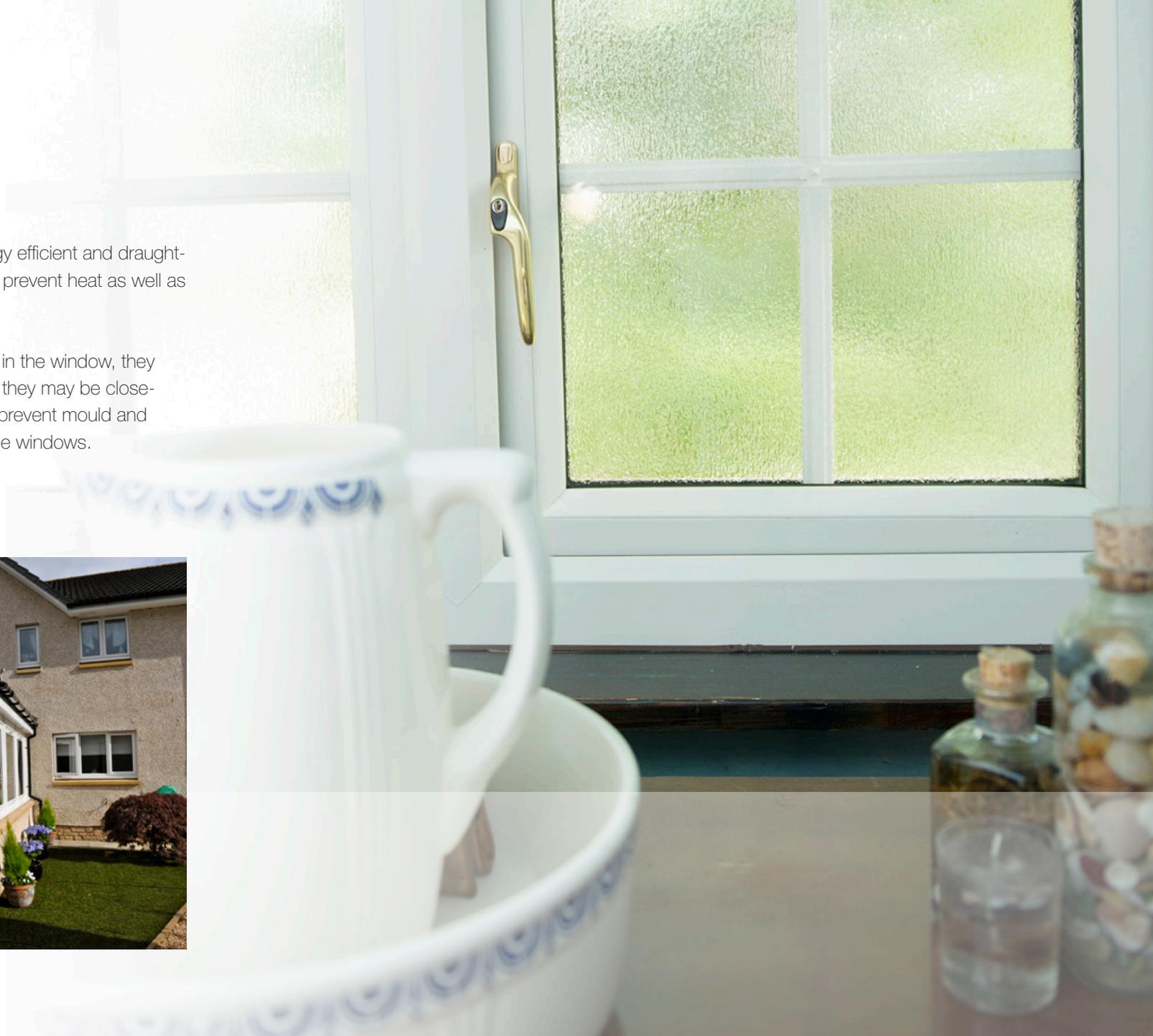
**ON NO ACCOUNT
SHOULD SOLVENT
BASED CLEANERS
BE USED.**

FAILURE TO FOLLOW THESE
INSTRUCTIONS MAY INVALIDATE
YOUR GUARANTEE

Vents and Ventilation

Your new windows will be much more energy efficient and draught-proof than your old ones and as a result will prevent heat as well as moisture from escaping.

Where glazed-in or trickle vents are present in the window, they should remain open at all times even where they may be close-able via a shutter or pull cord. This will help prevent mould and condensation forming in the room and on the windows.



External Condensation

Occasionally you may get condensation forming on the external pane of glass. This is usually visible on cold, clear mornings, for instance in frosty weather.

This phenomenon occurs because modern glass coatings and gas filled cavities have become so efficient at keeping the heat inside the room that warmth is not able to transfer to the external pane to heat it up.

This is not a product fault and as the daytime temperature rises the external condensation will disappear.

Internal Condensation

Condensation is caused by a number of factors and is affected by complex interactions between heat, moisture, air movement and building layout.

The requirement for more efficient use of energy has led to increased levels of thermal insulation and airtightness in both new and refurbished buildings, which in-turn can lead to increased condensation.

This can be a particular problem in rooms where high humidity and water vapour is present such as kitchens and bathrooms. Additional items such as house plants, clothes drying and storage of firewood can also have an effect.

Taking steps to control the amount of moisture created in a room is the most effective solution.



Hardware

External hardware such as handles, hinges key cylinders, catches and restrictors have coatings and polished surfaces which can be restored by cleaning with a dry soft duster.

Take care not to scratch surfaces with jewellery such as rings and keys or hang items from handles.



ON NO ACCOUNT SHOULD SOLVENT BASED CLEANERS OR MULTI PURPOSE LUBRICANT BE USED. An occasional drop of light oil on hinges or moving parts is all you need.

Component Replacement

Replacement components should only be fitted by trained personnel as the correct adjustment of the glazing, gaskets and hardware are critical to the performance of the overall product.

The frequency of replacement will depend on many factors such as the environment and the level of care and maintenance.

It is likely that the PVC-U frames will outlast all other components.

If a frame is scratched or damaged, repairs may be possible. Contact your installer.



Only trained installers should ever be used to fit or adjust replacement components.



Conservatory Maintenance

The roof and side frames of your conservatory should be washed every few months with soapy water. Avoid solvent-based or abrasive cleaners and never use power washers. Please refrain from standing on your conservatory roof as this is dangerous to yourself and can also damage your roof.

Along with the other components of your conservatory, the gutters should be cleaned regularly, to remove leaves and other debris. Do not lean ladders against the guttering. Specialist ladders for use in the cleaning of conservatories can be hired at reasonable prices.

To reduce the risk of scratching your double-glazing units, we suggest removing jewellery prior to cleaning. Scratches on the surface of the glass can be removed with jewellers' rouge or equivalent. Again, for washing, a simple soapy water solution should be adequate and can be followed by the use of any household glass cleaner.



General Maintenance

During routine cleaning it is advisable to check for damage such as abrasions, scratches, blocked drainage paths, signs of tampering, or faulty operation of hardware.

Should any damage be found advice should be sought from the installer.



A once a year maintenance check should suffice for PVC-U products

If you have any concerns about the operation of your PVC-U products or their maintenance please always contact the installer in the first instance.