

Newview
windows & conservatories



Product Care and Maintenance Manual

Including Operation and Cleaning Information



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GENERAL MAINTENANCE

Glass Maintenance and Cleaning

It is recommended that before cleaning any glass, jewellery should be removed as glass can easily be scratched.

- Any brand of household cleaner should be appropriate to clean your glass.
- Warm soapy water can also be used to clean the external face of the windows to remove heavy grime.

Avoid using any abrasive cleaner as this could scratch the surface of the glass.

Note: Laminate glass, toughened glass or glass with Georgian bars is cleaned in the same manner.

For leaded glass units: -

- Warm soapy water and a soft cloth can be applied with moderate pressure.
- You must be careful when cleaning not to apply too much pressure as it may dislodge the lead from the glass.

Note: External lead will oxidise which will darken the lead to a grey colour. This is natural and cannot be avoided.



Top tip: Start washing from top to bottom to prevent dirt spreading over where you have already cleaned.

General Maintenance and Cleaning

Cleaning PVCu Frames (White)

- Soap and water can be used to clean frames but be careful not to use any abrasive products as they may scratch the frames.
- Occasionally, where more stubborn stains build up, it may be necessary to use a non-abrasive PVCu liquid cleaner. Apply the cleaner using a clean dry cloth, using sparingly with small circular motions to buff back to shine.
- Any other cleaner used must be suitable for PVCu frames.
- Take extra care when cleaning sealants.

Note: Do not use solvent-based or abrasive cleaner on your frames.

Cleaning PVCu Frames (Grained and/or Coloured)

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



Cleaning Timber Frames

- General cleaning should be carried out regularly (minimum twice a year) using a clean non-abrasive cloth with mild detergent and warm water (pH neutral solution) to remove any contaminants, whilst frequently changing the water.
- Under no circumstances should aggressive, alkaline or acidic cleaners be used.
- After cleaning, rinse thoroughly with clean water to remove all residue but do not use hosepipes.
- During cleaning, if damage is noticed, report immediately.
- Ensure the bottom weather bars of door sets, and aluminium channels for hinges to run in if the product features these, are clean and free from grit and other debris.
- Particular attention should also be paid to the bottom bead where there is maximum exposure to the environment and gaps under these should be cleaned regularly.
- Spray hinges, locks and channels with a silicone spray after installation and thereafter twice a year.

Cleaning Aluminium Frames (Powder Coated Finish)

- Cleaning should be carried out regularly using warm, soapy water and a soft clean cloth.
- Dry off with another clean cloth.

Note: Do not be tempted to use anything abrasive or harsh cleaning agents, including solvent cleaners, as this will damage the finish and invalidate the warranty.

Cleaning Composite Doors

- Door sash; use a soft cloth and warm soapy water to remove grit and grime.
- Wipe the door leaf dry with a soft cloth.
- Door frame; use warm, soapy water and clean all round frame.
- External glass in the composite door can be cleaned with warm water and a soft cloth. Once the glass dirt is gone, you can use a little glass cleaner for shine.
- Handle, door knocker, letter box, numbers can be wiped with a clean cloth using a mild soap or detergent, then wipe clean with a dry cloth and buff to shine.
- Maintain the hinges with a little oil applied once every six months allowing the door to easily open and close.
- Apply lubricant or oil to the locks and the hardware of the door twice a year in order to keep everything in top working order.
- Never use sandpaper/scrapers (remember, it is not real wood).



Note: Under no circumstances should you use any solvent-based cleaners or anything abrasive on your door.

Orangery and 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 but 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.
- If access to the roof is needed, only qualified individuals should be allowed access.
- You should also never lean ladders against the PVCu frames, glass or gutters as this may cause damage.
- To clear the roof panels, 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 box gutters 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.



Top tip: Don't forget to clean in hard to reach places or parts that are hidden when the window is closed as a build-up of debris here can cause issues with the drainage of the window.

Drainage

- Your double glazing products are designed with an in-built drainage system, comprising slots within the threshold that allows any water ingress to flow to the outside. To ensure an efficient system these slots must remain unblocked.
- Periodically, remove dirt, clear drain holes and check drainage operation by flushing through with water.

Weather Seals

- During cleaning and general maintenance ensure that the weather seals fitted to your products do not become dislodged from their grooves. Should this occur, slide back into position immediately to avoid damage when the product is closed.
- If the weather seals are broken or damaged and draughts are felt around the product, ensure prompt replacement by contacting your installer.

Mastic Seal

- Please note that some discolouration of the mastic seal is a natural occurrence and cannot be avoided.

Door and Window Locks and Hinges

Locks, Hinges and Handles 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 silicon spray. We recommend lubrication of these parts at least once a year.

In order for hardware to function correctly, it is advised that you lubricate them using light lubricant i.e. silicon spray. Regular use of lubricants will loosen up the hardware. A visual check should also be regularly carried out.

- Lubricate the lock when required
- Hinges need to be lubricated every 6-8 months. To do this you should clean and lightly silicon spray.
- Handles should only be lightly sprayed on external moving components.
- Wipe off any excess lubricant spray immediately.

IMPORTANT! DO NOT lubricate door cylinder!

Note: Clean all components before they are lubricated.

Friction Stay Hinges

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:

- Use a small flat bladed screwdriver turn the gold 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. Should the window be stiff in operation, turn the screw anti-clockwise until the desired result is achieved.

Egress Hinges

Egress hinges are fitted to windows to allow an opening big enough to escape through in the event of an emergency and to allow firemen/women in. Egress hinges are designed to open approximately 90 degrees. For your window to perform to its highest standard: -

- The scissor mechanism of the friction hinges need lubricating on a regular basis.
- The pivots, sliding shoe and track should be kept free of dirt and debris.



Note: Remember to avoid placing furniture in front of escape windows.

Restrictor Hinges

Restrictor hinges prevent window opening fully, providing child safety and helping to prevent falls from heights. Restrictor hinges can be over ridden by

- Depressing the button by a responsible person allowing full opening for ventilation of cleaning purposes.
- The mechanism of the restrictor hinges need lubricating on a regular basis.

Note: Do not leave children unattended in a room while the window restrictor hinge has been over-ridden.

Condensation

Water vapour is continually present in the atmosphere.

In the home, this natural water content is increased by normal day to day living, e.g. cooking, bathing, laundering, boiling a kettle or even breathing.

The water vapour remains undetectable while floating in warm air. Condensation occurs when the vapour turns to water droplets upon contact with cold surfaces, e.g. windows, mirrors and tiles.

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.

Condensation, Ventilation and Heating

The key to reducing condensation is to provide ventilation where possible. You can do this by using the trickle vents in your windows or fitting through wall ventilation units.

- Try to keep continual heat in the house when the cold weather starts and slightly increase the heating where the condensation is at its worst.
- It can be advantageous to fit radiators underneath windows which may decrease condensation on the inside pane of the windows.
- To prevent excess moisture entering the entire house try to keep bathroom and kitchen internal doors closed.

- Use the night vent on the window to maintain ventilation throughout the house.
- If you have through wall ventilation, leave these in the open position.

Note: You must bear in mind security measures when using your windows on night vent position.

Security

Prevention is better than cure

Your double glazed windows and doors have been specifically designed to include a variety of security features to protect your home and family against intrusion.

We recommend a number of sensible precautions which should be taken to gain full advantage of the security features available with your double glazing: -

- Never leave a window open when your home is unattended.
- For added protection, lock all windows in the closed position and remove the keys.
- To provide adequate means of escape in the event of any emergency, we recommend that keys to all windows are located adjacent to the windows, but out of external view.
- When leaving the house unattended or at night, ensure door handles are fully lifted and that the keys are turned to throw and lock all deadbolts/hook bolts for full security.

Window Styles

Open-Out Windows

This window may be opened outwards to any angle, with its friction hinges holding it in any desired position. Locking is achieved by the mushroom cams of the locking mechanism, or espagnolette, fitted to the opening edge of the window, engaging into slotted keeps fitted to the outer frame.

These keeps have secondary slots incorporated within them, which when engaged, provide a 'Night Vent' position.



TOP HUNG WINDOW

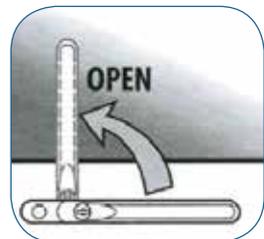


SIDE HUNG WINDOW

Note: Accessible windows should not be kept in the 'Night Vent' position when the house is unoccupied.

Operating Instructions

- If fitted, turn key or depress button to unlock the handle.
- Rotate the handle through 90 degrees to disengage locking mechanism and open by pushing outwards.



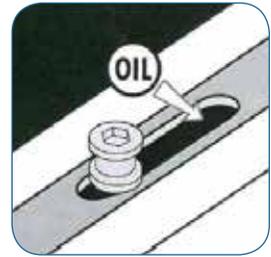
Friction Hinges

To attain optimum performance, the scissor mechanism of the friction hinges will require periodic lubrication. The pivots, sliding shoe and track should be kept free of dirt and debris.



Lubrication - As required

- Oil all pivot points (one drop per pivot is sufficient) and wipe away excess.

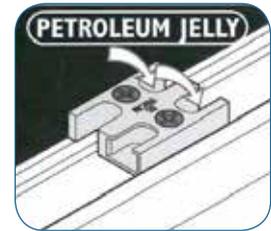


Espagnolette Locking Mechanism

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

Keeps

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



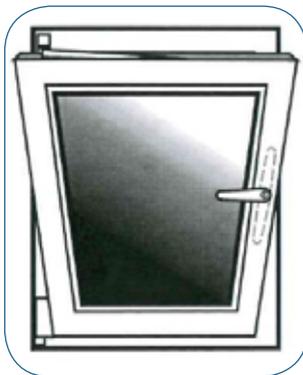
Handles (Espagnolette Locking)

- Clean and lightly oil moving parts.

Tilt Before Turn Windows

These versatile inward opening windows are capable of two modes of operation.

- Tilt mode - for ventilation.
- Turn mode - for cleaning and emergency exits.



The term 'Tilt Before Turn' (TBT) refers to the sequence of operation of the window which is designed for safety, to initially select the 'Tilt' mode, followed by the 'Turn' mode.

Locking is achieved by a series of cams or espagnolettes, located on a sliding mechanism around the edge of the window. When shut and the handle 'closed' position is selected, the cams engage into keeps fitted around the outer frame, providing a secure locking system and excellent weathersealing.

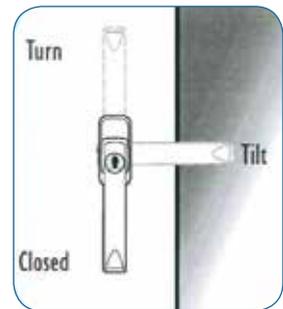
Note: These windows can also be supplied in the Turn Before Tilt mode, whereby the sequence of operation is reversed. If you are in any doubt as to the sequence of operation please contact your installer.

Operating Instructions

To operate the window, the handle is placed in one of three positions, 'Closed', 'Tilt' or 'Turn'.

The operation sequence commences with the window in the 'Closed' position (handle vertically downwards).

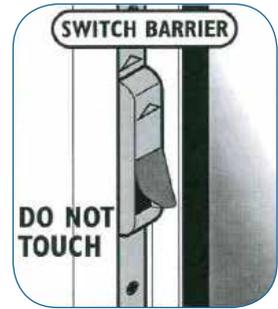
- If fitted, turn key to unlock.
- To select 'Tilt', rotate the handle through 90 degrees from vertically downwards to horizontal and pull the window inwards. The bottom remains hinged to the frame, while the top tilts inwards to allow ventilation.



Note: The window must always be fully shut before changing the handle position.

- To select 'Turn' from the 'Tilt' mode, close the windows and rotate the handle from its horizontal position to vertically upwards and pull the window inwards. The side remains hinged to the frame, while the window may be opened inwards to any desired position.
- To select 'Turn' from the 'Closed' position, rotate the handle through 180 degrees from vertically downwards to vertically upwards and pull the window inwards.

To switch barrier projecting from the locking mechanism, adjacent to the handle, is a safety device which ensures that only one mode, 'Tilt' or 'Turn', can be selected at any one 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 gear.



Always firmly close the window before changing the handle position.

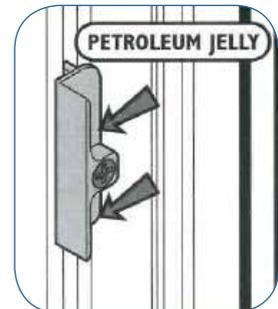
TBT Locking Mechanism

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



Keeps

Lubricate the faces of the keeps with petroleum jelly as required.



Handles

Clean and lightly oil moving parts.

Fully Reversible Window

The window rotates through 180 degrees to allow internal cleaning of the external pane.

Safety catches limit the initial opening and operate again at full rotation. Locking is achieved by multi-tongue bolt espagnolette mechanism.

Lock keeps also allow a 'Night Vent' position providing more secure ventilation.

Vertical Sliding Windows

Operating your sash windows is extremely simple. Just unlock the window then slide the bottom sash up and/or the top sash down as required.

- To open: Unlock the cam catch(es) with the key supplied and turn the lever(s) anti-clockwise to open. To open the bottom sash, raise the sash using the lift handles. To open the top sash, lower the sash using the ring pull handle.
- To close: To close and lock, close both sashes by reversing the procedures above, then close the lock by turning the lever clockwise. Finally, lock the window with the key supplied.

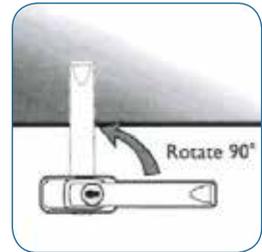


Operating Instructions for Fully Reversible Window

To open for 'Night Vent':

Turn key to unlock.

Rotate handle 90 degrees to vertical, open slightly and close handle to engage 'Night Vent' slots.

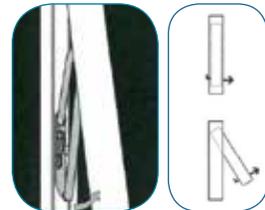


To open for restricted ventilation

- Operate handle and push outward until catch engages.

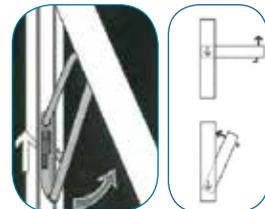
To rotate for cleaning

- Disengage catch (by pushing catch upwards) and push outward while pulling top down and rotate window until catch re-engages.



To rotate to close

- Disengage catches and push top outwards while pulling bottom up to return to closed position. Pull inwards and operate handle to fully close. Turn key to lock.



To open for Restricted Ventilation

- Operate handle and push outwards until catch engages.

To Rotate for Cleaning

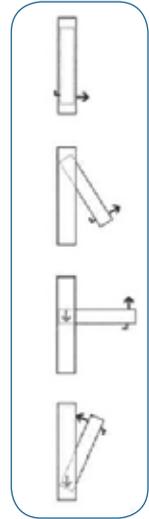
- Disengage catch (by pushing the button located on the jamb marked "PRESS" until it passes the two stops in the channel) and push outwards while pulling top down and rotate window until catch re-engages.

To Rotate to Close

- Disengage catches (by pushing the button located on the jamb marked "PRESS") and push top outwards while pulling bottom up to turn to closed position. Pull inwards and operate handle to fully close. Turn key to lock.

Lubrication

- The pivot points are sealed for life and require no lubrication.
- Lightly grease the vertical tracks.
- Lubricate the keeps with petroleum jelly.
- Lightly oil external moving parts.



Restrictor

If fitted, the restrictor limits the opening of the window to control ventilation, safety and security.

The restrictor may be disengaged to allow the window to be fully opened.

There are two main types of restrictor, the Standard Casement Restrictor and the Security Restrictor.

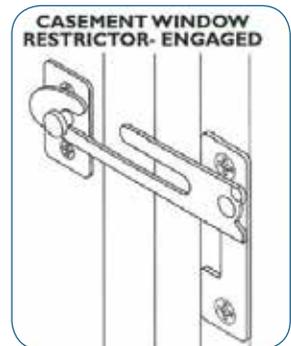
Standard Casement Restrictor Operation Instructions

To Open - Restricted

- Operate handle and open window. 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. While holding the restrictor latch, open window fully.



To Close

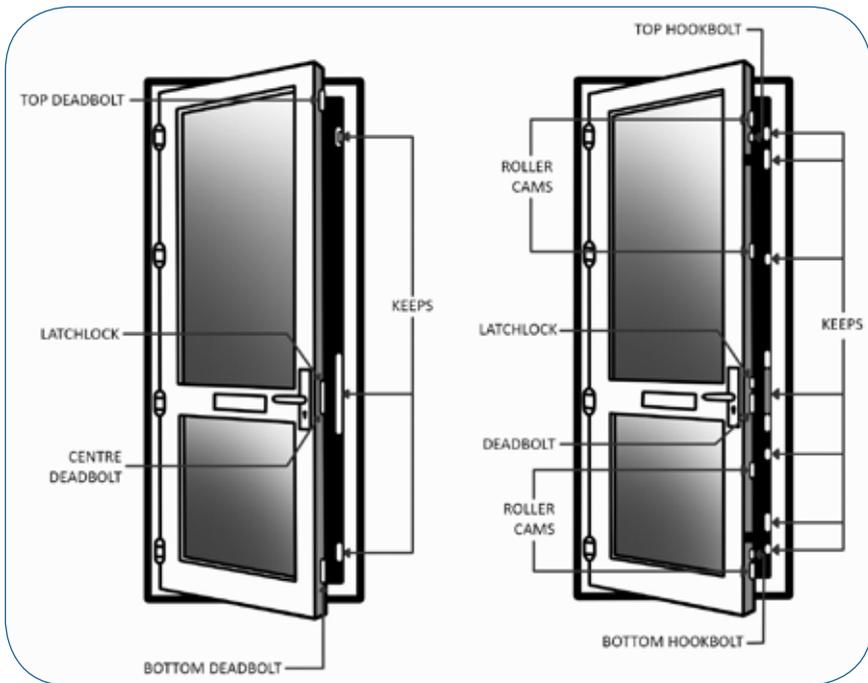
- Close the window in the normal manner. The restrictor will automatically re-engage.

Door Styles

Residential Door

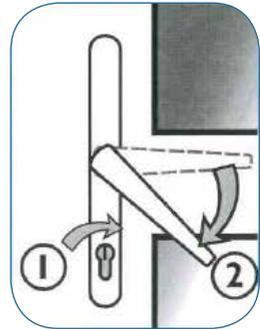
Door may be fitted with lever/pad handles that limit outside opening by use of key, or lever/lever handles allowing external opening by handle movement.

High security locking systems can comprise of either triple deadbolts with latch lock or twin hook bolt/single deadbolt combination with latch lock, in addition up to 4 rollers may also be present. All locking points engage in keeps fitted to the frame jamb. The top and bottom deadbolts/hook bolts and rollers (if fitted) are engaged by lifting the handle.



To Lock

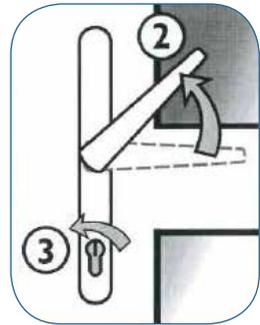
1. Close the door
 - latchlock engages.
2. Lift the handle or pad to engage the top and bottom deadbolt/hookbolt/rollers.
3. Insert key and turn to engage centre deadbolt and fully lock.



If the key will not turn, lift the handle or pad to maximum position then turn key.

To Unlock

1. Insert key and turn to unlock.
2. Press handle or pad down to disengage top and bottom deadbolt/hookbolt/rollers.
3. With lever handle, door will open.
4. With pad handle, continue to turn key to open.



Lubrication – As Required

Locking Mechanism

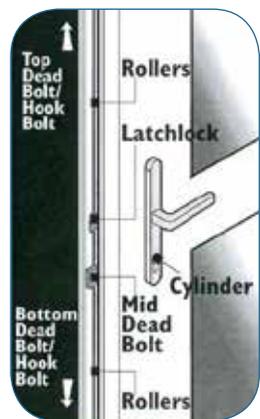
- With the door open, lubricate the deadbolt/hookbolts/rollers and latchlock with light machine oil.

Hinges

- Clean and lightly oil hinge pins. If hinges are external (open-out door), lubricate every six months.

Handles

- Clean and lightly oil external moving parts.



Lock Cylinder - DO NOT LUBRICATE - it is packed with special grease.

Double Doors

Dependant on locking mechanism there are three slave door locking options: -

- Full Slave Locking

A handle operated shootbolt lock operating in the same way as the master door.

- Flushbolts
Hand operated flushbolts are fitted to the top and bottom of the slave door.
- Fingerbolts
Hand operated fingerbolts are fitted to the top and bottom of the slave door.

Lubrication – As Required.
Lightly oil external moving parts.

Bi-fold Doors (with a lead door)

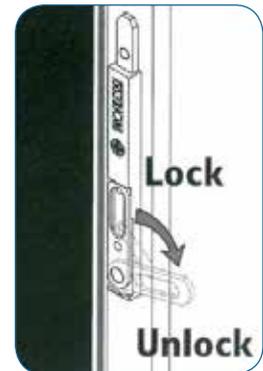
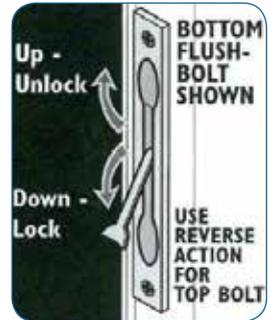
A lead door is the panel which contains the locking systems and is the access door to your garden. You can use the door to get in and out of your home without folding back all the other panels.

To open the doors:

- Turn key in the lead door.
- Open the door fully, attaching it to the magnetic keep on the adjacent doors.
- Rotate the slave door handles to release the doors.
- For doors opening out, push the door frame above the slave handle and open the doors fully, ensuring the lead door remains against its magnet at all times.
- For doors opening in, pull the door sash inwards and guide the doors open.

To close the doors:

- Place your hand between the first and second doors and guide the doors along the track.



- For doors opening out, pull the D-shaped handle to close the doors.
- Lock them into place by rotating the slave handles.
- For opening in doors, push the frame until the doors are shut.
- Repeat the previous steps until all slave handles are in the locked position.
- Using the lead door handle, pull the door from the magnetic keep and close.
- Lift the handle up to engage the locks.
- Turn the key and remove.

Bi-fold Doors (without a lead door)

Bi-fold doors without a lead door: -

To open the doors:

- Turn the key and rotate handle.
- For doors opening out, push the door frame above the handle and open the doors fully.
- For doors opening in, pull the handle to open.

To close the doors:

- Place your hand between the first and second doors and guide the doors along the track.
- For doors opening out, pull the D-shaped handle to close the doors.
- Lock them into place by rotating the handle.
- For doors opening in, push the frames until the doors are shut.
- Lift handle up to engage the locks.
- Turn key.

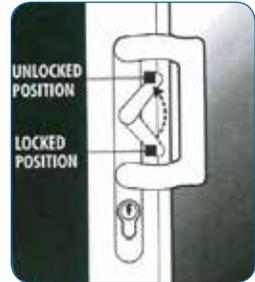
In-line Sliding Patio Door

This heavy duty sliding door may be opened as required to provide ventilation or access.

Operating Instructions

To Lock

- Slide door to fully closed position.
- Lift lever behind handle. (Bolts and cams will engage to lock the door.)
- Turn key to fully secure locking mechanism.



To Unlock

- Insert the key in cylinder and rotate to unlock the mechanism.
- Depress lever behind handle. (Bolts and cams will disengage).
- Slide door open.

Lubrication – As Required

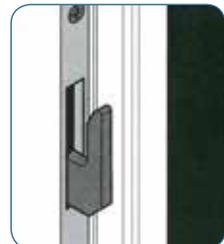
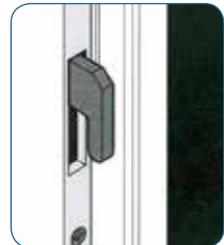
Oil the locking cams of the mechanism.

Lock Cylinder

Do not lubricate (packed with special grease).

Bottom Track

Keep permanently free of dirt and obstruction.



Purpose of a Vent

To provide ventilation to room with clean, fresh air while maintaining level of noise reduction specified by the Heathrow Airport Residential Noise Insulation Scheme (RNIS).

Operation

Operation by pressure differential

- When switched off, the Aeropac functions as a pressure differential ventilator and equalises the pressure of the inside and outside air.
- The sliders on the sides of the unit open and close the air outlet and continuously adjust the air flow.
- Do not keep the slider closed for a long period (several days).

Blower operation

In order for the blower to operate, the unit must be connected to the 230V mains power supply and at least one of its side air openings must be open.

Switching the unit on and off

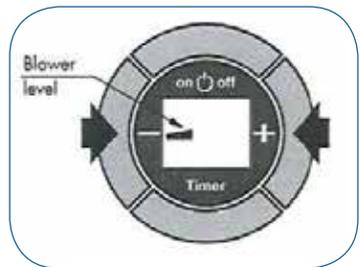
The **on** and **off** buttons are used to switch the unit on or off respectively.

Setting the blower levels

The unit always starts with the last blower level that was set.

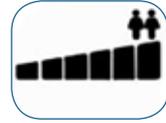
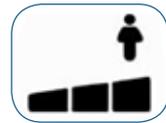
The blower level can be changed at any time.

- Press the button + once: Blower level increases (the unit reacts on a delay).
- Press the button - once: Blower level is reduced.



Setting Blower Levels

- Recommended blower level for when one person is in the room.
- Recommended blower level for when two people are in the room.
- Maximum blower level (indicator flashes).

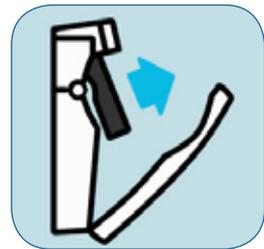


General Maintenance

Keep filter clean.

- Tilt forward ventilator's cover (see diagram).
- Remove filter cartridge and clean the filter.

Filters can also be replaced with one of the numerous filters available.



Timer function

The **Timer** button is used to activate and deactivate the Timer function. When the timer is activated, the timer starts the unit for a pre-set run time (in hours). This is pre-set at factory to 8 hours. The blower automatically switches off after the run time has elapsed.

24 hours after the timer has been activated, the unit restarts automatically with the settings that were last selected. This procedure is repeated cyclically every 24 hours. The function ends when the timer is switched off.

Note: After a power failure, the timer must be activated again.

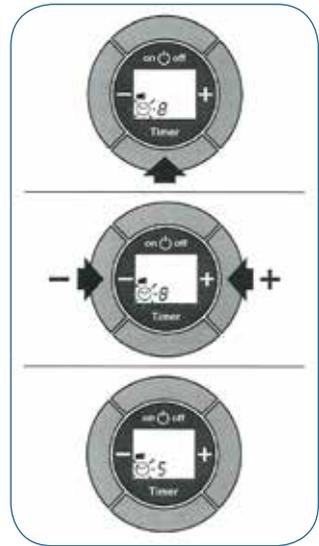
Setting the timer

The timer run time may be set to a value between 1 and 18 hours and can be changed at any time.

1. Press the **Timer** button once (pressing the button again ends the Timer function).

2. Set the run time:

- To shorten the run time, press the - button immediately.
- To extend the run time, press the + button straight away.



Note: The display lights up briefly, the clock symbol flashes, and the set blower level plus the run time in hours are displayed.

Note: Approx. 5 sec. after the run time has been set, the display changes to show the remaining run time.

Summary of Do's and Don'ts

The following section indicates simple best practice Do's and Don'ts to ensure continual optimum performance for your windows, doors and/or conservatory.

Do:

- Clean the glass regularly with a good quality liquid spray glass cleaner.
- Frequently wash down the PVCu, timber or aluminium profiles with warm soapy water and wipe dry.
- Only use cleaning materials that 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 are lubricated – hinges, locks and keep plates will benefit from a small application of light oil or silicone spray at least once a year.
- Replace damaged or worn parts with original parts.

Don't:

- 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 a ladder when cleaning your conservatory roof, DO NOT walk on it.
- Use abrasive paste or cream cleaners on any PVCu profile.

- Use excessive pressure when cleaning PVCu, timber or aluminium.
- Use high pressure or steam cleaners.
- Use any abrasive papers, such as sandpaper.
- Use excess loads on the windows and doors.
- Lean ladders against conservatory guttering.
- Paint or try to remove paint.
- Use any unspecified tools.

Final Point to Note

Please do not personally attempt repairs to windows, doors and/or conservatory roofs or through wall ventilation as this may invalidate the warranty. These 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.

TOP 10 Frequently Asked Questions

Q. Why won't my window/door open?

A. You need to turn the key.

Q. Why won't my door lock?

A. You need to lift the handle and turn the key.

Q. I have new windows, why have I got condensation?

A. Ventilation, heating and circulation are key now your windows are new and more efficient.

Q. Why is my door catching?

A. Probably just a small adjustment is required.

Q. The safety catch on my window isn't working?

A. Hook back around the mushroom to re-engage the safety catch.

Q. My door blows open too wide with the wind?

A. You could have a restrictor fitted, we could provide a quote for this or you can fit a door hook/cabin hook to hold open.

Q. My door doesn't lock from the inside but it does from the outside?

A. You have to lift the handle and turn the key.

Q. How do I obtain extra keys for my doors?

A. Follow instructions on fob provided at installation with keys.

Q. Who do I call for a door or window adjustment?

A. Newview Customer Care Department can book you an appointment with a service engineer.

Q. Does Newview provide 24 hour assistance?

A. No, but we will be delighted to assist as quickly as we possibly can.





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