

# Looking after your products

a helpful guide



## Introduction

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We've created a helpful little guide to help you make the best out of your products and keep them in tip-top condition. We hope you find it useful.

# Good clean fun.

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Ok, so not many people enjoy cleaning, we know. But how you clean and maintain your products is important so that you keep them looking and functioning at their best.

So, here's some useful information on cleaning and maintenance to help keep your products ship-shape.

## Glass

The glass used in most double-glazed units can get scratched, so we recommend that hand jewellery is removed before cleaning. Any household glass cleaner may be used with a soft cloth. For heavy external grime we suggest initially removing with a simple solution of soap and warm water. Laminated glass or glass containing Georgian bars should be cleaned in the same way.

## Lead glass

Where lead strips are bonded to the surface of the unit in diamond, square or rectangular patterns, please take care when cleaning as excessive pressure might dislodge the lead from the glass surface. Again, warm, soapy water and a soft cloth, moderately applied is the perfect cleaning solution for this.

It is important to know that external lead will oxidise. This is a natural process and can't be avoided. It's more noticeable when the installation is new but luckily this will settle down over time.

## Scratches

You'll be pleased to know that there is a solution for minor scratches, which can be normally be removed with jewellers rouge or an equivalent product (please contact our Aftercare Team for further advice).

# Good clean fun.

## UPVC frames

As we've already mentioned, warm, soapy water is a simple, easy to make solution for cleaning our products. For UPVC frames, wash with soap and warm water solution every four months, to remove any grime and atmospheric deposits. No harsh chemicals needed. Good for your frames and for the environment. It's easy peasy.

For heavier grime on frames, you can also use a non-abrasive cleaner suitable for plastics using a soft cloth.

**WATCH OUT!** Solvent-based or abrasive cleaners are a 'no go' for cleaning UPVC frames. These are likely to damage and even discolour the surface of the UPVC, so please avoid using these in any circumstances.

## Keeping moving parts moving

Sometimes you need big muscles for stiff door and window handles. Alternatively, to keep handles, locks and hinges functioning with ease, use light machine oil lubricant (e.g. '3-IN-1') for moving parts, or good old petroleum jelly where indicated in the specific product lubrication instruction manual.

## Mastic seal

Mastic seal is just the flexible sealant which maintains a durable bond between surfaces on your product. If you've noticed some discolouration of the mastic seal on your product then don't be alarmed, it is a natural occurrence and actually can't be avoided.

## Brass work

You'll be pleased to know that when installed, your brass work is fully covered with a protective layer or lacquer. In time and through normal wear and tear, it may peel or become tarnished.

To get your brass work back to its shiny lustrous self, just follow this procedure:

- Protect the UPVC surfaces which surround the brass work covering with masking tape
- Remove old lacquer with nail polish remover or paint stripper
- Use a suitable brass polish to clean the brass work
- Carefully re-lacquer with a good quality brass lacquer

# Good clean fun.

## Anodised gold finishings

These are shiny gold finishings but are not made from brass. It's important that you never use abrasive cleaning agents on these. Again, our recommendation of warm soapy water and a soft cloth are all you need.

## Gutters

Once a month, you should clear out leaves/debris from your gutter. Not a nice job but it's important to do this because any obstruction can cause leaks on the inside of your installation if the rainwater has nowhere else to go.

This is especially important as the cleaning of guttering is not part of our Aftercare Service and would be chargeable if it were required to resolve any problem you might have with your product. So, to avoid unnecessary costs we recommend that you keep your guttering clean and clear at all times.

## Top tips

For general cleaning, use a soft cloth and soap or washing up liquid with warm water. To remove grease marks, use washing up liquid with little or no water, then rinse with clean water.

When cleaning your product, it's important not to use:

- Glass cleaner on frames
- Kitchen/bathroom cleaners
- Caustic or ammonia-based cleaning agents
- Scouring powder or other abrasive cleaners
- Steel wool or scouring pads

Also, please don't:

- Walk on conservatory roofs to clean them
- Lean on ladders against glass or UPVC frames (we know you wouldn't do that, but we have to tell you anyway)

# Scuffs and scratches- what to expect.

Glass is a tricky product to work with as it can of course be subject to scratches and scuffs.

One of the benefits of us being a member of the GGF is that we have to work to very clear guidelines regarding tolerance levels of scratches and scuffs on glass. So, when you're inspecting your glass for marks or scratches, here's the guidance provided by the GGF:

- When inspecting the glass, you must stand in the room no less than 2 metres away from the sealed unit and look directly through it.
- Where it is not possible to stand at the right distance then stand as far away as you can from the sealed unit.
- Do so in natural daylight, but not directly towards the sun and with no visible moisture on the surface of the glass.
- Exclude the 50mm wide band around edge of the glass from the check.
- The glass must be viewed at an angle of 90°.

- Flat transparent glass, including laminated, toughened or coated glass is acceptable if the following are neither obtrusive nor bunched:
  - Bubbles or blisters
  - Fine scratches not more than 25mm long
  - Minute particles
- The obtrusiveness of blemishes is judged by looking through the glass, not at it, under natural light. It must be understood that the glass used in sealed units is a processed glass, and as a consequence, blemishes are to be expected.

What if I do the above and I can see an obtrusive scratch which is more than 25mm long?

Then please just give us a call and our Aftercare Team will look after you. It's possible that we'll do a quick inspection too, in order to make certain we find the right solution.

What if I do the above and I can see a scratch which is less than 25mm long?

Then we wouldn't usually replace the unit under GGF guidelines. Neither would we replace it if for example, the scratch was only visible in direct sunlight or by shining a torch on it or if it was only visible from non -90° angles. The mark would have to meet the guidelines above for us to make a replacement.