

# OPERATION & MAINTENANCE GUIDE

WINDOWS,  
DOORS &  
CONSERVATORIES

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## **Save Energy with Our Advanced Glazing Solutions**

Cut Your Energy Bills with Our Energy-Saving Windows & Doors & Conservatories



***Sash Windows***



***Bi-Fold Doors***



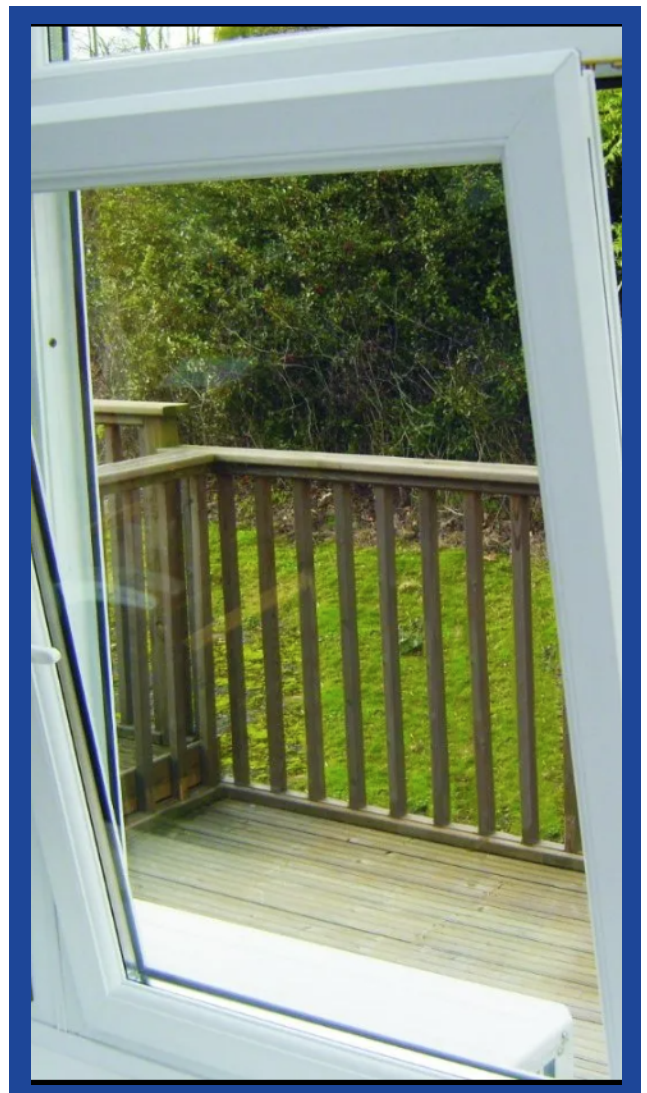
***Conservatories***

# Maintenance & Care Guide

At Lifetime Glazing, our expertly crafted uPVC windows, doors, and conservatories are designed to deliver exceptional quality and durability, ensuring they stand the test of time.

This guide aims to provide you with all the necessary information to care for your new LifetimeGlazing products. By adhering to the outlined maintenance protocols and understanding the correct usage techniques presented here, you'll maximise both their performance and lifespan.

We encourage you to take a moment to acquaint yourself with this information, enabling you to benefit from seamless, long-lasting functionality for many years ahead.



# Do's & Don'ts

The following section indicates 'best practice' to ensure optimal performance of your windows and doors.

## Do

- Clean the glass regularly with a good quality glass cleaner.
- Wash down the uPVC profiles with warm soapy water and wipe dry.
- Only use cleaning materials which do not impair anti-corrosive properties of the surface coatings.
- Use nonabrasive cream cleaner for isolated stubborn stains on white uPVC 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.
- Ensure all conservatory gutters and their outlets are kept clear of leaves and debris to ensure unobstructed flow.
- All moving mechanical parts are lubricated including hinges, locks and 'keep plates' will benefit from a small application of light oil at least every 4 months.

## Don't

- Use ANY type of bleach, solvent (white spirit, methylated spirits, nail varnish remover) or adhesive.
- Use abrasive or brass cleaner on furniture handles, door knockers, letter plates.
- Use glass cleaner on uPVC profile.
- Use a ladder when cleaning your conservatory roof, always use a crawler board to evenly distribute your weight.
- Use abrasive paste of cream cleaners on ANY laminated profile.
- Use excessive pressure when cleaning uPVC.
- Use high pressure or steam cleaners.
- Use ANY abrasive papers, such as sandpaper.
- Use excessive loads on the windows or doors.
- Lean ladders against conservatory gutters.
- Paint or try to remove paint.
- Use any unspecified tools

# Maintenance & Care Guide

We ensure that our range of windows and doors is designed with your security in mind, featuring internal beading (unless specifically requested otherwise). This design means the glass is installed from the inside, enhancing security. Our products also meet all the necessary industry standards, holding accreditations from respected bodies such as BBA, BSI, or Buildcheck.

## Safety Advice

Always engage the multi-locking points on doors when exiting your home. Don't leave keys in the inside cylinder to avoid lockout issues.

## Care and Maintenance

### Friction Stays:

Friction stays are designed to keep windows open to your preferred width. If they loosen, tighten them by turning the friction hinge clockwise with a small flat-bladed screwdriver. For stiffness, adjust counter-clockwise.

### Lubrication:

Regular lubrication of moving parts like hinges, locks, and keep plates is crucial. Use light oil every 4 months, referencing the lubrication points in the attached diagrams.

### Special Care for Coastal or Industrial Areas:

In areas prone to salt or pollution, increase cleaning and maintenance to every 2-3 months. After cleaning, apply a light lubricant to all hardware surfaces.

### Regular Checks:

Periodically check the functionality of safety devices like window restrictors.

Adhering to these guidelines ensures the longevity and security of your LifetimeGlazing windows and doors.



# Maintenance & Care Guide

At Lifetime Glazing, our commitment to offering high-quality, long-lasting windows and doors ensures they remain a delightful and valued feature of your home for many years. With minimal care, these products will keep their aesthetic appeal and functionality, enhancing your home's comfort and value.

## **Maintaining uPVC Frames (White):**

Regular cleaning with diluted dish soap and water is usually sufficient for our sturdy white uPVC frames. For tougher stains, opt for a non-abrasive uPVC liquid cleaner. Apply it using a dry cloth with gentle circular motions and polish it to a brilliant shine.

## **Maintaining uPVC Frames (Grained/Laminated Color Finish):**

For grained or laminated-coloured finishes, stick to a mild soap and water solution. Avoid any harsh cleaning agents on wood grain finishes to preserve their appearance.

## **Professional Repairs:**

Do not attempt DIY repairs on your windows, doors, or conservatories, as it might void your warranty. Our products are precision-engineered, necessitating expert knowledge for repairs. Contact our skilled technicians at LifetimeGlazing for any repair needs.

## **Conservatory Care:**

Keep your conservatory pristine by following the general cleaning instructions for the glass and uPVC frames. Keep in mind:

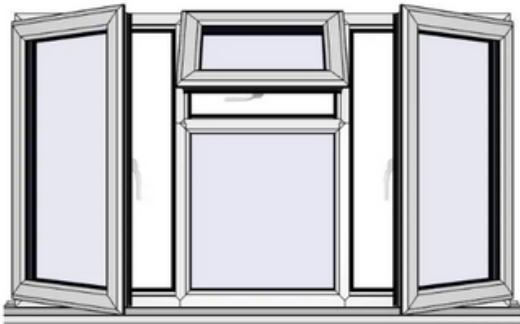
- Never walk directly on the roof, whether it's made of high-grade polycarbonate or glass. If you must access it, use crawl boards to distribute your weight safely.
- Avoid leaning ladders against the fragile uPVC framework, glass, or guttering.
- Clean roof panels with a soft cloth or sponge and mild soapy water every four months to prevent grime build-up. Telescopic poles with brushes can come in handy for this task.
- Regularly check and clear gutters—including special box gutters—of debris to ensure proper drainage. A small amount of standing water is normal but should not be ignored.

LifetimeGlazing's products are user-friendly and easy to maintain, making them an attractive, hassle-free addition to your living space. For optimal performance and longevity, give them the simple upkeep they deserve, and enjoy the lasting benefits they bring to your home.



## Casement Windows

Our casement windows have a push button catch or key lock. To open turn the key if locked or push button and turn the handle. To close turn the handle again, if the handle is lockable turn the key.



## Tilt & Turn Windows

Our Tilt and Turn windows are state of the art and come complete with our 'tilt before turn' handles. These incorporate an important safety feature ensuring the window cannot be fully opened by small children or vulnerable people.

### Fire Escape

In the fire escape position the window is fully open to allow unrestricted means of escape in the event of an emergency



When the tilt and turn window is fully closed, the handle is secured in a locked position and the key is taken out.

By inserting the key and rotating the handle to the initial position, the window can partially open, providing ventilation while ensuring safety and security by preventing it from fully opening once the key is removed.

To allow for a complete opening of the window, which is useful for cleaning or as a fire escape, the key must be reinserted to unlock the handle for a full turn to the second position.



# Maintenance & Care Guide

## Bi-Fold Doors

- Each door should be opened and fully closed on to the next door leaf (locking magnets together) prior to opening the next.
- Starting with the master door open fully onto the next door leaf until you feel the magnets “click” together.
- When opening the double-hinged door, twist the handle anti-clockwise to 90° and then use the “grab” handle on the hinge to push open the doors. Continue to stick doors together until the magnets lock.
- When closing, repeat the process in reverse making sure the “grab” handle on the hinge is used to pull the doors and the handle is used to lock shootbolts.
- When closing the master door lift the handle upwards to 45° to engage shootbolts prior to locking with key



## French Doors (Single Handle)

Our single-handle French doors feature a high-security multipoint lock. Open the master door by unlocking and pressing down the handle.

To close, move the door into position and lift the handle to activate the lock points before turning the key. The handle should not press down when locked. Open the slave door after the master, by sliding the top thumb lock down and the bottom thumb lock up, then pull the door.

Remember to reset the thumb locks afterwards.



# Maintenance & Care Guide

## French Doors (Double Handle)

Unlock and press down the handle to open the door from either side. To lock, shut the door and lift the handle to engage the multi-point locks before turning the key. The handle should not move downward when locked. For both doors, apply the same steps. Always lift the handle to fully engage the lock and seal the door.



## Entrance Doors

Our entrance doors are equipped with a high-security, multi-point locking mechanism.

You can open the door from either side by first unlocking it with the key and then pressing the handle down.

To lock, either push or pull the door into the closed position, then lift the handle to activate the multi-point locks before securing it with a turn of the key.

Once locked, pressing the handle down should not be possible.



# Maintenance & Care Guide

## Understanding Your Glass Features

### External Condensation:

Thanks to modern improvements in window technology, you might sometimes notice water on the outside of your energy-efficient windows and doors. This usually happens under certain weather conditions and means your windows are working well to keep heat inside your home.

### Inside the Sealed Unit:

If you see moisture or fog between the two panes of glass, it's inside the sealed unit. This can't be wiped away because it's not on the surface. It happens when water gets inside and the tiny materials meant to soak it up can't handle more. Unfortunately, this type of condensation can't be cleaned out.

### Looking at Glass Units:

Glass isn't perfect. Minor marks and tiny blemishes can happen during making. We follow industry and European standards, including those set out by the Glass & Glazing Federation, for what's acceptable.

### Checking for Scratches:

#### To spot scratches:

- Stand back at least 2 meters (or 3 for certain types of glass). If you can't, just stand as far back as possible.
- Look through the glass, not directly at it.
- Check in daylight but not direct sun.
- Make sure the glass is dry.
- Don't worry about the edges (about 50mm in) of the glass.

### What's OK:

Your glass is fine if you don't find any big or closely packed:

- Bubbles or blisters
- Thin lines or spots
- Fine scratches no longer than a typical matchstick
- Tiny particles

# Maintenance & Care Guide



## **Conservatory Self Cleaning Glass**

Conservatory roofs can be particularly susceptible to the build up of dirt and grime.

Windows have a vertical face and shed water and dirt quickly.

Conservatory roofs have less gradient, which means dirt can get left behind and is more inclined to build up.

This build up can form the basis for the growth of lichen, mould, algae and moss. Particularly where glass is north facing or over-hung trees.

# Maintenance & Care Guide

## Lead Features in Your uPVC Windows:

Your newly installed uPVC windows might include designs featuring lead.

It's important to note that new lead elements, upon exposure to rain, will undergo an oxidation process.

This results in the appearance of white or speckled marks on the lead.

This oxidation phase may last several months. Once complete, the lead will turn a dark grey shade and will cease to leave any markings.



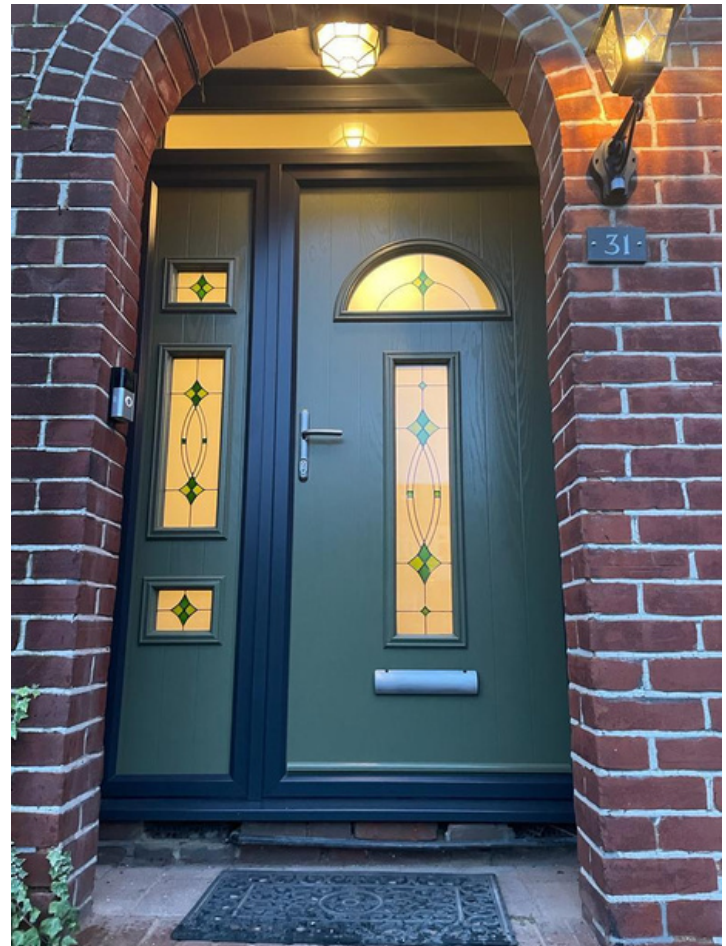
## Maintaining Your Composite Doors:

For cleaning uPVC (with grained or laminated color finish) and composite doors, please only use a diluted washing-up liquid and water. It's important **not** to use any cleansing agents on doors with a wood grain finish.

**Note:** We strongly advise against trying to repair the door yourself, as doing so could void your warranty.

Given that these doors are sophisticated in design and construction, they necessitate specific components and expertise for repairs.

Should you encounter any problems, our team of skilled installers and service technicians are ready to help with any repair needs you might have.

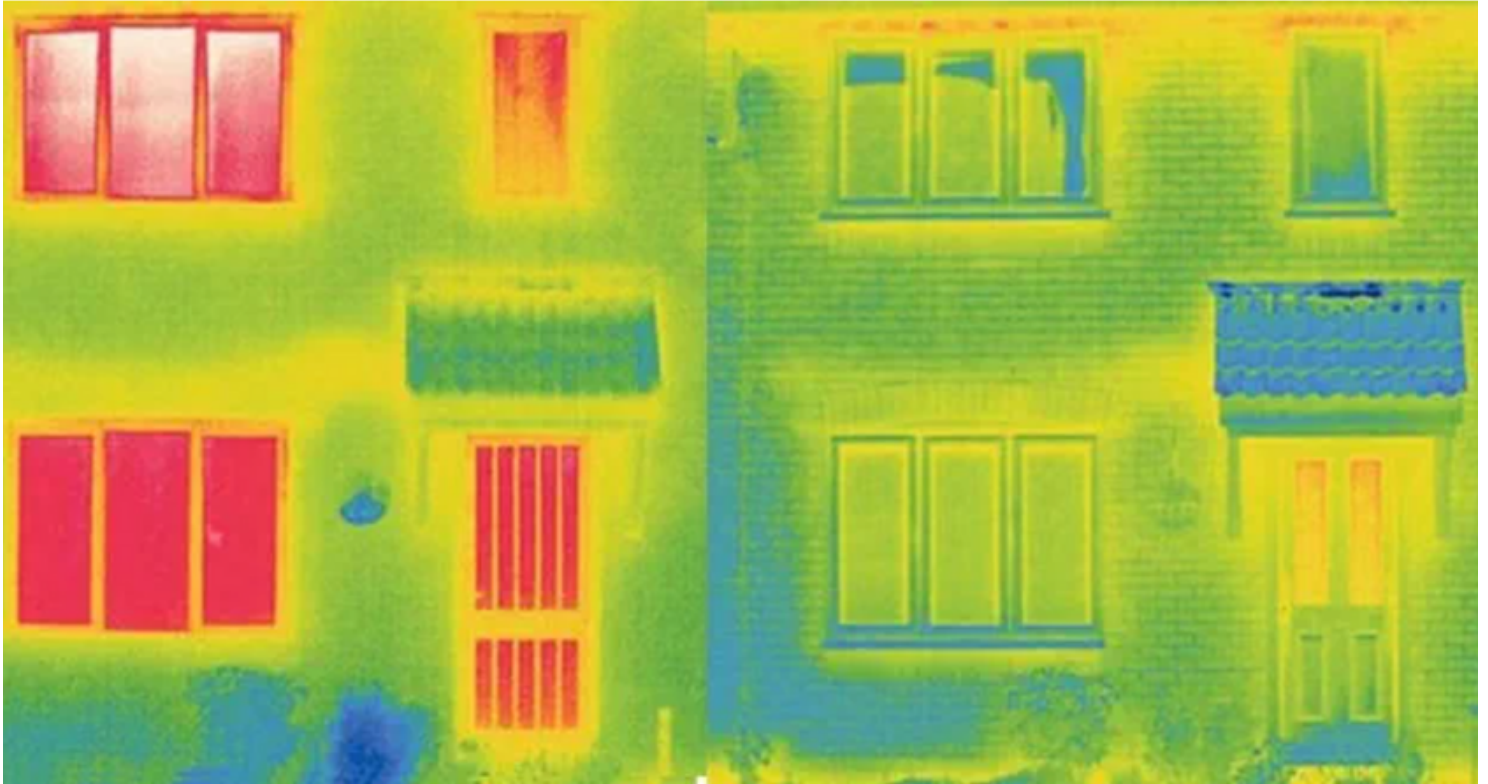


# Maintenance & Care Guide

## Maximise Energy Efficiency

Keep your house warm with Lifetime's double-glazed windows. Two 4mm glass panes separate a 20mm cavity to reduce heat loss through your windows. Your home will be more energy efficient and you'll save money on your heating bills.

Our top-performing A ++ rated triple glazed windows are designed with the latest energy-saving glazing technology so can reduce heat loss even further.



# Maintenance & Care Guide



## Maximise Energy Efficiency

Our superior quality uPVC windows are constructed using an innovative profile and specification.

## A Made to Measure Service

We use only the highest grade products in our manufacturing, ensuring your windows and doors last for years to come, are energy efficient and provide security for your home.

Not only does manufacturing our uPVC and aluminium windows and doors ourselves mean we can have complete control over the quality of our products and installations, it also means we're able to offer you, our customers, more flexibility and freedom when it comes to the design, style and colour of your windows and doors, so you really can add a truly unique touch to your property.



## Have Questions?

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