



Casement Care & Maintenance

At least every four months, clean the internal and external window facings and glass surfaces with a soft cloth and hot soapy water; rinse with water and dry off.

PVC-U frames

At least every four months, clean the internal and external surfaces of the frame to remove atmospheric grime; always use a soft cloth with mild liquid detergent solution, rinse with water and dry off.

Gaskets

Use a light soapy solution and non-abrasive cloth to gently clean these, do not use solvent-based cleaning products on the seals.

Tracks and rebates

Use a small brush to loosen any debris from the track. Using a suitable vacuum cleaner with a thin attachment. Vacuum up the debris in the track, especially around any drainage slots. Do not allow debris to build up in the track or drainage slot, as it will affect the operation and the drainage.

Hinges

Clean the visible surface of the hinges on an annual basis. They should be kept free from dirt, debris and obstruction at all times, use a soft cloth with hot soapy water, rinse with water and dry off then lubricate with a silicone-based spray.

Precautions

- **Do not** use solvent-based or abrasive cleaning products, or products containing bleaching agents.
- **Do not** use metal polish or a wire brush.
- When using cleaning and lubricating products, always follow these instructions.
- For cleaning products, **always** test a small area of the product in an obscure location first before cleaning any surfaces.

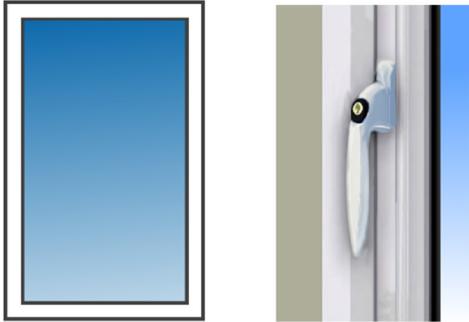
Lubrication of Moving Parts

Your new window contains mechanical moving parts that will need to be lubricated periodically. This will include the hinges, handles and lock. Lubricate with a silicone spray or grease and wipe away excess with a non-abrasive cloth. Extra care should be taken in Hazardous environments, such as marine and indoor swimming pools, to ensure that all moving parts are protected, application of protective lubricants twice a month is advised.

Operating a Casement Window

Closed Position

Handle & Sash position when sash is closed.
(The handle can be locked in this position, for child safety)



Ventilation Position

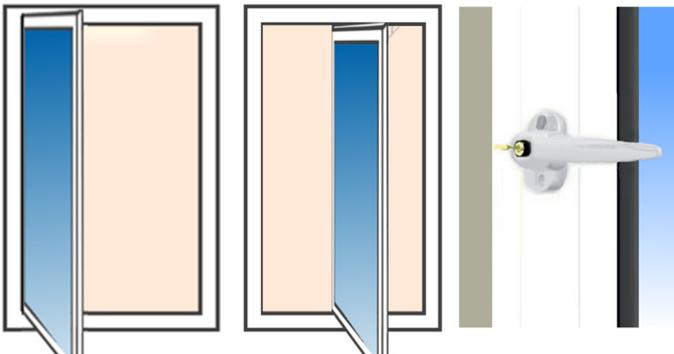
Handle & sash position when sash is being used for ventilation

Open the window approximately 10mm, then gently close the handle.
(The handle can be locked in this position, for child safety)



Fire Escape & Cleaning Positions

Handle and sash position fully open. For easy cleaning and for emergency escape.



Cleaning Position

If your window has been fitted with easy clean hinges follow the directions below to put sash into easy clean position.



How to achieve cleaning position

1. Turn handle and open window till almost fully open, on the hinge there will be a spring button **(through the years these may look different to that pictured above)**
2. Press down on this and at the same time slide the sash toward the centre of the window slightly.
The sash should move in toward the centre with ease (do not force this).
3. Repeat this procedure on the top hinge, and fully move the sash into the centre of the window **this will give you access to clean the outer pane of glass.**

Adjusting a Casement Hinge

Only adjust your window if there is a real problem i.e., draught or fouling when operating. If you are unsure how to adjust, contact us for free advice or if required we can arrange a service call (*chargeable if outside guarantee).

Making adjustment to increase or decrease compression

1. Open your uPVC window and find the lock-adjustment head.

Look on the lower half or side of the sash (nearest the handle) when the sash is in the open position, about halfway between the lock and the sash the cam or locking head will be in alignment with the keeps (see picture of keeps and cams / locking heads below).

- Adjusting the position of the lock will help your window seal properly, if the locked window has been loose and drafty or if the lock mechanism doesn't quite catch and seal the window properly.

2. Insert an Allen wrench into the lock head.

Allen key is used to move the placement of the lock head or cam.

- If you don't already own Allen keys, you can purchase a set of them at a local hardware store.

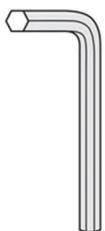
3. Turn the wrench clockwise or counterclockwise to move the lock head backwards or forwards.

Turning the allen key will move the lock head forward or backwards

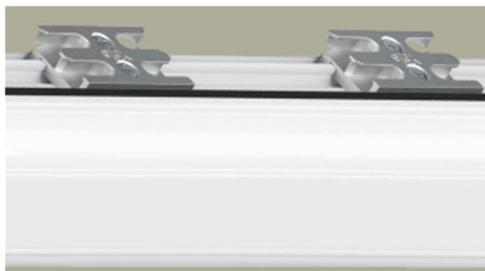
- Moving the locking head closer to the outside of the frame / house will relax the pressure when the window is shut. Try this approach if your window hasn't been locking fully, or requires a great deal of force to lock.
- Moving the locking head closer to the inside of the house / frame will increase the pressure exerted on the window when locked. This will improve the seal and stop any drafts.

Images for reference

4mm Allen Key



Keeps on Frame



Cams / Locking Heads on Sash

