

Intended for homeowners and end users

Comprehensive Care & Maintenance Guide

System: **Tilt & Turn (Block Frame)**

Item: **Window – Single Door – Patio Door – French Door** (Double Swing / Tilt & Turn Combo)

Material: **uPVC – Aluminum**

Introduction

Our products are designed to add lasting value to your home, utilizing high-quality European uPVC profiles and advanced hardware systems. While uPVC is known for being "low maintenance," this does not mean "no maintenance."

To ensure peak performance, airtight insulation, and smooth operation, periodic care is required. Please note that adherence to this guide is a mandatory condition for warranty validity. Neglecting maintenance may result in damage that falls outside the scope of warranty coverage.

Precautions & Tools

Safety Precautions:

- **Insect Screens:** Insect screens are designed for ventilation only. They are not security devices and will not prevent children or objects from falling out.
- **Chemicals:** Never mix different cleaners, as this may produce toxic fumes or substances that can damage the window surface.
- **Sash Handling:** European uPVC windows and doors are steel-reinforced, making the sashes heavy. Exercise caution when removing or installing any moving parts to avoid injury.

Recommended Tools & Cleaning Supplies:

- Baby shampoo or mild liquid soap mixed with water
- Soft, cotton, lint-free cloths
- Very soft bristle brush (to remove dust from corners)
- Acid-free lubricating oil (such as light sewing machine oil) or White Lithium Grease for hardware

Important Warnings (PROHIBITED ITEMS):

- **STRICTLY PROHIBITED:** Do not use Chlorine/Bleach, Paint Thinner, Acetone, Benzene, Oven Cleaners, or any strong solvents. These will damage the uPVC surface and cause discoloration.
- **DO NOT USE:** Abrasive pads (steel wool/scouring pads) or sharp tools (razor blades/knives), as they may scratch the glass or the profile.

Intended for homeowners and end users

Section 3: Cleaning Surfaces

Cleaning uPVC Profiles (Frame & Sash):

- Remove surface dust using a dry cloth or a vacuum cleaner with a soft brush attachment.
- Wash the frame with a mild soap and water solution using a soft sponge, starting from the top and working downward.
- Do not allow soap to dry on the surface. Rinse immediately with clean water and dry with a soft cloth to prevent water spots.
- Note: For colored (laminated/foiled) profiles, always wipe in one direction following the grain texture and avoid aggressive rubbing in one area.

Cleaning the Glass (Glazing):

- Use a high-quality commercial glass cleaner or a vinegar-and-water solution.
- Avoid cleaning in direct sunlight to prevent streaking.
- Ensure cleaning liquids do not pool at the bottom edge of the glass near the glazing bead or gasket.

Caring for Weatherstripping (EPDM Gaskets):

- Wipe gaskets with a damp cloth twice per year.
- Apply a small amount of silicone spray once per year to maintain flexibility and prevent cracking.

Section 4: Hardware Maintenance

European hardware systems are high-precision components. To ensure long-term smooth operation, the following maintenance must be performed at least once per year.

Where to Lubricate (Key Points):

- Locking Cams (Mushrooms): Apply one drop of acid-free oil to each cam.
- Top Stay / Scissor Mechanism: Apply light grease or oil to the pivot joints.
- Hinges: Apply oil to the upper and lower hinge pins.
- Handle: If the handle feels stiff, do not force it. This indicates the need for lubrication or adjustment.

Special Door Maintenance Instructions:

- Tilt & Turn Single Doors: Maintain as a window, but lubricate the bottom hinge more frequently due to increased weight.
- French Doors: Maintain the Secondary (Passive) Sash. Apply oil to the top and bottom shootbolt tongues to ensure smooth locking and release.

Important Hardware Instructions:

- Oil Type: Do not use cooking oil or thick oils that attract dust. Use only White Lithium Grease or light mechanical oil.
- Adjustment: Hardware is adjustable. If the sash rubs against the frame or floor, professional adjustment is recommended. If you are not experienced with European Tilt & Turn systems, contact a qualified technician.

 Intended for homeowners and end users

Drainage and Condensation Control

Section 5: Drainage System

Windows include an internal drainage system (weep holes) to channel rainwater outside.

Maintenance Procedure:

- Open the sash and locate the drainage slots in the bottom sill track.
- Remove dust, debris, or insects.
- Drainage Test: Pour a small amount of water into the sill track and confirm proper exterior drainage.
- If blocked, gently clear using a flexible plastic rod. Do not use sharp metal tools.

Section 6: Condensation Control

Modern windows are highly airtight. Indoor humidity from daily activities may cause condensation on the interior glass surface during cold weather.

- This is not a product defect and indicates proper sealing.
- Solution: Ventilate rooms daily for 10–15 minutes to reduce humidity.

Legal Disclaimer

These maintenance guidelines are an integral part of the warranty terms. The Company is not liable for any damages resulting from misuse, improper installation, use of harsh chemicals, or failure to perform the periodic maintenance described above.

Intended for homeowners and end users

Final Inspection Checklist

It is recommended to inspect windows and doors annually (monthly in coastal areas).

SECTION 1: EXTERIOR INSPECTION

Window / Door Surfaces

- Dirty
- Cracks, scratches, or visible damage

Sealant Joint (Caulk)

- Cracks or voids
- Loss of adhesion

Glass (Glazing)

- Dirty
- Scratched, cracked, or broken

Weatherstripping (Gaskets)

- Missing or loose
- Torn or cracked
- Brittle or non-elastic

Insect Screen

- Dirty
- Torn mesh
- Loose frame

Weep Holes (Drainage)

- Blocked

SECTION 2: INTERIOR INSPECTION

uPVC Surfaces

- Dirty
- Scratches or damage

Glass (Glazing)

- Dirty
- Fogging between panes

Hardware & Handles

- Dirty or damaged
- Rust or discoloration
- Locking issues

Operation

- Difficult movement
- Needs lubrication
- Sash rubbing

Patio & French Doors

- Dirty track
- Roller issues
- Stiff shootbolt
- Lock alignment issues