

Intended for homeowners and end users

Quick FAQ: Care & Maintenance

System: Tilt & Turn (Block Frame)

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

Material: uPVC – Aluminum

Installation Method: Two Options: Strap Anchors OR Direct Through-Frame Fixing

Cleaning & Surface Care

How should I clean the frames and glass?

Use baby shampoo or a mild liquid soap mixed with water. Clean using a soft, lint-free cloth or a very soft brush for corners. For glass, use a standard commercial glass cleaner or a vinegar-and-water solution. Avoid cleaning in direct sunlight to prevent streaking.

What products are strictly prohibited?

Never use Chlorine/Bleach, Paint Thinner, Acetone, or Benzene, as these will permanently damage and discolor the uPVC surface. Avoid abrasive pads (such as steel wool) and sharp tools (razor blades or knives), as they will scratch the glass and profiles.

How do I maintain the window seals (gaskets)?

Wipe the rubber gaskets with a damp cloth twice per year. To maintain flexibility and prevent cracking, apply a small amount of silicone spray once per year.

Operation & Hardware Maintenance

What should I do if the handle feels stiff?

Do not force the handle. Stiff operation usually indicates that the internal gears require lubrication or the sash needs adjustment. Forcing the handle may damage the high-precision hardware.

How often should I lubricate the hardware?

Lubrication should be performed at least once per year. In coastal or high-humidity areas, monthly inspection is recommended. Use acid-free oil (such as light sewing machine oil) or White Lithium Grease only.

Where exactly should I apply the oil?

Open the unit and apply one drop of lubricant to the following points:

- **Locking Cams:** The mushroom-shaped components that move when the handle is turned
- **Hinges:** The pins of the upper and lower hinges
- **Top Stay / Scissor:** The metal joints at the top of the window or door
- **Shootbolts:** On French doors, lubricate the top and bottom bolt tongues of the secondary sash

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Quick FAQ: Safety & Troubleshooting

Safety & Troubleshooting

Are insect screens a safety feature?

No. Insect screens are designed for ventilation only. They are not security devices and will not prevent children or objects from falling out.

Why is there water on the inside of my glass (condensation)?

These windows are extremely airtight. Moisture from cooking, bathing, or breathing may condense on the interior glass surface during colder weather. This is not a defect but evidence of a high-quality seal. Ventilate rooms for 10-15 minutes daily to reduce humidity.

Note: Fog or moisture between the glass panes indicates a sealed unit failure and requires service.

What should I do if water is pooling inside the frame?

Check the weep holes (drainage slots) located in the bottom sill track. Remove dust, debris, or insects using a vacuum cleaner or a flexible plastic rod. Test the drainage by pouring a small cup of water into the track and confirming it exits to the exterior.

Can I adjust the door myself if it rubs against the floor?

European hardware is adjustable via the bottom hinge screw. However, due to the weight of steel-reinforced Tilt & Turn sashes, it is strongly recommended to hire a specialized technician if you lack experience with this type of system.

Warranty Information

Is maintenance optional?

No. Adherence to these care and maintenance procedures is a mandatory condition for warranty validity. Damage resulting from neglect, misuse, or the use of prohibited chemicals is not covered under warranty.

Legal Disclaimer

Analogy for Better Understanding

Maintaining high-performance windows and doors is similar to maintaining a luxury car. While the engine (the hardware system) is engineered to last, it still requires the correct oil and regular cleaning to prevent wear and ensure smooth, reliable operation every time.