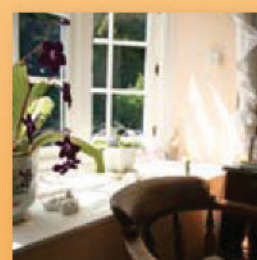
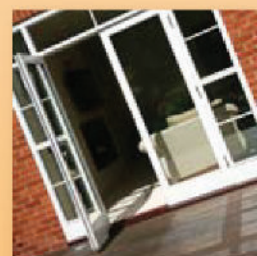
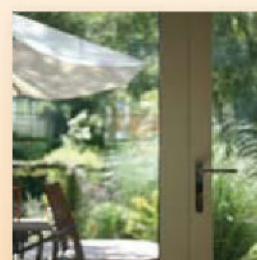
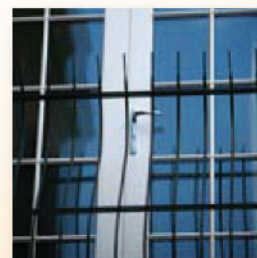


# Boyland Windows

## Operation & Maintenance Guide **Upvc and Aluminium** Products



# CONGRATULATIONS ON YOUR NEW PURCHASE

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Your windows and doors have been manufactured and installed to the highest standards. They will serve you well for many years.

This document sets out the care requirements applicable on our extensive range of windows and doors. It also illustrates how to achieve optimum performance and longevity from our products by demonstrating correct operating procedures and applying effective care and maintenance. We ask that you invest time in familiarising yourself with its contents so that you are best placed to enjoy trouble free performance for many years to come.



# Do's & Don'ts

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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 frames with warm soapy water and wipe dry at least every 4 months
- ✓ Only use cleaning materials which do not impair anti-corrosive properties of the surface coatings
- ✓ Use non abrasive cream cleaner for isolated stubborn stains on white PVCu 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
- ✓ All moving mechanical parts are lubricated including hinges, locks and 'keep plates' will benefit from a small application of light oil or silicone spray at least every 6 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 the frames
- ✗ Use excessive pressure when cleaning frames
- ✗ Use high pressure or steam cleaners
- ✗ Use ANY abrasive papers, such as sandpaper
- ✗ Use excessive loads on the windows or doors - never force it
- ✗ Lean ladders against gutters
- ✗ Paint or try to remove paint
- ✗ Use any unspecified tools
- ✗ Pole clean windows with leadwork or applied bars



# Maintenance & Care Guide

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## Care and Maintenance

### Friction Stays

A friction stay is a type of hinge that controls the opening of the window so that it will stay open at the width you decide to open it to, not closing under its own weight or being too difficult to open and close. The hinge is factory set and may, after continued use, loosen. Should this occur, use a small flat bladed screwdriver to turn the screw on the friction hinge clockwise to increase the amount of friction. The same adjustment should be made to both the bottom and top hinges to the window. Also should the window be stiff in operation turn the screw anticlockwise until the desired result is achieved (see picture A).

### Lubrication

All moving mechanical parts require lubrication; your windows and doors are no different. The hinges, locks and keep plates of windows and doors will benefit from a small application of light oil. We recommend lubrication of these parts at least every 4 months. For lubrication points see arrows in pictures B, C and D.

For illustration purposes only



A - Friction Adjustment Screw

B - Typical Lock Keep

C - Typical Window Lock

D - Typical Hinge

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## Coastal or Industrial Areas

In coastal or industrial environments where there's a possibility of exposure to salt or pollution it is strongly recommended that the frequency of cleaning and maintenance is increased. It is difficult to be prescriptive regarding the increased frequency but it will be relative to the amount of pollution and location of the installation. For example, properties within the immediate vicinity of an industrial site or the coast should be cleaned thoroughly every 2-3 months with the frames being cleaned every time the glass is cleaned. Care should be taken to ensure all salt/industrial deposits are removed from the frames, weather seals as well as hardware; in addition all drainage slots should be cleared. Wipe down the frames and hardware internally and externally and apply a light coating of lubricant to the face and moving parts e.g. '3 in 1' type oil, Vaseline or similar proprietary protection to all hardware surfaces.

A degreaser such as standard WD40 should **NOT** be used as this will 'thin' the grease within the gear mechanism and be detrimental to the operation of the product.



# Maintenance & Care Guide

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With a minimal amount of care and maintenance your windows and doors will stay looking good and performing superbly for many years to come - a valuable, long lasting asset giving continued satisfaction and pride. Our products are easy to use and simplicity itself to care for and maintain.



## Cleaning of PVCu Frames (White)

Under normal circumstances the washing down of the windows and doors with dilute washing up liquid will suffice but occasionally where more stubborn stains build up it may be necessary to use a non-abrasive PVCu liquid cleaner. Apply the cleaner using a dry cloth. Use sparingly in small circular motions then buff back to shine.

## Cleaning of PVCu Frames (Grained/ Laminated Colour Finish)

Use only diluted washing up liquid and water. Do not use any cleaning fluid on wood grain finish windows.

**NB:** Please do not personally attempt repairs to windows, doors or conservatories as this may invalidate the warranty. They are highly engineered products and require specialist parts and experience. We have experienced fitters and service engineers that will be happy to assist with any repair issues that you may experience.

## Cleaning of Aluminium

All surfaces should always be cleaned with mild soapy water and mild non-abrasive window washing solution (on the glass) with a soft cloth or sponge.

Rinse lightly, but thoroughly with clean water.

Dry with a soft cloth to remove all moisture from glass, gaskets, sealant and frames to avoid any deterioration.

# Maintenance & Care Guide

## Casement Windows

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

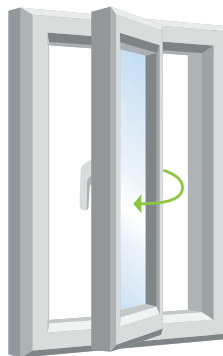


### Fire Escape

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

### Easy-clean

The easy-clean position allows you to clean the window from the inside if the window is inaccessible from the outside, e.g. above a conservatory.



- Turn the handle 90° to release and push the window open. Some handles may have key locks or push buttons which must first be released.
- The friction stay hinge may limit the opening if incorporating a restrictor. Push the button to release the restrictor to allow the window to open fully. Never leave open windows unattended where vulnerable people or children use the building.



## All Casement Windows

### Night Vent Facility

- Open the window as before but only by approximately 20mm so slightly ajar.
- Turn the handle back to the closed position taking care not to force it and you will feel the lock re-engage into the keeps. If the window has a key it can then be locked in this position.

# Maintenance & Care Guide

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## Vertical Slider Sash Window

### Opening from closed

- First release the sash lock(s) on the central meeting rail.
- Pull up the bottom sash or pull down the top sash using the handles.



### Tilting inwards for cleaning

- Ensure the sash lock(s) is (are) released.
- Pull up the bottom sash approximately 50mm to clear the sill.
- Release the childproof spring latches in the top rail of the sash and carefully tilt inwards until the weight of the sash is supported by the restrictor arms.
- For the top sash, follow a similar procedure - pulling it down 300mm, releasing the spring latches and carefully tilting inwards.
- When closing from the tilt position, reverse the procedure starting with the top sash - ensuring that the spring latches fully engage in the side of the window.
- The tilting inwards of the sashes should be used only for cleaning purposes.

# Maintenance & Care Guide

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## Tilt and Turn Window

Always keep the window in the closed position when moving the handle and never pull on the window whilst turning the handle.

### Opening from closed to tilt position and closing

- Turn the handle 90° from vertical to horizontal.
- For the tilt position, pull on the handle and the window will tilt inwards for ventilation.
- To close push the window forward and turn the handle back 90° from horizontal to vertical.



### Opening from closed to turn position and closing

- Close the window and turn the handle a further 90°. Moving it through 180° to the upward vertical position.
- Pull on the handle and the window will open inwards.
- To close, push the window forward and turn the handle 180° to the vertical position.



# Maintenance & Care Guide

## Top Swing Fully Reversible Window

Always keep the window in the closed position when moving the handle and never pull on the window whilst turning the handle.

### Opening from the closed position

- Turn the handle 90° from horizontal to vertical and push the window forward, it will click into a restricted open position of approximately 100mm. Some handles may have key locks which must first be released.
- Press the restrictor, located on the centre hinge to disengage, the window can now be fully opened.



### Cleaning

- The window can also be fully reversed for cleaning. Once in the fully reversed position the restrictors will engage one again.
- When in the fully open position, if the pivot windows are too loose friction adjustment can be made by tightening the grommet located on the top of each hinge with an Allen key.
- To reverse the window back to its normal position, disengage the restrictor, located on the centre hinge and turn the sash back in the opposite direction. The restrictor may re-engage in the restricted position of approximately 100mm open. Release the restrictor again, pull the window back to the closed position and turn the handle through 90° from vertical to horizontal.



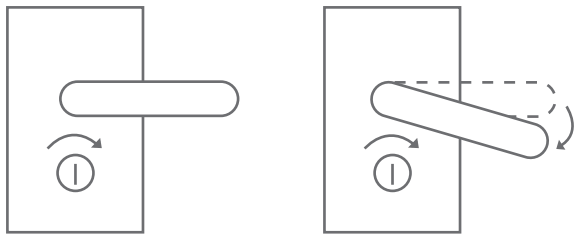
# Maintenance & Care Guide

## Entrance Doors / composite with Lever Handles

These instructions are relevant for doors that open-inwards or outwards usually as entrance doors. These guidelines are primarily for when a lever handle is fitted on both sides of the door.

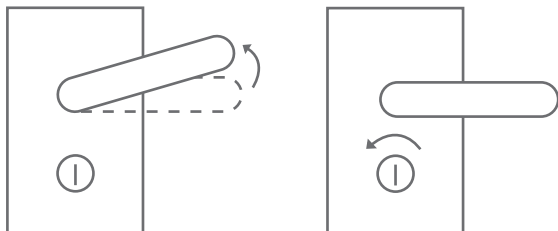
### Unlocking and Opening

- Insert the key and turn it to unlock.
- Push the handle down and hold to disengage the locking components and open the door.



### Closing and Locking

- Push or pull the door closed so that it clicks shut.
- Lift the handle up to engage the locking components.
- Insert the key, turn it to lock and then remove.



# Maintenance & Care Guide

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## Composite Slam Lock with Pull Bar/Knob

These instructions are relevant to the Slam Lock only when combined with an escutcheon and a pull handle if required.

### To Unlock

Insert the key and turn towards the hinge, this will first retract the deadbolt, then turn the key all the way back to retract the latch and the top and bottom bolts, push the door and you will now be able to enter the property.

### To Lock

When you slam the door (with a small amount of force) the top and bottom bolts will fire and lock into the keeps, the latch will also engage into the latch plate. At this point the door is locked and access from the outside can only be gained with the key. For added security the deadbolt can be used by inserting the key and turning away from the hinge, until you hear the deadbolt lock into position.

Do not turn the key whilst opening or closing the door. Use the central part of the handle to pull the door so the top and bottom of the door moves equally.





# Maintenance & Care Guide

## French Doors (single handle)

Our single handle French doors have a high security multipoint locking system. The master door can be opened from either side by unlocking the door then depressing the handle. To close simply push or pull the door as applicable, and pull the handle upwards to engage the multi-lock points, then turn the key. When the door is locked you should not be able to push the handle down.

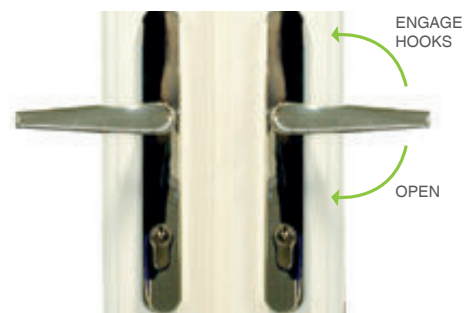
To open the slave door the master door must be opened first. Pull down the thumb lock located at the top of the slave door. Push up the thumb lock located at the bottom of the slave door and pull the door open.



**PLEASE NOTE:** Ensure you return the thumb locks back to their original position.

## French Doors (double handle)

The door can be opened from either side by unlocking the door then depressing the handle. To close simply push or pull the door as applicable, and pull the handle upwards to engage the multi-point locks, then turn the key. When the door is locked you should not be able to push the handle down. To open or close both doors repeat the above actions.



**NB:** Your door is not sealed unless the handle is lifted to engage the lock which should be done at all times.



# Maintenance & Care Guide

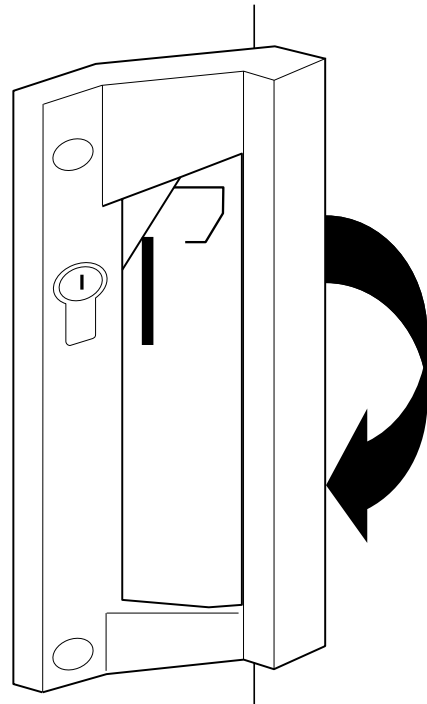
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## Sliding patio doors

These instructions are relevant whether the sliding pane is internal or external.

### Unlocking and Opening

- Insert the key and turn it to unlock.
- The door is opened by operating the actuating lever to release the locking mechanism. By pulling the handle the door will slide sideways. Be careful not to slide the door too fast wide open on to its stop as this may cause the opening door to bounce and cause damage to its runners.



### Closing and Locking

- To close the door, reverse the process. Push the door gently into the closed position and throw the actuating lever to engage the locking mechanism.
- Insert and turn the key to lock.
- As with opening, do not push the door too fast when closing as this will cause it to bounce on the lock plate and the locking points won't engage. Steady but firm motion.

# Maintenance & Care Guide

## Bi-Fold Doors

These instructions are relevant for doors that open-inwards or outwards.

### Unlocking and Opening

- Insert the key and turn it to unlock.
- Turn the handle gently as far as it will go and pull/push the door away from the frame and fold it back onto the magnet on the adjacent panel.
- Push in pull out handle to disengage other door locks. Push the doors away from yourself until they fold flat against each other.

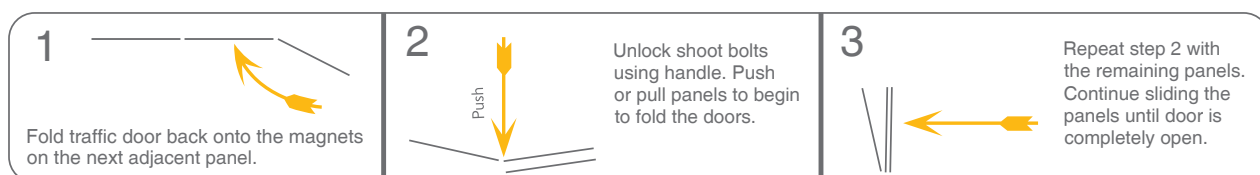


### Closing and Locking

- Close the doors by pushing them simultaneously away from the open position starting on the hinged side, do not pull or drag the first door by its handle as this can restrict the operation of the runners and in worst cases cause it to jamb.
- Lock off each door individually starting from the hinge side.
- Finally turn the handle on the master door and insert and turn the key to lock.

## Opening Operation

**When closing:** First close and lock all intermediate panels. Close the traffic door last. Never use the traffic door or lever handle to drag the bi-fold closed.



# Maintenance & Care Guide

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## Glass Information

### External condensation

Due to recent innovations in the efficiency of double and triple glazing, along with updated requirements of building regulations and the lowering of carbon emissions, certain weather conditions may allow the formation of external condensation on energy efficient windows and doors. This is a natural phenomenon and a clear indication that the window or door is preventing heat loss from your house.

### Condensation (Inside the sealed unit)

This is between the two panes of the sealed unit and unlike the example above, you would be unable to wipe it off with a cloth as you do not have access to the surface where the condensation has formed. This means the unit has failed. In the unlikely event contact the office.

### Internal Condensation

Your new window installation is airtight and has a superior thermal performance. Unlike your original windows, this will stop air from escaping and therefore Condensation can occur on your new double glazed windows. Most often in rooms or adjacent to rooms with high moisture, i.e., kitchens, utilities and bathrooms, or where moist air is trapped between heavy curtains. As an example, 2 sleeping adults produce 1 litre of moisture. Condensation forms on double-glazed units, when the outside temperature is much lower than the internal temperature and the internal air is carrying water vapour, the reaction causes it to condense causing condensation.

It is important to remove moisture by ventilating rooms. One way to do this is to open the windows slightly or use the trickle vent if fitted. By opening windows or ventilating your home it may appear that

you are losing some heat, but what you are actually doing is allowing warm moisture laden air to escape and permitting cool dry air to enter your home. Dry cool air is actually cheaper to heat than warm moist air. This will reduce the moisture in your home, allowing it to breathe, reducing condensation and mould.

### Visual quality of sealed glass units

Because of the nature of the glass production process, perfect optical quality and surfaces free of any marks cannot be guaranteed. Some blemishes are to be expected.

The following extracts are based upon recognised European and industry standards. This is supported by the Glass & Glazing Federation document "Visual quality of double glazing - after installation" which forms our basic standard of supply.

Viewing sealed units for scratches on the outer faces of the panes must be carried out as early as reasonably practicable following installation.

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### How to check

- Stand no less than 2 metres away from the panes.
- Look through the glass, not at it
- Check in natural light, not direct sunlight
- No moisture on the glass surface
- Exclude from the check the 50mm wide band around the edge of the glass.

### What to expect when viewed as described

The sealed unit is acceptable if the following are neither obtrusive nor bunched:

- Bubbles or blisters
- Hairlines or blobs
- Fine scratches not more than 25mm long
- Minute particles



# Maintenance & Care Guide

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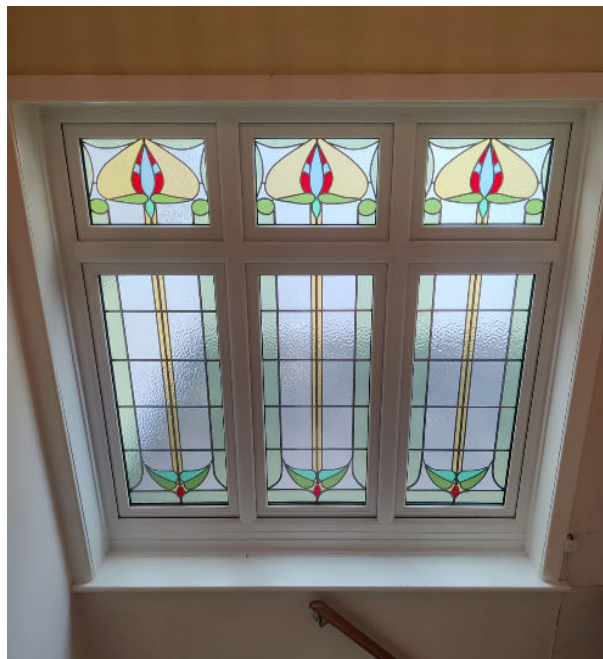
## Lead Work

Your new PVCu windows may incorporate leaded designs.

However, as with any new lead work, when exposed to rain it will start an oxidation process which appears as white or mottled staining on the lead.

This process can take a few months to complete but when it has the lead will be dark Grey in colour and no longer stain.

Take care when washing lead units . Do not use pole cleaning systems. This also applies to windows with applied bars.



## Composite Doors

**Cleaning of PVCu (grained/laminated colour finish) and composite doors**

Only use diluted washing up liquid and water. Do **NOT** use any cleaning fluid on wood grain finish doors.

**NB:** Please do not personally attempt repairs on your door as this may invalidate the warranty. They are highly engineered products and require specialist parts and experience. We have experienced fitters and service engineers that will be happy to assist with any repair issues that you may experience.





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