

so you think all **window companies** are the same... **think again!**

sternfenster
windowssystems

Windows & Doors
Operation & Maintenance pack



This document sets out the performance, accreditations and warranties applicable to 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 by 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 years to come.

Congratulations on your new purchase

Your home is now fitted with new windows and doors which will serve you well for many years and provide you with technical advancements that you will appreciate and value.

Product & Service Guarantees

As you would expect with quality products and services the windows and doors supplied and installed by us are covered by comprehensive product and service guarantees. It is important that you follow the guidance laid out herein to ensure guarantees are maintained. Should you require further information regarding your guarantees, please contact our office.





BS7412/PAS24

Specification for enhanced security performance of windows and doors for domestic applications 70mm profile system.



BS7412

Specification for white uPVC extruded hollow profiles with heat welded corner joints for plastic windows 70mm profile system.



BS EN 12150 KM77653

Specification for tolerance, flatness, fragmentation and physical characteristics of toughened safety glass for use in buildings.



BS EN 1279-2 & 3 KM27305

Specification for moisture penetration and long term test methods for insulating glass units.

Testing & Accreditations

Rigorous quality control systems coupled with quality profiles, glass and hardware have resulted in our products attaining the following industry accreditations. With these qualifications in place we are sure that your new windows, doors and conservatories will give you many years of trouble free service.



Peace of mind

Peace of mind with all products certified to the latest European CE markings with the windows simulated and achieving window energy ratings (WERS) from A to E and 'U' values to meet the current building regulations ranging from 2.0 W/m²K to 0.8 W/m²K.



Quality Assured

1 year guarantee for the mechanical operation of the window and door hardware against defective materials and workmanship.

5 year guarantee for defective sealed units as a result of seal failure.

10 year comprehensive product guarantee covering the PVC profile and panels against cracking, flaking and discolouration.

25 year maximum guarantee on the paint finish on aluminium frames, except in hazardous environments e.g. coastal locations. Please contact us for further details.

Specialist items such as sprayed frames and painted panels carry specific guarantees. For more information please refer to your contract or ask us for more details.



Members of the
Glass and
Glazing
Federation



Members of the
Fenestration Self
Assessment
Scheme



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Safe & Secure

Our PVC window and door range is internally beaded (except where specifically requested or specified), this means the glass is installed and beaded from the inside for additional security. Our window and door range carries all the accreditations you demand including CE and BSI.

Safety Advice

Always engage multi locking points on doors when leaving the house. Never leave a key on the inside cylinder if going out, you may not be able to regain entry. If your windows come with a facility to lock them whilst slightly ajar, always fully close and engage the multipoint locks if you leave the house. And remember, when going away, to cancel newspapers, cancel milk if you have it delivered, fit intermittent switches to lights. Inform neighbours and the local neighbourhood watch of your absence.



Do's & Don'ts

The following section indicates simple best practice do's and don'ts to ensure continual optimum performance of your windows and doors. We recommend that you keep a maintenance log detailing when you carry out the various steps below.

Do's

- ✓ Wash down the profiles with warm soapy water and wipe dry, including the areas not visible with doors and windows closed. We recommend twice a year.
- ✓ Clean the glass regularly with a good quality liquid spray glass cleaner.
- ✓ Only use cleaning materials which do not impair anti-corrosion properties of the surface coatings.
- ✓ Use 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.
- ✓ Ensure all moving parts, components and tracks are kept clear of dust and debris in order to reduce the wear on sliding parts. We recommend you check at least once every 6 months.
- ✓ Annually check all hardware on fire escapes for wear and tear.
- ✓ Ensure that all moving mechanical parts are lubricated - hinges, locks and keep plates will benefit from a small application of light machine oil, such as 3 in 1, at least every 6 months.
- ✓ Remove any bird excrement from the surface within a 12 hour period.
- ✓ Ensure that you always engage the top and bottom locking points on doors by pulling the handle up every time to protect your door from natural thermal distortion.
- ✓ Remember to remove any keys from the locks on bifold doors prior to opening the sashes. Failure to do so will result in damage to the profile and key.

Do not

- ✗ Use any type of bleach, solvent (e.g. white spirit, methylated spirits, nail varnish remover) or adhesives.
- ✗ Use abrasives or brass cleaner on furniture: handles, door knockers, letter plates.
- ✗ Use glass cleaner on the uPVC or aluminium profiles.
- ✗ Use abrasive paste or cream cleaners on any coloured or grained uPVC profile.
- ✗ Use excessive pressure when cleaning your frames.
- ✗ Use high pressure or steam cleaners.
- ✗ Use any abrasive papers, such as sandpaper.
- ✗ Use excessive pressure when operating the windows and doors.
- ✗ Operate windows and doors if they are binding or catching, report this immediately.
- ✗ Paint or try to remove paint.
- ✗ Use any unspecified tools.
- ✗ Do not use the Pendulum handles to pull the bifold doors, use the D handles only.

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Care & Maintenance

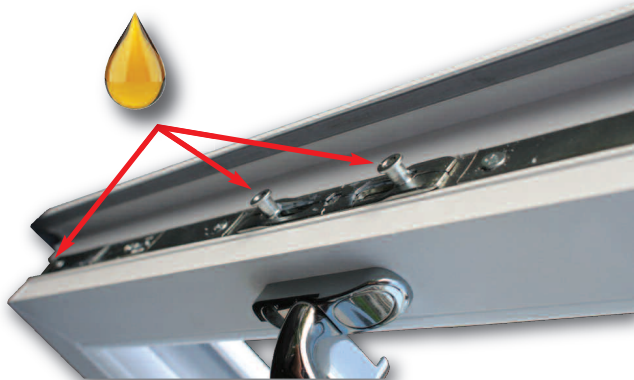
With a minimal amount of care and maintenance your windows and doors will stay looking good and performing superbly for many years to come – a valuable, long lasting asset giving continued satisfaction and pride. Our products are easy to use and simplicity itself to care for and maintain.



Door Hinge



Window Keep



Lubrication of window locks and moving parts

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 6 months. It is also vital to ensure any tracks/hardware are cleaned regularly using a soft brush or vacuum cleaner to remove any debris which may affect the operation of doors and windows.

Adjustment of 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. This hinge is factory set and may after continued use become loose. Should this occur using a small flat bladed screwdriver turn the brass screw on the friction hinge clockwise to increase the amount of friction. The same adjustment should be made to both hinges either side of the window. Also should the window be stiff in operation turn the screw anti-clockwise until the desired result is achieved on both hinges.

Condensation

In certain circumstances if the surface of your frames is cold enough and there is enough moisture in the air then condensation can occur. This does not mean that your frames are faulty.

Due to advances in glazing technology it is also possible to experience condensation on the outside surface of the glass, this is due to the units preventing heat escaping, reducing the temperature of the external pane of glass which in certain atmospheric conditions will result in condensation. As the external temperature rises the condensation will evaporate, please contact us for further details.

Leaded units

The natural lead we use will remain shiny on the inside of the units but any exposed lead will oxidize until it acquires a naturally protective film. This film consists of a layer of insoluble lead salts which may vary in colour and on occasion a non-adherent white deposit may form. This can be removed from time to time until the natural film has formed using a mild detergent, wire wool or pan cleaner, although care should be taken in order to avoid scratching the glass.

Cleaning Frames & Glass

White uPVC and Composite doors

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

Grained, Colour 360™, colour painted uPVC and Aluminium frames

Use only diluted washing up liquid and warm water. Do not use any cleaning fluid on Grained, Colour 360, colour painted uPVC and Aluminium frames.

Sealed units

Glass can be cleaned with any proprietary brand of domestic glass cleaner or warm water, the only exception to this is self/easy cleaning glass which should not be cleaned with anything other than warm soapy water.

General information

We recommend you clean both the inside and outside of the frames, including hardware at least once every 6 months. Aluminium in hazardous environments should be cleaned inside and out every 3 months. Do not use metal or abrasive cleaners, ammonia based cleaning fluids, high pressure or steam cleaners on the frames or hardware otherwise you will invalidate any guarantees. Please contact us for full and detailed cleaning instructions for aluminium products.

NB. Please do not personally attempt repairs to windows or doors 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 you may experience.

We promote the Glass and Glazing Federation visual quality standards for glass, units should be viewed at right angles, looking through the glass not at it and no closer than 3m for toughened, coated or laminated glass (2m for float glass), the area to be viewed is the normal vision area, excluding the 50mm wide band around the perimeter of the unit. Units shall be deemed acceptable providing that fine scratches are less than 25mm, not bunched or obtrusive. We can provide more details if required.



Easy-Clean

An additional feature is the easy-clean position which allows you to clean the window from the inside.



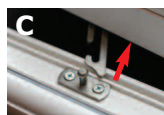
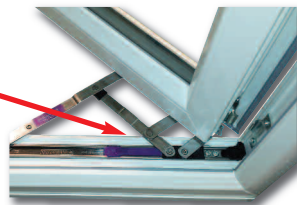
Fire Escape

If your windows are fitted with fire escape hinges simply open the window fully to 90 degrees in order to escape (egress) the room.

Casement Windows

Our casement window handles have a push button and key lock. To open push the button or key and turn the handle. To close turn the handle again, if the handle is lockable turn the key. We recommend that you do not leave your keys in the locks.

Partially open the window, find the button on the hinges and push down and slide them towards the handle (top then bottom hinge), then simply push the window open. Fully closing and then fully opening the window will reset it to the normal fire escape position.



Window Restrictor

If restrictors are fitted they will engage every time you open the window and prevent it opening all the way. To disengage the window needs to be in the open position, simply pull the window slightly towards you until the gate of the latch is level with the catch that is fixed to the frame, image A, then simply push the latch away from the catch and push the window open, images B and C. The restrictor will reengage as soon as you close the window.



French Fire Escape Windows

Allows both windows to open to allow simple emergency egress.



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.



A



A



B



C

- A** The tilt and turn window in the closed position, the handle is locked and the key is removed.
- B** Key inserted and turned to first position allows the window to open for ventilation. With key removed safety and security are maintained preventing full opening.
- C** Key re-inserted to unlock to second position, allowing full turn of handle for cleaning or fire escape.

PLEASE NOTE:

Ensure that you always engage the top and bottom locking points on doors by pulling the handle up every time to protect your door from natural thermal distortion, this is especially important on composite doors, grained and Colour 360™ products.

Without fully engaging the locks the door will not be secure, weather tight and will be susceptible to thermal distortion.



Doors

Our doors come in a variety of styles and operations. Take time to be fully conversant with the operating features and security benefits.

French Doors

French doors will either have handle operated multipoint shoot bolts on both doors or multipoint locking on the main door and finger operated shootbolts on the slave. 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 multipoint locks, 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. When the doors are locked you should not be able to push the handle down.

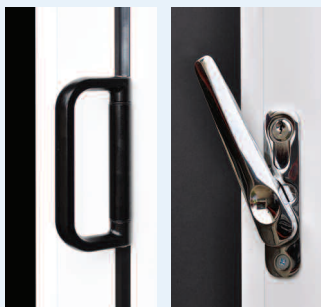
Up, to engage lock



Down, to open

Entrance Doors

All our Entrance doors have a handle operated multipoint shoot bolt. The door can be opened from either side by unlocking the door then pushing down on the handle. To close simply push or pull the door as applicable, and pull the handle upwards to engage the multipoint locks, then turn the key. When the door is locked you should not be able to push the handle down.



**"D"
Handle**

**Pendulum
Handle**



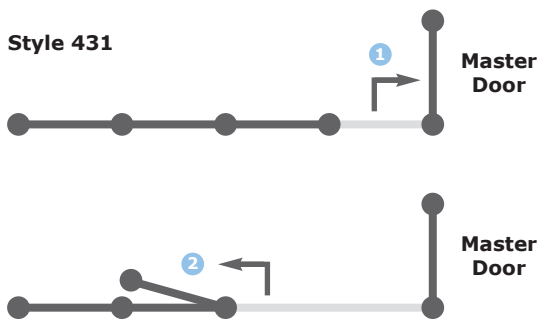
**Magnetic
Clip**

**Main
Handle**

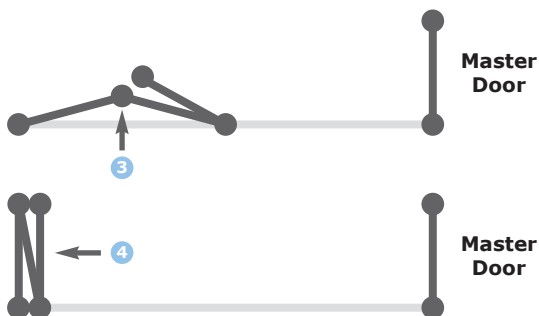
Bi-fold Doors

Please follow these instructions to open and close your doors, these instructions will vary slightly depending on the configuration of the doors as not all doors have a master handle. Always remove the keys prior to opening the doors fully and always use the "D" handles rather than the pendulum handles to move the doors.

Unlock the master door, pull down on the main handle to disengage the locks and open the lead door. On the next sash turn the pendulum handle through 90° to disengage the top and bottom shoot-bolts, push the door through 180° and secure it to the next door.



Repeat for the next sash, using the D handle to push the doors forward to start the folding motion. Fold all the doors so that they are sitting flush at either end of the track.



To close the doors simple repeat the above in reverse order.



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