



Operation & maintenance information
for windows, doors and conservatories

HERONHURST

Since 1982

Window & Door Studio



Congratulations on your new purchase

Your home is fitted with windows, doors or a conservatory manufactured from industry leading Duraflex profiles which will serve you well for many years and provide you with technical advancements that you will appreciate and value.



This document sets out the performance, accreditations and warranties applicable on our extensive range of PVCu windows, doors and conservatories.

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.



The rigorous quality control systems we have in place coupled with quality profiles, glass and hardware have resulted in the Duraflex 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.



“We also insist that every product is subjected to the most comprehensive and exacting range of in-house and independent tests available. The following accreditations apply to Duraflex”.

Assessment report Numbers 1576 and 2662. The Duraflex Diamond suite 65mm & 70mm Tilt & Turn, Casement windows and Residential doors.



BSI registered. Quality Management System. BSENISO 9001:2000.



Certificate No 04/4902. Duraframe Cavity Closer.



BSI registered. Environmental Management System BSENISO 14001:2004.



Specification for white PVC-U extruded hollow profiles with heat welded corner joints for plastic windows. Duraflex 70mm Daimond Suite window system.



BS 12608
KM 12894

Secured by Design - Police Initiative Official Secured by Design license holder.



Specification for enhanced security performance of windows for domestic applications. Duraflex 70mm casement and tilt & turn.



BS 7950
KM 1335205

(BPF) British Plastics Federation provides codes of practice, guidelines & recommendations for windows, doors & conservatories.



Specification for enhanced security performance of domestic residential doorsets.



PAS 23/24
KM 79759

Windows simulated and achieve range of window energy rating (wers) from A to E. Duraflex Diamond system also achieves 'U' values from 2.0 W/m²k to a value of 1.3 W/m²k.



The following section indicates simple best practice 'do's & don'ts' to ensure continual optimum performance of your windows and doors.

Do

- ✓ Clean the glass regularly with a good quality liquid spray glass cleaner.
- ✓ Frequently wash down the PVCu profiles with warm soapy water and wipe dry.
- ✓ Only use cleaning materials which do not impair anti-corrosion properties of the surface coatings.
- ✓ Use cream cleaner for isolated stubborn stain 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.
- ✓ Check all fire escapes' hardware annually for wear and tear and a consistent fit.
- ✓ Ensure that all conservatory gutters and their outlets are kept clear of leaves and debris to ensure unobstructed flow.
- ✓ All moving mechanical parts are lubricated - hinges, locks and keep plates will benefit from a small application of light oil at least once a year.
- ✓ Replace damaged or worn parts with original Duraflex parts.

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 PVCu profile.
- ✗ Use a ladder when cleaning your conservatory roof, always use a crawler board to evenly distribute your weight.
- ✗ Use abrasive paste or cream cleaners on any PVCu profile.
- ✗ Use excessive pressure when cleaning PVCu.
- ✗ Use high pressure or steam cleaners.
- ✗ Use any abrasive papers, such as sandpaper.
- ✗ Use excessive loads on the windows and doors.
- ✗ Lean ladders against conservatory guttering.
- ✗ Paint or try to remove paint
- ✗ Use any unspecified tools.

Safe and secure

Secured by Design



Official Police Security Initiative

Our 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.

Windows glazed externally 'can' be a burglars dream. In this instance if security tape has been fitted, check for possible atmospheric deterioration and if replacing glass take care not to damage the frame where glass clips have been fitted.

Our window and door range carries all accreditations you demand including BBA and BSI, and when our windows are combined with laminated glass and upgraded enhanced locking systems they are Secured by Design.



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. 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.





A - Friction Adjustment Screw C - Typical Window Lock
B - Typical Lock Keep D - Typical Hinge

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 become loose. Should this occur using a small flat bladed screwdriver 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 anti-clockwise until the desired result is achieved.

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 lubrications of these parts at least once a year.

With a minimal amount of care and maintenance your Duraflex 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 Colour)

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.

Conservatory Maintenance

For general cleaning and maintenance, you should follow the instructions already outlined for

glass and frame cleaning. There are however, some additional points to bear in mind with your new conservatory.

Your conservatory roof may be made from high quality polycarbonate or glass. Whilst this material is strong and durable and able to stand up to the worst of British weather, you should never walk on any conservatory roof, always use crawl boards to spread the load. You should also never lean ladders against the PVCu frames, glass or gutters as this may cause damage.

To clean the roof panels, simply use mild soapy water and a cloth and sponge every four months or so to remove the build up of grime and atmospheric deposits.

The gutters and boxgutters may be different to those on the rest of your home and you may occasionally notice standing water in the system. This is perfectly normal and nothing to be concerned about. However, it is important to ensure that all gutters and their outlets are kept clear of leave sand debris to maintain efficient operation.



Relax - safe in the knowledge you have Duraflex products fitted

Our casement windows have a push button catch or 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.



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, ie above the conservatory.



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
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.



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

Standard French Doors (single handed)

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. Pull 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 positions when the slave door is open.

Bi-Fold Doors

Our bi-fold doors are available in a multitude of opening configurations. They can include single and double door opening configurations, and as such gearing should be operating in the same manner as the entrance or french door.

To open the remaining sashes, turn the centre lever upwards to 90° to disengage locks and push sashes open. Every 2 sashes will have a centre handle, always ensure sash is fully closed against each other and top catch engaged to prevent sashes closing on their own.

To close, simply pull sashes from each other and close one at a time starting from the end where the sash is hinged to the outerframe next to the structure of the property.



Entrance Doors

Our doors have a high security multi-point locking system. The door can be opened from either side by unlocking the cylinder key then pushing down 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.



Sliding Doors

Our in-line sliding doors can be opened from either side by unlocking the door then by flipping up the small lever which releases the catches between the door and outer frame. Then simply slide the door open or reverse the action to close.

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.



HERONHURST

Since 1982

Window & Door Studio



BS 12608
KM 12894



BS 7950
KM 1335205



PAS 23/24
KM 79759



HERONHURST

Since 1982

Window & Door Studio

18 Mill Street Industrial Estate, Abergavenny NP7 5HE

Telephone **01873 858428**

Email sales@heronhurst.co.uk

www.heronhurst.co.uk