



Create Your
**Perfect
Home**

Operation & Maintenance Guide

HERONHURST
Windows & Doors
PVCu • COMPOSITE • TIMBER • ALUMINIUM

for windows, doors
and conservatories

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 will become indispensable.

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.



Testing and Accreditations

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

Assessment report Numbers 1576 and 2662. The Duraflex Diamond suite 65mm & 70mm Tilt & Turn, Casement windows and Residential doors. Certificate No 04/4902. Duraframe Cavity Closer.



Specification for white PVCu extruded hollow profiles with heat welded corner joints for plastic windows & doors. Duraflex 70mm Diamond Suite window & door systems.



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



Specification for general and enhanced security performance of domestic residential doorsets.



BSI Registered. Quality Management System. BSENISO 9001:2008.



BSI Registered. Environmental Management System BSENISO 14001:2004.



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



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



Windows simulated and achieve range of Window Energy Rating (WERs) from A to C. Duraflex Diamond system also achieves 'U' values down to 0.8 W/m²K.



Do's and Don'ts



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 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.
- ✓ 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 laminated 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.