



## Product Care and Maintenance

PVC-u products i.e Windows and Doors have extremely low maintenance requirements, however, in order to protect your installation and achieve consistent performance it is necessary to fully understand the operation of the various products and the periodic attention necessary. It is recommended that you follow these guidelines for the products which apply to your installation.

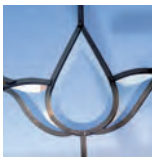
### CLEANING PVC-u FRAMES

The faces of PVC-u window frames should be cleaned regularly with warm water and a mild liquid detergent. Clean with non-abrasive detergents as abrasive detergents may damage the frames. Internal surfaces of white PVC-u may suffer discolouration if exposed to continued cigarette smoke or cooking fumes. In such instances, you should consult with your local Ultimate partner. Under no circumstances should you employ any chemical cleaning agents or abrasive substances to restore the original colour, as it is possible to harm either the product or glazing gaskets.



### LEADED LIGHT DOUBLE GLAZED UNITS

As with any new leadwork, when exposed to rain, oxidation occurs which shows as white or mottled staining on the leadwork. When this process is complete the lead will be dark grey in colour and will no longer stain. This process usually takes a few months to complete.



### DRAINAGE

After a heavy shower of rain, you may find some water laying in the bottom of your door or window frames. This is a normal occurrence and will drain away through the drainage holes in the base or evaporate.

### GOLD ANODISED HANDLES, LETTERBOXES, CHROME & BRASS HARDWARE

These must be cleaned with a dry soft cloth only. Abrasive liquid or powder cleaners must not be used. This is of particular importance where solid brass hardware is used. (Solid brass hardware will tarnish).



### CONDENSATION

Unfortunately, condensation is a fact of life and wherever there is moisture in the atmosphere and substantially differing temperatures on either side of the glass surface, degrees of condensation will occur. The effect will be directly proportional not only to this temperature variation, but also to the amount of water vapour present.

You can generally expect windows in kitchens, bathrooms and bedrooms to be most affected. Double glazing will no doubt, in most cases, reduce condensation but it cannot be claimed to cure the problem. However, one certainty is that double glazing will not cause condensation provided the air is allowed to circulate within your property.



## CASEMENT WINDOWS

### PUSH BUTTON LOCKING HANDLES

Key locking handles must not be forced open without the key release, otherwise permanent damage will occur. To open window turn key to unlock, push button in, turn handle and push to open. To close, pull window shut, turn handle down, and turn key to lock.



### SHOOT BOLT LOCKING

It must be clearly understood that windows fitted with shootbolt locking systems which have a secondary locking position for ventilation are not secure in this position even with the handle locked. Windows must be fully closed and locked for maximum security.



### FRICTION HINGE MAINTENANCE

To maintain optimum performance of friction hinges, it is recommended that:

- The hinges, particularly the pivots, sliding shoe and track should be kept free from dirt and debris at all times.
- The hinges should be regularly cleaned with a silicon spray and the tightness of fixing screws checked.



## ADJUSTMENT

Should the operation of the opening vent appear 'slack' the situation can be remedied by simply adjusting the pressure of the friction hinges. To achieve this, arrange the vent in the fully open position and locate the small brass screw head housed in the side of the hinge fixed to the main window frame. Turn the screw in a clockwise direction to increase the friction pressure. Both hinges should be adjusted to the same extent in order to maintain the equalised tension.



## OPTIONAL EASY CLEAN / FIRE ESCAPE HINGES

Ultimate side opening windows (min width 500mm) can be fitted with fire escape hinges. The opening sash will firstly open to almost 90° for fire escape (applies where actual opening is minimum 450mm wide). From this position the sash can be slid toward the centre for easy clean access. The window can be realigned by simply closing the side opener.



## TILT & TURN WINDOWS

When the handle is turned horizontally the opener will tilt inwards. When the handle is turned completely upwards, the opener will open in. Clean and lubricate parts as previously described. NOTE:- The opener is not deemed secure when left in the tilt position.



## RESIDENTIAL/FRENCH DOORS

After washing as instructed, ensure that all accumulated dirt and deposits are flushed out from the various drainage slots situated in the sill of the outer frame. Lubrication of the lock should be achieved with a silicon spray designed for the purpose. This is particularly important where the lock mechanism is exposed to attack from either salt or other chemicals in the local atmosphere. Hinges should be inspected and lubricated from time to time. Make sure to wipe off any surplus in all instances.

## MULTI-POINT DOOR LOCK

### LOCKING THE DOOR

Lift the handle lever in an upwards direction to throw ALL security bolts, this will engage all bolts into the relevant keep. To deadlock the Multi-point lock turn the key one full turn towards lock; this will secure all the bolts. In this condition the handle cannot be pushed down.



### UNLOCKING THE DOOR

Turn the key one full turn away from lock. This will disengage the deadlocking security. In order to retract the security bolts, push the handle lever in a downwards direction, the door is free to open.

On front doors with pad handles an extra turn of the key towards the lock is required to release the latch and open the door.



## FRENCH DOORS

To unlock the leading door follow instructions as per Residential Doors. To unlock the slave door pull internal handle downwards to release top and bottom bolts.

To lock doors, close slave door first, pull handle upwards to engage top and bottom bolts, then close leading door and lock as per Residential Doors. The external handle of the slave door is for aesthetic purposes only and remains in a fixed position.

## PATIO DOORS (IN-LINE SLIDING)

The life of the lock cylinder and mechanism can be lengthened by regular lubrication with a silicon spray specifically designed for the purpose. Under no circumstances should the key channel or cylinder core be oiled.



To lock, lower the lever on handle to its fullest extent to engage locks, insert key in cylinder and turn towards the lock until it clicks. Key can then be removed.

To unlock, insert key and turn away from the lock, push black lever up to its fullest extent to disengage locking pins. Door will now slide open.





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