

## CONSERVATORY CARE GUIDE

Congratulations on purchasing a conservatory from Window Wise. You can be assured of a conservatory that has been engineered and constructed to the highest of standards, providing you with stylish, spacious new living space to enjoy throughout the year for many years to come.

In order to enjoy your conservatory and achieve the maximum benefit of your investment it is essential to carry out simple, routine maintenance. This guide provides you with tips on how to care for your new conservatory, but should you have any concerns or doubts then please do not hesitate to contact Window Wise. We will be only too pleased to help.

**GENERAL CLEANING** – The roof and frame sections of your conservatory should ideally be washed down every four to six months with a warm soapy water solution to remove surface grime and atmospheric deposits. A power hose or jet washer can be used with care and discretion to avoid water ingress.

**CLEANING** – PVC-U frames including gaskets and cills should be routinely cleaned every four to six months with warm soapy water (diluted washing up liquid), rinsed with clean water and then dried to maintain pristine profile condition. Any stubborn marks can be removed by using a small amount of PVC-U cleaner (or a cream cleaner) with a dampened cloth, by gently wiping over the affected area. **DO NOT USE ANY CHEMICAL OR ABRASIVE CLEANERS, WHICH COULD SCRATCH AND DAMAGE THE FRAME SURFACE. PVCu CLEANER SHOULD NOT BE USED ON WOODGRAIN FOIL PROFILE.**

**LUBRICATION** – Ideally every four to six months all moving parts should be lightly oiled, using a light lubricating oil, removing any surplus, particularly from any of the PVC-U frame area.

**FRICION STAY OPERATION AND ADJUSTMENT** – Your windows are fitted with 90° stainless steel ‘Cotswold friction Stay’ hinges. Specifically your attention is drawn to the necessity of the correct operation of these hinges. Failure to do so may cause irreparable damage to the hinges and under the circumstances will not be covered under the ten year guarantee. These hinges are designed to be tough and durable, corrosion resistant and at the same time providing increased security, thus providing trouble free hinges with no maintenance required. The 90° opening enables a maximum width opening aperture as necessary to comply with current regulations. In addition, the user-friendly push button operation, easy cleaning facility enables opening casement to slide along the track for easy access from with inside the building. Please ensure that you are conversant with the operation of these hinges by referring to the attached ‘Cotswold Friction Stay’ leaflet.

**DRAINAGE** - The windows and doors are designed with a built in drainage system comprising of a number of holes, slots and drainage channels within profile and the thresholds that allow any water ingress to flow to the outside. To ensure an efficient drainage system it is essential that these holes/slots remain unblocked by periodically removing any build up of dirt. The drainage can be checked by simply flushing through with water.

**WEATHER SEALS** – Weather seals and gaskets are fitted to the windows and doors and it is important that these do not become dislodged during general use or routine cleaning. If, however, this does occur then simply slide and press fit the gaskets/seals back into place in the purpose made frame groove. If the weather seals become broken or damaged and draughts can be felt, then contact Window Wise so that we can arrange for a replacement by our Service Engineer.

**DOORS** – All doors are installed and set up to provide ease of use, security and draft proofing. Working tolerances are allowed for within the locking mechanisms to compensate for inevitable expansion and contraction over the course of time. However, from time to time further minor adjustment may be required as most doors have a tendency to settle and drop over a period of time. You are advised not to attempt any such adjustment, but to contact Window Wise to arrange a visit by our Service Engineer who will be only to pleased to make any adjustments that may be necessary. If a door becomes difficult to operate, do not use force! Should you have a patio door or bi-folding concertina door, please ensure that the track is kept clean and clear of any debris. Ensure that the drainage holes are kept clear. **DO NOT USE GREASE OR OIL ON THE ROLLERS OR ON THE TRACK.** Lubrication of handles, locks and hinges is recommended by using either WD40 or a light machine oil lubricant.

**GLASS** – All glass units should be cleaned in the usual way by using a purpose made, household glass cleaner spray and an appropriate soft cloth – nothing abrasive as this will scratch the surface of the glass, in particular toughened safety glass.

**GUTTERS, VALLEYS AND BOX GUTTERS** – Specifically your attention is drawn to the fact that it is particularly important that the gutters are cleaned regularly. In accordance with BS367:1983 Code of Practice for Drainage of Roofs, you will notice a certain amount of standing water within the guttering due to the fact that the guttering can only be fitted level on a conservatory construction. Box gutters and valleys can accumulate a build up of general debris and leaves particularly during the autumn months. It is essential that these are kept clean and maintained to ensure the correct functioning of these components.

**ROOF CLEANING** – Ideally the conservatory roof should be cleaned with warm soapy water at least three or four times every year. A power hose or jet washer will tend to make the job a little easier. **DO NOT WALK OR CLIMB DIRECTLY ONTO THE CONSERVATORY ROOF. CRAWL BOARDS CAN BE USED TO SPAN ANY WEIGHT ACROSS THE ROOF GLAZING BARS. DO NOT PUT ANY WEIGHT DIRECTLY ONTO THE GLASS SEALED UNITS.**



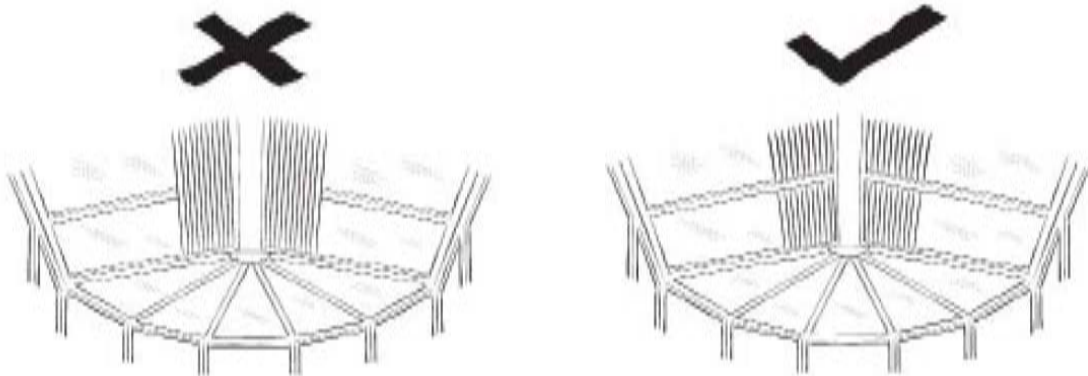
DO NOT WALK ON  
CONSERVATORY  
ROOFS.



ENSURE THE CRAWL BOARDS SPAN  
ACROSS BOTH GLAZING BARS - THE  
CRAWL BOARD MUST NOT BE PLACED  
DIRECTLY ONTO GLAZING MATERIAL.

**BLINDS** – Blinds can be a useful addition to your new conservatory if it is south facing or overlooked, to provide shade and privacy. Before installing blinds please consider the following points;

- Never cover the inside of the glazing bars with blinds (sketch A)
- The installer of the blinds will (at their risk) attach/penetrate the internal PVC claddings with fixings. Window Wise will not accept any responsibility or claims for the following problems which may occur as a result –
  - Water ingress through fixings/screw attachments
  - Deflection of materials
  - Distortion of materials
- The blinds must be designed to allow hot air to disperse from between the glazing material and the blind – a space of 15mm between the two is recommended (sketch B)
- Whenever blinds are installed it is recommended that a roof vent is fitted to reduce the internal temperature.



Sketch A



Sketch B

## ENVIRONMENT –

**Condensation** – Condensation occurs when water vapour comes into contact with a cold surface such as glass and the vapour turns to water droplets. Condensation can only ever be minimized and never completely eradicated. Newly constructed conservatories need an initial ‘drying out’ period. Many hundreds of litres of water are used during its construction i.e. dwarf walls, concrete bases and plasterwork. In the winter, they will take longer to dry out.

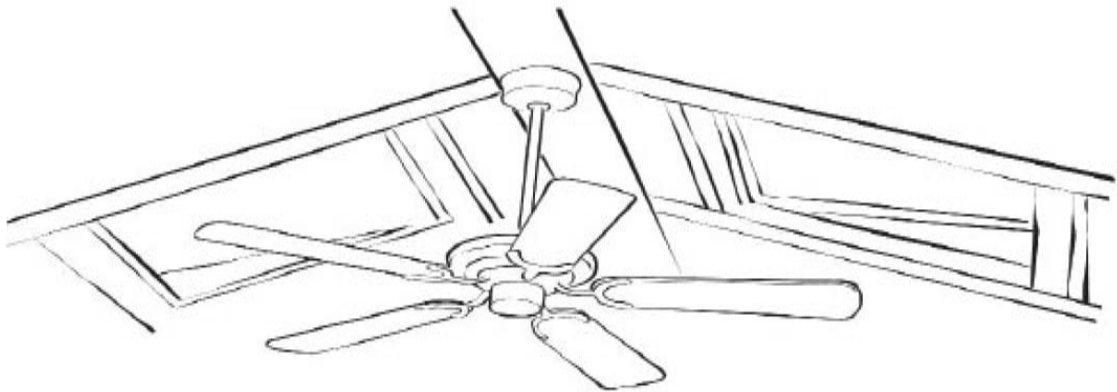
**Ventilation** – Provide natural ventilation to help minimise condensation and maintain a comfortable interior temperature whenever possible by:

- opening windows/doors
- ensure trickle vents in the ridge are open at all times – slide the control to open setting
- ensure trickle vents at the eaves (where fitted) are open at all times
- open the roof vent (if fitted)

Be sure to consider security when leaving open an easily accessible window or roof vent.

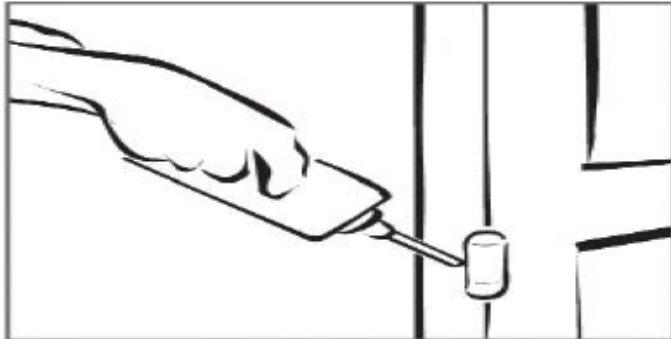
**Heating** – Heating can also assist with controlling condensation and should be marginally increased in any areas where condensation is a problem. Maintain some heat in the conservatory during cold weather and if possible, place heating appliances under windows to maintain the temperature of the inside pane of the double glazing.

If your conservatory is fitted with a fan or Ridgeflow unit which in the unlikely event fails, always either consult a qualified electrician or Window Wise.



## **MAINTENANCE –**

**Lubrication of Hinges** – For lubrication of handles, locks and hinges etc use light machine oil lubricant for moving parts (e.g. “3 in 1” or “WD40”) and petroleum jelly if indicated on the windows/doors.



**LUBRICATION OF HINGES**

**GLAZING CARE** – The tips below apply to the glass in both the side frames and roof. Follow these to ensure the glass in your conservatory remains clean and scratch-free.

**Glass Cleaning** – The glass used in most double-glazed units can be easily scratched and so we recommend that you remove hand jewellery prior to cleaning. Heavy external grime should be removed with a simple soap/water solution followed by the use of any proprietary household glass cleaner with a soft cloth. Laminated glass or glass containing Georgian bars between the sealed units is cleaned in exactly the same manner.

**Leaded Glass Cleaning** – Extra care must be taken when cleaning leaded windows so as not to dislodge the lead from the surface of the glass. Warm soapy water applied with a soft cloth is adequate for cleaning leaded glass. PLEASE NOTE THAT EXTERNAL LEAD WILL OXIDISE. THIS IS A NATURAL PHENOMENA AND CANNOT BE AVOIDED.

**Scratched Glass** – Light scratches can be removed with jewelers rouge or equivalent rubbing compound.

**Glass Defects** – During the manufacturing process all double glazed units can be susceptible to a degree of surface damage, meaning that certain imperfections cannot be avoided, even in the most carefully controlled production environment. Such blemishes are inherent in all double-glazing and acceptable within the highest standards of the industry and are, therefore beyond our control.

We use only the very highest quality glass available, whether laminated, toughened or un-toughened, all of which conforms to the requirements of BS6262. Double glazed units produced to BS5713 and BS EN 1279 (mandatory March 07), conform to the highest standards of manufacturing and the most uncompromising quality control and inspection routines.

Minor imperfections may still occur – the following information has been taken directly from a document detailing an accepted industry standard for glass (extracted from the Glass and Glazing Federation Standards):

1. Transparent glass used in the manufacture of double glazed units is identical to that used in traditional single glazing and will therefore have a similar level of quality.
2. Both panes of the double glazed units shall be viewed from the room side, standing at a distance of two metres in natural daylight and not in direct sunlight. The area to be viewed is the normal vision area, with the exception of a 50mm wide band around the perimeter of the unit.
3. Flat transparent glass shall be deemed acceptable, if the following phenomena are neither raised or in clusters – totally enclosed seeds, bubbles or blisters, hairlines or blots, fine scratches not more than 25mm long, minute embedded particles, obtrusiveness of blemishes shall be judged by looking through the glass and not at it under normal lighting conditions.

**Patterned Glass** – The glass used originates in very large sheets and due to spacing repetition, centralisation of any design, in a specific window cannot be guaranteed. There is no correct direction for patterned glass – i.e. in general there is no ‘right way up’.

**MAINTENANCE SUMMARY** – Please follow these general maintenance guidelines. Failure to maintain your conservatory may invalidate the guarantee.

**Should you have any difficulty in making any of these adjustments, please call WINDOW WISE for further professional advice.**

**FREEPHONE 0800 454160**