PVC-U window, door & conservatory

CARE & MAINTENANCE

Polar
WINDOWS LTD

Welcome

At Polar Windows Ltd., our service doesn't just stop when you purchase a product from us. We have put together this handy guide, for you to refer to when needed, to help you get the most out of your windows and doors and keep them at their best. Whatever you've purchased, we have the advice for you.

Included in our top tips for caring for your purchase is vital information to guarantee the longevity of your product. This includes how to respond should condensation become an issue; how to ensure your windows and doors are secure; the appropriate way to clean your glass and ensure the highest energy performance of your windows and doors.

Of course, should you have any queries not covered in this guide, please do not hesitate to call us at Polar Windows Ltd.

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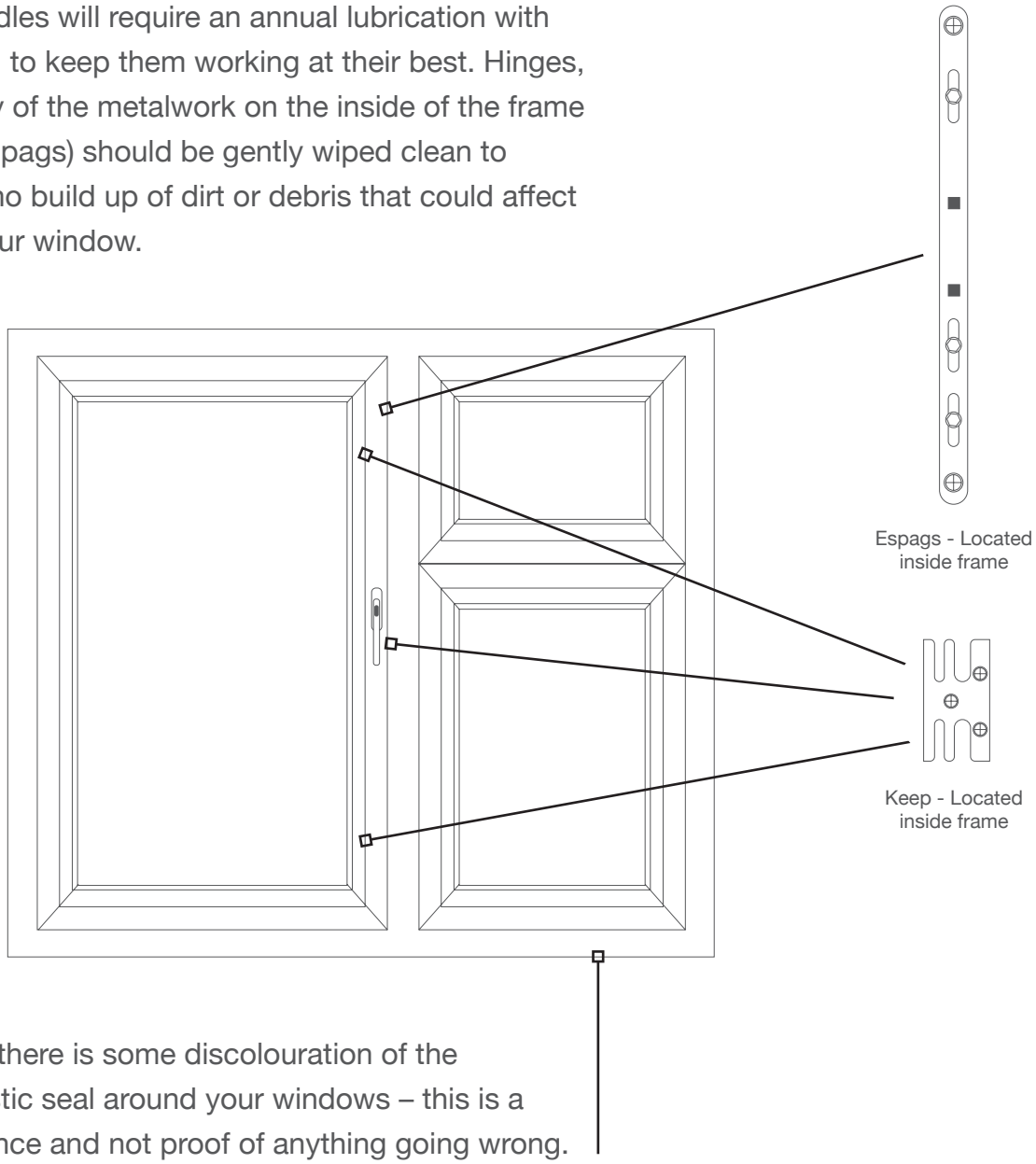
Caring for your windows

At Polar Windows Ltd. we are 100% confident in the quality of our windows. What we want for you is to feel that you are getting the most out of your windows.

Our windows have met the British Standard for security, but for your own peace of mind, make sure that your windows are closed and locked when you leave the house, that keys are removed from the handles and that those whom you live with know where to find the keys to the windows in case of an emergency. If wanting some ventilation while you are out or during the night, windows can be left locked on the secondary slot with the ‘keep’ on the inside of the frame.

Hinges and handles will require an annual lubrication with light machine oil to keep them working at their best. Hinges, handles and any of the metalwork on the inside of the frame (like keeps or espags) should be gently wiped clean to ensure there is no build up of dirt or debris that could affect the quality of your window.



Do not worry if there is some discolouration of the waterproof mastic seal around your windows – this is a natural occurrence and not proof of anything going wrong.

Caring for your doors

Many of the rules for caring for your windows apply to your doors, such as what to consider when it comes to keeping your home secure and the annual lubrication of parts to ensure the best performance of your product. However, do not add additional lubricant to the lock cylinder as this is packed with a special grease.

Please see our additional pages for more specifics with regards your composite or aluminium bi-folding doors.

Caring for your composite door

Here are Polar Windows Ltd. recommendations for the care of your composite door:

1. Following the cleaning advice found later in this guide, clean your internal and external door facings and any glass at least every four months.

2. Annually inspect the rubber seal fitted to the outer frame. If you find evidence of tearing, cracking or shrinking contact Polar Windows Ltd..

3. Annually lubricate moving parts, as explained in the ‘Caring for your windows’ section.

4. Annually check the operation of the key mechanism with the door open. If you notice that the key requires excessive force to engage the lock mechanism, then lubricate the key-way with a silicone-based spray lubricant – like WD40.

5. Once you’ve cleaned the handles and letter plate, polish both with a quality wax furniture polish, applying directly to the cloth and not the product.

6. Check that there is no gap between the letter plate and the face of the door. If a gap is found, the screws behind the internal flap can be tightened.

7. Check the threshold (the frame fitting underneath the bottom edge of the door leaf, which acts as a weather seal and water barrier) for dirt, debris obstructions, as well as checking that the drainage holes within this are clean.

If you come across any issues that you are unsure about, do not hesitate to contact us.

Caring for your aluminium bi-folding doors

Here are Polar Windows Ltd. recommendations for the care of your aluminium bi-folding doors:

1. Following the cleaning advice found later in this guide, clean your internal and external door facings and any glass at least every four months.

2. Any minor scratches found during your door-check can be repaired using a matching RAL touch-up pen – ask us if unsure.

3. Annually lubricate moving parts, as explained in the 'Caring for your windows' section EXCEPT FOR The rolling mechanisms that carry the door panes along the track as they are fitted with sealed stainless-steel bearings and require no lubrication.

4. Ensure that you have followed the manual carefully on how to open your bi-folds so as not to put any unnecessary pressure on the door frames.

5. Keep the aluminium roller track free from any dirt or debris.

6. Check the threshold (the frame fitting underneath the bottom edge of the door leaf, which acts as a weather seal and water barrier) for dirt, debris obstructions, as well as checking that the drainage holes within this are clean.

If you come across any issues that you are unsure about, do not hesitate to contact us.

Keeping your glass and frames clean

Cleaning your glass couldn't be simpler! All you need is washing-up liquid, warm water and a soft cloth – although you may opt for a spray window cleaning solution (but nothing solvent-based). When you prepare to clean your windows, remove all jewellery from hands and wrist to eradicate the possibility of scratching the windows; for this reason, you may opt to wear rubber gloves.

Clean gently around the sealant to avoid disturbing this.

As for the uPVC or aluminium frames, these should be washed with washing-up liquid and warm water every three to four months to maintain their bright, shiny finish.

Combatting condensation

Condensation is the reverse of evaporation: that is why it is easy to spot because droplets form when a water vapour in warm air comes into contact with a cold surface – like a window.

To have water vapour in your home is perfectly normal. Think of all the water vapour generated in an average household from boiling a kettle, cooking, bathing, showering, doing the laundry, washing up – even breathing!

Some condensation is nothing to worry about. With Polar Windows Ltd.' highly energy efficient windows and doors, condensation may form on the outside face of a double glazed unit, due to the outside surface being much colder than the inside – this is nothing to worry about.

However, should condensation occur inside, ensure you are:

- Providing ventilation to your home by opening windows or using extractor fans.
- Maintaining heat in the house during the colder months (it can be helpful to increase the temperature more so in rooms that get condensation)
- Allowing for curtains to have a gap at the top and bottom of a window frame to allow for ventilation and opening the curtains regularly.
- Closing internal doors to kitchens and bathrooms when cooking/bathing whilst providing ventilation during these times.
- Restricting drying clothes indoors to one room and keeping the ventilation by opening a window.

SHOWROOM: Chesterfield Rd,
Duckmanton, Chesterfield S44 5HT

OFFICE: Units 28, Calow Lane Industrial Estate
Hasland, Chesterfield, Derbyshire S41 0DR

CALL: 01246 498202

EMAIL: sales@polarwindowsltd.co.uk

www.polarwindows.co.uk

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