

Caring for your Anglian products

Operating, cleaning and maintenance guide



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ITS402/2



Introduction

Outward-opening casement window operation



Figure 1
To open the window, unlock with the key and remove it. Press the thumb button and turn the handle 90°.



Figure 2
When closed, turning the key will deadlock the handle. Remove the key for security and child safety.

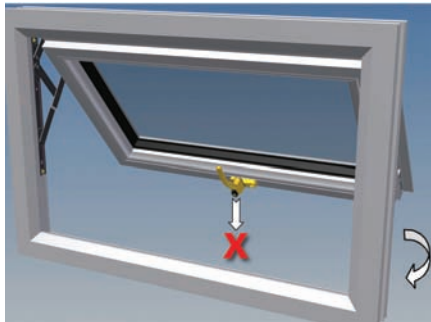


Figure 3
When closing top-hung windows, try not to pull downwards on the window handle, as you pull the window towards you.

This guide shows you how to operate, clean and maintain your Anglian products to help prolong their life.

If you do not regularly clean and maintain them in line with these instructions, it means the guarantee is not valid.

During their lifetime your products may need minor adjustments to compensate for normal wear and tear. Please see the sections on adjustment and troubleshooting.

If you think you have a problem with your windows or doors, before calling us for help, please read through the troubleshooting section. There may be a quick and easy way to fix your problem.

Contents	
Operating windows	3
Operating doors	11
Hinges & restrictors	15
Ventilation	16
Safety chains	17
Cleaning	18
Lubrication and maintenance	21
Adjustments	24
Condensation	26
Troubleshooting	29

Note: If there is no key supplied with the window, follow the steps above to operate the thumb button.

Casement 'flying mullion' windows



Figure 4

Opening your window

To open your flying-mullion window, unlock the handle on your primary window with the keys provided.

You will only need to do this if your window has been supplied with a locking handle.

Push the button on the handle and turn in the opening direction. You can now push, then open.

Repeat this process on the secondary window to fully open your window.

Closing your window

To close the window, move the secondary window back to its closed position and return the handle to its original position.

This will throw the shootbolts into the locked position.

Repeat this with the primary window to fully close your window.

Tilt and turn windows

To tilt for ventilation



Figure 5

Unlock by turning the key one quarter turn. Turn the handle 90° and gently pull the window towards you.



Figure 6

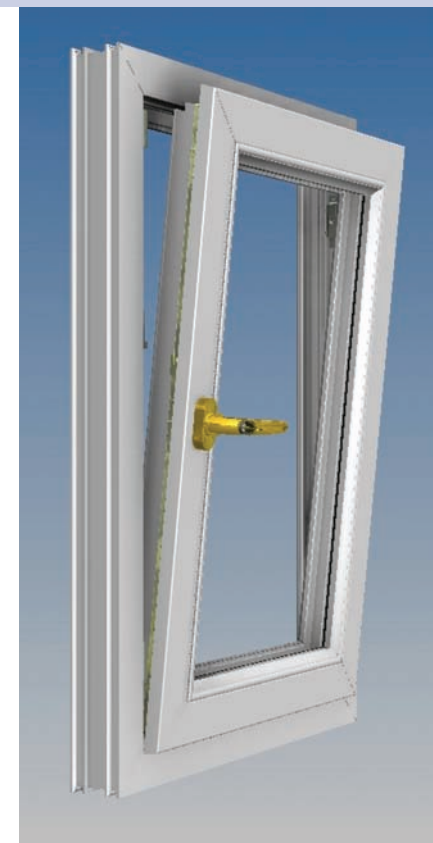


Figure 7

This will allow the window to tilt inwards at the top for controlled ventilation.

Tilt and turn windows

Turn for cleaning and escape purposes



Figure 8
To change the window from tilt to turn mode, push the window closed then turn the handle a further 90° to the vertical and gently pull the window.



Figure 9

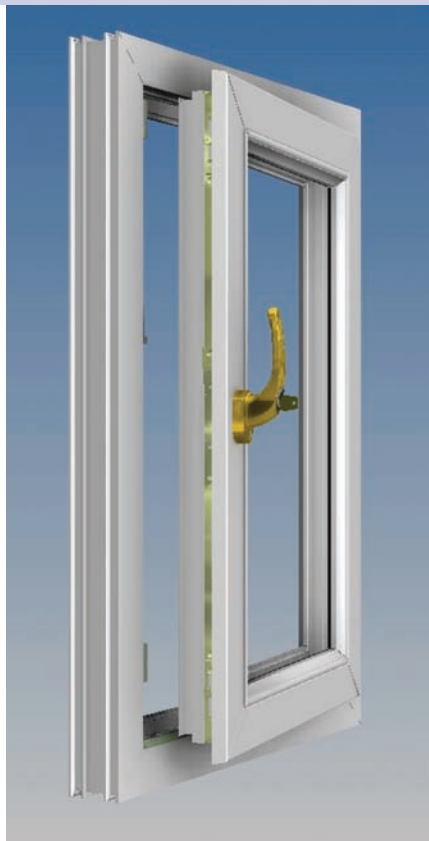


Figure 10

To shut, push the window closed and then turn the handle fully downwards.

Secondary glazing windows

Horizontal sliding operation

The secondary glazing panels will slide to open after releasing the catches. However, avoid any fast movement or slamming actions. If your glazing panels are tall and narrow, you should hold them on both sides at a reasonable height to avoid the panel rotating and jamming in the frame. When closing the window, make sure that the two middle bars lock and seal properly.

Vertical sliding operation

The secondary glazing panels will slide after releasing any locking catches and they are designed to support the panel in any position. Avoid opening them too fast or slamming them. You should use both hands when opening and cleaning the window.



Hinged casements

The window is fitted with a catch which should be lifted to open the window. Avoid any fast movement since this could cause damage. Do not lift the handle when the window is open as the locking catches could be damaged if you then try to close the window.

Vertical sliding windows



Figure 11 **Locked.**
Unlock the catch with the key and turn the lever a half turn.



Figure 12 **Unlocked.**



Figure 13
You can slide sashes open for ventilation.



Figure 14
To clean the outside panes, slide the sash open about 100mm and pull back the jamb catches by sliding the tilt knobs inwards on the top of each sash. The weight of the windows will be supported on a support arm.

Vertical sliding windows



Figure 15 Closed – turn the key to undo.



Figure 17 Limited sash opening.

Some windows are fitted with spring loaded child restrictors, so you can open either sash to about 100mm. They can lock them in the open or closed position.

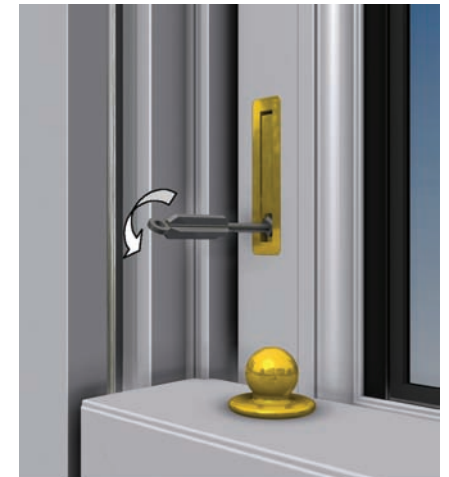


Figure 16 Open position – turn to lock.

Fully reversible windows

You open the fully reversible windows in the same way as the casement windows on page 3.



Designed with safety in mind, the window has an automatic safety restrictor which restricts the initial opening to about 100mm (until it is released). Acting also as a vent opening stop, you need to release the restrictor to close the window.



You can turn the fully reversible window 180 degrees to allow it to be cleaned easily from inside your home.



The safety restrictor, on the left-hand side of the window, is released by pushing the button marked 'PRESS' until it passes the two stops in the aluminium channel.

You can then reverse the window by pulling down the casement top rail with both hands. The automatic restrictor then acts as a reverse restrictor in two positions, allowing you to clean the window safely.

To return the window after you have cleaned it, push the button marked 'PRESS' as before and lift the casement top rail.

PVC-u single door



Locking from inside or outside



Figure 18 Step 1 - Unlocked.



Figure 19 Step 2 - Lift the handle upwards as far as it will go. This means all hook bolts lock.

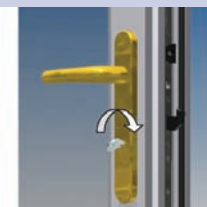


Figure 20 Step 3 - Turn the key one full turn.



Figure 21 Step 4 - Locked.

Note: Some locks have a night latch facility which means that to open the door from the outside, you must always have a key. The handle will not open the door from the outside, only the inside. This is a security feature recommended by the police.

Caution Do not leave a key on the inside of the lock when leaving the house. You will not be able to get back in without a key!

Unlocking from inside or outside

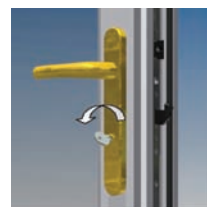


Figure 22 Step 1 - Turn the key one full turn.



Figure 23 Step 2 - Push the handle down to pull the hook bolts and the latch back. This allows the door to be opened.

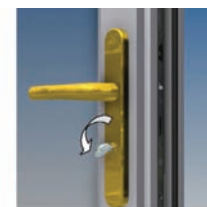


Figure 24 Step 3 - Some front-door locks need the key to be turned to retract the latch bolt from outside. Turn the key away from the lock edge to pull back the latch bolt.

Snib operation

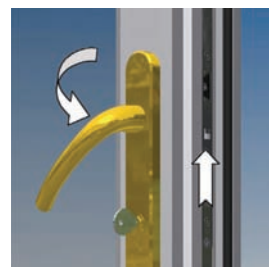


Figure 26

To keep the latch pulled back so that you can open the door from the outside without the key.

Push down the handle on the inside to pull the latch back and slide the white button (snib), which is on the face plate, upwards.

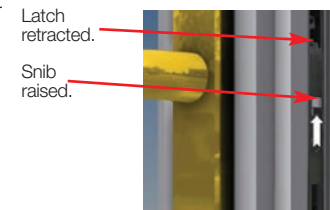


Figure 27

Double door (French doors)

Unlocking from the inside or outside

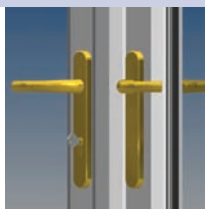


Figure 26 Locked.

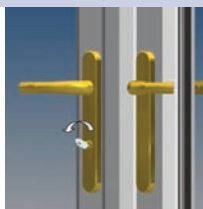


Figure 27 Turn the key one full turn away from the lock edge to unlock latch bolts and hook bolts

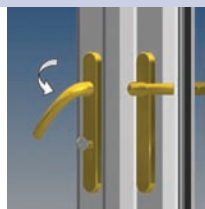


Figure 28 Push the handle down to pull back the latch bolt and hook bolts. This allows the door to be opened.

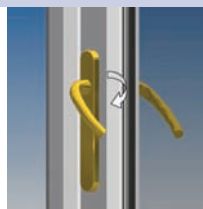


Figure 29 Then, to open the door without the lock, simply push the handle down to pull back the top and bottom shootbolts.

Locking from inside or outside



Figure 30 Close the door. Lift the handle upwards as far as it will go. This will lock all top and bottom shootbolts.

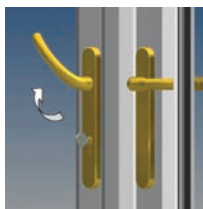


Figure 31 Close the door. Lift the handle upwards as far as it will go.



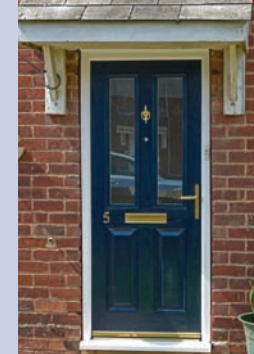
Figure 32 To finally lock the pair of doors, turn the key one full turn towards the lock edge to lock all hook bolts and the latch bolt.

Caution
If the handle without the key has not been lifted, then the other door hooks will not engage.

French doors open and shut in a similar way to a single door.

The difference comes in the built-in security feature, you cannot lock the door (first open) without the shootbolts operating on the door without the lock.

Composite doors



Doors

Front door

To unlock from the outside

- To undo the deadlock, insert the key and turn it until it stops.
- Push the lever and let it go. This releases the mechanism.
- Turn the key a further quarter turn to release the latch so you can open the door.



To lock from the inside

- Lift the pad or lever then let it go. This engages the locking mechanism.



After entering, when the door is closed, the latch will engage. In this position you can open the door from the inside. However, you will need a key to open it from the outside.

Rear door

To unlock the door

- Insert the key and turn it clockwise until it stops.
- Push the lever and let it go. This releases the mechanism allowing you to open the door.



To lock the door

- Lift the lever and then let it go, this locks the door.
- If the key will not turn, lift the handle again to its maximum position and then turn the key.



NOTE: If your lever is the opposite of the illustrations shown, the direction you turn the key will also be opposite.

Thumb-turn cylinders Composite and PVC-u

Some doors may be fitted with a thumb-turn cylinder to the inside of the door. The door will lock and unlock as usual with the key from the outside. And, the inside knob replaces the need for a key from the inside. Turn the knob through one full turn to either lock or unlock the door.

Caution

Do not leave a key on the inside of the lock when you leave the house. You will not be able to get back in without a key!

Note: Some locks have a night latch facility which means that to open the door from the outside, you must have a key. The handle will not open the door from the outside, only the inside. This is a security feature recommended by the police.

Sliding patio doors

Hinges and restrictors

Sliding doors have two locking mechanisms. A four-point lock at the jamb and either one or two plunger locks on the central meeting stiles to lock the panes together.



Begin by unlocking the plunger lock.



Figure 33 To unlock the centre plunger lock, turn the key until the plunger pulls back. To lock, once the sliding door is closed, simply push the plunger closed.



Jamb lock

Turn the key one full turn away from the lock edge to unlock.
Lift the lever fully to unlock the bolts from the jamb.
To lock, simply do the opposite.



Hinges are fitted as standard on our windows.



Restrictor hinges which may be released by pressing the buttons within the hinge.



Surface-mounted restrictor which can be opened by pressing the button whilst opening the window.



Spring hook and peg restrictors are often fitted to fire-escape windows and released by pushing the hook to the side and away from the peg.



Fire-escape and easy-clean hinges are fitted to selected windows allowing them to open fully. To operate the easy-clean facility, press buttons both top and bottom and slide the window along.

Ventilation

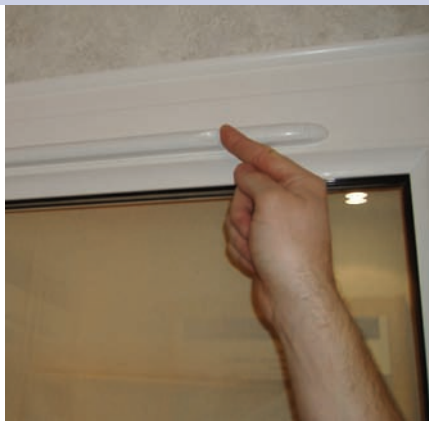


Figure 1

Trickle vents

Trickle vents are at the top of the window. To open, slide the vent to the centre of the window.

To close, slide the vent back in the opposite direction.

Open regularly to help reduce condensation and get rid of unwanted smells.

Once opened, the vents can be angled up or down so you can get rid of draughts.



Figure 3



Figure 2

Over-glass vents

You can open over-glass vents by pushing down on the plastic catch at either end of the vent. To close the vent, push the plastic catch upwards at either end of the vent. This allows fresh air to enter your home and helps reduce condensation. On longer glass vents, you may need to click both ends of the vent shut.

Vent-trex fan

These are sometimes used in bathrooms and kitchens. You can use the unit in two ways, as an extractor fan or as a trickle vent. For ventilation, slide the button on the underneath of the unit to open to allow air in. To operate the fan, slide the button on the underneath of the unit and pull the cord, a light will come on. To change the fan speed, pull the cord twice quickly. Pull the cord once to turn the fan off and the light will go out. The vent will be fitted to the outside of the walls but will be covered to avoid unsightly wires.

Ventilation

Corded vents

Some trickle vents may be fitted with cord controls to make them easy to use. They will be either loose cords – which will need one cord pulled to open and the other cord pulled to close or fitted with a lever to the lower section of the window.

When the lever is in the 'up' position the vent is closed. When the lever is in the 'down' position, the vent is open.



Figure 4

Night-vents

Some windows, not all, will have a night-vent position and this is when the window is locked slightly in an open position to allow air into the room (figure 4). To operate the night-vent, turn the handle and push slightly to engage the metal locking mechanism within the window frame.

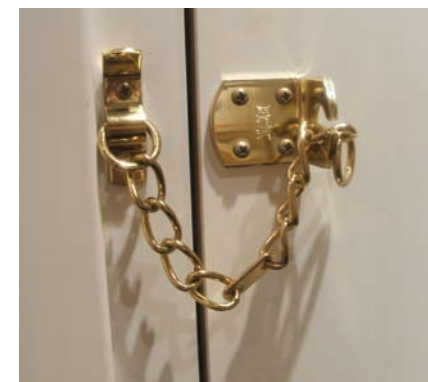
Note: Windows are not secure when in this position.

Safety chains



To use the safety chain

Find the flat metal plate section of the chain and push it through the gap of the plate attached to the door.



To take the safety chain off

Make sure that the flat metal plate section of the chain is passed through the plate. Open the door in the normal way.

Cleaning your windows and doors

You will need to regularly and carefully clean your windows and doors to prevent the build-up of everyday grime and pollutants and help prolong their life. Before cleaning your products, please read the list of do's and don'ts to make sure you are not using inappropriate cleaning materials.

Please clean using plenty of clean, warm soapy water, a non-alkaline detergent (washing-up liquid is suitable) and wipe dry with a clean, soft cloth. How often you need to clean them will vary on their position and the environmental conditions in your area. In general, we would recommend that you clean your windows and doors at least once every three to six months.

Please be careful when cleaning products with decorative finishes such as Rich Mahogany, Rosewood, Golden Oak, White Foil and Dual Product PVC-U. This is so you avoid damaging the decorative surface.

Please always make sure that you keep the drainage slots unblocked and free from dirt, grit, spiders' webs and so on. This will allow any water that appears in the frame to drain away and prevent any leaks. (figure 36)



Figure 36



Figure 37

Please keep the small gap between your sill and window on the outside clear of any dirt to allow for drainage. (figure 37)

Please keep casement window hinges, vertical slider and sliding-door tracks clear of dust and debris to reduce wear on sliding parts.

Please do not use abrasive cleaners or scouring pads.

Please do not use any type of harsh cleaning agents such as bleach, solvents (for example, white spirits, methylated spirits, cellulose thinners, nail varnish remover), aerosol products such as WD40®, dashboard wipes (used in cars), acids, brick wash solutions or alkalis.

Please do not use too much pressure when cleaning PVC-U.

Please do not use high pressure or steam cleaners.

Please do not paint

Cleaning your glass

Clean your glass using clean, warm soapy water or glass cleaner. If you are using glass cleaner, apply it to the cloth to avoid getting too much glass cleaner on the PVC-U. You can use warm soapy water and glass cleaner on lead effects.

Cleaning your windows

Outward-opening casement windows

For windows that need easy access in case of fire, the hinges open in a way to give the maximum opening. However, you cannot clean the window from this position. These windows can be easily moved along the hinge track to allow for cleaning outside.



Figure 40

Our standard hinges open so you can clean the outside of your windows (as shown in figure 40).

Caution
Be careful when cleaning your windows to avoid any risk of falling from an open window.

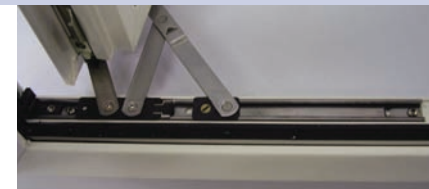


Figure 41 Open the sash until it is fully open.



Figure 42 Press down button on the bottom hinge and move the window slightly to the handle side to disengage the hinge. Repeat process for top hinge.

Caution
Take care not to trap fingers in the mechanism.

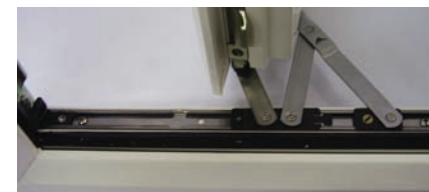


Figure 43 Now the window is free to slide along the track so you can easily clean your windows.

To close the window, just pull the window handle inwards and the hinge will automatically return to its original position.

Cleaning your windows

Secondary double glazing

Horizontal sliders.

You can lift these out for easy access to clean both the secondary double glazing and the window behind it.

Use the handle at the bottom of the lift-out sash to slightly raise the pane, then tilt inwards at the bottom to remove. For the sliding sashes, slide the pane across so you can grip the sash on both sides. Lift the sash and tilt inwards at the bottom to remove.

Vertical sliders

This type of window can be tilted inwards so you can clean the outside surface.

1 Raise the bottom sash by at least 75mm (3 inches) off the sill.

2 Slide the catches towards the centre of the window (figure 44) while gently pulling the sash inwards and rest it on a chair or a similar stable item. (figure 45)

You cannot move the sash up or down the frame when in the tilted position

3 Slide the top sash down to 75mm (3 inches) above the bottom sash and repeat the previous instructions but this time, rest it on the bottom sash. (figure 46)

4 Clean the outer faces of glass of the top sash and return to its original position by tilting the sash to the upright position and push firmly until the spring catches lock into the outer frame.

5 Now clean the bottom sash and return it to its original position in the same way as the upper sash.



Figure 44 Release the catch.



Figure 45 Tilt and rest the inner sash.

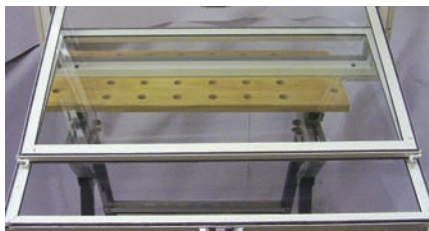


Figure 46 Tilt and rest second sash.

Vertical sliding sash windows

This type can be tilted inwards so you can clean the surfaces. (figure 47)

1 Raise the bottom sash by at least 75mm (3 inches) off the sill.

2 Hold the top rail of bottom sash.

3 Slide the catches towards the centre of the window while gently pulling the sash inwards until it stops (at 25 to 45°) resting on the side arms. You cannot move the sash up or down the frame when in tilted position.

4 Slide the top sash down to 75mm (3 inches) above the bottom sash and repeat the previous instructions.

5 Lower the sash very carefully until it rests securely on the side arms.

6 Clean the outer faces of glass and PVC-U.

7 After cleaning, tilt sashes singly to the upright position and push firmly until the spring catches engage into the outer frame.

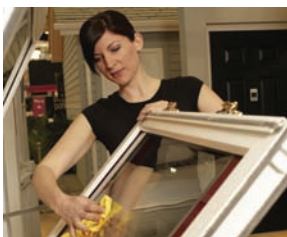


Figure 47.

Caution
Glazed sashes can be heavy.

Lubrication and maintenance

General

You need to lubricate the moving parts to keep your windows and doors operating properly. You should carry out the following checks once a year (or more in coastal or polluted areas).

Please use a general light engineering oil with corrosion inhibitors such as 3-in-one® Multi Purpose Oil (available in aerosol can for convenience) or petroleum jelly (Vaseline).

Please do not use solvent based aerosol sprays such as WD40®. These contain chemicals that attack parts of your window. This can result in parts of the window weakening and breaking and may stop them working. It will also damage decorative finishes.

Hinges

Every year lubricate all pivot points with oil and wipe away any excess (figures 48 and 49).



Figure 48 Hinge.



Figure 49 Hinge.

Locks

Every year lubricate all moving parts in the window (figure 50 and 51) to help operate them easily.

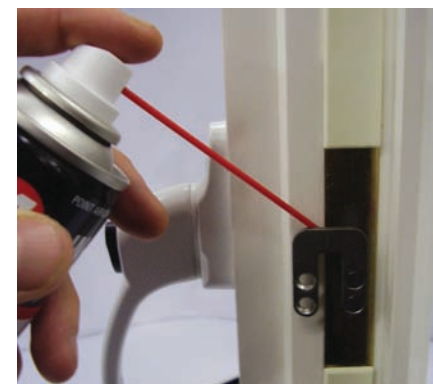


Figure 50 Slider

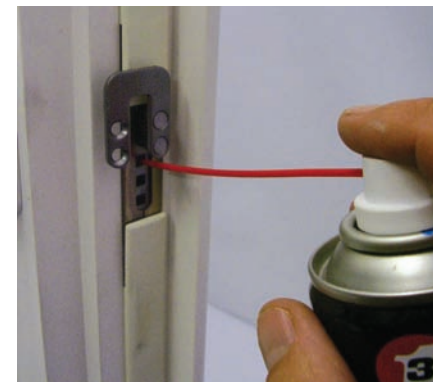


Figure 51 Gearbox.

Lubrication and maintenance

Lubrication and maintenance

Tilt and turn windows

The diagram below (figure 52) shows the exact points that need lubrication. A light spray or drop of oil applied each year to each point will be enough to keep your tilt and turn windows in perfect working order.

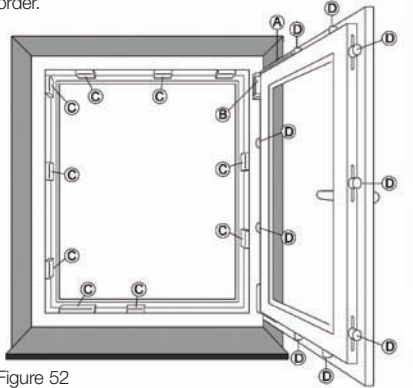


Figure 52



Figure 53 The shear.

- A Top arm (the shear)**
- B Top hinge (shear hinge)**
- C Keep**
- D Roller**

A Top arm (the shear)

You must oil the top arm once a year, at all pivot points. Spray a small amount of oil on the points shown above (figure 53).

You must oil the top hinge (figure 54) once a year, at all pivot points. Spray a small amount of oil on the points shown. Remove the plastic cover if fitted, and spray a small amount of oil onto the top of the hinge (figure 55).



Figure 54 Top hinge.



Figure 55 Lubricate top hinge.

B Top hinge

These are only fitted to tilt and turn windows that open to 180° and are generally fitted in conservatories. (Figure 56)

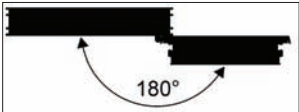


Figure 56.

C Keeps

To maintain the smooth running action, the keeps must be lubricated once a year by applying industrial Vaseline or any other suitable grease on the contact areas or leading edges (as highlighted in (figure 57 below).

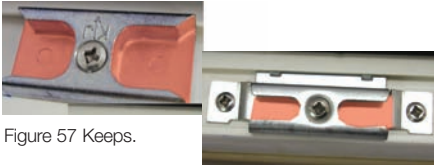


Figure 57 Keeps.

D Rollers

To help the smooth running action of the locking mechanism, every year apply a small amount of oil to each side of the rollers (figure 58).



Figure 58 Roller.

Doors

Door locks and keeps

For hinged doors, apply industrial Vaseline or any other suitable grease to the hook and latch (figure 59) and striker surfaces (figure 60). The lock gearbox has grease applied at the time it is made which is designed to lubricate the lock for its life span.

Please do not add oil to the gearbox as this will dissolve the grease and reduce the life span of the lock.

You should keep the lock and keep surfaces which you can see from dust and dirt by wiping with a clean, damp cloth.



Figure 59 Hook and latch.



Figure 60 Striker surfaces.



Figure 61 Gearbox.



Figure 62 Mushroom pins.

For sliding doors, apply oil to the the gearbox (figure 61) and mushroom pins (figure 62).

Cylinders

For lubricating your lock cylinders, see page 28.

Using a Phillips screwdriver, every year tighten your cylinder screw (figure 63), on the faceplate of the lock.



Figure 63 Cylinder screw.

Adjustments



Figure 66 Adjustment screw.

Casement windows Hinges

You can increase or reduce the friction on the hinge. Turn the adjuster screw on the hinge (figure 66) clockwise to increase the friction or anti-clockwise to reduce the friction.

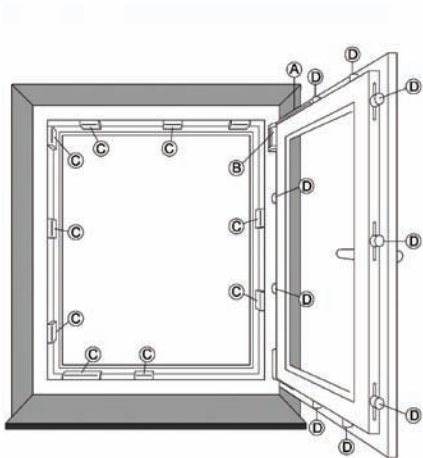


Figure 67

Tilt and turn Seal pressures

You can regulate the seal pressure between the window frame and the sash manually by adjusting rollers labelled D (figure 67).

Adjustments

There are two types of rollers to adjust:



Figure 68 Allen key adjusted - rotate the roller using a 4mm Allen key.



Figure 69 Hand adjusted - lift the roller with your hand and then rotate.

Both the Allen-key adjusted and hand-adjusted rollers have a line on the roller to show the amount of adjustment (figures 68 and 69). When the line is pointing directly outwards, the window is at minimum compression and when it's pointing directly inwards it's at maximum compression.

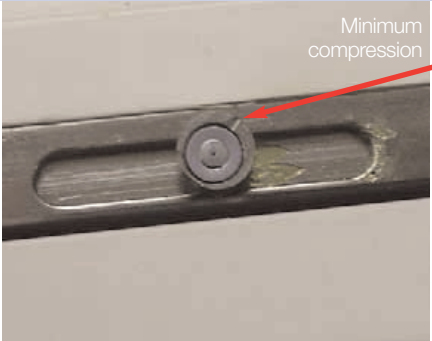


Figure 70

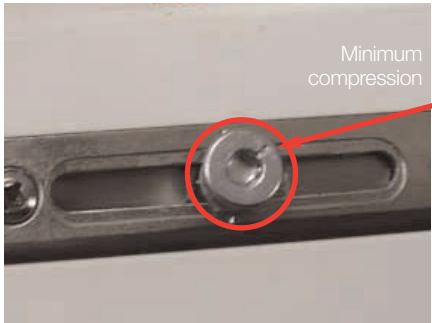


Figure 71

When the window is adjusted, these should all point in the same direction (figures 70 and 71).

Residential doors

The people who have installed your doors will have set up the door to work correctly. We do not recommend any further adjustment.

Condensation and sealed units

What is condensation?

Condensation is the moisture caused by everyday living and happens when warm moist air comes into contact with cooler air or a cold surface. Colder outside temperatures during winter months combined with heating inside the home can result in large amounts of condensation.

Condensation and windows and doors

There are three areas of our windows and doors where condensation may normally form.

- The surface of the sealed unit which faces into the building.
- The surface of the sealed unit which faces outside the building.
- The surfaces within the sealed units.
(If condensation appears here, there is a fault with the window or door.)



Condensation

Condensation on the surface inside the building.

Condensation may form depending on the inside and outside temperatures. It can be controlled by making sure there is enough ventilation. It is not a fault in the product and should not lead to you needing to replace a new window. There are several things you can do to limit condensation. Drying clothes outdoors when possible can help. Certain types of heaters such as paraffin heaters can create lots of water vapour so you should avoid these. Another way to reduce condensation is to close doors when cooking or showering. This means moisture is kept in a few rooms instead of spreading to the whole house. If you then make sure these rooms are suitably ventilated by keeping a small window open or turning on an extractor fan, you can limit condensation.

Condensation on the surface outside the building

This is nothing to worry about and shows the excellent insulation properties of your sealed units.

For more information, please see the Glass and Glazing Federation booklet 'Condensation some causes, some advice'. Please ask us for a copy or download one from ggf.org.uk.

Condensation and visual quality of sealed units

This form of condensation is common and not a problem with the unit.

Condensation inside the sealed unit

This is between the two panes of the sealed unit and, unlike the two other examples of condensation above, you cannot wipe it off with a cloth.

This happens because water manages to penetrate the seal. As this condensation is within the sealed unit it cannot be removed.

If the unit is still under warranty, call 0800 542 3931 to arrange an inspection.

Quality of sealed glass units

Because of the nature of the glass production process, perfect quality and surfaces free of any marks cannot be guaranteed. Some blemishes are to be expected.

The following extracts are based on recognised European and industry standards. This is supported by the Glass & Glazing Federation document Visual quality of double glazing – after installation, which forms our basic standard of supply.

Checking the sealed units for scratches on the outer faces of the panes must be carried out as early as reasonably possible after they are installed.

How to check

- Stand at least 2 metres away from the panes. Stand at least 3 metres away for toughened, laminated or coated glass. If you can't stand far enough away from the glass, stand as far away as possible.
- Look through the glass not at it.
- Check the glass in natural light.
- Make sure no moisture is on the glass surface.
- Do not include the 50mm wide band around the edge of the glass.

The sealed unit is acceptable if the following are showing one or more bunched together.

- Bubbles or blisters.
- Hairlines or blobs.
- Fine scratches not more than 25mm long.
- Minute particles.

If you have any questions about the visual quality of your glass please contact the Glass & Glazing Federation on 0207 939 9101.

Troubleshooting

If you think you have a problem with your windows or doors, before calling for help, please read through this troubleshooting guide. There may be a quick and easy fix to your problem.

If there is anything you are not sure about or you do not feel confident carrying out some simple adjustments or repairs, or have a problem that is not listed, please contact the Anglian service line on 0800 542 3931 for advice or to book for an engineer to visit.

I have a draught around my window or door

Air movement near to a window or door may be due to natural currents caused by heating or cooling of the air and is not necessarily due to a leakage through the window or door. In certain weather conditions, a small amount of air coming through the seals is acceptable.

If you have a draught around the sash, you can check to see that the two rows of seals around the frame have not been moved. You can lightly push back into place.

Trickle vents are not designed to be air tight when closed.

You can make adjustments to your tilt and turn window to change the seal pressure. You will find this in the adjustment section on page 24.

Water in my frame

This is nothing to worry about, our windows are designed to drain away any water before it can leak into your property. There are drainage slots on the bottom of the frame that allow the water to drain out between the window and sill.

If you are finding any water coming into your property, make sure the drainage slots and gaps between the frame and sill are clear of any debris, dirt and bits. Also, check to make sure the seals haven't been dislodged from the frame.

Casement window

Problems closing your window

Is the window almost closed?

- Check there are no bits in the frame preventing the window from closing.
- Make sure the handle is in the fully opened position before closing and locking your window.

Problems opening your window

- Check that the window is not locked.
- Make sure there is no obstruction outside preventing the window from opening.

Do you have a restricted hinge? (figure 72).

- These are designed to only open to about 10° to prevent accidents. To open the window fully, press the button on the slider (circled on figure 72) to disengage the restrictor.
- You will need to do this on both sides of a top-hinged window and just the bottom one on a side-hinged window.

My window is stiff to move

Have you lubricated your hinges, as described on page 21?

If you have been regularly maintaining the windows you can decrease the resistance on the hinge making it easier to operate the window. See Casement adjustment for details (Page 24).

My window won't stay at the position I open it to. This may be caused by the adjuster screw on the hinge is too loose.

You can tighten this with a flat-head screw driver to increase the resistance between the slider and the hinge track. See Casement adjustment for details on page 24.



Figure 72 Restricted Hinge.

Troubleshooting

Handle is loose

Over many years of use your handle fixings may become loose. You can tighten them as shown in the following figures.



Figure 73
Carefully remove the top cover cap using a small flat-headed screwdriver.



Figure 74
Tighten the top fixing using a Phillips screwdriver and push the cover cap back into place.



Figure 75
Move the handle to the open position and tighten the bottom fixing.

Tilt and turn windows

Problems closing your window

Is the window almost closed?

- Check there are no bits in the frame preventing the window from closing.
- Make sure the handle is in the fully opened position before closing and locking your window.

Problems opening your window

- Check that the window is not locked.
- Make sure there is no obstruction outside preventing the window from opening.

My handle is stiff to move

Have you lubricated the locking mechanism?

Follow the instructions on how to lubricate rollers and keeps in the section on lubrication under tilt and turn windows on page 22.

You can adjust your rollers to reduce the compression. See tilt and turn seal pressure in the Adjustment section on page 24.

My window is pivoting on only one corner

Under certain operations your tilt and turn window can go into both tilt and turn operation at the same time. Although the window is not designed to operate like this, it is perfectly safe and easy to return it to a normal operating condition (see figures 76-79).



Figure 76



Figure 77
Make sure the handle is positioned as shown. Push the bottom corner of the sash on the handle side back into place in the frame.



Figure 78
Turn the handle to horizontal.



Figure 79
Close your window and turn the handle to the closed position.

Troubleshooting

Doors

Problems closing your door

Is the door almost closed?

- Check there are no bits in the frame preventing the door from closing.
- Make sure the handle is in the fully opened position before closing your door

Is the door failing to stay closed?

Open the door to check the locking gear operates when you push the handle down. To do this, move the handle to see if the hooks move. If they don't, lubrication could help this, see page 21.

Make sure that the white button (snib) is pushed downwards.

Problems opening your door

- Check that the door is not locked.

My lock cylinder is stiff to operate

The Master Locksmiths Association advises lubricating the cylinder with lock graphite (or graphite pencil).

Apply this to the key only and work the key in and out of the cylinder a few times. Never apply lubricant direct into the cylinder as this may cause the internal pins to stick.

Do not use WD40® or other oils.