

General Information

After a heavy shower of rain you may find some water coming in the bottom of your door and window frames. This is nothing to worry about as it will drain away through the drainage holes in the base and will not enter the room.

To ensure a draught free door please remember to keep the door in the locked position. This will achieve a tight fit into the draught seals. However, keys must not be left on the inside of the locked door as this will not allow entry from the outside and could cause a “lock-out” situation.

Ventilation

Windows can be locked in a partially opened position to allow ventilation.

Leadwork

As with any new leadwork, when exposed to rain it will start an oxidation process 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 will take several months to complete.

Activ Self-cleaning Glass

Care should be taken when cleaning Activ glass and should only be undertaken in accordance with the maintenance instructions provided at time of installation. Use of products not specifically recommended for use with Activ will render the Guarantee invalid.

Painted Products

If you have purchased a painted product the following aftercare instructions must be followed to validate your ten year Guarantee.

Clean your frames using a mild detergent, warm water and a soft cloth or sponge. This should be followed by fresh water rinsing. Under no circumstances should chemicals or abrasive materials be used. The cleaning interval should be determined by the amount of soiling and not exceed six months in a normal environment. If the frame has become damaged and touch-up materials are used, the areas coated in these materials are expressly excluded from the Guarantee.