

# MAINTENANCE GUIDE

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FOR YOUR BRACKENWOOD PRODUCTS



Brackenwood  
IMPROVING HOMES SINCE 1987





# CONGRATULATIONS

## ON YOUR NEW BRACKENWOOD INSTALLATION

Whether you've purchased Brackenwood windows, doors, bi-folds, patio doors, French doors or a full conservatory, this guide will help you to keep your Brackenwood products looking, and working, their best for many years to come. We've included performance, accreditation and warranty details, together with a variety of useful tips and information to help you follow the correct operating procedures and carry out simple maintenance.

Please spend some time to familiarise yourself with the contents to ensure you enjoy your Brackenwood installation and get the best from your investment. ***It is important you follow the guidance in this manual to ensure warranties are maintained.***



As Brackenwood has a policy of continuous improvement in products, methods and materials, changes in specification may be made from time to time without prior notice.

**Note:** Brackenwood products are technically engineered and require specialist parts and experience to install. Never attempt any repairs to a Brackenwood product yourself as this may invalidate your warranty.



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# CLEANING

Your Brackenwood products require a minimal amount of care in order to give you trouble-free operation and remain in optimum condition for many years to come.

The following information will show you the most effective ways to clean your Brackenwood windows.

## Standard uPVC frames

- Wash frames with a soap and water solution (diluted washing-up liquid is fine) every four months to avoid the build-up of grime and atmospheric deposits.
- For stubborn stains, use a non-abrasive uPVC liquid cleaner. Use sparingly and buff to shine. Test on an inconspicuous area first.
- Avoid solvent-based cleaners and take care

## Coloured foiled uPVC frames

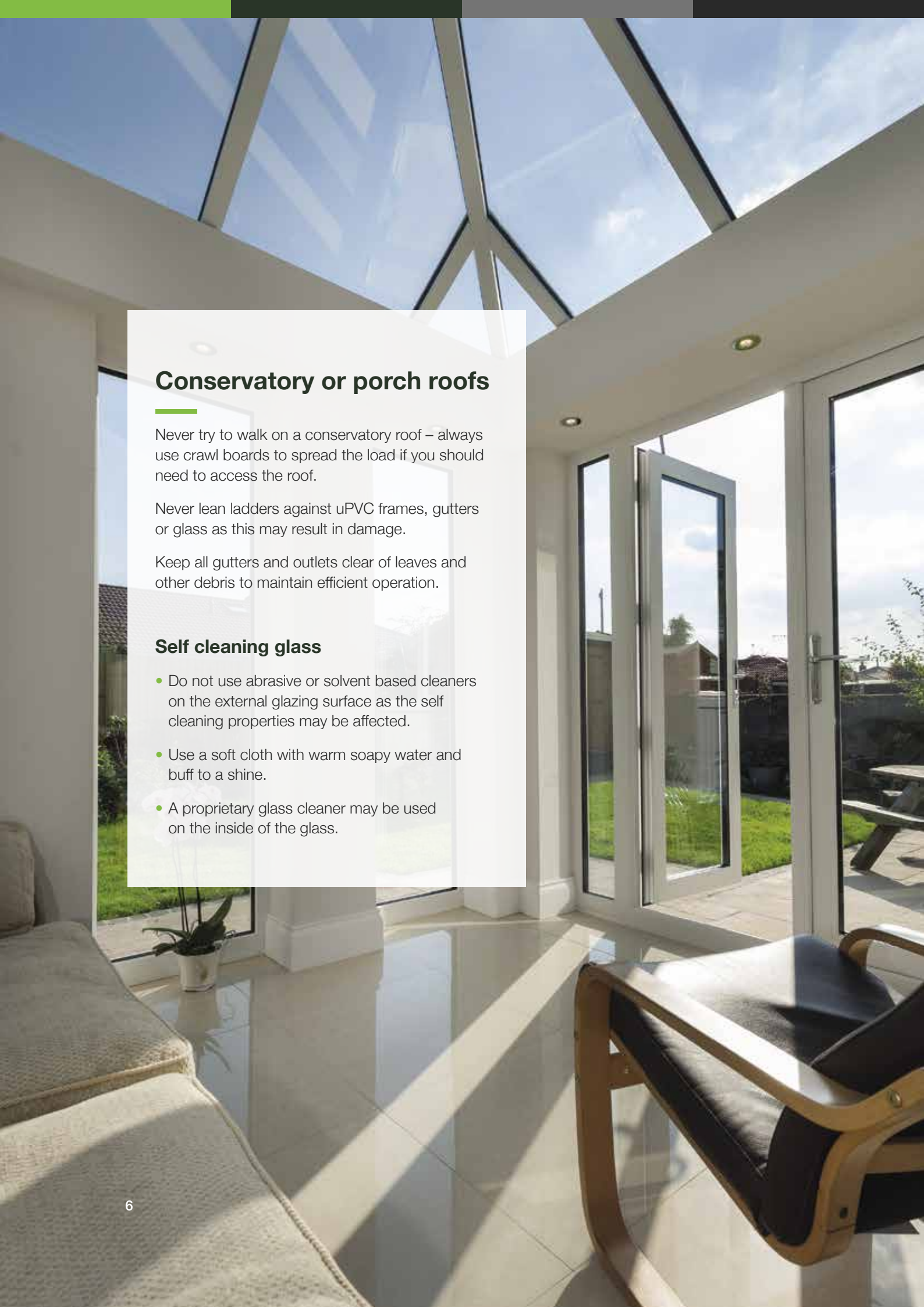
- Only use a soap and water solution to clean woodgrained or foiled windows.
- Never use cleaning fluid or solvent based cleaners.
- Minor scratches can be repaired using a matching RAL touch-up pen

## Glazed units

- Remove all hand jewellery prior to cleaning to avoid scratching.
- Remove any heavy external grime with a soap and water solution first.
- Use any proprietary glass cleaner, applying with a soft cloth and buffing to a shine.
- Glass fitted with Astragal bars may be cleaned in exactly the same way.

## Leaded glass

- If leaded strips are bonded to the glazed unit, take extra care as excessive pressure may dislodge the lead from the glass surface.
- Use a soft cloth with warm soapy water, applied with moderate pressure.
- Note that external lead will oxidise. This is a natural phenomenon and cannot be avoided.
- Lead is a delicate natural product and can be easily marked if care is not taken.



## GENERAL MAINTENANCE

### Conservatory or porch roofs

Never try to walk on a conservatory roof – always use crawl boards to spread the load if you should need to access the roof.

Never lean ladders against uPVC frames, gutters or glass as this may result in damage.

Keep all gutters and outlets clear of leaves and other debris to maintain efficient operation.

### Self cleaning glass

- Do not use abrasive or solvent based cleaners on the external glazing surface as the self cleaning properties may be affected.
- Use a soft cloth with warm soapy water and buff to a shine.
- A proprietary glass cleaner may be used on the inside of the glass.



### Lubrication

All moving parts require periodic lubrication, and your Brackenwood windows and doors are no exception.

- For hardware and opening mechanisms, use light machine oil (for example, 3-in-1 or WD-40).



### Drainage

All Brackenwood glazed products are designed with an in-built drainage system, comprising of slots within the lower thresholds that allow any water ingress to flow on the outside. To ensure an efficient system, these slots must remain unblocked.

Periodically remove dirt, clean drain holes and check the drainage operation by flushing through with water.



### Handles and hardware

When installed, your hardware is protected with clear lacquer.

Over time and through normal wear and tear, the lacquer may peel or become tarnished. Brackenwood cannot accept any responsibility for this as it is a natural occurrence.

### Mastic Seal

The mastic seal is the waterproof seal found around your doors and windows.

Please note that some discolouration of the seal is a natural occurrence and cannot be avoided.







# CONDENSATION

Water vapour is naturally present in the atmosphere.



In the home, this natural water content is increased by normal day to day living – for example, activity that generates steam such as cooking, bathing, laundering, boiling a kettle and even breathing.

The water vapour remains undetectable while floating in warm air – but upon contact with cold surfaces such as windows, mirrors and tiles, condensation occurs as the vapour turns into water droplets.

Traditional house construction allowed the escape of this water vapour through natural ventilation, including open flues of coal fires, air bricks and ill-fitting windows and doors – however the drive to conserve energy and reduce heating costs has led to the sealing of homes, resulting in trapped water vapour and increased problems of condensation.

With Brackenwood's highly energy efficient windows and doors, condensation can even form on the outside face of a double glazed unit, due to the outside surface being much colder than the inside – this is perfectly normal and nothing to worry about.



## Ventilation

Provide ventilation in your home wherever possible by:

- Opening a window (please bear security in mind when leaving open an easily accessible window)
- Fitting a ventilation or extraction unit in the kitchen and bathroom
- Fitting wall vents to provide air flow.

## Heating

Maintain some heat in the house during cold weather.

If possible, fit radiators under windows to maintain the temperature of the inside pane of your double glazing.

An electric dehumidifier can help in problem areas by extracting excess vapour from the air.

## Water Vapour

Water vapour will easily drift from its originating point due to the convection currents in your home.

To avoid this:

- Keep internal doors to kitchen and bathroom areas closed and draught-sealed where possible.
- Ensure bedrooms are ventilated at night to provide air movement. If doors must be closed, install a ventilation grille in or above the door.
- To ensure air flow in the vicinity of windows, curtains should be a minimum of 150mm (6") away from the window, with suitable gaps at the top and bottom.



# SECURITY

Your Brackenwood windows, doors and roof have been specifically designed to include a number of security features to protect your home and family against intrusion.

## Remember: prevention is better than cure.

We recommend the following sensible security precautions should also be taken:

- Never leave a window or door open when your home is unattended.
- Lock all windows whenever they are in the closed position and remove all keys.
- To provide adequate means of escape in an emergency, locate keys adjacent to the window but out of external view.
- When leaving the house unattended and at night, ensure door handles are fully lifted and that the keys are turned and removed in order to throw and lock all deadbolts and shootbolts for full security.





## GLAZING INFORMATION

### Glass imperfections

All double glazed units are susceptible to a degree of natural surface imperfection during the manufacturing process. Certain imperfections in the glass cannot be avoided, even in the most carefully controlled production environment.

Such blemishes and imperfections are therefore beyond our control, but are considered acceptable by even the most rigorous industry standards – we would like to draw your attention to the following extract from an industry-accepted standard in relation to glass:

- 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 unit shall be viewed from the room side, standing at a distance of three metres (6'6") in natural daylight and not in direct sunlight. The area to be viewed is the normal vision area, with the exception of a 50mm (2") wide band around the perimeter of the unit.
- 3 Flat transparent glass shall be deemed acceptable if the following phenomenon are neither obtrusive nor bunched:
  - Totally enclosed seeds
  - Bubbles or blisters
  - Hairlines or blobs
  - Fine scratches, not more than 25mm (1") long
  - Minute embedded particles.
- 4 Obtrusiveness of blemishes shall be judged by looking through the glass and not at it, under normal lighting conditions as described in point 2.

### Other glazing information

Brackenwood have used only the highest quality float glass available, whether laminated, toughened or annealed, which conforms to the requirements of BS 6262.

Double glazed units produced to BS 7513 conform to the highest manufacturing standards and the most uncompromising quality control and inspection routines.

Patterned glass originates in very large sheets and due to spacing repetition, centralisation of any design in a specific window cannot be guaranteed.



## OPERATION AND MAINTENANCE

Pages 13-24 will show you how to care for your Brackenwood products.

### Open out windows

Brackenwood's casement windows are fitted with friction hinges that hold the window in the open position.

The locking mechanism fitted to the opening edge of the window engages with slotted 'keeps' fitted to the outer frame. The secondary slot within the keep enables the window to provide a 'vent' position, with the window only slightly open whilst providing ventilation.

**NB: Accessible windows should not be kept in the 'vent' position when the house is unoccupied.**

To open, turn the key if fitted, then push the button in the centre and whilst pressed, turn the handle through 90° to unlock the handle. To close, simply turn the handle back the other way until it engages with the lock. Once closed, turn the key to lock the window and remove it to keep somewhere safe nearby.





## Maintenance



### Friction Hinges

To attain optimum performance the scissor mechanism of the friction hinges will require periodic lubrication. The pivots, sliding shoe and tracts should be kept free of dirt and debris.

### Lubrication - as required

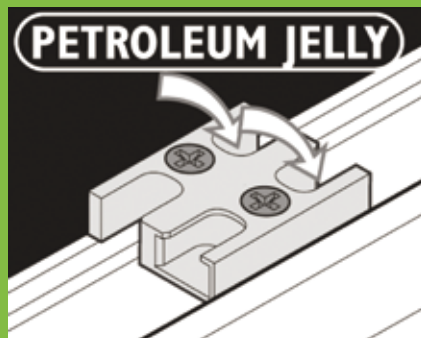
Oil all pivot points (one drop per pivot is sufficient) and wipe away excess.



### Espagnolette - locking mechanism

Lubricate - as required.

Keep the sliding mechanism free of dirt and lubricate each slot with light machine oil.



### Keeps

Lubricate the slots of the keeps with petroleum jelly as required.

### Handles - (espagnolette locking)

Clean and lightly oil moving parts.



## Tilt & Turn windows

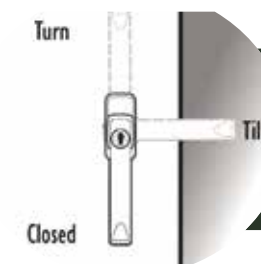
Brackenwood's versatile tilt and turn windows are fitted with 'tilt before turn' (TBT) handles for safety reasons – ensuring the window cannot be easily opened by children. This style of window is capable of two modes of operation:

- Tilt mode for ventilation
- Turn mode for cleaning and emergency exits

As the name suggests, the tilt mode must be performed prior to turning the window – however these windows may also be supplied in 'tilt before turn' mode where the sequence is reversed.

If you are in any doubt as to the sequence of operation for your windows, please contact Brackenwood.

**NB: The window must always be fully closed before changing the handle's position.**



To operate the window, the handle should be in one of three positions: Closed, Tilt or Turn

If fitted, turn the key to unlock the window.

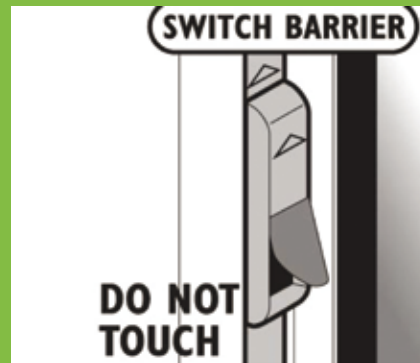
To select Tilt mode, rotate the handle through 90° from downwards to horizontal, and pull the window inwards towards you. The bottom of the window will remain hinged to the frame, while the top tilts inwards to allow ventilation. When the key is removed, it is not possible to open the window fully.

To select Turn mode, close the window and rotate the handle through another 90° until it points upwards, then pull the window inwards. The side will now remain hinged to the frame while the window will open inwards to any desired position.





## Maintenance



The switch barrier projecting from the locking mechanism, adjacent to the handle, is a safety device. It ensures that only one mode ('tilt' or 'turn') can be selected at any one time, by securing the handle into the selected mode, while the window is open.

Avoid pressing the switch barrier as this action releases the handle and could allow it to be inadvertently rotated to the alternative mode, resulting in the window disengaging from its gear.

Always firmly close the window before changing the handle position.

Service calls resulting from activating the switch barrier will be chargeable.



### TBT locking mechanism

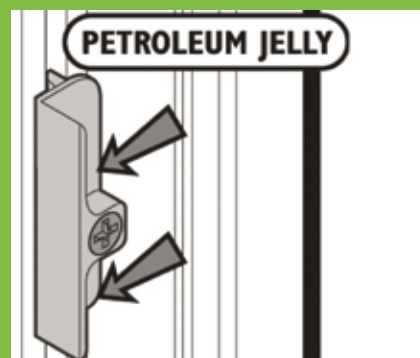
Keep sliding mechanism free of dirt and lubricate each slot with light machine oil as required.

### Keeps

Lubricate the faces of the keeps with petroleum jelly as required.

### Handles

Clean and lightly oil moving parts.



## Window restrictors

If fitted, the restrictor limits the opening of the window to control access.

The restrictor may be disengaged to allow the window to be fully opened.

There are two main types of restrictor, the standard casement restrictor and the security restrictor.

### Standard casement restrictor opening instructions

#### To open - restricted

Operate handle and open window. The restrictor arm will limit opening.

#### To open - fully

Once opened to the restricted position, close the window slightly and manually release the restrictor by lining up the slot opening with the striker post. While holding the latch, open fully.

#### To close

Close the window in the normal manner. The restrictor will automatically re-engage.







## Brackenwood Residential Doors



Brackenwood composite and uPVC doors are available in a variety of styles and operations.

Doors may be fitted with level / pad handles that limit outside opening by use of a key, or twin hookbolts and a single deadbolt combination with a latch and a lock.

In addition, up to 4 rollers may be present.

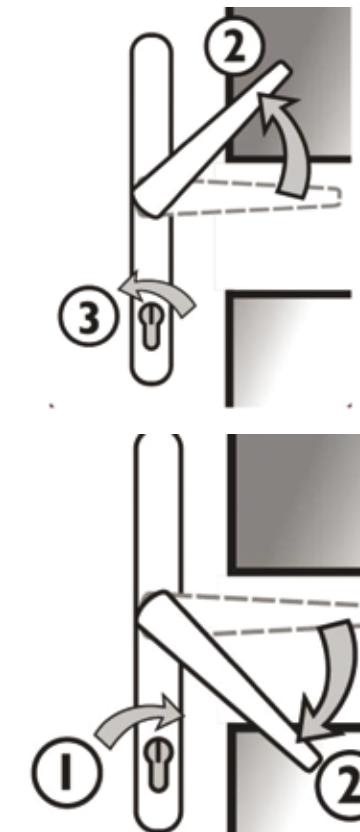
All locking points engage in keeps fitted to the jamb.

The top and bottom deadbolts, hookbolts and rollers (if fitted) are engaged by lifting the handle.

- 1 Hookbolt
- 2 Latchlock
- 3 Deadbolt
- 4 Rollers (if fitted)
- 5 Keeps (fitted to the frame)



## Security restrictor operating instructions



A special key is supplied to provide adjustment for the swinging arm and to enable the unit to be locked.

### To lock

- 1 Close the door - catch engaged
- 2 Lift the handle or pad to engage the top and bottom deadbolts/hookbolts/rollers.
- 3 Insert key and turn to engage centre deadbolt and fully lock. If the key will not turn, lift the handle or pad to maximum. Remove the key from the lock.

### To unlock

- 1 Inset the key and turn to unlock
- 2 Press handle or pad down to disengage top and bottom deadbolts/hookbolts/rollers
- 3 With level handle, door will open
- 4 With pad handle, continue to turn key to open.

## Maintenance and Cleaning

Lubricate the locking mechanism, handles and hinges if required but DO NOT add additional lubricant to the lock cylinder as this is packed with special grease.

### To unlock

Clean and lightly oil external moving parts.

### Cleaning

Ensure frames are free of dirt by cleaning with soap and water; no other cleaning products to be used.

### Locking mechanism

With door open, lubricate the deadbolts/hookbolts/rollers and latchlock with light machine oil.

### Hinges

Clean and lightly oil hinge pins. If external, lubricate every 6 months.





## French or double doors

Dependent upon the locking mechanism fitted to your door, there are three slave door locking options:

- 1 Full slave locking (a handle operated shootbolt that operates in the same way as the master door)
- 2 Flushbolts (hand operated flushbolts fitted to the top and bottom of the slave door)



Always open the master door first to avoid spraining the lock. Your installer should have shown you which door is the master, but it is usually the one with the full handle and lock. To lock the door after use, turn the handle upwards to engage the multi-point locks and then turn the key.



## Patio doors

Brackenwood patio doors are fitted with an integral high security locking mechanism, featuring a multi-point locking system and shoot-bolts with integral reinforcement.

To open, move the lock upwards, take hold of the handle and slide the door open.

To close and lock, simply slide the door into place and click the lock into the downward position.

## Maintenance and Cleaning

- Ensure frames are free of dirt by cleaning with soap and water; no other cleaning products to be used.
- Check drainage holes and remove any blockages
- Lubricate pivot point with light machine oil
- Minor scratches can be repaired using a matching RAL touch-up pen
- Check for obstructions, signs of wear and ensure fixing screws are secure.

## Maintenance and Cleaning

- Ensure frames are free of dirt by cleaning with soap and water; no other cleaning products to be used.
- Check drainage holes and remove any blockages
- Lubricate pivot point with light machine oil
- Minor scratches can be repaired using a matching RAL touch-up pen
- Check for obstructions, signs of wear and ensure fixing screws are secure.



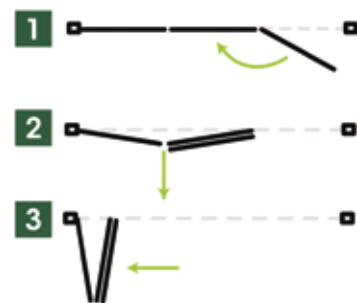


## Bi-fold doors

Brackenwood's range of bi-folding doors is available in configurations from 2 to 7 panes, opening in or out.

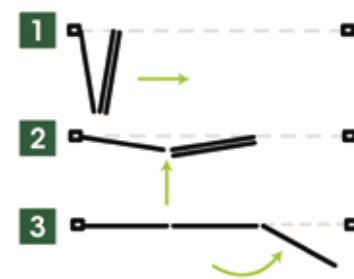
You must open the master door first – if you try to open the slave door, you are at risk of spraining the lock.

### Opening operation



Before step 2, the door must be fully engaged with magnets.

### Closing operation



Before step 2, locking mechanism must be fully engaged.

## Maintenance and Cleaning

- Ensure frames are free of dirt by cleaning with soap and water; no other cleaning products to be used.
- Rolling mechanisms carrying the door panels are fitted with sealed stainless steel bearings and require no lubrication.
- Ensure top and bottom tracks are kept free from debris, which may impair the function.
- Door locking mechanisms should be cleaned and any moving parts lubricated with a light machine oil and least once a year and more frequently where appropriate.







## DO'S AND DON'TS

The following section indicates simple best practice 'dos and don'ts' to ensure continual optimum performance of your windows and doors.

### ✓ Do

- Clean the glass regularly with a good quality liquid spray glass cleaner
- Frequently wash down the uPVC profiles with warm soapy water and wipe dry
- Only use cleaning materials which do not impair anti-corrosion properties of the surface coatings
- Use cream cleaner for isolated stubborn stains on white uPVC only. Apply with a damp cloth using minimal pressure
- Ensure drainage slots are unblocked and free from dirt and debris
- Keep all tracks clear of dust and debris in order to reduce wear and tear on sliding parts
- Check all fire escape hardware annually for wear and tear and a consistent fit
- Ensure conservatory gutters and their outlets are kept clear of leaves and debris to ensure unobstructed flow
- Ensure all moving mechanical parts are lubricated - hinges, locks and keep plates will benefit from a small application of light oil at least once a year
- Replace damaged or worn parts with original Brackenwood parts.

### ✗ Do Not

- Use any type of bleach, solvent (e.g. white spirit, methylated spirits, nail varnish remover), anti bacterial wipes or adhesives
- Use abrasives or brass cleaner on furniture: handles, door knockers, letter plates
- Use glass cleaner on the uPVC profile
- Use a ladder when cleaning your conservatory roof, always use a crawler board to evenly distribute your weight
- Use abrasive paste or cream cleaners on any profile
- Use high pressure or steam cleaners
- Use any abrasive papers, such as sandpaper
- Use excessive loads on the windows and doors
- Lean ladders against conservatory guttering
- Paint or try to remove paint
- Use any unspecified tools
- Use abrasive or solvent-based cleaners on self-cleaning glass
- Leave door or window keys in the lock.



## GUARANTEE

Brackenwood profiles are manufactured using tried and tested formulations from approved suppliers and will not warp, split or discolour for 10 years from date of installation.

The guarantee is issued in association with our raw material suppliers and based on proven technology for UV stabilised products.

Further details, weathering data and full conditions can be supplied on request.

All products are to be installed to Brackenwood recommendations.

*You have an obligation to clean and maintain your supplied Brackenwood product. We advise a maximum period of no more than 12 months when maintenance and cleaning should be carried out. Not maintaining your product could result in your Guarantee being void.*





Brackenwood

IMPROVING HOMES SINCE 1987

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