



synerjy

windows & doors



Operation & Maintenance

of your windows & doors





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Introduction

In the following booklet you will find all the information you need to carry out the necessary cleaning and maintenance of your windows and doors. The booklet contains information on how to clean all parts of your windows and doors with the correct cleaning products. It details which parts of the locks and hinges require lubrication and how this should be applied. The guide also offers advice on how to reduce condensation within the household and also how to improve security by carrying out a few simple precautions.

If the guidance within this manual is followed all products should remain at a high standard and be problem free.





Maintenance

Glass cleaning

When cleaning glass use soap and water to remove any external grime. To produce a better finish you can use a household window cleaner and soft cloth. Please be aware that any jewellery worn whilst cleaning the windows could scratch the glass if it comes into contact, removing jewellery or wearing rubber gloves would prevent scratching. Also be careful to ensure your cloth hasn't any small stones or debris on as this may also scratch glass.

Pvc-u frame cleaning

The faces of pvc-u window frames should be cleaned every three to four months with warm soapy water and a mild detergent. Always clean with non abrasive detergents as abrasives may damage the surface.

Drainage

Synerjy products are produced with built in drainage system. To ensure the system works efficiently the drainage slots must remain unblocked. Always ensure these are clean of any dirt or debris.





Glass Defects

During the glass manufacturing process, double glazed units are susceptible to a degree of surface damage, some of these blemishes/imperfections are unavoidable even in a controlled production environment.

Blemishes and imperfections within strict limits are deemed acceptable as they are inherent in all double glazing. These limits are defined by the Glass & Glazing Federation.

All glass installed is to the highest standard and conforms to the requirements of British Standards.

The following is an extract taken from the Glass and Glazing Federation standards:

1. Transparent float 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 glazing unit should be viewed from inside the room, 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 obstructive or bunched:-

- Totally enclosed seeds
- Bubbles or blisters
- Hairlines and blobs
- Fine scratches not more than 25mm long
- Minute embedded particles

Obstructiveness of blemishes shall be judged by looking through the glass and not at it, under normal lighting conditions as described in 2.





Security



Synerjy windows and doors have been specifically designed and manufactured to meet all security requirements of the relevant British Standards. These specifications are there to protect your home from intrusion.

Even though our windows and doors have met and exceeded the requirements of the relevant British Standards, we recommend that you take sensible precautions at all times, these include;

- Ensure all windows are closed when leaving your home unattended
- Lock all doors when leaving the house unattended or at night
- Remove all keys from external view
- Make sure all household members know where to find keys for windows and doors in case of emergency



Condensation

What is condensation?

Condensation is caused by the production of moisture in the air, which condensates into water when it comes into contact with cold surfaces, this moisture content is known as relative humidity (RH). The higher the temperature in the household the more moisture this warm air can hold - if the RH rises too high mildew may form. In less well insulated older properties or in unheated rooms the moisture in the warm air will condense when it comes into contact with a cool or cold surface such as metal windows or doors, cooler edges of glass sealed units, cold walls, floors and ceilings.

What is the main source of condensation?

Today's houses are built in a more energy efficient way by installing thermally efficient PVC-U draught proof windows and doors, central heating and fully insulated walls, floors and roofs- hence the moisture produced stays within the dwelling because there is no air movement or air changes.

So the main causes of condensation are;

- Drying clothes on radiators
- Non vented tumble dryers
- Bathing
- Cooking

How can you prevent/reduce the build up of condensation?

By installing PVC-U framed double glazing you have increased the thermal properties of the window and have therefore reduced the onset of condensation in the first place. But you have reduced the air flow as your new windows are draught free unlike the old.

There are also a number of activities you can do to reduce the amount of moisture produced in your home;

- If you dry clothes on radiators, reduce this to one room and ventilate the room by fully opening a window
- When bathing/showering, again try to contain this to one room by closing internal doors and ventilate
- Heating any room where condensation is forming is essential
- Leave trickle vents open to ensure circulation of fresh air
- When cooking close doors also open windows



Casement Windows

Operating instructions

1. To unlock the handle

Insert key and rotate the key through 90 degrees, the handle is now unlocked

2. To open the window

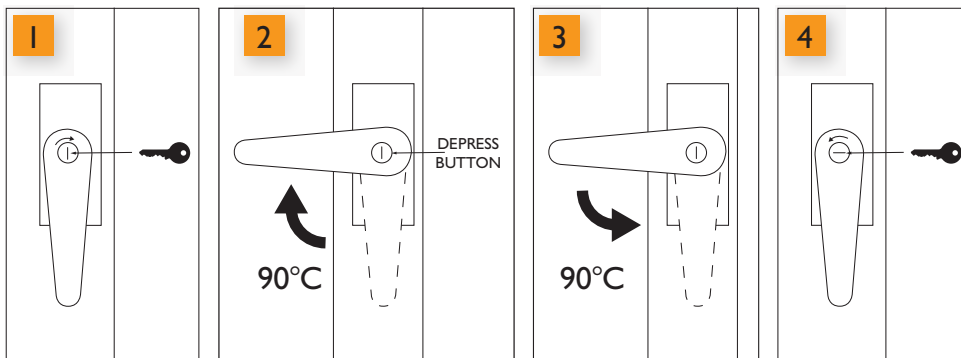
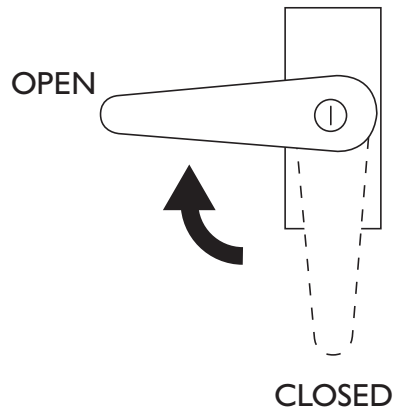
Depress and hold the button, rotate the handle 90 degrees and push window outwards

3. To close the window

Pull the window to its fully closed position and turn the handle back 90 degrees

4. To lock the handle

Turn the key 90 degrees and remove the key





Egress, Easy Clean & Tri-Stay Restrictor Hinges

Egress Hinges

For fire escape and emergency exit these hinges open to 90 degrees to give maximum exit clearance.



Tri-Stay / Easy Clean Hinges

For fire escape, emergency exit, easy clean to allow for cleaning with built in child restrictors.

Operating Instructions

1. To open to 100mm for ventilation and with child restriction. Unlock the handle and open as shown on page 8, push the window sash to open, it will stop at the restricted position.
2. To open for emergency exit open as above then press the green button on the hinge side as shown on the diagram and push the window sash to fully open.
3. To open for easy cleaning purposes from the emergency exit position as above, press the button located behind the green press button and the window sash will now slide to the easy clean position.



Maintenance

To obtain optimum performance, the hinges will require periodic maintenance and lubrication. The hinges and rails should be kept free of dirt, debris and obstruction at all times.

Hinges

Annually clean away dirt from hinges and apply lubrication which you will find in your customer care pack.

Frames

To remove atmospheric grime, clean regularly with soap and water. Check drain holes are free from obstruction.

Handles

Clean and lightly oil annually.





Tilt & Turn Windows

Operating Instructions

After installation all keys will have been removed from locks.

1. To tilt

Insert key and turn to horizontal position.

Rotate the handle 90 degrees, window will now tilt, now remove the key to ensure that the window cannot be opened to the turn position.

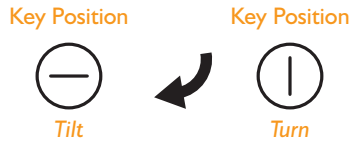


2. To close window from the tilt position.

Push window to its fully closed position and turn handle back 90 degrees.

3. To turn

This operation is for cleaning purposes only and for safety reasons windows should not be left in the turn position. Insert key into lock and rotate to vertical position. Rotate the handle 180 degrees pointing vertically upwards, window will now turn.



4. To close window from the turn position.

Push window to its fully closed position and turn handle back 180 degrees - after closing from turn position always reinsert key and lock to ensure that the window can only be opened in the tilt position, remove key.



Maintenance

To obtain optimum performance, hinges should be kept free of dirt and debris and will require annual lubrication.

Handles

Clean and lightly oil annually.

Frames

To remove atmospheric grime, clean regularly with soap and water. Check drain holes are free from obstruction.





Residential & French Doors

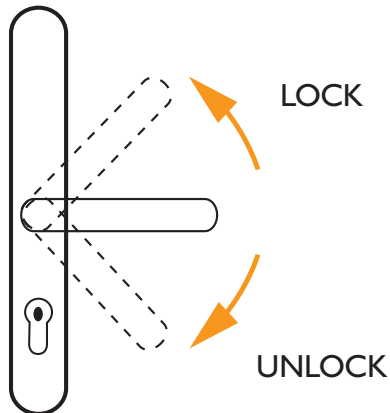
Operating Instructions

1. To lock

Insert key into the lock cylinder and push the door handle fully upwards to engage the hook locks on the door mechanism. Turn the key 360 degrees and the door will now be locked.

2. To unlock

Insert key into the lock cylinder and turn 360 degrees and your door will now be unlocked. To open push down the handle.



Maintenance

Lock lubrication

Clean and lightly grease external moving parts and keeps annually.

Hinge lubrication

Clean and lightly oil hinge pins annually, if door opens out lubricate every 6 months.

Letterbox lubrication

Lightly oil springs on inside and outside flaps annually.

Handles

Clean and lightly oil external moving parts annually.

Cleaning frames

To remove atmospheric grime, clean regularly with soap and water. Check drain holes are free from obstruction.

Cylinder

Do not attempt to lubricate locking cylinder.



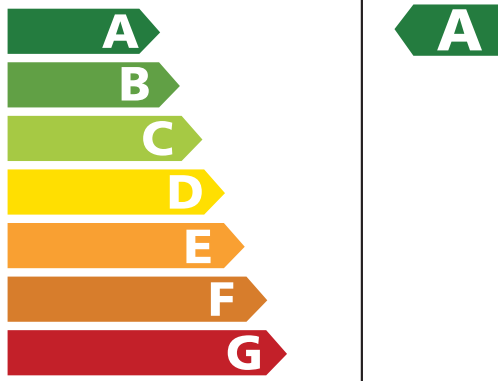


Window Energy Rating

SYNERJY LIMITED

KM 579286

SYNERJY CASEMENT WINDOWS



Efficiency rating (kWh/m²/year)
 Energy rating certified by BSI and based on a UK standard window. Exact energy consumption for this product will depend on the building, the local climate and interior temperature.

Country:

A
UK

Thermal Transmittance	1.4 W/m ² .K
Solar Factor	0.43
Air Leakage	0.00 W/m ² .K



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