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# Care & Maintenance Guide

**RIDON**  
**GLASS**

# Window Operation

## Outward Opening Hinged Windows

### Handles

Handles have a push button catch and a key lock.

### To Open

Unlock with key, push the button, turn and push to open window.

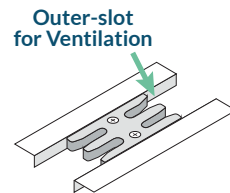
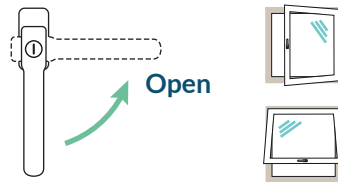
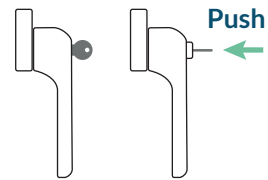
### To Close

Close window, turn handle and key lock.

### Note

Ventilation is provided by engaging the window catches in the outer slot of the window keep fitted to the frame (see below).

You can lock the handle as suggested, but the window is not as secure as when fully closed and locked.



## Tilt and Turn Windows

### Handles

When closed, handle will be vertical with the pointed end down. Insert key to unlock

### Tilt Position

For ventilation, turn handle 90 degrees only and gently pull the top of the window back into the rest position. The handle can be locked in this position for overall safety.

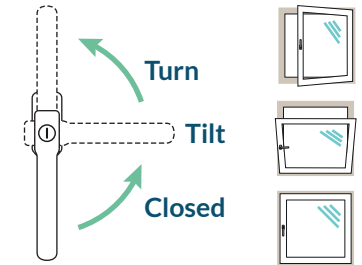
Reverse to close. With larger frames, push both sides of window in at the same time.

### Turn position

The complete window hinges inwards from the side.

From closed position, turn handle so pointed end is up. Gently pull window inwards as required.

Reverse the process to close.



# Window Operation

## Vertical Sliding Windows

### To Slide

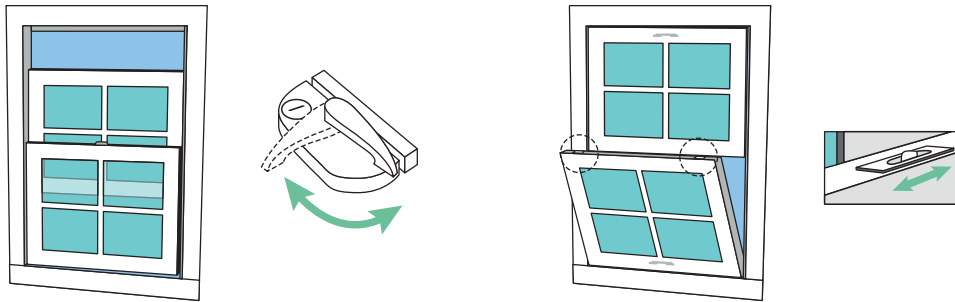
Disengage central catch on the horizontal meeting rail between the sashes and slide either up or down. Reverse to close and secure.

### To Tilt Inwards for Cleaning

**Bottom Sash** - Disengage central catch and slide bottom sash up slightly. Disengage both side button catches on either side of the horizontal meeting rail. Pull the top of the sash gently inwards.

### Upper Sash

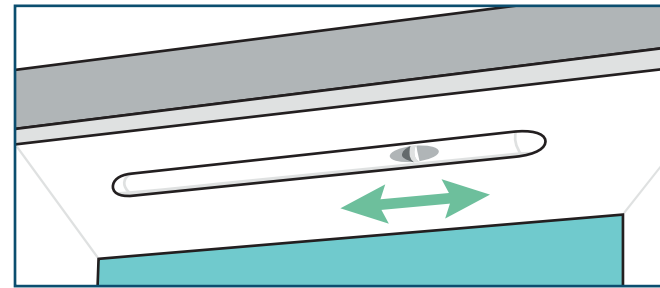
Slide the upper sash down to expose finger catches on the top of the sash. Slide the catches towards the centre and gently pull the sash inwards. Reverse to close. The catches will automatically re-engage. (NB: Tilt Restrictors are optional extras)



## Slot Ventilators / Trickle Vents

Slot ventilators may be fitted to the top of your window frame or opening sash to allow ventilation in your home without opening the window.

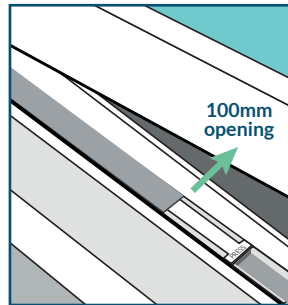
To open this, simply pull or slide top of shutter and reverse to close.



# Child Safety & Fire Escapes - Outward Opening Hinged Windows

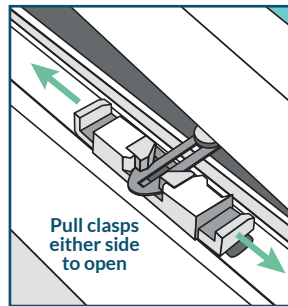
## Restrictor Hinge

The window will open up to the 'stop'. It can be opened further by lifting the lever on the hinge. On closing the window, the restrictor will re-engage automatically.



## Boa Restrictor

Situated in the rebate of the window, the window opens up to the 'stop'. It can be opened further by pushing the two catches outwards. On closing the window, the restrictor will re-engage automatically.

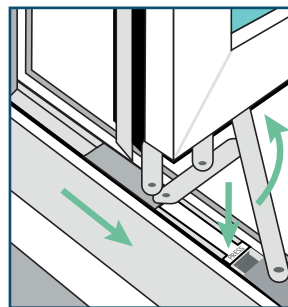


## Fire Escape

### Escape/Easy Clean hinge

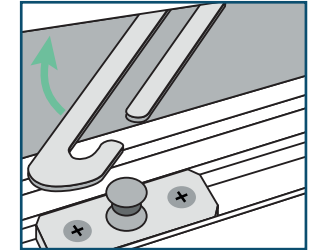
As fitted, the window opens up 90 degrees for escape.

For cleaning, depress the buttons on both hinges and slide towards the centre. On closing the window, the hinge will automatically revert to 'escape' mode.



## Child Restrictor

The restrictor in the window rebate will limit the opening of the window. To open fully, draw the window slightly towards you and release the hook, taking care to avoid trapping your fingers. On closing the window, the restrictor will re-engage automatically.

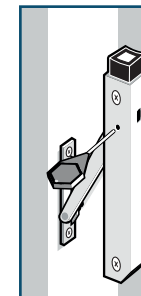
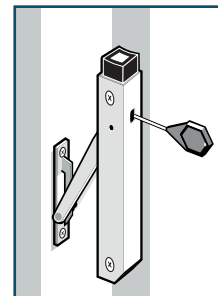
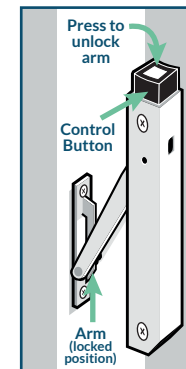


## Face-Fixed Restrictor

The restrictor will limit the opening of the window. To open fully, hold the control button down (when the window is closed) and open window. You can release the control button as soon as the window has cleared the frame. The restrictor will automatically re-engage.

Using the supplied key on the front face, you can lock the restrictor by rotating half a turn clockwise (below left).

You can also adjust the swing arm with the key on the side of the unit (below right). Tighten by turning clockwise and please note that only small turns are required to make adjustments.



# Door Operation

## Hinged PVCU Entrance Doors

There can be two different styles of handle fitted to your doors.

- Style 1 - The handles are similar on both sides of the door
- Style 2 - A normal handle is fitted to the inside with a rounded “pad” handle on the outside only.

It is important you identify the handle style on your doors.

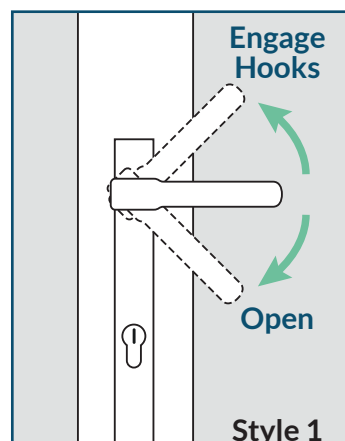
### Style 1 Operation

The door can be opened from either side by unlocking and depressing the handle.

**To Open :** Unlock, depress handle and open door.

**To Close :** Push or pull door closed to engage latch. Lift handle upwards as far as possible to engage hooks between door and frame.

**To Lock :** Turn key and check security by attempting to push handle down.



### Style 2 Operation

When unlocked, the door can be opened from the inside with the handle or with a key from outside.

**To Open :** From inside - unlock, depress handle and open door.

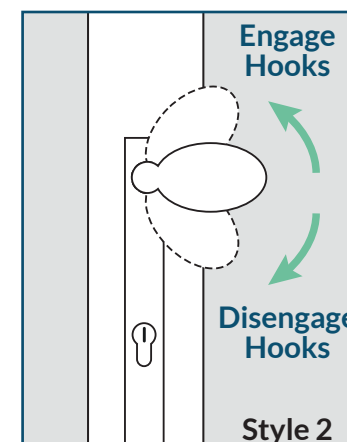
**From Outside:** Unlock and depress pad handle downwards to disengage hooks. To open door, turn key once more to release latch.

**To Close :** From either side, push or pull door closed to engage latch only. Lift either handle upwards as far as possible to engage hooks between door and frame.

**To Lock :** Turn key and check security by attempting to push the handle down.

### IMPORTANT :

When the doors are closed you must lift the handles to engage the hooks at the top and bottom of the door. This offers optimum weather and draught proofing and will protect your door unit against expansion and contraction issues that may arise from natural changes in the weather.



# Door Operation

## PVCU Stable Door

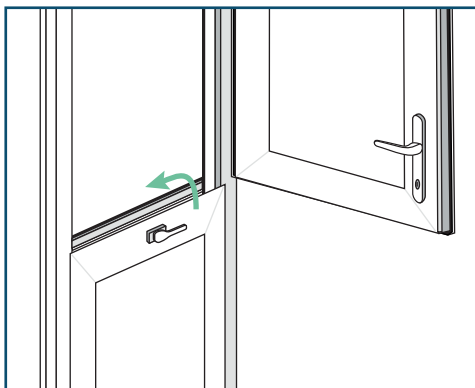
The door consists of a top and bottom leaf that can be used together like a conventional door or separately.

The locking system for the upper leaf has lever handles operating one hook, one adjustable compression cam, one latch and one central tri-laminate claw. The lower leaf locking is by a lever operating a hook and two adjustable compression cams.

To fully close with maximum security, first close the bottom leaf and turn the concealed lever (top of leaf) to engage the bottom locking mechanism. Then close the top leaf, lift the handle to engage the top locking mechanism and turn the key to secure the locking system.

The top leaf can be unlocked and used independently or the bottom leaf can be unlocked and opened and shut either independently or with the top leaf.

For minimal security, the top can be closed, taking with it the bottom leaf and then locked in the normal way with the lever handle and key. (The bottom leaf will be locked and will open with the top leaf.)



## French Doors

French doors include a master door, which always opens first. The remaining door - the slave - is operated independently but can only be opened when the master door is open.

To open the door, unlock, depress lever handle and open master door. To release slave door, unlock, depress lever handle and open.

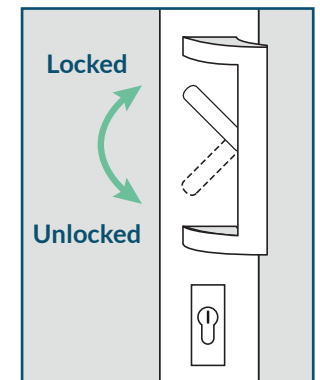
To Close, push or pull the slave door to the closed position and lift handle as far as possible to engage shoot bolts. This is imperative otherwise, when closed, the security of both doors would be compromised. Push or pull master door closed and lift handle upwards as far as possible to engage hooks between door and frame. Lock the door by turning the key and check the security by trying to press down on the handles.

## In Line Sliding Patio Doors

Keyholes and handles are fitted to both sides of the door. A small lever engages catches between door and frame.

To Open, simply unlock and operate the small lever to release the catches and slide open.

To Close, slide the door back across and push the handle down to re-engage the catches. Then lock the door with the key.



## Conservatories

All windows, doors and other surfaces should be maintained as described in this booklet. However, there are a few additional matters that should be addressed.

### Roofs

Glass and plastic roofs can be cleaned with water and mild detergent such as washing up liquid to remove grime and any naturally occurring algae. Always test first. Under no circumstances should abrasive cleaners and solvent based materials be used on any surface.

Take care not to damage roof materials such as glass or polycarbonate. Do not walk directly on the roof. If necessary and with great care, use boards resting on frame members to spread the load. Avoid leaning ladders directly against plastic materials such as gutters, PVCU framing, roof sheets, etc.

### Gutters

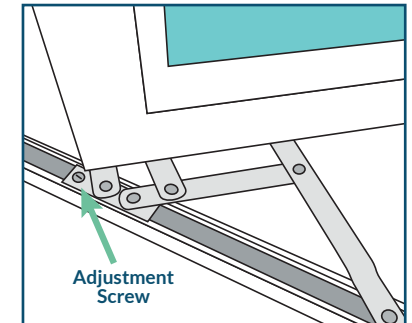
All gutters, box gutters and down pipes should be regularly inspected, kept clean and free from debris and blockage. A small quantity of standing water in gutters is normal and can be ignored.

## Adjustments

### Windows

After continuous use, it is possible that the hinge (friction stay) of outward opening windows may become slack or tight and difficult to use.

Opening the window will expose the hinges at top and bottom or on either side. Clean area first then, if still necessary, the small screw on one of the sliders of each hinge can be adjusted to increase or decrease friction.



**This is a simple maintenance procedure that you can do yourself and is not covered by the warranty.**

### Doors

Some settlement might occur which could cause slight interference when opening and closing. The hinges on PVCU entrance doors have two dimensional adjustments.

**Remember**, by lifting the handles and engaging the hooks when the door is closed, you will protect your door unit against expansion and contraction issues that may arise from natural changes in the weather.

## Cleaning

### Glass Cleaning

Glass used in most double-glazed units is easily scratched. Remove hand jewellery before cleaning. Any standard household cleaner can be used with a soft cloth and we recommend that heavy external grime is initially removed with a solution of soap and water.

Laminated glass - or glass containing Georgian bars - is cleaned in exactly the same manner.

### Scratched Glass

If you do have scratches in your glass, these tend to be able to remove by using jewellers' rouge, or an equivalent rubbing compound.

### PVCu Frame Cleaning

Use a soft cloth, warm water and mild detergent, such as washing up liquid, on PVCu, woodgrains, coloured finishes and other surfaces. Always test your solution first. **Under no circumstances should you use abrasive cleaners and solvent based materials.**

A suitable cloth or soft brush, such as a paint brush, can remove dust and cobwebs from moving parts, rebates and cill areas where dirt, dust and grit can naturally accumulate.

Take care not to dislodge decorative lead strips during cleaning. Though strongly bonded, excessive pressure might cause distortion or de-lamination of the lead from the glass surface. Exposed lead will oxidise naturally creating an attractive and lasting patina. It is recommended this is not disturbed.

Where fitted, drainage holes and slots should be inspected and kept clear from blockage for optimum performance, especially in bad weather. Dirt and grit should be removed from door thresholds, in particular from metal, low level cills, and the inside lower rebates of opening windows.

Keep weather-strips and glazing gaskets clean and free from grime. Inspect to ensure there is good and consistent surface contact. Any dislodged gaskets or weather seals can, in most cases, be slid back into position. If damaged it is important to get this replaced.

## Lubrication

For smooth operation, handles, hinges, stays and locks should be kept clean as suggested and occasionally lubricated to stop sticking and stiffness.

Appropriate lubricants could include:

### Window locks, window and door handles

Light oil such as 3 In One, or similar

### Hinges and pivots

Silicon equivalent

### Friction hinges, friction stay channels, finger bolts, or other sliding sections

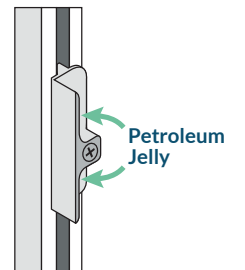
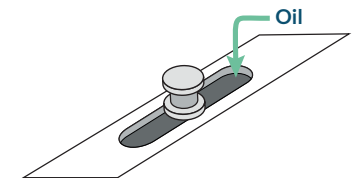
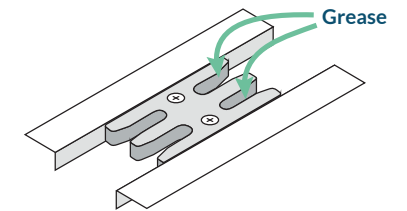
Teflon based lubricant

### Door locks, cylinder locks

Teflon based lubricant

### Ventilators, cat flaps and other ancillaries

Lubricate hinges and pivots with light oil as necessary





# Condensation

Water vapour is continually present in the atmosphere and in your home this natural water content is increased by everyday living such as cooking, bathing, washing, boiling a kettle etc., plus the basic activity of breathing.

Water vapour remains undetectable in warm air; but as soon as it hits a cold surface, such as windows, mirrors, tiles etc., condensation occurs as vapour turns to water droplets.

Traditional houses allow the escape of water vapour through natural ventilation - such as open flues of coal fires, air bricks and traditional windows and doors.

The drive to conserve energy has led to better windows and doors and the effective sealing of homes, resulting in trapped water vapour and increased problems of condensation.

In fact, sometimes, more energy-efficient double-glazed units can, in certain circumstances, lead to condensation being evident on the OUTSIDE of the window.

## Heating

Maintain a permanent level of heat in your house during cold weather, marginally increasing the temperature in areas where condensation is a particular problem.

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

## Circulation

Water vapour will easily drift on warm air currents far from where originated.

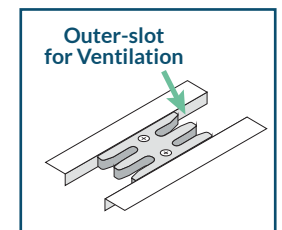
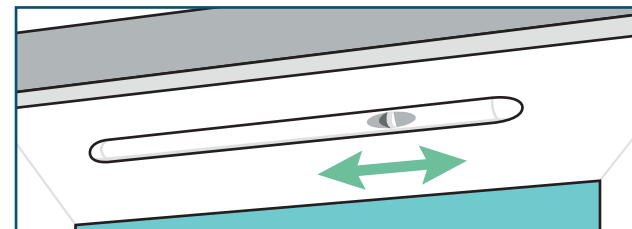
- Keep the doors to your kitchen and bathroom closed and draught-sealed where possible. This will prevent the moist air in these rooms reaching other parts of the house.
- Bedroom windows should have a night ventilation facility to provide air movement.
- To ensure air flow around your windows, your curtains should be a minimum of 150mm (6") away from the window, with suitable gaps, top and bottom, to allow air circulation.

## Ventilation

To minimise the risk of condensation, provide natural ventilation whenever possible by:

- Opening a window or locking the window into the outer slot.
- Fitting a ventilator/extraction unit in the kitchen and bathroom.
- Opening trickle vents where fitted.
- Fitting wall vents to provide air flow.

**Please always bear in mind security when leaving a window open.**



# Glass & Frames

## Standards

The manufacture of glass is an exceptionally aggressive process. As a consequence slight imperfections and blemishes cannot be avoided and are accepted as an industry standard which states:

1. With the exception of the high energy coating, transparent glass used in the manufacture of double glazed units is similar to that used in single glazing and will therefore have a similar level of quality.
2. Both panes of the double glazed units shall be viewed from the room side, standing at a distance of two metres (6.5 feet) 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. Transparent glass shall be deemed acceptable if the following phenomena are neither obtuse or bunched:
  - a. Totally enclosed seeds
  - b. Bubbles or blisters
  - c. Hairline or blobs
  - d. Fine scratches not more than 25mm (1 ") long
  - e. 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 2 above.

(Extracted from the standards of the Glass & Glazing Federation)

Though exacting inspection and quality control systems are in place, tints from the energy coating, inherent blemishes and marks within glass used to produce double glazed units is beyond our control.

## Clear Glass

To meet enhanced thermal performance standards set by UK Government, glass with an energy efficient coating is used in the manufacture of double glazed units. As a consequence, it is perfectly normal to see a slight tint within the glass.

## Patterned & Decorative Glass

Patterned & Decorative glass is manufactured in large sheets and due to the spacing of pattern repetition, centralisation and matching of a design in an individual unit cannot be guaranteed.

## Frame Sealing

To prevent weather ingress, joints between the building and windows, doors or conservatory are sealed with a suitable compound. It is possible that in time, some unavoidable discolouration and shrinkage of the compound may naturally occur.

## Woodgrain and Coloured Finishes

As with natural wood, allowance should be made for variations in the shading and pattern of woodgrain finishes together with slight surface marks, scratches, fish eyes and inclusions including those caused by the fabrication process such as welding of joints.

When viewed from a reasonable distance, coloured finishes should be substantially free from blemishes and orange peel effect. Allowances should be made for slight variations in shading between surfaces and those caused by the fabrication process such as welding of joints. Like all surfaces exposed to sunlight, some slight colour changes can be expected over time.

# Security

## Prevention Is Better Than Cure

Your double-glazed windows and doors have been specifically designed to include a variety of security features to protect your home and family against unwanted intrusion.

But, we recommend a number of precautions so you can take full advantage of the security features available:

- Never leave a window open when your home is unattended.
- For added protection, lock all windows in the closed position and remove the keys.
- To provide a good means of escape in the event of any emergency, we recommend that the keys to all your windows are located close to the window, but out of sight from prying eyes on the outside.
- When leaving your house unattended or at night, ensure the door handles are fully lifted and that keys are turned to lock all deadbolts/hookbolts for full security.

# Issues

## Disclaimer

The contents of the Product Care & Operation Guide are given in good faith and are, to the best of our knowledge, an accurate description of the care and operation of the windows, door's and conservatories installed by us.

However, we can not be held responsible for inaccuracies that might be contained and for subsequent results.

## Support

In the unlikely event of damaged or faulty components, qualified personnel using the correct parts should undertake remedial work. Please contact us for assistance and advice especially if the item is covered by warranty.

Contact us should you have any difficulties or require assistance. We are here to help.