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## Cleaning, Maintenance & Operation Guide

Helping you take care of your Finesse Installation

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# Introduction

Thank you for choosing Finesse Windows for your home improvements. This guide is designed to help you operate and maintain your installation over our 10 Year Decade of Care guarantee period and beyond. Our products are designed to be low maintenance so we hope to provide simple steps to help you keep everything in 'Finesse' condition.



# Cleaning

Finesse products are all designed to be low maintenance allowing you to have more time to enjoy them rather than spending time on upkeep.

## WINDOW AND DOOR FRAMES

- Our UPVC windows and doors need little more than regular washing with warm soapy water.
- We recommend every three months in built up city areas with high volumes of traffic and less in more rural locations.
- Ensure you use a non-abrasive cleaning product (avoid solvent based products and cream cleaners).
- Use a soft, clean cloth (try to avoid coloured cloths as the dye can stain the plastic). Do not use abrasive sponges as these will damage your frames.
- Coloured foiled frames can be cleaned as per UPVC above.



## EASY CLEAN HINGES

Easy clean hinges may have been fitted to rooms that are upstairs, they provide easy access to the external side of your windows to enable easy cleaning.

To slide the sash across to enable cleaning:

- Use a coin or the end of the key to insert into the groove on the silver disc, there is one located on both the top and bottom hinge.
- Once the disc is turned 180° this will allow you to slide the sash across for cleaning.
- To close the window from this position just pull it in as you would normally to close the window and the hinge should re engage.

## GLASS

- Everyday dirt and grime should be removed with warm soapy water.
- Using a soft, clean cloth with a household glass cleaner to achieve a smear free finish.

## LEADED UNITS

- Take care when cleaning leaded units not to exert too much pressure on the lead so as not to scratch the surface or dislodge it from the unit.
- Warm soapy water and a soft cloth is all that's needed.
- Lead is prone to patination so do not be alarmed if your lead changes colour over time, it is a natural process where lead reacts to the environment.

## CONSERVATORY ROOF

If you have self cleaning glass installed in your conservatory roof then you do not need to clean the glass at all.

Self cleaning glass is specially designed to remain cleaner for longer than conventional glass. A transparent coating on the external surface of the glass harnesses the power of ultra-violet rays and rain (or water) to break down dirt and grime then wash it clean away. The coating is totally integrated into the surface of the glass and is highly durable. However, as with all coated glass a certain level of care must be exercised when handling and maintaining.

*To note: It is perfectly normal for your conservatory roof guttering to hold water, it is designed to drain away once it reaches a tipping point.*



# Maintenance

UPVC doors and frames need little maintenance other than cleaning as described on the previous page.

- Drainage - Check the drainage holes from time to time to ensure they are free of debris. They can be seen when you open your window or door.
- Moving mechanical parts – i.e. window mushroom cams, door lock claws and bolts. It is recommended that you use light multipurpose 3 in 1 oil to help keep the operation in perfect condition. This is recommended every 6 months.
- WD40 is not recommended to be used on any part of your installation as it can break down the grease which needs to be present in the gearboxes.
- It is also important not to add grease to any parts as this can contaminate the mechanism and cause operational issues.
- Cylinders - To maintain the smooth operation an Ultion lock can be lubricated every 6 months; Ultion make their own Lution XM formula which is specially created for Ultion locks, this can be obtained directly from Ultion should you wish to use it. A light multi purpose 3 in 1 oil is also fine.
- Patio Doors and Bi Fold Doors need to have their tracks free from debris, use a suitable vacuum cleaner with a thin attachment to remove any debris.

# Security

## OPERATING, LOCKING AND UNLOCKING YOUR DOOR

### LEVER/LEVER HANDLES

- To lock your door you simply need to lift the handle to engage the multi-point locking system into the keeps. Once engaged you need to turn the key to lock the door.
- To remove the key from your cylinder ensure that it is horizontal to enable the key to come out.
- **YOUR DOOR IS NOT LOCKED UNTIL YOU LIFT THE HANDLE AND USE THE KEY** – the door can be opened from the inside/ outside until you lock it with the key.
- To open the door use the key to unlock it and then push the handle down to gain entry, again to remove the key ensure it is horizontal before trying to pull it out.





## LEVER/PAD HANDLES

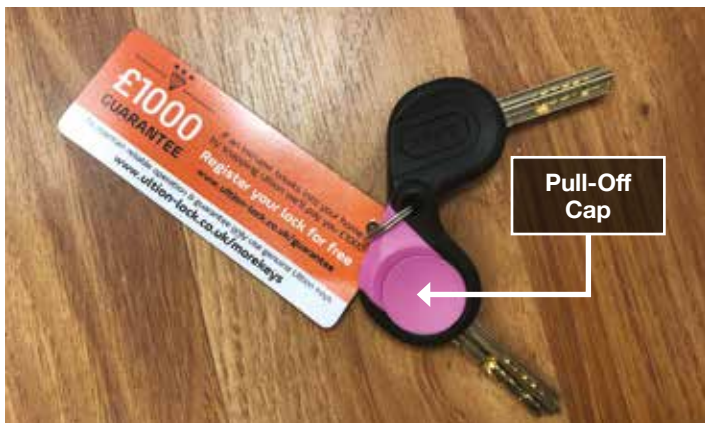
- With this type of handle when you close the door behind you it cannot be opened without using the key. **HOWEVER THIS DOES NOT MEAN THAT THE DOOR IS FULLY LOCKED.**
- It is extremely important that when leaving your property you push the handle up to engage the multi-point locking system and then turn the key. If you do not do this then it is relatively easy for a burglar to gain access to your property.
- To remove the key from your cylinder ensure that it is horizontal to enable the key to come out.
- To open the door use the key to unlock it and then push the handle down to gain entry, again to remove the key ensure it is horizontal before trying to pull it out.



## GETTING KEYS CUT

Part of the security of your cylinder is that keys should only be cut by registered Ultion cylinder providers, therefore we can cut extra keys for you. Please let us know if you require extra keys and we will be happy to supply them at a cost of £10, you just need to let us know the code which will start with a U, or come in with your key and we can cut it while you wait.

The code is beneath the circular cap (as shown in the picture below): You should register your Ultion cylinder on receipt of the keys. This will guarantee your cylinder according to Ultion's £1k promise should the cylinder be compromised if it were to come under attack (Please see Ultion's T&Cs for details).



**To note:**

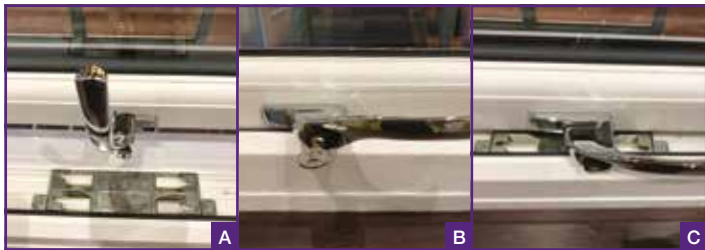
UPVC can react to atmospheric conditions, therefore when it is warm UPVC can expand making the operation of your door feel very different.

As the UPVC cools down it will return to its normal operation. We factor this in when manufacturing and fitting your door.

However, if you are having problems locking your door in extreme weather conditions dousing it with cold water can help this process. If it is an emergency and you cannot lock your door, posing a security risk, please telephone us to help.

**OPERATING, LOCKING AND UNLOCKING YOUR WINDOWS**

To open the window press the button on the handle and rotate it to disengage the locking mechanism (A). Push the window out to its desired position, the friction hinges will keep your window in that position once opened. To close the window pull in the vent using the handle and turn the handle until you hear it click into position.

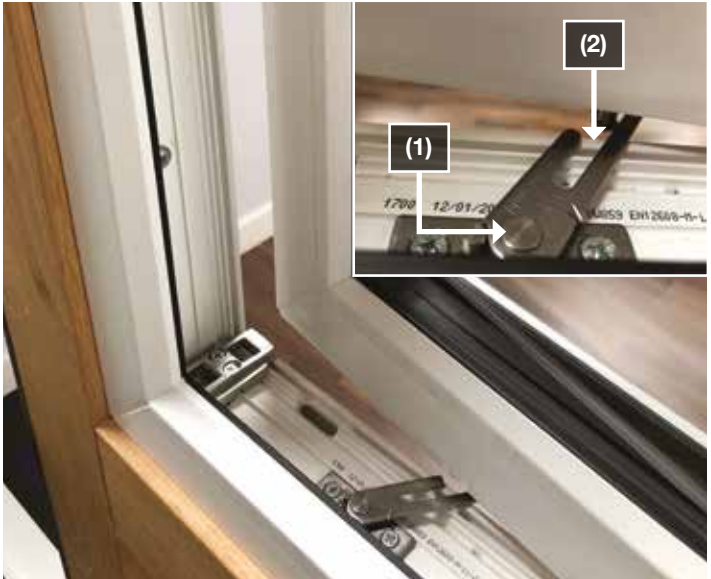


The keep has 2 slots to provide 2 locking positions. The first slot (B) provides a closed and fully locked position. The second provides a night vent position (C) which allows ventilation. **HOWEVER** your window is not fully locked in this position and the security is compromised.



## CHILD RESTRICTORS

If you have child restrictors fitted to your windows this will limit how far your window will push out to open. If you need to remove the restrictor to allow the window to open fully, just push down on the restrictor catch (1) to disengage it from the mushroom cam, you will need to guide the cam into the cut out section (2) of the restrictor to remove it.



## VERTICAL SLIDING WINDOWS



To open your vertical sliding window you need to use the key to unlock the sash lock (A1) then release the catch by turning it 180° you can then use the two sash lifts (B) to open and close the bottom sash in to the required position (C).

Travel restrictors are fitted either side of your windows (E), this opening restrictor allows for the top or bottom sash to be opened to a set position of 100mm. This needs to be pushed back into position using the key provided to allow the sash to travel past it and allow it to open further.



Pole eyes are also fitted to the top of your window to allow you to pull down and push back the top sash into the required position (D).

## TILT AND TURN WINDOWS



- Tilt - To open the window into its tilt position turn the handle to a horizontal position and the window will tilt inwards (A).
- Turn - To open the window fully you need to push the handle until it is vertical (B).
- To close your window simply push it closed and turn the handle to its downwards position (C).





## PATIO DOORS



### To lock:

- Slide the door to fully closed position.
- Lift the lever behind the handle (hooks will engage to lock the door).
- Turn the key to deadlock.

### To unlock:

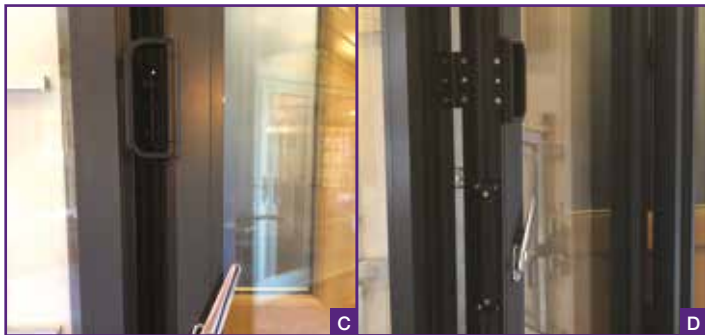
- Insert the key in cylinder and rotate to unlock the mechanism.
- Depress the lever behind the handle (bolts and cams will disengage).
- Slide the door to open.

## BI FOLD DOORS



### Opening the doors:

- Insert the key into the master door and turn it to unlock.
- Open the master door and fold it back until it connects onto the magnet on the adjacent door (A).
- To open the remaining doors rotate the slave handle shown in picture B 180° to release the shoot bolts, you will hear them disengage.
- For doors that open out push the door frame above the D shaped handle and guide the doors to open fully (C).
- For doors that open in, gently pull on the D handle to start the doors in motion, once away from the track release the handle and guide the doors to the fully open position using the master door (D).



### Closing the door:

- Place your hand between the master and adjacent second doors and guide the doors along the track.
- For doors opening out, pull the D-shaped handle to close the doors. Lock them into place by rotating the slave handle 180°. For doors opening in, push the frame until the doors are shut.
- Repeat the previous steps until all slave handles are in the locked position.
- Using the lead door handle, pull the door from the magnetic keep and close.
- Lift the handle up to engage the locks, insert key, rotate 180° and remove.

# Finesse Glass Standards Guide

Finesse Windows have always believed in using the highest quality materials and we are pleased to work with professional glass manufacturers. It is always our aim to supply our customers with units that meet this high standard. However, reluctantly, we also appreciate and understand that glass used in double and triple glazing goes through several processes, as a consequence, minor imperfections are sometimes unavoidable.



*The information contained within this document with regards to our Glass Standards and those of the Glass & Glazing Federation are correct at time of going to print. We would always recommend you check our website for the latest standards which are updated as and when required and supersede any information contained within this guide.*

The Glass & Glazing Federation have produced the “Quality of Vision” publication which is the established standard for acceptable quality for our industry.

## FREQUENTLY ASKED QUESTIONS:

### Should my glass carry a Kite Mark?

If you have Toughened or Shield units then each unit will carry a Kite Mark on both pieces of glass. Please note that it is acceptable for them not to be in the same corner even on units that are next to each other or indeed within the same unit.

### Should Flemish or Minster Glass sometimes have a milky or mottled appearance?

If they are toughened, this is unavoidable and is simply a feature of this type of glass.

### I can see small bubbles underneath the Bevels on my leaded units, should they be there?

Small bubbles underneath the surface are perfectly acceptable as the handmade nature of these units and the process they go through means that bubbles are part of their unique character! You have a bespoke, handcrafted piece of design.

## SEALED UNITS

Sealed units provide a high standard of vision. The following is a guide to the quality that can be expected. Glass used in the manufacture of sealed units is similar to that used traditionally for single glass and will, therefore, have a similar level of visual quality.



Viewing sealed units for scratches on the outer faces of the panes must be carried out before any rendering, plastering or other works adjacent to the glazing takes place, and as early as reasonably practicable following installation.

### How to do a professional inspection

- All Finesse glass is toughened, laminated or coated, therefore stand no less than 3 metres away.
- Where it is not possible to stand at the right distance then stand as far away as you can from the sealed unit.
- Do so in natural daylight, but not directly towards the sun and with no visible moisture on the surface of the glass.
- Exclude 50mm wide band around edge of the glass from the check.
- Glass must be viewed at an angle of 90°.

## What to expect when carrying out an inspection

Flat transparent glass, including laminated, toughened or coated glass is acceptable if the following are neither obtrusive nor bunched:

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

The obtrusiveness of blemishes is judged by looking through the glass, not at it, under natural light. It must be understood that the glass used in sealed units is a processed glass, and as a consequence, blemishes are to be expected.



Sealed units with optical defects such as smears, finger prints or other dirt on the cavity faces of the glass, or extraneous material in the cavity are unacceptable, if they are visually disturbing.

## Special Glasses



- Toughened glass may show visual distortions which are accentuated by reflections in sealed units. This is a natural phenomenon and not a fault.
- Laminated glass may have a few more blemishes due to it being made of several layers.
- Some low emissivity coatings may produce transient visual effects.
- In some lighting conditions the coating may look like a transparent film or produce a haze, i.e. a cloudy look to the surface.
- When light coloured objects such as net curtains are placed close to the glazing they may look slightly darker.



## Condensation



Whilst sealed units will generally reduce the incidence of condensation, it may still occur under certain conditions.

*Please see our guide on Page 26*

## Multiple Reflections

This occurs in certain light conditions and is caused by multiple surface reflections within sealed units which may vary from pane to pane.

## Brewster's Fringes – the Rainbow Effect



Small transitory rainbow effects are sometimes produced by the glass refraction of light. Their appearance is due to high quality flat glass sheets being placed parallel to each other.

## Patterned Glass

This document does not apply to patterned glass as its manufacturing process is different.

# Guide to Condensation in Double Glazing

**The basics:** Condensation is a process whereby moisture laden gas or vapour changes into a liquid. If the temperature of an object in your home falls below 'Dew point' then condensation will collect on its surface. It is normally the case that the surface temperature of the glass in your home will be lower than most other surfaces and therefore condensation will naturally form on its surface. Condensation can commonly be seen on 3 areas of double glazing:

1. On the internal pane.
2. Inside the unit itself.
3. On the outside pane.

## INTERNAL PANE

This type of condensation can cause problems ranging from pools of water on window sills to damp and mould growth. Older homes that are modernised with energy efficient measures tend to be prone to more condensation problems than modern homes as the original ventilation gets sealed up. All homes contain moisture that is generated by people doing normal every day activities; if that moisture cannot escape it will collect somewhere in the house. A family of four can generate around 16 pints of moisture in just one day.

Many people believe that having double glazing fitted will eradicate condensation. This is not strictly true. The treatments for condensation are ventilation and heating. Therefore at Finesse we always design our windows with customer's experience of condensation in mind. If condensation has been a problem in the past the designer might

consider including trickle vents in the new windows to provide ventilation. The other way to significantly reduce condensation is to install enhanced thermally insulating units.

- Low Emissivity glass restricts heat exchange across the air space between the panes of glass, this also helps to keep the inner pane of glass warmer and less attractive to moisture.
- Warm edge spacer bar is made of insulating material which reduces condensation at the edges.
- Argon gas is injected into the cavity between the panes of glass; argon has 34% lower thermal conductivity than air so helps to keep warmth inside your home.
- Insulating coating on the internal pane of glass reflects heat back into your room preventing heat loss.



## CONDENSATION INSIDE THE PANES OF GLASS

This is usually a sign that the unit is no longer completely sealed and that air is being allowed to creep into the cavity. Air will be penetrating the seal around the glass and visibility through the window will become reduced. There is no solution to this problem and it cannot be reversed, therefore the unit will need to be replaced. This is not a problem for Finesse customers as all our installations carry a 10 year guarantee, if condensation was to appear inside one of our guaranteed units we would naturally replace this free of charge under our comprehensive guarantee.



## CONDENSATION ON THE OUTSIDE PANE OF GLASS

This phenomenon can occur on days with certain atmospheric conditions. Typically, we find that this is most common during Autumn months. It can sometimes be the case that external condensation may form on some units and not others even if they are right next to each other on the same elevation of a property, it only takes a very slight difference in temperature from one pane to the next to cause condensation to form or not.

The reason that condensation may form externally is that the coating on the inside pane of glass reflects heat from radiators and fires it back into your room, therefore as the warm air has not been allowed to pass through your glass the warmth does not reach the outside pane of glass, ensuring it remains very cold and therefore is susceptible to collecting moisture. This type of condensation disappears quickly as the day warms up and is no reason for concern.

It may sound odd to say but this is the type of condensation that you actually do want to see on your property because it means your unit is working very efficiently as heat reduction is actively being reduced from inside your home and is not the sign of a defective unit.



## FIXING CONDENSATION PROBLEMS

Here are the top ten tips from Six Star Group, the West Midlands based Home Insulation, Ventilation & Damp Proofing experts, for getting rid of black mould and condensation problems

1. Ventilate your property. Open windows regularly on both sides of the house to allow the air to pass through the property. Keep vents open and if you have a blocked chimney, ensure there are at least two grills fitted for air flow at the top and bottom of the chimney stack.
2. Maintain a consistent temperature. Cooler temperatures cause the moisture that is held in warm air to disperse onto cold surfaces. Ensuring these colder surfaces remain warmer will help prevent condensation problems.
3. Ensure your home is well insulated to prevent heat from escaping. Loft insulation is particularly cost-effective. The payback is approx 2-3 years. You'll prevent condensation settling on your loft timbers and save money on your heating too.
4. Reduce condensation and moisture in the air by drying clothes outside where possible or ensuring that your tumble dryer's ventilation pipe runs to the outside of your property. If you must dry clothes indoors, avoid the radiators and instead dry them in your bathroom with the door closed and the extractor fan on or window open.
5. When you're cooking on the hob, keep pan lids on, close the kitchen door and keep the extractor fan on during the time you are cooking and for at least 15 minutes afterwards.
6. When bathing or showering, keep the bathroom door closed during and afterwards, open the window and have the extractor fan on.

Remember, if your extractor fan isn't strong enough to hold a card up to it when it's switched on, it needs servicing or replacing as it won't be doing it's job.

7. Pull your furniture slightly away from your walls to ensure the warm internal air can move freely around. Condensation and black mould likes to settle in cold places.
8. Try a dehumidifier – this is a suitable solution if you have condensation problems in just one room. They tend to be bulky and expensive to run but if you have space and remember to empty the water content regularly, it will ease the problem.
9. Try thermal wallpaper in cold spots. This is a great solution for small areas such as inside fitted wardrobes. If you can warm up a few cold surfaces this will prevent condensation forming in those areas. However, be aware that by warming up large areas the condensation will be encouraged to form elsewhere.
10. Use mechanical ventilation. If you are concerned about poor indoor air quality, black mould or condensation on a daily basis throughout the cooler months, then mechanical ventilation is the permanent solution. Fresh air ventilation systems gently push fresh, low humidity air into the property. This, in turn, forces out stale air and maintains a healthy level of relative humidity, preventing condensation from forming on any surface.

# Your FENSA Certificate

We register your installation with FENSA once your installation is complete and they issue the certificate directly. This can take a few weeks to arrive after installation.

To note, FENSA doesn't cover replacement windows and doors for conservatories, porches, new builds, extensions, repairs (frame not included), commercial properties. It also does not cover doors where the glass within it is less than 50%. Therefore if your installation comes under this description a certificate from FENSA is not necessary.

12040881      IMPORTANT INFORMATION OVERLEAF

**FENSA**

The 4 window(s) / 0 door(s) installed in a dwelling at  
**40 Rushworth Street, LONDON, SE1 0RB**

On  
**31/01/2017**

are certified by the installer  
**Reg No: 8000**  
**Helix Glazing Ltd**

to be compliant with Regulations 4 and 7 of the  
Building Regulations 2010

The Fenestration Self Assessment Scheme



# Registering with HOMEPRO

For your peace of mind and as a FENSA registered company we provide insurance backed guarantees for your entire installation. Our HOMEPRO Warranty Insurance will cover our 10 year guarantee in the event that we cease to trade as defined in the policy documents and we are unable to honour our own written guarantee, subject to the terms and conditions of the policy.

We will register your installation with HOMEPRO as soon as your deposit is paid so this is covered too. They will send your documents directly to you, these will contain your Reference Number that you will need to activate your warranty, it is important that you **ACTIVATE YOUR WARRANTY AS YOU ARE NOT COVERED UNTIL THIS IS COMPLETED.**




There will be instructions on how to do this in the paper work they send, they will ask you to complete a form online, an example is shown above.

If you experience any problems, please do not hesitate to contact us or call HOMEPRO directly to assist.

Activating your warranty is easy - just complete the short form below

Please check the reference number and postcode provided match your documents

Your details

Reference number	e.g. 00000000			
Postcode	e.g. AA1 1AA			
Name on policy	Choose	First Name	Last Name	
Email address	e.g. email@homepro.com			
Telephone number	e.g. 01234 567890			
Date of Birth	DD	/	MM	/
			YYYY	

# Moving House

Should you move house during the 10 Year Guarantee period your buyers can transfer the guarantee into their own name and we will honour it for the remainder of the guarantee period.

There is an administration fee for this to happen, payable by the new owners of the house, they simply need to contact us with their details and we will take care of the rest.

When you are moving house solicitors commonly ask for your **FENSA** certificate, therefore it is important to keep it safe. If you do misplace it we are unable to re issue a new one as they can only be issued through **FENSA**. If you do require a new one please contact them directly and they will send a replacement for a fee. Solicitors sometimes ask for a **FENSA** certificate for items installed that do not require a certificate.

**FENSA** doesn't cover replacement windows and doors for conservatories, porches, new builds, extensions, repairs (frame not included), commercial properties or doors containing less than 50% glass. Please do not hesitate to contact us if we can be of any assistance or if you require any further help.



If you need us again in the future, you know where to come...

**Don't forget to contact us for your...**

Windows	Doors
Conservatories	Orangeries
Porches	Garage Doors
Fascias	Soffits

Simply call **0121 514 5194**

or visit: **[www.finesse-windows.co.uk](http://www.finesse-windows.co.uk)**

to arrange an appointment.





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Windows - Doors - Conservatories  
Garage Doors - Roofline - Porches

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