Aftercare

Maintaining windows, doors and conservatories.

Stratton Glass & Windows Ltd

www.strattonglasswindows.co.uk

Stratton Glass & Windows Ltd | Thank you & About FENSA

Thank you for choosing Stratton Glass & Windows Est 1979.

You can now enjoy the many benefits that come with our uPVC products. Please take a few minutes to read this leaflet and hopefully this will help you understand how our products work and help you to maintain them and keep them looking like new.

For many homeowners replacing windows and doors or erecting a conservatory is one of the few major investments they are likely to make during their lifetime in the property, therefore it is important to look after this asset.

On completion of your replacement window/door installation, you will (in the next four to six weeks) automatically receive in the post, a FENSA certificate which should be retained with your other important home documents.

What is FENSA?

FENSA

Since 2002 the replacement of windows and doors came within the scope of the Building Regulations for England and Wales; therefore any replacement of windows and doors in your home are subject to the requirements of these regulations.

The FENSA scheme was set up by the Glass and Glazing Federation with the co-operation of the Office of the Deputy Prime Minister (the Government Department responsible for Building Regulations) as a Competent Persons Scheme. This Scheme enables registered businesses like Stratton Glass & Windows to certify through FENSA that the Installation meets the current Building Regulations. FENSA will register your Installation electronically with your Local Authority and send you a certificate which records that Stratton Glass & Windows have certified that your installation meets the appropriate Building Regulations.

It is important that you keep your certificate in a safe place. If you decide to sell your property, your purchaser's solicitor will require evidence, via the registration that the windows and doors conform to the relevant Regulations. This is normally achieved through local searches carried out by the solicitor, but it pays to have your certificate to hand just in case.

Guarantee Protection GGFi | TRUST MARK Government Endorsed Standards | GGF | tsi APPROVED CODE TRADINGSTANDARDS.UK

Condensation on external glass surfaces

External condensation (dew) can occasionally occur on highly insulating glass units in temperate climates. Such occurrences will only happen on cloud-free nights when there is little or no wind and usually when a warm front follows a dry spell

The combination of several factors, namely external air temperature, localised microclimate and the thermal transmittance of the glazing itself may all contribute to the formation of external condensation. As a consequence of variable temperatures and localised conditions, it is possible to experience a situation whereby both clear and 'misted' windows exist at the same time in the same development.

This phenomenon is influenced by the thermal insulation of the glazing. Single glazing offers poor thermal insulation therefore heat escaping from inside a room readily passes through the glass to the outside environment. Consequently, the external surface temperature of single glazing is generally higher than the' dew-point' temperature of the outside air, thus prohibiting the formation of condensation on that surface.

With conventional double glazing the thermal insulation is improved, but sufficient heat still escapes through the glass so as to warm the external surface of the outermost glass, thereby precluding the formation of condensation in most circumstances.

In common with other low emissivity glasses, A rated double or triple glazed units reflect heat back into the room and as such the quantity of heat passing through the glazing is reduced. Consequently the external pane of low emissivity glazing is not warmed by escaping heat (which instead is retained within the room) and therefore presents a colder surface to the outside environment.

In such cases and in situations where the external glass surface temperature is lower than the 'dew-point' of the air (and when weather conditions are comparable to those mentioned previously) condensation can form on the external glass surface.

Instances of external condensation are relatively rare and in all cases it will be a transient effect. Upon any one of the climatological variables changing, the condensation on the glazing will usually dissipate within a short period of time in much the same way as morning dew.

Stratton Glass & Windows Ltd

Caring for your product

Introduction

Stratton Glass & Windows Ltd's extensive range of high quality uPVC products need good housekeeping and basic maintenance procedures to ensure trouble free operation and long lasting performance and we list some guidelines below

General Cleaning

DO NOT USE PRESSURE WASHERS, STEAM CLEANERS AND AVOID ALL SOLVENT BASED/ABRASIVE CLEANERS ON ANY OF OUR PRODUCTS.

uPVC Windows & Doors

Windows & doors should be washed down every 4 months with a soap water solution to remove grime and atmospheric deposits. To remove any stubborn blemishes use a strong, non-abrasive, proprietary cleaner such as cream cleanser (e.g. CIF).

Composite Doors & Outer Frames

Keep grime and grit free with warm soapy water monthly.

Window & Door Handles & Furniture

Never use abrasive cleaning agents, warm soapy water and a soft cloth are sufficient. Residue on stainless steel furniture can be cleaned with a wadding cloth.

Conservatory roofs

DO NOT STAND ON THE CONSERVATORY ROOF OR ROOF GLAZING.

Conservatory roofs should be washed down every four months with a soap water solution to remove grime and atmospheric deposits.

Accessing the roof can be dangerous, especially without the correct access equipment. Therefore we recommend getting a professional to clean your conservatory roof.

Aluminium, Foiled & Sprayed Products

Ensure the surface is free from debris & grit using water then general cleaning can be undertaken by washing with warm soapy water and a soft cloth. For added protection on powder coated products, a wax polish can be applied up to twice per year – follow the polish manufacturer's instructions carefully.

Maintenance

Handles, Hinges, Locks & Hinges

Every 6 months spray WD40 oil (or equivalent) into all the locks, hinges and onto any metal to metal contact surfaces around your windows and doors. Wipe away any excess oil with a clean cloth.
Every 6 months use a Teflon based lubricant in key cylinders.

Drainage

Your double glazed products are designed with an inbuilt drainage system, comprising slots within the thresholds that allow any water ingress to flow to the outside. To ensure an efficient system these slots must remain unblocked. Periodically remove dirt, clear drain holes and check drainage operation by flushing through with water.

Sealants

Please note that some discolouration of the mastic seal is a natural occurrence and cannot be avoided. Soapy liquid can be used to clean the mastic if required.

Conservatory Condensation

Condensation occurs when water vapour comes into contact with a cold surface such as glass and the vapour turns to water droplets. Condensation can only ever be minimised and never completely eradicated.
Newly constructed conservatories need an initial 'drying out' period. Many hundreds of litres of water are used during its construction, i.e. dwarf walls, concrete bases and plasterwork. In Winter they will take longer to dry out. Opening your windows and doors will help reduce condensation. In addition it helps if the room is heated. For more information on condensation the GGF condensation guide is on our website.

Conservatory Gutters

In a conservatory the guttering is always laid level in accordance with BS EN 12056 Parts 1 ,3 & 5 Code of Practice for Drainage of Roofs. Therefore you will notice standing water in your gutter system. It is important that you clean the gutters regularly.

Glass & Glazing Care

WAIT AT LEAST A WEEK BEFORE CLEANING THE PRODUCT FOR THE FIRST TIME TO ENSURE ALL SEALANTS USED IN ITS INSTALLATION ARE FULLY SET.

Follow these to ensure your glass remains clean and scratch-free.

Glass - Window & Doors

The glass used in most double-glazed units can be easily scratched and so we recommend that you remove hand jewellery prior to cleaning. Heavy external grime should be removed with a simple soap/ water solution followed by the use of any proprietary household glass cleaner with a soft cloth.

Leaded glass will oxidise. This is a natural phenomena that in unavoidable.

Conservatory Roof Glass

Stratton Solarguard Roof Glass is a self cleaning glass which has been 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. Stratton Solarguard uses Saint Gobain Bioclean.

Self-cleaning glass roofs will progressively activate a week after installation, triggered by exposure to UV light. The length of time required to activate the coating varies depending on the season but can take up to 6 months. Start with a rinse or hose-down with clean water and continue, when necessary, with the normal maintenance routines. When hosing, start at the top and zig-zag to the bottom. Spray at the coolest part of the day and not in direct sunlight.

Polycarbonate Roofs

Best left to a specialist cleaning company. Clean with warm soapy water. Polycarbonate is subject to fading over a number of years. This is normal.

Any other queries please contact us on:

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