



WINDOW, DOOR & INSTALLATIONS

CARE GUIDE



Here at TWS Windows and Doors, we have put together this handy guide for you to refer to for the general maintenance of your windows and doors.

Included in this care guide are our top tips for caring for your windows and doors and how this information will guarantee the longevity of your products. This will include how to ensure your windows and doors are secure, how to reduce condensation and the correct methods to clean your glass.

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Caring For Your Windows

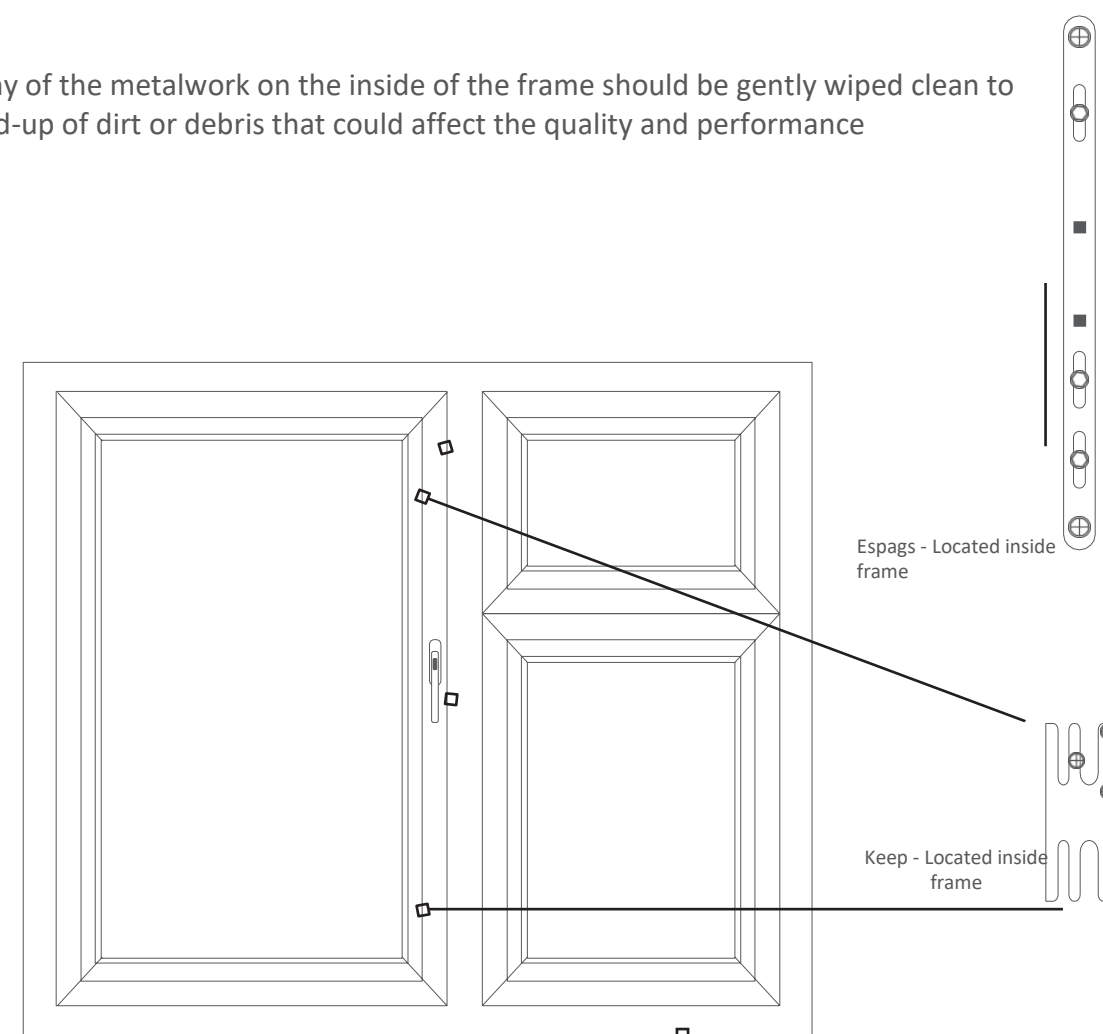
At TWS Windows and Doors, we only supply high-quality products to our customers. As a company, we want to make certain that you feel you are getting the most out of your products and sustaining that new pristine look.

Although it may seem obvious, we must always reiterate the importance of making sure all windows are secure before leaving your home. To keep ventilation flowing you may find it preferable to leave your windows locked on the secondary slot, however, when gone for long periods of time we always recommend them to be closed. Always ensure that those you live with know where the keys are for the windows and that they are left in a safe place.



When it comes to the upkeep of moving parts, at TWS we are confident that the regular maintenance and lubrication of your windows and doors' moving parts will help prolong their longevity (we recommend this is done in the spring and autumn). Hinges and handles will require lubrication with silicone spray to keep them working at their best. On the contrary to popular belief, do not use WD40 as it has the opposite effect by ceasing up the rubbers 'grease' and making it even harder to slide.

Hinges, handles and any of the metalwork on the inside of the frame should be gently wiped clean to ensure there is no build-up of dirt or debris that could affect the quality and performance of your products.





Caring For Your Composite Door

To keep your Composite Doors looking brand new, we recommend you clean your internal and external facings regularly. Your doors can be cleaned by either glass cleaner or with soapy water and a soft cloth.

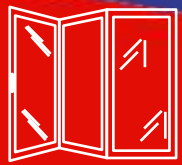
Do not use abrasives or bleach-based products.

As previously stated on the 'Caring for your windows' page. Please lubricate moving parts with silicone spray (recommended to be done in the Spring and Autumn)

Lock barrels should be lubricated periodically with graphite powder lubricant. Do not use WD40 as this can affect the lock cylinder and could lead to failure.

Check the threshold periodically for dirt and debris and make sure it's clean.





Caring For Your Aluminium Sliding Doors

Here are TWS Windows and Door recommendations for the care of your aluminium sliding door system:

To keep that new look, we suggest you clean your internal and external door facings and any glass regularly. Lubricate moving parts, as explained in the 'caring for your windows' section. However, do not lubricate the rolling mechanisms that carry the door panes along the track as they are fitted with sealed stainless-steel bearings and require no lubrication.

Ensure that you have followed the manual carefully on how to open your sliding doors so as not to put any unnecessary pressure on the door frames.

Keep the aluminium roller track free from any dirt or debris, as well as checking that the drainage holes within this are clean.





Keeping Your Glass & Frames Clean

The outside of your windows and doors should be regularly cleaned by either glass cleaner or with soapy water and a soft cloth.

Do not use any abrasives or bleach-based products.

Do not use power washers when cleaning windows or doors as it may damage the product/seals.

Open the windows and clean the internal frame paying attention to the drainage holes which should be kept free of dirt and debris.



Combatting Condensation

Why is there condensation on the inside of my windows?

An extract from the property expert Jeff Howell who writes for the Telegraph best explains this:

‘Condensation is not caused by double glazing (although new windows can sometimes make condensation problems worse, by cutting out drafts). Treatment for condensation is ventilation (to vent moisture-bearing air to the outside) and heating (to raise surfaces above dew point temperature). Hanging thick curtains in front of a window will actually keep the glass cooler and increase the condensation risk.

Open the bathroom window or use an extractor fan when showering. Keep the bathroom door closed at all times, to prevent water vapour from showers circulating around the house. Use a cooker hood (venting directly to the outside) when cooking – every litre of gas burned produces five litres of water vapour.

Finally, every home would benefit from using a dehumidifier. Use it on the low ‘economy’ setting all the time, but turn it up when a higher moisture load is introduced into the house – such as showering, cooking or bringing damp washing into living areas.



TWS WINDOWS AND DOORS

Care and Maintenance Instructions

Thank you for purchasing your new windows and doors from TWS Windows and Door Systems. To help keep them looking and working as they should we recommend the following maintenance is carried out every 4-6 months to give you the maximum warranty coverage and many years of trouble-free use.

Interior & Exterior maintenance for UPVC, Composite & Aluminium:

- The outside of your windows and doors should be regularly cleaned with soapy water and a soft cloth.
- **Do not** use any abrasives or bleach-based products.
- **Do not** use power washers when cleaning windows or doors as it may damage the product/ seals.
- Open the windows and clean the internal frame paying attention to the drainage holes which should be kept free of dirt and debris.

Upkeep of moving parts:

- The regular maintenance and lubrication of your windows and doors moving parts will help prolong their lives (we recommend this is done in the spring and autumn)
- Check that all hardware operates smoothly (Locks & opening mechanisms etc)
- Vacuum out any debris and clean the tracks with warm soapy water, dry thoroughly.
- Use a silicone spray on window hinges, handles, locking mechanisms and door latches to help them operate smoothly.
- Lock barrels should be lubricated periodically with graphite powder lubricant (**Do not** use WD40 as this can affect the lock cylinder and could lead to failure)