

TRADE WINDOWS 4U

OPERATION AND MAINTENANCE INFORMATION FOR COMPOSITE DOORS



Taking care of your new composite door

The aim of this document is to illustrate how to achieve optimum performance and longevity from our composite doors by demonstrating correct operating procedures and by applying effective care and maintenance. It is worth taking time to familiarise yourself with this information so that you are best placed to enjoy trouble free performance for years to come.

Safety Advice

Always engage multi locking points on doors when leaving the house. Never leave a key on the inside cylinder if going out, you may not be able to regain entry.

Do's and Don'ts

The following information indicates the best and simple practice to ensure continual optimum performance of your doors.

DO

- Clean the glass regularly with a good quality liquid spray glass cleaner
- Do ensure extra care is taken when cleaning the glass that has antique diamond lead or lead around the bevels
- Frequently wash down the UPVC profiles with warm soapy water and wipe dry
- Only use cleaning materials that do not impair anti-corrosion properties of the surface coatings
- Ensure draining slots are unblocked and free from dirt and debris
- Keep all tracks clear of dust and debris in order to reduce the wear on sliding parts
- All moving mechanical parts are well lubricated – hinges, locks and keep plates will benefit from a small application of light oil at least once a year
- Place damaged or worn parts with original Phoenix parts

DON'T

- Use any type of bleach, solvent (e.g. white spirit, methylated spirits, nail varnish remover) or adhesives
- Use abrasives or brass cleaner on furniture (handles, door knockers, letter plates)
- Use glass cleaner on the UPVC profile
- Use abrasive paste or cream cleaners on any laminate profile
- Use excessive pressure when cleaning UPVC
- Use high pressure of steam cleaners
- Use any abrasive papers, such as sandpaper
- Paint or try to remove paint
- Use any specified tools

With a minimal amount of care and maintenance your door will stay looking good and performing superbly for many years to come. Our products are easy to use and simplicity itself to care for and maintain.

Cleaning of White UPVC frames

Under normal circumstances the washing down of doors with dilute washing up liquid will suffice but occasionally where more stubborn stains build up it may be necessary to use a non-abrasive UPVC liquid cleaner. Apply the cleaner using a dry cloth. Use sparingly in small circular motions then buff back to shine.

Cleaning of Grained/Colour Finish UPVC frames and Composite opening leaf

Use only diluted washing up liquid and water. Do not use any cleaning fluid on wood grain finish doors.

Please do not personally attempt repairs on your door as this may invalidate the warranty. They are highly engineered products and repair specialist parts and experience.

Entrance Door Operation

Our doors have a high security multi-point locking system. The door can be opened from either side by unlocking the cylinder key then pushing down the handle.

To close simply push or pull the door as applicable, and pull the handle upwards to engage the multi-point locks, then turn the key to lock the door. When the door is locked you should not be able to push the handle down.

Coastal or Industrial Areas

In coastal or industrial environments where salt or industrial polluted environments exist it is strongly recommended that the frequency of cleaning and maintenance is increased.

It is difficult to be prescriptive regarding the increased frequency but it will be relative to the amount of pollution and location of the installation. For example, properties within the immediate vicinity of an industrial site or the coast should be cleaned thoroughly every 2-3 months with the frames being cleaned every time the glass is cleaned.

Care should be taken to ensure all salt/industrial deposits are removed from the frames, weather seals as well as hardware; in addition all drainage slots should be cleared. Wipe down the frames and hardware internally and externally and apply a light coating of lubricant to the face and moving parts e.g. '3 in 1' type oil, Vaseline or a similar proprietary protection to all hardware surfaces.

Visual quality of sealed units

Because of the nature of the glass production process, perfect optical quality and surfaces free of any marks cannot be guaranteed. Some blemishes are to be expected.

The following extracts are based upon recognized European and industry standards. This is supported by the Glass & Glazing Federation document "Visual quality of double glazing – after installation" which forms our basic standard of supply.

Viewing sealed units for scratches on the outer faces of the panes must be carried out as early as reasonably practicable following installation.

How to check

- Stand no less than 2 metres away from the panes. 3m for toughened, laminated or coated glass. Where it is not possible to stand the right distance then stand as far away as possible.

- Look through the glass, not at it.

Check in natural light.

- No moisture on the glass surface.

- Exclude from the check the 50mm wide band around the edge of the glass.

What to expect when viewed as described

- The sealed unit is acceptable if the following are neither obtrusive nor bunched

- Bubbles or blisters

- Hairlines or blobs

- Fine scratches not more than 25mm long

- Minute particles