

# Operations and Maintenance Manual

## **PVCu Sliding Sash Window**



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## PVCu Sliding Sash Window

### Sash Slide Operation



To operate the sash window, start by unlocking the sashes. Simply lock and unlock the sashes by turning the lever side to side.

*Ensure sashes are correctly aligned before operating the sash lock.*

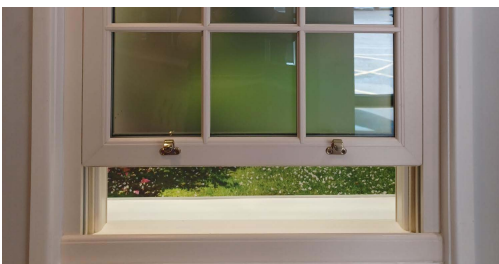


If your window has restrictors, push the restrictor inward to override the mechanism.

*(restrictors approximately 100mm)*



Use lift hooks to open the bottom sash slightly. Push from the centre or with equal force on both sides if your window is not fitted with lift hooks.



Push the bottom sash upwards. To close, simply push the sash down until you hear a click signalling the sash is in place.



Once the bottom sash has been pulled upwards slightly, you can then pull the top sash down.

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### Bottom Sash Tilt Operation



Use the lift hooks to lift the bottom sash slightly.

*Do not attempt to tilt the sash if it's been lifted all the way to the top.*

You should now be able to tilt the sash by pushing both the sash buttons inwards and carefully pulling it towards you.

The sash will stay in a secure position when tilted and you do not need to support it.

To close the bottom sash push the sash into its upright position and slide it to the bottom.

If both sashes are tilted in, you will have to push the top sash back into an upright position first, then the bottom sash.

You will hear a clicking sound when the sash has been pushed into its upright and secure position.

### Top Sash Tilt Operation



*To tilt the top sash, the bottom sash must already be tilted.*

Pull the top sash down.

Push the tilt buttons inwards and pull the sash towards you.

You should now be able to tilt the sash by pushing both the sash buttons inwards and carefully pulling it towards you.

The sash will stay in a secure position when tilted and you do not need to support it.

To close the top sash push the sash into its upright position and slide it to the top.

If both sashes are tilted in, you will have to push the top sash back in up right position first followed by the bottom sash.

You will hear a clicking sound when the sash has been pushed into its upright and secure position.

*Please note the top sash will not be able to tilt if the finish on the external and internal side are different. e.g. dual foils or foiled external & smooth PVC internal.*

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### Maintaining the Window

Part / Component	Maintenance
Profile (PVC)	The cleaning interval should be determined by the amount of soiling and should not exceed six months between cleaning. Wipe down with soapy water once every 6 months.
Woodgrain lamination	The cleaning interval should be determined by the amount of soiling and should not exceed six months between cleaning. Wipe down with soapy water once every 6 months.
Glass units	Clean as necessary with soapy water
Colour coating	The applied coating must be cleaned when it becomes soiled. The cleaning interval should be determined by the amount of soiling and not exceed six months between cleaning. Cleaning should commence at the date of installation using a mild detergent and warm water on all surfaces and a soft cloth or sponge but nothing harsher than a natural bristle brush, followed by freshwater rinsing.
Balance mechanism	None required
Locking mechanisms, handles and additional hardware	Clean with warm soapy water, other proprietary cleaners may affect the paint/lacquer finish and cause flaking and/or discolouration. Wipe handles and aesthetic hardware down once a month.
Sliding, Tilting and Opening Mechanisms	Lubricate once every 6 months. Windows should be operated once every 3 months. Keep visible track surfaces free of contaminants and debris.
Stainless steel tilt arms	The windows must be operated once per month. Lubrication once every 6 months
Galvanised steel products	None required

Please note we deliver our windows and doors with a protective film (tape) to protect them during delivery, handling, and from debris during the installation.

**The protective film must be removed immediately upon completion of installation.** If the film is left on the product for an extended period of time and is exposed to the heat of the sun, the film will essentially “melt” on to your window and door profiles and will be very difficult to remove and there is a high risk of damage to the window and door finish.