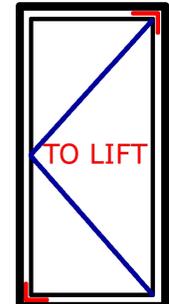


## TOE & HEEL PROCEDURES

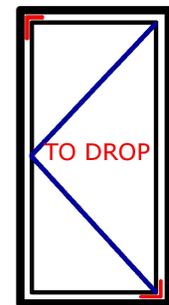
It is well recognised that over 90% of remedial work is due to incorrect installation. The following procedure should be followed in all circumstances when fitting: Residential doors, side hung vents, tilt & turn windows and tilt & slide patios. If a service call is requested and found not to be toe & healed correctly, there will be an invoice raised.

**PROBLEM:** the door/ window sash catches at the bottom of the frame – **LIFT THE SASH.**

To lift the sash, fit the glass packers to the bottom corner of the double glazed unit (to the side & bottom) at the HINGE SIDE. At the opposite corner, to the top of the double glazed unit, fit glass packers (to the side and top). **THIS WILL RAISE THE SASH.**



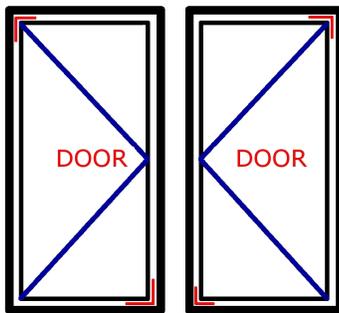
**PROBLEM:** the door/ window sash catches at the top of the frame – **DROP THE SASH.** To drop the sash, follow the same procedure as above except fit glass packers to the top corner at the hinge side and the bottom opposite corner.



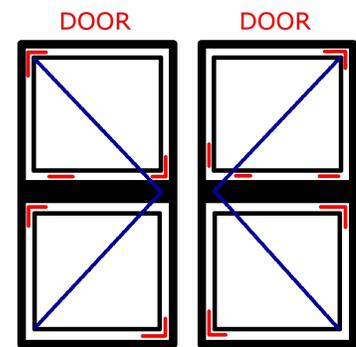
It is important for every sash to be fitted in this way to prevent future problems, even if it does not catch! It is also recommended that silicone is used to secure the packers in place to safeguard against movement during use.

As all doors supplied have been factory fitted and there should be no need for adjustment, however if needed the hinge has fine adjustments in up & down, left & right and in & out movements.

Door packer locations:



1. Every locking point must have packers set behind it on both sides of the D.G.U.
2. All packers must be fixed using silicone
3. When the distance between corner packers exceeds 800mm then an additional packer must be used in the centre. When spacing of a greater width, extra packers must be fixed at 800mm centres or equally to support the additional weight.
4. Bridge packers must be used at the bottom of all frames ensuring that drainage is never blocked



If you require any further help please do not hesitate to ask as we all want happy customers!

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