

Signature

Customer Care & Warranty Guide



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Introduction

We trust your installation is now complete and that everything meets your highest standards and reaches expectations.

As part of an overall 'Customer Care' policy the following details will provide an easy guide for the usage of your new products, routine maintenance and cleaning schedule. Very little time will be necessary to ensure your investment retains its smooth functioning and visual appearance, allowing you to enjoy and benefit other qualities in your lifestyle.

Ventilation

Provide natural ventilation whenever possible. Air changes within rooms and dwellings are important when mixing with ventilation, e.g. the opening of a bathroom window after showering, or a bedroom window first thing in the morning. In both cases the period of time may only last as little as 10-15 minutes.

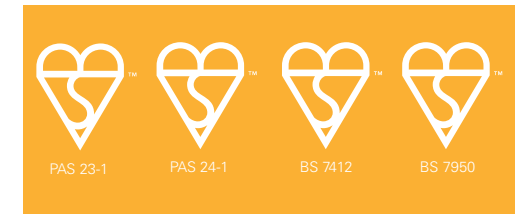
Condensation

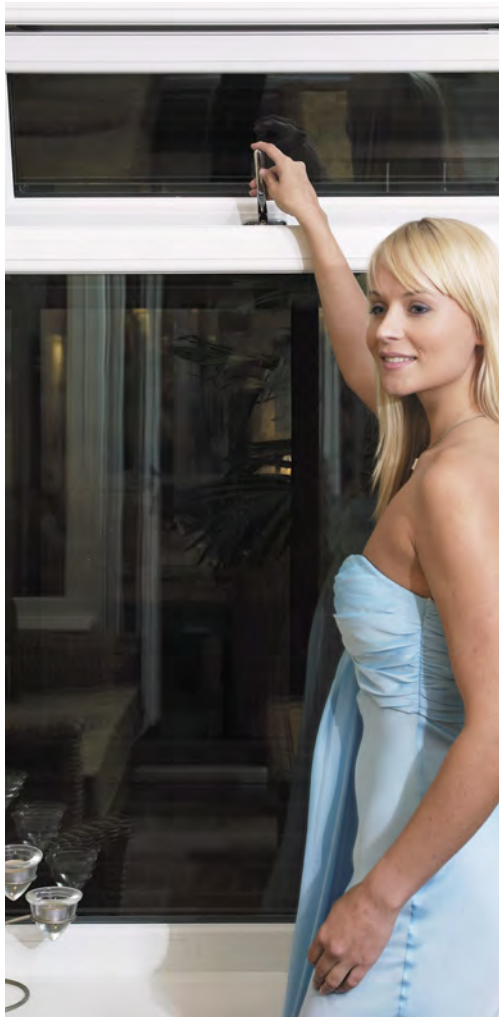
Unfortunately, condensation is a fact of life. Wherever there is moisture in the atmosphere and substantially differing temperatures

(e.g. on either side of the glass surface) varying degrees of condensation will occur. The effect will be directly proportional not only to this temperature variation, but also to the amount of water vapour present. You can generally expect windows in kitchens, bedrooms and lounges to be the most affected. Double glazing will no doubt (in most cases) reduce condensation, however it cannot claim to solve the problem entirely. One element is certain, double glazing will not create condensation, provided the air is allowed to circulate in your property. Maintain some permanent heat in the house during cold weather. If possible marginally increase the temperature in areas where the condensation maybe a potential problem. This can be achieved by using thermostatic control valves. However, if new radiators are being fitted locate under windows to maintain the temperature in the middle of the inside pane of your double glazing.

Circulation

Water vapour will easily drift on convection currents far from where it originated. Keep internal doors to kitchen and bathroom closed when possible to prevent the excessively moist air in these rooms being transferred to other areas.





Operational notes – Windows

Casement windows

The window handles incorporate a push button, when pressed the handle will turn to the horizontal position enabling the opening of the sash. The handle is also fitted with a key locking barrel which can be used for a higher level of security. When the handle is locked ensure the key is kept in a safe secure place, the position known to trusted individuals only.

Ventilation is provided within the gearing of the sash engaging into the 'keeps' within the outer frame rebate. This function is carried out by the sash being opened and moved outward approximately 12mm (half an inch) then returning the handle to the closed position. Whilst partially open a flow of fresh air will be able to enter your home (please note that in this position the window is not as secure as when fully closed).

- Fire-hinges allow the sash to open at a right angle to the window as means of a emergency exit.
- The easy-clean/egress hinge can be moved from either left to right (depending on which side it hangs) which creates a gap for cleaning. To activate open the sash fully, push down the purple catch (various types are used depending on application) and slide the catch away

from the locked position on both the top and bottom hinge (Fig 1). Firmly, pull the sash across the frame about three inches, starting and the bottom with your hand onto the outside face (Fig 2). Repeat these steps with your hand at the same area on top of the sash. Next, hold the sash with your hands at the top and move to the centre, continually sliding in the same direction until it hits the stops. This enables the external glass surface to be reached for cleaning. (Fig 3)

- To return the sash to its original position simply close the sash and the hinge will reset.
- **Child restrictor setting:** Open the sash, push down on the purple catch and slide to the secondary lock position (Fig 4), this restricts the opening to reduce the chance of small children getting out. To return to normal operation, simply close the sash and reopen all the way.
- **Night Vent Setting:** This is a relatively secure way of increasing air flow (normally at night) leaving the window locked. (Fig 5) Unlock and open the handle move the sash about 20mm and close the handle locking if required.

ALWAYS REMEMBER TO LOCK AND REMOVE HANDLE KEYS TO GAIN FULL SECURITY BENEFITS FROM YOUR WINDOWS.



FIGURE 1



FIGURE 2



FIGURE 3



FIGURE 4



FIGURE 5

Secured by Design



Official Police Security Initiative

Tilt & Turn windows

The handle will have a key looking barrel (same as the casement window). When shut the handle will be vertical and facing down. To open unlock using the key and rotate the handle horizontally. The sash will then 'tilt' inward from the top until reaching the rest position of 75-100mm (three-four inches) providing ventilation into the house. Reverse these steps to close the sash.

With a larger opener you may have to assist the opposite side with your hand, gently pushing forward until vertical against the main frame. To engage the 'turn' facility (for access and cleaning) the sash opens inward as a door does. From the closed position pull the handle vertically down, then rotate until sash upright, gently pulling the sash inward as required. Reverse the method to close.

Vertical sliding windows

To slide and open, unhook the central catch at the top of the horizontal meeting rail between the sashes, and slide up or down. Reverse the process to close and secure. For the cleaning and tilt facility, firstly unhook the central latch, slide the bottom sash upwards slightly. Secondly, disengage both push button catches on either side of the meeting rail pulling the top of the sash gently inwards. Next, slide the upper sash down to expose finger catches towards the centre gently pulling inwards. Reverse the process to close and the catches will automatically lock.

If the product has been fitted with a hinged facility then either the top or bottom slider (or both) can be opened inwards. The normal function of the window remains the same, only differing when hinging the sash/es open. This operation requires opening the central catch sliding the lower sash up. Disengage catch on side of horizontal meeting rail, pulling the lower sash inwards. Pull the upper sash down slightly pulling inwards. To close reverse the previous steps.



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Operational notes - doors

Residential/composite doors*

There are two types of handle available for a single opening door:

- Lever/lever style (both handles are the same inside and out). To lock from the outside: Lift the handle upwards to the maximum position, insert the key and turn clockwise. Reverse the operation to unlock, pressing handle downwards. If a thumb-wheel cylinder has been specified internally the procedure remains the same when standing outside the door. However, when standing inside simply turn the wheel anti-clockwise then use the handle.
- Lever/pad style. This works similarly to a traditional door lock. When the door is closed it can only be opened from the outside with the key which releases the latch. A disadvantage to this is that the door does not benefit from the high security lock and weathering performance is lower. Operation can only be completed using the above steps. To unlock the lever/pad handle externally insert the key and turn anti-clockwise, push handle down releasing the high security locking system but not the latch. Turn the key once more in the same direction to retract the latch whilst holding down the pad opens the door. From the inside locking/unlocking the door with a key cylinder or with a thumb-wheel cylinder remains the same.

In-line patio slider

- To unlock insert the key in the barrel, turn anti-clockwise pushing the lever upwards. Pull the handle to slide door open.
- To lock the door simply close it, push the lever down and turn the key clockwise.

French doors

Double lever/lever style handles are fitted on all french doors. The main opening door side (leaf) is known as the 'Master' the other side is termed as the 'Slave'. Both doors will open fully when unlocked. If either the master or slave door is to be opened repeat the procedure above. If both doors are to be opened in unison turn both keys and press both door handles. When closing from a fully opened position the slave handle must be used before the master. Please note both keys to the door cylinders are identical.

Maintenance notes - windows

Casement windows - adjustment

Should the operation of the opening vent appear 'slack' this can be fixed by adjusting the pressure of the friction hinges. To do this firstly open the vent fully, locate the small brass screw head and turn it clockwise, this increases the pressure. Both hinges should be adjusted to the same level to equalise tension.



Window friction hinge

To maintain optimum performance of friction hinges:

- The hinges (particularly the pivots) sliding shoe and track should be kept free from dirt/debris at all times.
- A minimum of every 12 months, hinges should be cleaned and re-oiled using 3 in 1 oil sparingly, checking the tightness of the screws.

Tilt/turn & vertical sliding windows

For the continuing ease of movement and working life of the window follow these simple maintenance instructions:

- Check windows once a year
- Remove excess dirt/debris with a damp cloth
- Oil the moveable parts sparingly with oil spray, Vaseline or a 3-in-1 oil
- Tighten handle fixing screws

Shoot-bolts, rollers & lock keeps

All items should be kept clean by wiping a damp cloth over the components and keep oiled using Vaseline and oil spray treated once a year.

Maintenance notes - doors

Residential doors/French doors

After washing, ensure that all accumulated dirt and deposits are flushed out from the various drainage slots situated in the sill of the outer frame. Spare keys will be obtainable from any blacksmith or

ironmonger. Where the lock mechanism is exposed to attack from either salt or other chemicals in the atmosphere use the light oil spray to keep the lock working smoothly. As above do not oil the key channel or core cylinder. The cylinder's key must not be permanently left inserted in the cylinder. Doing so is a security risk and can reduce the life of the product as it encourages the formation of condensation.

In-line patio slider

The life of the lock cylinder and mechanism can be lengthened by regular oiling using a light oil such as WD40 spray. Under no circumstances shall the key channel or cylinder core be oiled.

Tilt/slide patio door

It is essential that your patio door is not slammed with the locking lever in the 'up' or locked position as it may damage either the lock, jamb or lock-keep. Such treatment may eventually warrant lock repair or adjustment. Similarly, do not slam the door closed as this may result in subsequent damage to the door or door stop. In severe cases may cause the rollers to jump off the track. Particular care should be taken to regularly inspect the door track and remove dirt, stones or other debris. The area should then be cleaned with warm water and a soft brush. At regular intervals the control part, locking plates and gliding rail should be lubricated with light oil (as previously mentioned). It is possible that after a prolonged period of service that the opening sashes may require adjustment to maintain maximum tightness to assist thermal insulation and soundproofing. If such adjustment is necessary we advise you to contact your installer.





General cleaning

Frames

To uphold the smart appearance of PVCu frames a simple routine of cleaning is essential. All types of product can be wiped down occasionally with warm soapy water (using mild household detergent) and a soft cloth. For stubborn marks a non-abrasive cream cleaner, suitable for plastic can be used, this procedure needs only carrying out when necessary (avoiding glazing gaskets as the surface finish and colour can be affected, especially with foiled products).

- Due to weathering the mastic seal (which prevents water ingress into the building fabric) can become discoloured, unfortunately this is a natural unavoidable occurrence.
- The compound can be cleaned with a soft damp cloth (avoiding solvents). Where located any drainage hole should be inspected and kept clear of blockage for optimum performance.
- Check and remove debris/grime from various rebates, gaskets/ weather strips and door thresholds/tracks. A small soft brush is ideal for this. Note, most dislodged seals can be slid back in to position, if any are damaged contact the installation company.
- The drainage slots can 'clog up' and this is easily remedied by blowing down there through a straw then pouring a few table spoons of water down to get rid of any remaining particles.
- After a heavy shower of rain you may find some water lying in the bottom of the frame, this is normal and will drain away in due course.

DO NOT APPLY ANY SOLVENT BASED MATERIALS

Glass

Initially the outside of the glass should be washed with warm soapy water and a sponge, followed by any brand of household window cleaner to ensure shine. Be careful of excessive pressure where the lead work designs have been applied (note that when exposed to rain oxidation occurs forming white mottled staining on the surface of the lead strips). The same procedure must be followed when cleaning Astrical Georgian Bars, this can be moved out of line. Remember, the adhesive tape does not run the full length of any bar.

REMOVAL OF HAND JEWELLERY PRIOR TO CLEANING IS ADVISED

Composite doors

The main outer frame and sill can be treated and attended to as described before. However, it is imperative to only use a diluted household washing up liquid to wipe down the internal and external skins to uphold a clean appearance.

DO NOT USE CLEANING SOLVENTS OR ABRASIVE CREAM TO THE GRAINED SURFACES



Conservatory roof glass

Allow a week to settle before cleaning, this enables the sealants to cure fully and activation of the easy cleaning due to exposure to UV light. Although the glass has a special cleaning property allowing it to stay cleaner for longer, it still requires maintenance.

Begin the cleaning process with a rinse or hose-down starting from the top to bottom. Then using a combination of clean water and either of these materials: soft clean lint-free cloth, chamois leather, soft no-abrasive sponge or a non-metal squeegee.

Another option is using a brand glass cleaner for heavily soiled areas. After cleaning the re-activation of the coating may take 5-7 days.

**IF PILKINGTON ACTIV OR SAINT GOBAIN BIOCLEAN IS INSTALLED
THE ABOVE SHOULD BE ADHERED TO**

Panels, canopies & roofs

The decorative door infill panels and GRP canopies can be cleaned in the same manner as the main framework using warm soapy water. Use caution when applying pressure to the glass perimeter in case the sealant seal is removed or becomes damaged. Do not use any form of cleaning agent or polish on the door panel furniture, use only a soft damp cloth to wipe away dirt.

Conservatory roofs made using polycarbonate sheets or glass units can be cleaned as listed above. Take care not to walk directly on the roofing material, if it is necessary use timber boards resting on main rafter sections to spread the load. Avoid using leaning steps/ladders on certain parts e.g. guttering.

The guttering system should be cleaned every 4-6 months, ensuring joints, down pipes and box gutters do not have a build up of debris. In most cases it is not uncommon for a small amount of 'standing water' to remain within the main guttering runs.

**DO NOT USE HIGH PRESSURE WASHERS OVER ANY SECTION OF THE
STRUCTURE EVEN FOR RINSING OFF**





Product guarantee details

The Pioneer range of windows, doors and conservatories are guaranteed for years against all defects in materials, subject to profile shape, dimension and 10 years resistance to weathering and natural light. The Pioneer range of windows, doors and conservatories are guaranteed for 5 years against all defects in hardware components such as locks, hinges and handles.

The Pioneer range of windows, doors and conservatories are guaranteed for 5 years against all defects in glass sealed units on all sealed units manufactured by them against faulty workmanship and/or materials, provided reasonable care has been taken by the end user to maintain the installation during this period.

There are specific maintenance recommendations regarding sealed units for example; Glass is handled, stored and fixed in accordance with GGF (Glass and Glazing Federation) guidelines. Window drainage must be kept clear from obstructions.

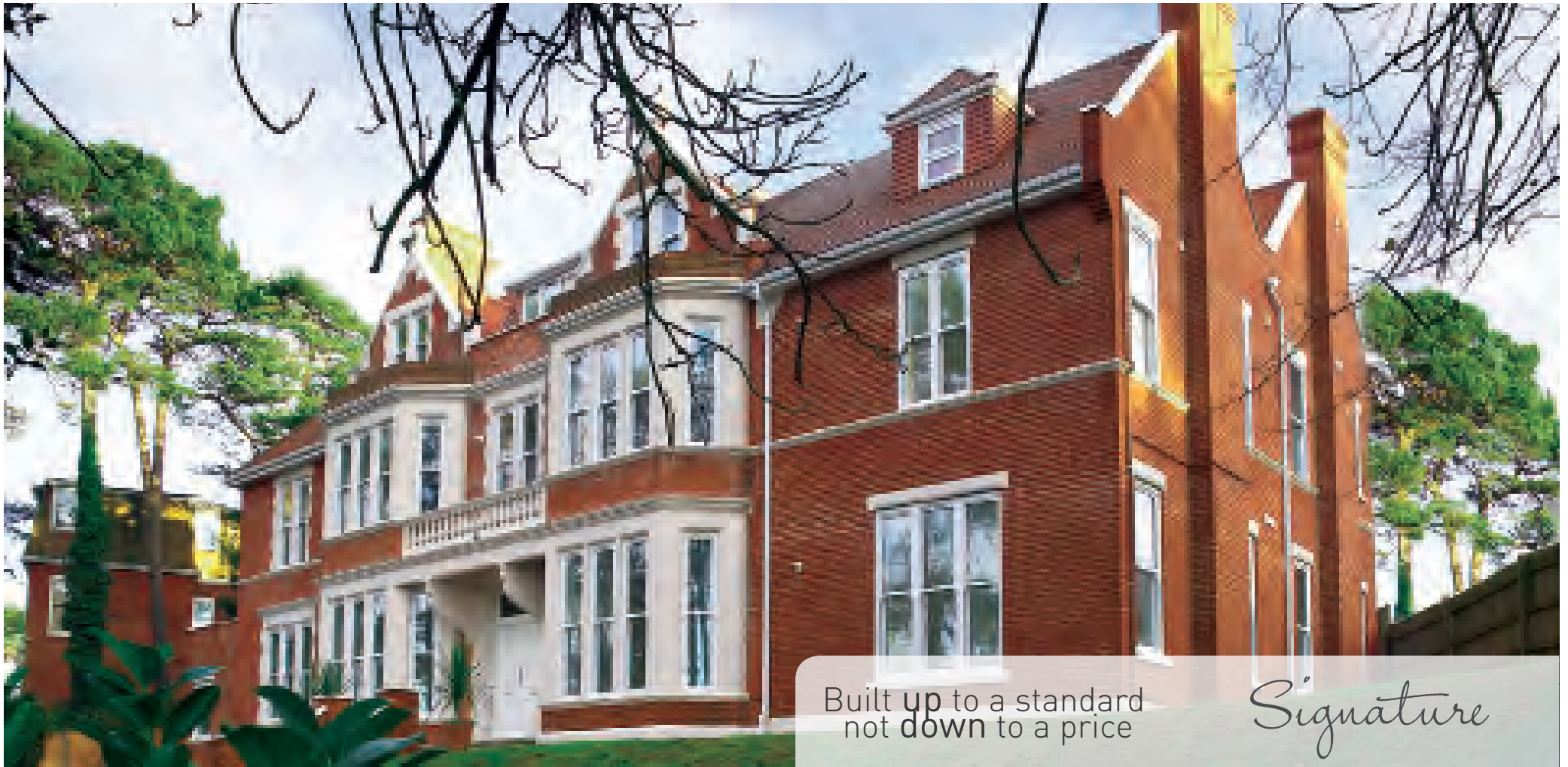
The warranty extends to supply only of the unit(s) to the original purchaser and is non-transferable. Maintenance is the responsibility of the end user and failure to comply could invalidate the warranty.

This guarantee starts only when the goods are fully paid for, and does not cover:

- Minor imperfections in the glass, outside the scope of the GGF's visual quality standard.
- Damage or faults due to accident misuse or neglect by person(s) or by the use of improper cleaning materials, the repositioning of any product by you or by persons other than qualified personnel.

Easy cleaning glass (Pilkington Activ and Saint Gobain Bioclean) should be installed and maintained in accordance with the manufacturers recommendations. Any claims should be accompanied by at least the original invoice number to validate the claim and once replaced the faulty product must be returned to us for inspection.





Built up to a standard
not down to a price

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As an industry acclaimed range of high security windows and doors, the Pioneer range of products have been awarded these accreditations.



PAS 23-1



PAS 24-1



BS 7412



BS 7950

Sealed units are accredited with:

- EN1279-2 Rigid Spacer
- EN1279-3 Rigid Spacer Gas Filled
- EN1279-2 Super Spacer
- EN1279-3 Super Spacer Gas Filled



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