

The following information has been included to help with the aftercare and maintenance of your new installation, as well as provide a small sampling of remedies provided by our dedicated service department.

General uPVC care

All uPVC, whether white or a colour, should be cleaned down with warm soapy water and a soft cloth at least once a month. If absolutely necessary, a specialised PVC cleaner can be used as long as it is with accordance to the instructions on the container.

Take care if using a cleaner, as they can damage the PVC if used incorrectly.

General glass care

Glass should also be cleaned down with warm soapy water and a soft cloth, usually at the same time as the PVC, or as needed, and can be finished off with a glass cleaner and soft cloth or tissue.

Leaded glass should be treated similarly as the lead will naturally oxidise over time, but can be preserved slightly by being kept clean.

Furniture care

Handles, letterboxes, knockers and the like should be cleaned down once a month with a soft cloth and mild detergent; it should then be possible to simply wipe them down to a shine. Abrasive products should not be used, such as metal polishes, scouring pads, acetone etc.

Please note that chrome hardware is more susceptible to the salt in the air and so regular attention is needed if living on the coast to prevent any marring of the finish.

All parts should be lightly lubricated every three to six months, particularly if near the coast or industrial areas.

Hardware care

Door hinges should be lubricated every three to six months. Window hinges should be lubricated every three to six months, taking particular care of all the joints, pivots and moving parts.

The door locking mechanisms should be lubricated similarly every three to six months with particular care to all moving parts, i.e. dead bolt, rollers, lock hooks. They can be cleaned with a damp soft cloth and oil; please do not clean the locking strip with water as this can collect in the mechanism and cause corrosion, and possibly seizure of the lock.

Cylinder locks

All standard cylinder locks should already be lubricated sufficiently, but in the event of them becoming stiff then a silicon or Teflon based lubricant works best. Do not use oil or any thick lubricant as the grease contained inside the cylinder lock is delicate and can be compromised by these.

Weather seal (gaskets)

These can be lightly greased with WD40 or an equivalent if becoming brittle. If they pull/slide out during cleaning they can be pushed back in place in their original groove with minimal effort.

If they are damaged in any way then they must be replaced, this is a simple and quick fix, which can be carried out by us.

Door sashes

When the door is closed the handle should always be lifted, air and weather tightness cannot be guaranteed unless the locking points are engaged.

The door is likely to 'settle' (like your house does) after it is initially installed and will possibly need a slight adjustment.

Lubricants

We do not recommend using WD40 as a lubricant, it works well to free up a seized part but does not perform well as a long term solution. Instead we recommend either using 3-in-1 oil, petroleum jelly or – ideally – a synthetic oil as used by our service department (this is available to purchase from us upon request).

We have a knowledgeable and helpful service department who are happy to help deal with any problems that arise during the guarantee period of your installation, as well as after it has run out.

We endeavour to get to everyone as quickly as possible, with an aim to resolve all matters within 8 weeks where possible, so if you have any problems or queries please do not hesitate to contact us.

RJM Windows