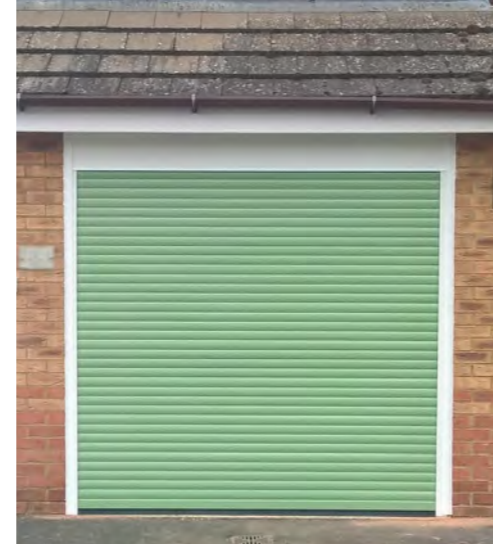


**MAINTENANCE &
CLEANING GUIDE**



Your essential guide to maintaining and preserving the quality and longevity of your windows, doors, and conservatories.



Introduction

Welcome to your Product Maintenance & Cleaning Guide by Excellent Windows, Doors & Conservatories.

This guide is designed to help you keep your products in excellent condition for years to come.

Proper care and maintenance not only enhance the appearance of your home but also ensure the longevity of your windows, doors, conservatories, and other installations.

If you ever require assistance or replacement parts, please contact our service team using the information provided at the end of this guide.

Understanding Condensation

Your energy-efficient, new windows have been designed to keep the warmth in and the cold out. This means they are more draught-proof and weatherproof than older windows, preventing moisture from entering or escaping. However, condensation can still be a concern if not properly managed.



Internal Condensation

Internal condensation can form in rooms with high humidity levels, especially in spaces with houseplants, drying laundry, or stored firewood. To reduce condensation inside, always ensure proper ventilation by leaving vents open at all times. This applies to uPVC, Aluminium, Timber, Residence 9, Tilt & Turn, Sash, and Flush windows. Even if your trickle vents are closeable via a pull cord, it is advisable to leave them open to prevent moisture from building up and potentially causing mold.

Install extractor fans in bathrooms and kitchens to help manage moisture, and consider using dehumidifiers in high-humidity areas. Regularly wipe down windows and frames with a dry cloth to prevent moisture from accumulating.

External Condensation

Occasionally, you may notice condensation on the external pane of your energy-efficient windows. This occurs because these windows keep warmth inside, which means the outside pane remains cooler. This is actually a good sign that your windows are performing as intended. As the temperature rises during the day, the condensation will naturally disappear.

Importance of Ventilation

Ventilation is essential to maintain a healthy indoor environment and prevent moisture issues. Adequate airflow through windows and doors is vital in reducing humidity, minimising condensation, and ensuring the longevity of your products.

Ventilation for Windows and Doors

Ensure that vents in all your uPVC, aluminium, timber, Residence 9, tilt & turn, sash, and flush windows remain open. This helps circulate air and prevents dampness. Similarly, ensure that your bifold doors, composite doors, and patio doors have proper ventilation routes.

Ventilation in Conservatories and Extensions

Ventilation is equally important for conservatories, orangeries, and extensions. Opening roof vents, windows, or doors in these spaces ensures adequate airflow, preventing excessive heat buildup in summer and condensation in winter. For roof lanterns, occasional opening helps maintain airflow and prevent condensation buildup on the glass.

Maintaining Roofline Products

Regularly inspect your fascias, soffits, guttering, and cladding to ensure they remain clean and free of debris. This allows your home to ventilate correctly and prevents blockages that could lead to water or air damage.



Keeping Your Home Warm

Your energy-efficient windows and doors have been designed to keep warmth inside your home, reducing the need for additional heating and improving energy efficiency.

Energy Efficiency of Windows and Doors

To maximise the benefits of uPVC, aluminium, timber, Residence 9, bifold doors, composite doors, and patio doors, make sure the seals around the glass and frames are intact. Seals that are compromised can lead to drafts and heat loss, reducing the energy efficiency of your home.

Roof Lanterns, Conservatory Roofs, and Roller Garage Doors

Roof lanterns and conservatory roofs are designed to maintain temperature control while allowing natural light into your home. Regular maintenance ensures that seals remain airtight, preserving heat during winter months. For roller garage doors, regularly inspect the insulation seals to prevent cold air from entering the space.



Cleaning Glass

Windows and doors with clear, sparkling glass enhance your home's appearance and let in more natural light. Follow these guidelines to keep your glass in top condition.



Regular cleaning ensures clarity and lasting performance

Best Techniques for Cleaning Windows and Doors Glass

- ✓ Use non-abrasive cleaners and a soft cloth for tilt & turn, sash, flush, and Residence 9 windows, as well as bifold doors and patio doors.
- ✓ Avoid cleaning on hot, sunny days to prevent streaks caused by quick drying.
- ✓ Vacuum window sills and frames before cleaning to remove dust and debris.
- ✓ Use circular motions to clean the glass, starting from the outer edges and working inward.
- ✓ Dry with a lint-free cloth or newspaper for a streak-free finish.
- ✓ Clean the frames as well, as dirt buildup around the seals can affect performance.

Glass Care for Conservatories, Roof Lanterns, and Orangeries

- ✓ Use telescopic cleaning tools to reach high areas or hire a professional cleaner if necessary.
- ✓ Clean the glass surfaces regularly to keep them clear and bright.
- ✓ Avoid using power washers, as high-pressure water can damage seals and frames.
- ✓ Clean gutters around the conservatory roof to prevent blockages that can cause water damage.
- ✓ Remove debris like leaves or moss from roof lanterns and conservatories to prevent buildup.
- ✓ Use a soft brush or sponge to clean delicate areas and avoid abrasive materials that can scratch the glass or frame.



Cleaning uPVC & Composite Products

uPVC and composite materials are designed for low maintenance, but regular cleaning ensures they retain their aesthetic appeal and functionality.

Cleaning uPVC Windows and Doors

For uPVC windows and doors, clean using warm soapy water and a soft cloth. Refrain from using abrasive cleaners or materials such as steel wool pads, as these can scratch the surface. Always wipe down the frames when you clean the glass to maintain the original appearance of the uPVC material.

Caring for uPVC Conservatories and Roofline Products

For uPVC conservatories, fascias, soffits, guttering, and cladding, regular cleaning with a soft brush and mild detergent will prevent moss and algae buildup. Avoid using power washers, as the high-pressure water can damage the surfaces and seals.

Cleaning Composite and Stable Doors

Composite doors and stable doors are low-maintenance, but occasional cleaning with mild soap and a soft cloth is recommended to prevent discoloration and staining. Avoid harsh chemicals and solvents that could damage the composite material.



Cleaning Your Guttering To Protect Your Home and Installations

Guttering protects your home by directing rainwater away from the roof and walls. When clogged with leaves and debris, gutters can overflow, causing water damage to windows, doors, and conservatories. This can lead to leaks and damaged seals, resulting in costly repairs if not addressed quickly.

Common Problems Caused By Clogged Guttering

- ⊗ **Water Damage:** Overflowing water can seep into window and door frames, causing swelling, rotting, or leaks.
- ⊗ **Roofline & Conservatory Damage:** Blocked gutters can lead to water collecting on conservatory roofs, fascias, soffits, and cladding, causing damage over time.
- ⊗ **Foundation Issues:** When water isn't directed away from your home properly, it can pool around the foundation, leading to cracks or structural issues.

How to Keep Your Guttering Clean

- ✓ **Check Regularly:** Inspect your gutters every few months, especially after heavy rainfall or in autumn when leaves can accumulate.
- ✓ **Remove Debris:** Use a small trowel or a gutter scoop to remove leaves, twigs, and other debris from the gutter channels.
- ✓ **Flush with Water:** After clearing out the debris, use a hose to flush the gutters and downpipes, ensuring that water flows freely.

Hardware Maintenance

Windows, doors, and garage doors have moving parts that need regular care to ensure smooth operation and prevent wear.

Maintaining Window and Door Hardware

- ✓ Inspect the hardware on your uPVC, aluminium, timber, Residence 9, tilt & turn, sash, and flush windows regularly.
- ✓ Lubricate moving parts on bifold doors, composite doors, and patio doors with light oil to avoid stiffness.
- ✓ Avoid over-lubricating, as it can attract dirt and cause performance issues.

Maintaining Roller Garage Doors

- ✓ Clean the tracks and lubricate the rollers regularly to ensure smooth operation.
- ✓ Check the door's balance periodically to ensure it opens and closes evenly without strain on the motor.
- ✓ If the motor or mechanisms start malfunctioning, contact us for servicing to prevent further damage.



Replacement Parts

If parts of your windows, doors, or garage doors become damaged or worn, replacement may be needed to maintain performance.

When to Replace Parts

- ✓ Damaged or worn-out parts like locks, handles, hinges, or seals should be replaced promptly.
- ✓ Use only compatible, high-quality parts to ensure proper fit and function.
- ✓ Always contact us for professional assistance with replacing parts to avoid further damage or voiding any warranties.

Service Calls

We aim to address service requests within approximately 4 weeks. If teams are working nearby, we may arrange a quicker visit. Safety issues and breakages are prioritised to ensure your home stays secure. Delays may occur if additional parts are needed.

All installations include a 10-year insurance-backed guarantee. If there's an issue with the installation, we'll fix it at no cost. However, if it's not covered or maintenance is neglected, charges may apply.



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We're here for all your service needs; maintenance, repairs, or replacements, to keep your products in great condition.