



Highseal Manufacturing Company

Quality windows, doors and conservatories to the trade

Care Package



Your PVC-U windows have been built for you using the best materials the result is that your new windows require very little maintenance. We have prepared this guide to help you get the most enjoyment from your windows for many years.

This care package has been written to offer a friendly guide for your product to ensure you receive the quality you have invested in. If there are any questions which have not been answered, view our FAQs page at www.highsealfsg.co.uk, email info@highsealfsg.co.uk or ring 01724 859326 and we will be happy to help.

Registered in England • Company Registered Number 06581087
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How to Care For Your PVC-u Windows

PVC-u needs very little care, just a wipe down with warm soapy water to keep it looking smart.

Never use abrasive products or solvents such as metal polish, scouring pads, acetone etc., as they may alter the gloss finish of your products. If you have woodgrain effect products abrasive cleaners could destroy the surfaces.

Remember to clear any debris from the drainage slots, these are under you window between the window and the external cill and also inside the sashes when in the open position, as a build-up of condensation may occur.

If you do have stubborn marks on the PVC-u, these can be removed using a specialist PVC-u cleaner.

If you are considering installing blinds, ensure air can flow between the window and the blind, we recommend a space of 15mm. Installers of blinds may attach blinds to the PVC-u, this is entirely at their risk.

Cleaning the Glass

Use a purpose made glass cleaner that is non-smear. Spray the cleaners directly to the glass and get it into the corners. Then wipe the window vigorously with a paper towel until it's nearly gone – then turn the paper over and buff until dry and polished to perfection. The same needs to be done on the outside for the ultimate sparkling finish.

Hardware

When your new product was installed it will have been carefully adjusted to ensure that everything functions properly, but over its lifetime it may need a little maintenance.

Any metal to metal joints that don't have nylon bearing (friction stays, hinges, espagnolettes and shoot bolts locking mechanisms) should be lubricated once a year with a light engineering oil, e.g. 3-in-1 or similar.

Rollers on door bolts, espagnolettes or shoot bolt mechanisms that engage with locking keeps should be lubricated once a year with a light grease, e.g. lanolin or similar.

Slight discolouration of mastic seals can be natural occurrence and cannot be avoided. This does not affect the performance of the seals.



Friction Stay



Rollers

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Handles

Door handles are often overlooked when it comes to maintenance and cleaning. To remove dirt and dust simply wipe with a damp cloth and then dry thoroughly.

Weather Seals

Having an effective weather seal is necessary to reduce the escape of heat from your home, as well as the occurrence of draughts. Weather seals require little maintenance, simply clean with a damp cloth. If during cleaning weather seals become dislodged from their grooves, simply slide them back into position to avoid damage.



Weather seals

Cleaning Guide

It is recommended the outside of your window is cleaned every four months to keep it in top condition. You will find each part of the window listed below in our easy reference guide. Before cleaning your windows please remove all rings, bracelets and watches, so you don't scratch the glass.

Never walk on a bay roof, do not lean ladders against the frame, glass or gutters. If access is required above a large bay window, tower fixed scaffolding is recommended.

Area	Frequency	Recommended cleaning method	Notes
External glass	Every 4 months	Keep grime and grit free with warm soapy water Finish with a proprietary glass cleaner	Use only soft cloths Leaded glass: oxidation will naturally occur over time Specialist glass (e.g low maintenance glass) please refer to the manufacturer's guidelines
Internal glass	Once a month	Any glass cleaner	Use only soft cloths
Window and door furniture	Every 4 months	Use a soft duster or damp chamois leather to remove dust and surface dirt	The superior polishing's and coatings eliminate the need for regular polishing or cleaning Do not use abrasive products or solvents, such as metal polish, scouring pads, acetone etc.

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The Maintenance and Cleaning of Glass

Cleaning Recommendations

Glass cleaning should be carried out at regular intervals depending on site location, area, weather etc. It is essential that all glass be thoroughly washed to eliminate all abrasive and chemical laden dust that can be potent on commercial construction sites.

A solvent such as white spirit and professional glass cleaner may be used to remove any glazing compound, finger marks or grease.

For self-clean (Activ/Bioclean) Coated Glass Types:

- Start by spraying clean water to rinse the surface of the glass. This is best done when the glass is in the shade and not being heated by direct sunlight. (Spraying tap water onto hot glass can create visible spots of mineral deposits where it evaporates.) Spray from the top and work back and forth and downwards. This will flush the dirt away from the lean areas and ensure the entire surface is wet. The water flow should remove the bulk of the dirt from the surface.
- Flood the coated surface with spray-on cleaning solution or use a cloth saturated with the solution. Be generous with the amount of solution applied.
- Rub the wetted surface with a clean lint-free towel or cloth and repeat until nearly dry with a second lint-free cloth.
- The use of a squeegee on the coated surface is not recommended. If it is absolutely necessary to use a squeegee then particular care must be taken to prevent any metal parts from contacting the coating or dirt particulars becoming trapped under the blade and being dragged across the surface.
- Rinse liberally with clean "soft" water and wipe again with a lint-free cloth.
- To prevent streaking, stop wiping when the glass is almost dry and there is still a uniform thin film or moisture left on the glass surface. This film will quickly evaporate leaving a clean surface.

For Standard Non-Coated to External Surface Glass Types:

- Always use a soft cloth
- Always use only clean water and a mild soap/detergent
- Rinse with a separate clean cloth and clean water
- Protect glass surfaces from render, cement and plaster
- Never use scarpers or blades
- Never use harsh, abrasive powder based or alkaline type cleaners

Glass Safety

Glass by its nature can break if enough force is used. Abide by the following guideline for handling glass:

- Gloves, wrist guards and safety goggles should always be worn when handling glass.
- Extra personnel or lifting equipment should be on hand of lifting larger units.
- Glass should not be rested on its corners
- Areas where glass is being lifted to and from must be obstacle free.
- Any broken glass should be disposed of in a safe and responsible manner.

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Visual Quality Standards and Guidelines for Transparent Insulating Glass Units

Highseal Manufacturing works to the GGF guidelines for Appearance/Visual Quality Specifications for Insulation Glass Units. These guidelines are recognised and respected within the glass industry.

How to do a professional check?

Both panes of the sealed units should be viewed at right angles to the glass from the room side, standing a distance of no less than 2 metres away; but for toughened, laminated or coated glasses stand no less than 3 metres away. You must look through the glass, not directly at it. Do so in natural daylight and not in direct sunlight. The area to be viewed is the normal vision area with the exception of a 50mm band around the perimeter of the unit.

What to expect:

Flat transparent glass, including laminated or toughened (tempered) glass is acceptable if the following neither obtrusive nor bunched:

- Bubbles or blisters
- Hairlines or blobs
- Fine scratches not more than 25mm long
- Minute embedded particles

Special Glass Types

Toughened glass may show visual distortions which are accentuated by reflections in double glazing. Such surface colorations and patterns do not indicate a change in physical performance.

Laminated glass may have a few more blemishes due to it being made of several layers.

Low emissivity coating may produce transient visual effects. In oblique lighting the coating may look like a transparent film. When light coloured objects such as net curtains are placed close to glazing they will appear slightly darker.

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The above does not apply to patterned glass as its manufacturing process is different. Imperfections such as seeds and bubbles are deemed acceptable.

Primary Sealant (PIB) (Polyisobutylene)

The primary sealant is typically extruded onto both sides of the spacer. The extrusion rate of hot sealant may vary, causing the amount and width of the primary sealant to vary. The placement of the spacer may also contribute to non-uniformity when the spacer is pressed to the glass in the fabricating process. Selecting a spacer of similar colour to the IGU sealants may minimise visual objections related to dissimilar colours.

The primary sealant may also be applied manually (it comes in a string form and is applied by hand), which may influence the uniformity of the applied sealant. It should ideally be continuous with no skips. Primary sealants may show above the spacer and be visible in the vision area of the IGU.

Double Reflection

This occurs in certain light conditions. It is caused by multiple surface reflections in double glazing which may vary from pane to pane.

Brewster's Fringes – The Rainbow Effect

Small transitory rainbow effects are sometimes produced by the glass deflecting light. Their appearance is due to high quality flat glass sheets being placed parallel to each other. This is an optical phenomenon.

Condensation

Indoor Condensation:

The principal cause of condensation on glass on the inside of a building is a high internal humidity level coupled with a low outside temperature which cools the inside surface to below the dew point. Bathrooms, kitchen and other areas when humidity levels are high are particularly susceptible to this problem.

In order to control this form of condensation, condensation should be given to improving the heating and ventilation in these areas. However, another way to reduce the problem is to use high performance windows containing an enhanced thermally insulation glass.

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Outdoor Condensation:

Condensation forms on the outdoor surface of glass when its temperature drops below the outdoor dew point temperature. External condensation only occurs in certain climatic conditions with high humidity levels and/or particularly cold weather. It is possible that, external condensation will appear on some windows but not on others. This is due to localised atmospheric conditions such as shelter from nearby trees or buildings, variable air currents and wind speeds and varying levels of nearby vegetation.

Insulating units containing an energy efficient, low-emissivity glass have enhanced thermal insulation properties thanks to high performance transparent coating that reflects heat back into the room. As a result the outer pane of glass does not get warmed by heat escaping from inside the building through the glass and remains cooler in comparison to less thermally efficient windows.

Please note that condensation on the outdoor surface of such high performance windows is in no way an indication of a defective unit. Indeed, this can be seen as a positive indication that the enhanced thermally insulation units are actively reducing heat loss through the glass.

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