



Dorking Window Company Ltd

• WINDOWS • DOORS • CONSERVATORIES •

How to maintain your uPVC, Aluminium and Composite Windows and Doors

Cleaning the frame



It's a good idea to clean your window frames twice a year – the more you do it, the easier the task will be each time. Start with the windows open and use an old paint brush or duster brush around the inside of the frame to loosen any dust, dirt and cobwebs that might be stuck to the window, then use the hose on a vacuum cleaner to clear it all away. Mix some mild soap in a bowl of warm water and use a soft white cloth to wipe down the window frames, in particular around the very edges where the window sits inside the outer frame. Don't use a coloured cloth in case the dye comes off onto the plastic window and avoid any harsh chemical cleaners or abrasive cloths, sponges and creams.

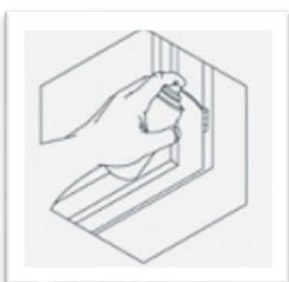
If the dirt is particularly stubborn a uPVC cleaner may be used as long as it is not abrasive but be careful not to use it on the silicone seals as they may begin to lift away.

Cleaning the glass

Ideally the glass should be cleaned four to eight times each year. Avoid cleaning your windows in direct sunlight as this can result in a streaky finish and consider starting the process by giving the glass a good rub down with a damp cloth to remove excess dirt. Once you're ready to begin, you have two options – traditional glass cleaner or increasingly popular specialist cloths such as e-cloths.

- E-cloths are great if you want to avoid using any cleaning products – for glass, e-cloths come in a pack of two cloths, one for cleaning, the other for drying to a perfect shine.
- If you prefer to use a glass cleaner, look for one that is non-smear and apply it directly to the glass, working it into all the corners using a good quality cloth that won't leave fibres on the window. Then use a clean, dry microfiber cloth to polish the glass to perfection. There are several recipes for home-made glass cleaner, just be careful not to use anything which might damage the uPVC.

Maintenance

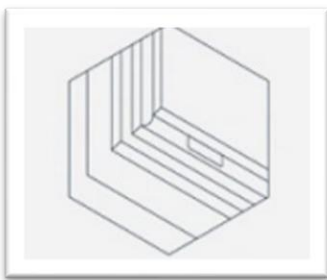


Windows and Doors have working parts so it's essential that these parts are well maintained, you can use standard lubrication oil/spray to ease the friction of the moving parts inside your window frames and door locks. We recommend that you lubricate all moving parts at least twice a year

You should expect to use a spray oil to maintain the working parts of your windows and doors every six months (the handles, the locking systems and, in particular, the hinges) to keep everything moving easily. Just be careful not to get oil on the glass.

- Handles – with the window/door closed, spray some oil onto the window key and insert into the handle lock – wiggle the key gently and move it in and out of the lock several times.
- Locking systems – with the window/door open, spray some oil on the locking strip – wipe away any excess oil with kitchen roll.
- Hinges – still with the window open, spray oil on the friction hinges. If the hinges feel loose after you've sprayed them, look for a tightening screw you can use to re-tighten the hinge. These simple maintenance tips will help prevent long term failure and decay.

Drainage



To keep your windows and doors in great condition for years to come it's best to keep the inner chambers of your windows and doors clean and clear of built up residue. If you open the window sash or door threshold you will see there are drainage holes at the bottom of the frame which should always be kept clear. If you do notice that there is a build up of residue and dirt then clean this out so that the drainage hole is empty to allow moisture to flow freely out of the workings of your windows/doors.

Lead

If you have chosen a window design that has lead in it is vital, especially in the early stages of your install, that you clean the window thoroughly and regularly. Products with lead in can often stain if they are not cleaned regularly, this is caused from the elements the lead is exposed to during the natural oxidising process. Cleaning your window regularly will help to keep stains at bay and make sure your windows are nice and shiny all year round.

Ventilation



It's best to keep your home well ventilated and open the windows in each room for a short while everyday to avoid condensation damage. Condensation is a real issue that causes problems in many homes. There are many ways that you can help you prevent condensation forming in your home. Unfortunately if you have condensation trapped between the panes of glass it is a sign that your double glazing has failed and

the only option is to replace the window glass. You can find out more about condensation between double glazing by clicking here. <https://www.dorkingwindowco.co.uk/condensation.html>

Care and Everyday Usage



Make sure your windows/doors are fully closed before you start to operate the handles to avoid straining the lock mechanism. Taking care when using the handles will help to avoid any damages and keep the locks safe and secure for many years to come. We do not advise leaving your keys in the windows when in use as they can break and damage the lock. The keys are to be used for locking only and not to be in the handle when opening and closing the window.

Never use excessive force when trying to operate your window or door locks and handles as this can cause damage to the entire window unit or door lock. If you are struggling to open them look around the frame and check there are no obstructions, make sure the lock is clean and does not have a build up of residue as this can cause your windows/doors to stick and not function correctly. The most common cause of a door not closing properly is dirt/grit in the door lock and the door threshold, by following the guides above you can see if any issue can be rectified before a home visit is needed. If you're still having issues then please contact us to arrange a survey visit which will incur a call out charge.