

A woman with curly hair, wearing a white sweater and grey trousers, is lying on a white sofa. She is holding and reading a magazine. The room is bright with sunlight streaming in through large, multi-paned windows in the background. The overall atmosphere is peaceful and comfortable.

Turkington Windows & Conservatories User Guide



Introduction & Contents

Thank you for choosing Turkington Windows and Conservatories. Whether you have purchased windows, doors, conservatory or a home extension, this guide will help you to keep everything looking and working their best for many more years to come.

Please spend some time to familiarise yourself with the contents to ensure you get the best of use from your investment. It is important you follow the guidance in this manual to ensure that warranties are maintained.

In the unlikely event of any difficulties please contact us and we will be pleased to help. Our contact details can be found on the back of this guide.

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Cleaning & Maintenance Guide

Glass Care

The glass used in most glazing units can be easily scratched, so we recommend that you remove hand jewellery prior to cleaning. Heavy external grime should be removed with a simple soap/water solution followed by the use of any proprietary household glass cleaner with a soft cloth. Laminated glass or glass containing Georgian bars between the sealed units are cleaned in exactly the same manner.

Cleaning for the First Time

Wait at least a week before cleaning the product for the first time to ensure all sealants used during installation are fully set.

If any labels are still attached to the glass carefully peel them off. Care must be exercised when removing the label from the glass to ensure that the glass surface is not damaged. Do not use a razor, scraper or wire-wool to detach the label. Start with a rinse of clean water and continue, when necessary, with the normal maintenance routines. When rinsing, start at the top and zig-zag to the bottom. Spray at the coolest part of the day and not in direct sunlight.

Leaded Glass Cleaning

Extra care must be taken when cleaning leaded windows so as not to dislodge the lead from the surface of the glass. Lukewarm soapy water applied with a soft cloth is adequate for cleaning leaded glass.

– External lead will oxidise, this is a natural occurrence and cannot be avoided.

Scratched Glass

Scratches can be removed with jeweller's rouge or equivalent rubbing compound.

– Give us a call for further advice.

Glass Defects

During the manufacturing process all double glazed units can be susceptible to a degree of surface damage, meaning that certain imperfections cannot be avoided, even in the most carefully controlled production environment. Such blemishes are inherent in all glazing and acceptable within the highest standards of the industry and are, therefore beyond our control.

We use only the very highest quality glass available, whether laminated, toughened or un-toughened, all of which conforms to the requirements of BS6262. Double glazed units produced to BS5713 and BSEN1279 (mandatory March 07), conform to the highest standards of manufacturing and the most uncompromising quality control and inspection routines. Further information can be found in the GGF 'Quality and Vision' leaflet, available for download from our website.

Frame Care

The frames should be cleaned regularly with lukewarm water and a mild liquid detergent to remove grime and atmospheric deposits. Clean with non-abrasive PVC cleaners on white PVCu only.

- ***Do not use solvent based or abrasive cleaners.***
- ***Never use a power washer.***
- ***Never use bleach.***

Cleaning for the First Time

Wait at least a week before cleaning the product for the first time to ensure all sealants used in its installation are fully set.

If any labels are still attached to the frames carefully peel them off.

Care must be exercised when removing the label from the frames to ensure that the surface is not damaged. Do not use a razor, scraper or wire-wool to detach the label.

Start with a rinse of clean water and continue, when necessary, with the normal maintenance routines. When rinsing, start at the top and zig-zag to the bottom. Spray at the coolest part of the day and not in direct sunlight.

To remove any stubborn blemishes use a strong, non-abrasive, proprietary cleaner such as cream cleanser (e.g. CIF).

- ***Never use power washers.***

Drainage

Your frame products are designed with an inbuilt drainage system, comprising slots within the thresholds and outer-frames that allow any water ingress to flow to the outside. To ensure an efficient system these slots must remain unblocked. Periodically remove dirt, clear drain holes and check drainage operation by flushing through with water.

Weather Seals

Ensure that the weather seals fitted to your doors and windows do not become dislodged during cleaning. If this does occur simply slide the seal back into place immediately to avoid damage when the product is closed. If the weather seals are broken or damaged and drafts can be felt, contact us promptly to arrange for a replacement.

Sealants, Silicone & Mastics

This is the material used to seal any small gaps around the edge of doors/windows. Please note that some discoloration of the mastic seal is a natural occurrence and cannot be avoided.

New Build Windows & Doors

Your new window frames and door frames are covered with protective film, this helps protect the frames during plastering and general works on site. This tape needs to be removed as soon as practically possible to avoid the tape becoming extremely difficult to remove. Handles, hinges and glass are not covered with protective film, so measures may be required on site to protect these from additional trades that may be following on from our installation.

Keys and drainage caps will be left with a representative on site, these items can be easily lost. Keep them safe. Once the tape is removed the drainage caps can be fitted, they are simply pushed into the drainage slot “cut out” on the frames.

Keys can become rusted or pitted if left in the handles/cylinders. This is due in part to the excessive alkaline nature of cement and plaster products which can cause corrosion/pitting coupled with the amount of moisture that is in the property during the drying out process. Therefore, keep the keys in a safe place until the property has fully dried out.

Follow the first clean instruction as outlined in this document for frames and glass. The first clean is the hardest but it will ensure the longevity of your new investment. Ensure the drainage slots are well cleaned as these can fill with debris from other trades being on site. Likewise check all moving parts to ensure they are free from obstructions and lubricate as necessary.

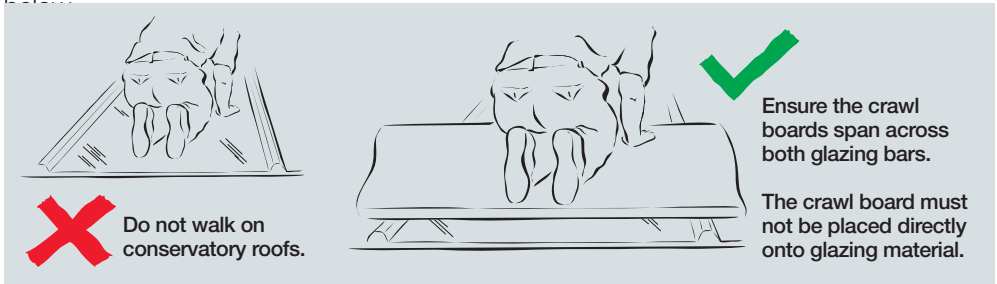


Conservatories

Gutters & Box Gutters

Guttering should be checked regularly to ensure no debris is in the water channels. Guttering can be cleaned with warm soapy water and a mild detergent. Guttering is set to a slight fall to allow water to fall away to the outlets except for conservatories where gutters are laid level in accordance with BS EN 12056 Parts 1, 3 & 5 code of practice for drainage of roofs. Therefore, you may notice standing water in your gutter system.

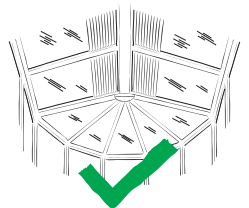
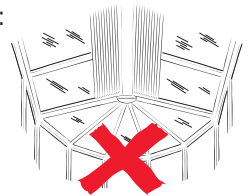
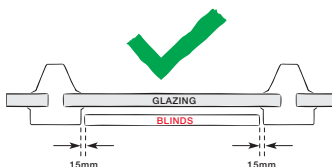
When accessing gutters or any roof ensure crawl boards are used as per the image below:



Blinds and Window Coverings

We do not recommend the use of internal blinds on conservatory roofs or blinds that are attached to our window frames. However, if you do wish to install them please bear in mind the following points:

- Never cover the inside of the glazing bars with blinds (see sketch A).
- The installer of the blinds will (at their own risk) attach/penetrate the internal PVC claddings/framing with fixings. Turkington windows cannot accept any responsibility or claims for the following problems which may occur as a result:
 - Water ingress through fixings/screw attachments.
 - Deflection or distortion of materials.
- The blinds must be designed to allow hot air to disperse from between the glazing material and the blind – a space of 15mm between the two is recommended.



General On-going Maintenance for Moving Parts and Operating Furniture

From time to time all moving parts should be checked, cleaned and lubricated where necessary to ensure optimal performance.

Lubrication

For lubrication of handles, locks and hinges, etc. use a silicone spray lubricant for moving parts (available from our trade centre). Lubrication of the lock should be achieved with a silicon spray designed for the purpose. This is particularly important where the lock mechanism is exposed to attack from either salt or other chemicals in the local atmosphere. Hinges should be inspected and lubricated from time to time. Make sure to wipe off any surplus in all instances.

Push Button Locking Handles

Key locking handles must not be forced open without the key release, otherwise permanent damage will occur. To open window turn key to unlock, push button in, turn handle and push to open. To close, pull window shut, turn handle down, and turn key to lock.

Hinge Maintenance

To maintain optimum performance of hinges, it is recommended that:

- The hinges, particularly the pivots, sliding shoe and track should always be kept free from dirt and debris.
- The hinges should be regularly cleaned with a silicone spray and the tightness of fixing screws checked.

Door & Window Furniture

Never use abrasive cleaning agent's on internal or external door and window furniture. A lukewarm soap and water solution and a soft cloth is sufficient.

How To Use & Operate

Residential Doors

Locking Your Door

Lift the handle lever in an upwards direction to throw all security bolts, this will engage all bolts into the relevant keeps. To deadlock the multi-point lock, turn the key one full turn towards lock; this will secure all the bolts. In this condition the handle cannot be pushed down.

- ***We recommend that the handle is raised in normal operation to maintain the doors integrity. This stops the door sash bowing and helps to prevent water ingress.***

Unlocking Your Door

Turn the key one full turn away from lock. This will disengage the deadlocking security. In order to retract the security bolts, push the handle lever in a downwards direction, the door is free to open.

- ***On front doors with pad handles an extra turn of the key towards the lock is required to release the latch and open the door.***

French Doors

To unlock the leading door, follow instructions as per Residential Doors. To unlock the slave door, pull internal handle downwards to release top and bottom bolts.

To lock doors, close slave door first, pull handle upwards to engage top and bottom bolts, then close leading door and lock as per Residential Doors.

Patio Doors (Sliding Doors)

The life of the lock cylinder and mechanism can be lengthened by regular lubrication with a silicone spray specifically designed for the purpose. Under no circumstances should the key channel or cylinder core be oiled.

To lock, lower the lever on handle to its fullest extent to engage locks, insert key in cylinder and turn towards the lock until it clicks. Key can then be removed.

To unlock, insert key and turn away from the lock, push the lever up to its fullest extent to disengage locking pins. Door will now slide open.

Bi-fold Operation Guide

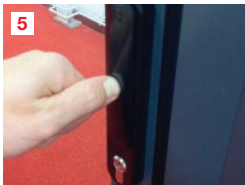
Opening Door:



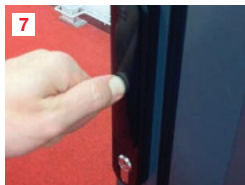
Put your key in the cylinder in the lead door (panel 5) and turn it anti-clockwise. This will release the deadlock from the locking mechanism.



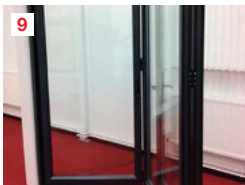
Open the door through 180° (see Figure 1).



Push the T handle to release it.



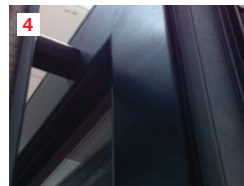
Push the T handle back in before folding the doors.



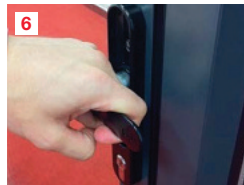
Push the doors to fold together (see Figure 2).



Press the handle downwards and this will release the hook locks.



Once the door is open please attach the door to the next panel in the series using the magnetic catch. This is really important as it keeps the weight of the doors properly balanced while they are being operated.



Turn the T handle clockwise through 180° which will release the shoot-bolt locking system.



Ensure that the Un-Locked symbol is at the top before folding the door.



Stack the panels together for a fully clear opening.

** Pictures for illustration purposes only.*

Closing Door:



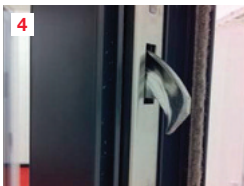
Slide panels 1 and 2 along the track with the lead door still attached by the panel catch (see Figure 4).



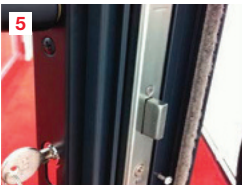
Close each T handle before proceeding to close any further doors (see Figure 5).



Close the lead door and lift the door handles to engage the hook locking system.



High security hook locks pull the door in tight against its weather seals.



The door is locked only when the key has been turned in the cylinder and it is fully dead locked.

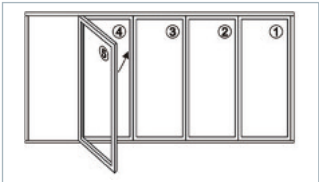


Figure 1

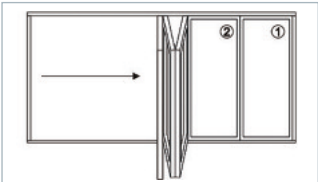


Figure 2

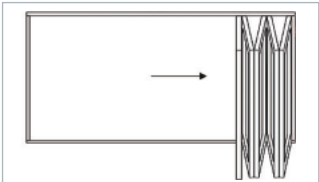


Figure 3

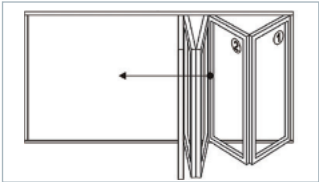


Figure 4

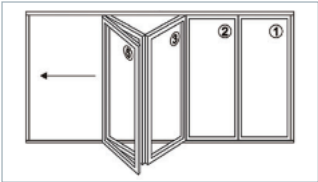


Figure 5

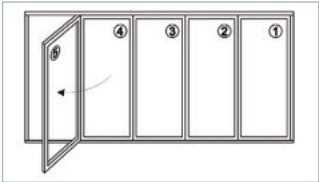
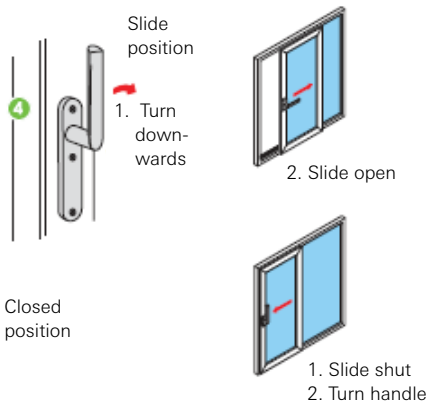


Figure 6

Slide / Lift and Slide Operation Guide

Operation with handle:



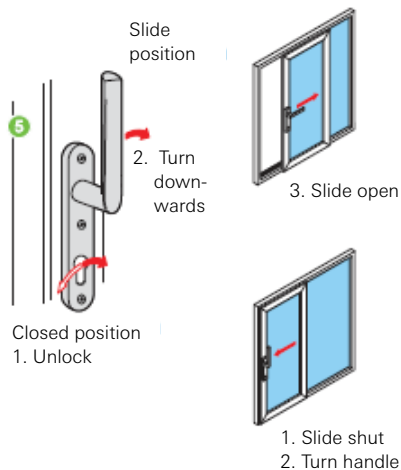
Open

1. Turn handle 90° clockwise 4.
2. Push the sliding vent open.

Close

1. Push the sliding vent shut.
2. Turn handle 90° anti-clockwise 4.

Operation with handle and profile cylinder:



Open

1. Unlock the sliding vent using the profile cylinder key.
2. Turn handle 90° clockwise 5.
3. Push the sliding vent open.

Close

1. Push the sliding vent shut.
2. Turn handle 90° anti-clockwise 5.
3. Lock vent with key.



Windows

Easy Clean-Fire Escape Hinges

The opening sash will firstly open to allow the window sash to be easily cleaned, once opened the sliding buttons on the hinges can be pressed to allow the window sash to slide to the 90° position and allow the clear opening required for a fire escape. The window can be realigned by simply closing the side opener.

Casement Windows

Opening out, top or side hinged:

- Your windows may be opened outwards and are fitted with friction hinges (either egress, easy clean or restricted), that hold them in any desired position when opened.
- The locking mechanisms, which can be either espag or shoot-bolt locking, fitted to the opening edge of the window, engages with slotted 'keeps' fitted to the outer frame.
- The secondary slot within the keep enables the window to provide a 'night vent' position with the window slightly open, whilst providing ventilation.
- Accessible windows should not be kept in the 'night vent' position when the house is unoccupied.
- To open, turn the key if fitted, then push the button in the centre and whilst pressed, turn the handle through 90° to unlock the handle.
- To close, simply turn the handle back the other way until it engages with the lock.
- Once closed turn the key to lock the window, remove it and keep it somewhere safe nearby.

Tilt and Turn Windows

This style of window is capable of two modes of operation – tilt mode for ventilation and turn mode for cleaning and emergency egress.

- Most of Turkington's tilt and turn windows are fitted with 'tilt before turn' (TBT) mechanisms for safety reasons – ensuring the window cannot be easily opened by children.
- As the name suggests, the tilt mode must be performed prior to turning the window – however, these windows may also be supplied in 'turn before tilt' mode, where the sequence is reversed.
- The window must always be fully closed before changing the handle's position.
- If you are in any doubt as to the sequence of operation for your windows, please contact us.
- If fitted, turn the key to unlock the window.
- To select tilt mode, rotate the handle through 90° from downwards to horizontal and pull the window inwards towards you.
- The bottom of the window will remain hinged to the frame, while the top tilts inwards to allow ventilation.
- To select turn mode, close the window and rotate the handle through 90° until it points upwards, then pull the window inwards.



Security

Your Turkington windows and doors have been specifically designed to include a number of security features to protect your home and family from intrusion.

We recommend the following sensible security precautions:

- Never leave a window or door open when your home is unattended.
- Lock all windows whenever they are in the closed position and remove all keys.
- To provide adequate means of escape in an emergency, locate keys adjacent to the window but out of external view.
- When locking the door ensure the handles are fully lifted and the keys are turned. This is in order to throw and lock all deadbolts and shoot-bolts for full security.



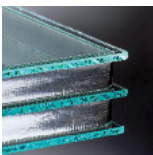
Locking System

Multi-point locking system is fitted as standard.



Coupling Bar

Sidelights are coupled with aluminium bar for greater security, rigidity and stability.



Glazing Units

Our doors have double or triple glazed units and are internally glazed without exception preventing easy access.



Flag Hinges

Flag hinges are fitted to all double rebated doors to allow for adjustment.



Locking System

Typically we use 2 rollers, 3 hooks, 2 deadbolts and 1 latch. Our high security system protects your family from intruders.



Kitemark Cylinder

Anti-bump, anti-drill, anti-pick and anti-snap Kitemarked cylinder lock barrels are fitted as standard on all composite doors.

** Locking specifications can vary between ranges of doors.*

Trouble Shooting

Your Door Won't Lock

If you do find that your door doesn't work, please check the following items to help diagnose the problem:

- Does the handle move up and down?
- Can the door be opened and closed?
- Is the weather bar along the bottom of the door on the outside in the right position so the door can close fully?
- When the door is open can the handle be lifted and the key turned to lock the door?
- When the handle is lifted do the hooks & rollers extend?
- Are the keepers on the door frame that the lock engages with straight or twisted?

Door Dropping or Catching

Doors do move overtime and may need readjusted if this is the case we can assist. Locks and barrels do deteriorate overtime and can fail, if this is the case it may be covered under warranty give us a call if you are having any issues. Never oil a door cylinder as it can cause it to stick and clog with dust/debris so always use a light silicone spray.

By carrying out the above-mentioned checks we can tell whether a new lock, door cylinder or door adjustment is required.

Condensation Issues General

Condensation occurs when water vapour comes into contact with a cold surface such as glass and the vapour turns to water droplets. Condensation can only ever be minimised and never completely eradicated. Newly constructed structures need an initial 'drying out' period. Many hundreds of litres of water are used during its construction, i.e. dwarf walls, concrete bases and plasterwork. In winter they will take longer to dry out. See our website for our link to the Glass and Glazing federation information booklet on Condensation.

Ventilation

Provide natural ventilation to help minimise condensation and maintain a comfortable interior temperature whenever possible by:

- Opening windows/doors.
 - Ensure trickle vents if fitted are always open. Slide the control to open setting.
- ***Be sure to consider security when leaving open an easily accessible window.***

Heating

Heating can also assist with controlling condensation and should be marginally increased in any areas where condensation is a problem. Maintain some heat throughout the building during cold weather and if possible, place heating appliances under windows to maintain the temperature of the inside pane of the double-glazing.

Condensation Inside the Glass Unit

If condensation occurs and it is not as outlined above the glass unit may have broken down and condensation has entered the airspace between the glass panes. If this is the case, please contact us.

External Condensation

Due to recent innovations in the efficiency of double and triple glazing, along with updated requirements of building regulations and the lowering of carbon emissions, certain weather conditions may allow the formation of external condensation on energy efficient windows and doors. This is a natural phenomenon and a clear indication that the window or door is preventing heat loss from your house.

Condensation forms on the outside surface of glass when its temperature drops below the outdoor dew point temperature. Windows manufactured with a double or triple glazed unit containing energy efficient low-emissivity glass have enhanced thermal insulation properties thanks to a high-performance transparent coating that reflects heat from radiators or fires 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. External condensation only occurs in certain climatic conditions – a variable combination of high relative humidity and clear cold conditions normally experienced in spring and autumn.

What it means – as this is caused by external atmospheric conditions, little can be done to prevent this condition at certain times of the year. In many cases the condensation is not present for long periods and the sun often warms the outer glass enough to evaporate the moisture. Should you require its removal sooner than would naturally occur, the use of a squeegee is recommended.

- ***The presence of external condensation is an indication that the glazing is thermally efficient and should not be considered detrimental. The more thermally efficient the glazing, the higher the likelihood of condensation.***

Glazing

Certain imperfections in the glass cannot be avoided, even in the most carefully controlled production environment. Such blemishes and imperfections are therefore beyond our control, but are considered acceptable by even the most rigorous industry standards – we would like to draw your attention to the following extract from an industry-accepted standard in relation to glass:

- Transparent glass used in the manufacture of double-glazed units is identical to that used in traditional single glazing and will therefore have a similar level of quality.
- Both panes of the double-glazed unit shall be viewed from the room side, standing at a distance of two metres (6'6") in natural daylight and not in direct sunlight. The area to be viewed is the normal vision area, with the exception of a 50mm (2") wide band around the perimeter of the unit.
- Flat transparent glass shall be deemed acceptable if the following phenomenon are neither obtrusive nor bunched; Totally enclosed seeds, bubbles or blisters, hairlines or blobs, fine scratched, not more than 25mm (1") long.
- Obtrusiveness of blemishes shall be judged by looking through the glass and not at it, under normal lighting conditions as in point 2.

Turkingtons has used only the highest quality float glass available, whether laminated, toughened or annealed, which conforms to the requirements of BS 6262. Double and triple glazed units produced to BS 7513 conform to the highest manufacturing standards and the most uncompromising quality control and inspection routines.

Patterned glass originates in very large sheets and due to spacing repetition, centralisation of any design in a specific window cannot be guaranteed.

– ***For further information please see the 'GGF guide on Quality of Vision' available from our 'Customer Service' page at www.turkington-windows.com.***



Dos & Don'ts

Read and note the following checklist to ensure continual optimum performance of your Turkington products.

Do:

- ✓ Clean glass regularly with a good quality liquid spray glass cleaner.
- ✓ Frequently wash down PVCu profiles with warm soapy water and wipe dry.
- ✓ Only use cleaning materials which don't impair anti-corrosion properties of the surface coatings.
- ✓ Use cream cleaners for isolated stubborn stains on white PVCu only. Apply with a damp cloth using minimal pressure.
- ✓ Ensure drainage slots are unblocked and free from dirt and debris.
- ✓ Keep all tracks clear of dust and debris in order to reduce wear and tear on sliding parts.
- ✓ Check all fire escapes' hardware regularly for wear and tear and a consistent fit.
- ✓ Ensure conservatory gutters and their outlets are kept clear of leaves and debris to ensure unobstructed flow.
- ✓ Ensure that all moving parts are lubricated with silicone spray at least once a year.
- ✓ Replace damaged or worn parts with original Turkington parts.



Don't:

- ✗ Use abrasives or brass cleaner on furniture: handles, door knockers, letter plates.
- ✗ Use glass cleaners on the PVCu profile.
- ✗ Use high pressure or steam cleaners.
- ✗ Lean ladders against conservatory guttering.
- ✗ Paint the PVCu profiles.
- ✗ Use any type of bleach, solvent cleaner (e.g. white spirit etc) or adhesives.
- ✗ Use abrasive paste or cream cleaners on any PVCu profile.
- ✗ Use abrasive solvent-based cleaners on self-cleaning glass.
- ✗ Use excessive loads on the windows and doors.
- ✗ Use any unspecified tools or abrasive papers.



Useful Contacts

Turkington Windows Contact Details

Email: customerservice@turkington-windows.com

Phone: 028 3839 3030

Select: Option 1 Sales Option 2 Installation Enquiries Option 3 Aftercare Team

Visit us at www.turkington-windows.com



Website Help

On our website at 'Customer Services' you will find an 'Aftercare Contact Form'.

Simply fill this in and submit it.

This helps us understand the problem quickly and so respond promptly.

The customer services page will also give information on Warranty, Terms and Conditions and further aftercare information.

Useful Websites

Glass & Glazing Federation
www.ggf.org.uk

Building Control Glazing – Technical Booklet
www.buildingcontrol-ni.com

Website Guidance

On our website at 'Customer Services' we also have several operating and instructional videos.

These include:

- How to operate a Bi-fold Door.
- How to operate a Lift & Slide and Sliding Door.
- My door won't work – what to check and what can be done in an emergency.

** Pictures and instructions are correct at time of printing.*

** Specifications and specific instructions are subject to change.*



Email: customerservice@turkington-windows.com

Phone: 0044 (0)28 3839 3030

Visit us at www.turkington-windows.com