SASH WINDOW SHOP

Custom Made Wooden Windows & Doors

Operation & Maintenance Manual
Supply Only

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OPERATION & MAINTENANCE MANUAL TABLE OF CONTENTS

1. STANDARD OF DELIVERY

1.1. Window and Door Delivery

Wherever possible, smaller windows and doors will be delivered as single units. Larger/heavier windows and doors may be delivered with sashes/doors supplied separately for fitting on site by the customer.

Where required, frames may be delivered in kit form for assembly on site - the customer must specify if frames are required in kit form. Surface-mounted furniture will be supplied separately to reduce the risk of damage during handling or the installation process.

1.2. Delivery

When goods are received, the recipient (or a person authorised by the recipient) must visually inspect them. All components should be checked at the time of delivery to confirm they match the order schedule, that the delivery is complete, and that the components (including any protective packaging) are not damaged.

Packaging damage on arrival (before unloading):
If there is visible damage to the protective packaging or wrapping before the goods are offloaded, this must be reported **immediately** and noted on the delivery note **before unloading**.

Reporting timeframe:
Any transport-related damage or delivery shortages must be reported to Sash Window Shop Ltd **immediately upon delivery and in any event within 24 hours** of collection or delivery, either by phone on 01279 456 670 or by email at hello@sashwindowshop.com. A note must also be made on the delivery note detailing any defects or damage.

Evidence for transport damage claims (important):
To avoid disputes, any claim for transport damage must be supported by:

- a clear note on the delivery note at the time of delivery, and
- photographs taken on arrival **before unloading** (showing the affected packaging/unit), and
- photographs taken after unwrapping (showing any damage to the product).

If packaging is moved, rehandled, stored, or opened after delivery, any subsequent damage to packaging or product may not be attributable to transport. The installer/contractor/customer is responsible for safe handling and storage once the goods are offloaded and/or moved from the delivery point.

Delivery check (what it covers):
The delivery check is to confirm:

- the delivery is complete (pallets/units counted and checked against the delivery note),
- obvious transport damage is identified and recorded,
- packaging damage is identified and recorded.

Once all pallets/units are unloaded, the number of pallets/units must be counted, checked against the delivery note, and signed for.

Pre-install check (separate requirement):
Before installation, the recipient (or a person authorised by the recipient) must inspect the products in an appropriate manner (including unwrapping as required) to confirm there are no defects, finish issues, or damage that would make the product unsuitable for fitting. A damaged or defective product must not be fitted without the matter first being discussed

with Sash Window Shop Ltd.

Sash Window Shop Ltd provides manuals and service instructions for its products (and any product-specific instructions supplied with the goods) and the user/buyer must comply with these. The warranty is valid only if Sash Window Shop Ltd's instructions have been complied with.

Sash Window Shop Ltd also provides guidance for maintenance and storage of the products, which the buyer must follow to ensure that the warranty remains in effect. Sash Window Shop Ltd is not responsible for damage caused by incorrect handling, storage, or installation by others.

Products that have not been installed must be stored in a place where they are protected from rain and harmful rising damp (for example, moisture rising from the ground).

Condensation can form under protective plastic during storage and may damage the product. Sash Window Shop Ltd does not compensate for damage caused by excessive condensation during storage. The buyer, dealer, or anyone who receives the products is responsible for storing and maintaining them in accordance with these storage instructions.

Products must be kept in a space with adequate ventilation. Any party storing the products without opening the packaging must ensure that storage does not cause damage (for example, through condensation or dirt). The warranty does not apply to damage caused by long-term storage.

2. HANDLING & STORAGE

All windows/doors will be delivered to a point on a safe, hard road surface nearest to the delivery address. The customer is responsible for supplying the necessary labour or mechanical handling to unload and store the products safely and correctly.

Timber windows and doors supplied by Sash Window Shop Ltd are precision-made components designed and manufactured to achieve reliable performance. Timber is a natural material with properties that make it well suited to windows and doors. Correct installation, due care, and ongoing maintenance are essential to long service life. The way products are handled and stored on site can affect long-term performance. Good practice helps avoid damage, maintain quality, and reduce unnecessary cost.

Windows and doors should be checked at the time of delivery to ensure they match the order schedule, the delivery is complete, and each window or door (including any protective packaging) is not damaged.

Take care not to damage the product during unloading. Windows and doors should be lifted by the main frame (not by opening casements or glazing bars) and carried in a vertical position to reduce the risk of distortion. Where possible, windows and doors should be kept on site for a minimal time prior to fitting.

The storage place should be prepared in advance, and products unloaded directly into it. Take care when using sharp objects to remove packaging, so as not to damage the product or paint finish.

Packaging and condensation control:

- Products are delivered in protective plastic wrapping. Whether storage is short or long term, the wrapping must be **carefully opened** to allow airflow and to prevent condensation build-up, while still keeping the product protected from dust and damage.
- **Do not use sharp knives or blades** to cut or puncture the wrapping, as this can easily

damage the paint surface if the blade penetrates too far. Use safe cutting tools and controlled cuts only, and keep cutting edges away from the painted surfaces.
- Do not add additional plastic sheeting (including polyethylene sheeting), as this can trap heat and moisture and encourage damp conditions.
- If pallet wrap or external foil is present, it should be **opened or vented** as required to reduce condensation risk while maintaining protection during storage.

The installer/contractor/customer is responsible for the products once they are on site.

For long-term performance of both the product and its finish, it is important that timber moisture content is maintained during storage on site and during the construction process. The recommended moisture content for timber windows is typically between 12% and 19%, although fully factory-finished windows may be lower. This is best-practice guidance; site conditions during storage and installation are the responsibility of the installer/customer. Products should be inspected regularly during storage to ensure conditions are suitable and to confirm primer/base coats and finish coats remain in good condition.

Timber windows and doors must be stored vertically, above the ground, and spaced to allow ventilation and reduce condensation risk. They should be kept under cover in a dry space protected from dust, moisture, and damage.

Special care should be taken where humidity is high (for example, during plastering). Products should not be stored in a damp room or building. Avoid storing products flat. Water lying on a horizontal window or door can cause timber swelling and will invalidate the warranty.

3. TIMBER & MOISTURE CONTROL

Timber is a sustainable material commonly used for windows and doors. It combines strength with natural insulating properties and is renewable when sourced responsibly, with relatively low environmental impact from extraction, processing, and manufacture.

Some timber facts:
- Wood has strong thermal insulation properties compared with many mainstream construction materials.
- Wood has low embodied energy compared with many mainstream building materials.
- Wood from sustainably managed forests can be carbon negative over its lifecycle.

It is important to remember that timber is a natural product and is hygroscopic. Timber naturally seeks equilibrium with its surrounding environment. If the atmosphere is wet, damp, or humid, timber will absorb moisture and expand. If conditions are dry, it will release moisture and shrink. This can cause expansion and contraction over time, which may also affect decorative coatings and can lead to splitting or twisting. Sash Window Shop Ltd is not responsible for movement or timber reaction caused by the conditions in which the product is stored or installed.

Timber windows and doors should not be installed in recently plastered rooms or enclosed rooms where moisture levels are high. A wet, unventilated internal environment may damage paint surfaces or cause timber movement. If plastering occurs after window/door installation, adequate ventilation and/or dehumidifiers must be used to allow moisture to escape. Failure to do so will invalidate the warranty.

Sash Window Shop Ltd's timber windows and doors are factory-finished using Teknos coating systems, which provide:
- effective timber protection from weather conditions (UV radiation, water, and temperature changes) and biological factors,

- water vapour permeability (to help reduce moisture build-up in timber),
- high elasticity (coating is resistant to swelling and shrinkage of timber),
- improved dirt resistance (easier cleaning and increased resistance to detergents and alkalis),
- eco-friendly water-based coatings manufactured in accordance with EU standards concerning environmental protection.

Nevertheless, windows require regular maintenance. A visual inspection should be carried out at least once a year to check external surfaces are free from splits or cracks in the paintwork or timber. UV exposure can also affect surface coatings - particularly on south- and west-facing elevations. Properties without overhanging eaves will typically have greater exposure. Any cracks in the paintwork or timber can allow moisture to penetrate and may lead to timber deterioration over time. If any defect is identified, it should be repaired promptly to prevent further damage.

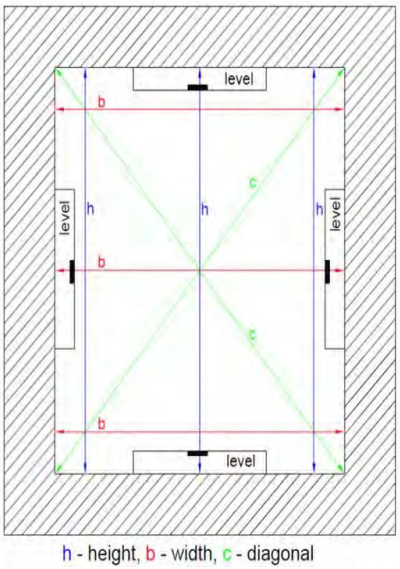
4. INSTALLATION

4.1 Fitting Your Windows and Doors

The following is a brief guide to installing Sash Window Shop Ltd products. This information is **not** a definitive set of instructions - it is guidance only, based on long-term experience and good practice. Sash Window Shop Ltd cannot accept responsibility for issues arising from installation works carried out by others, including where this guidance is followed.

4.2. Installation Instructions

- Please check the opening width and height at **three points**, and also check the **two diagonals**. Then use a spirit level to check that the opening is **level and plumb**.
- Please remember that joinery must not be installed flush (inline) with the external wall. Joinery should be set back from the external wall line by a minimum of **40mm**. If joinery cannot be set back by at least 40mm, an additional **head drip** must be used.
  Please note: If joinery is installed flush with the external wall **without** a head drip, this will invalidate the warranty.
- If external trims, a head drip or a cill extension are to be installed on site, please ensure all junctions are sealed with silicone. If the junctions are not sealed with silicone, this will invalidate the warranty.



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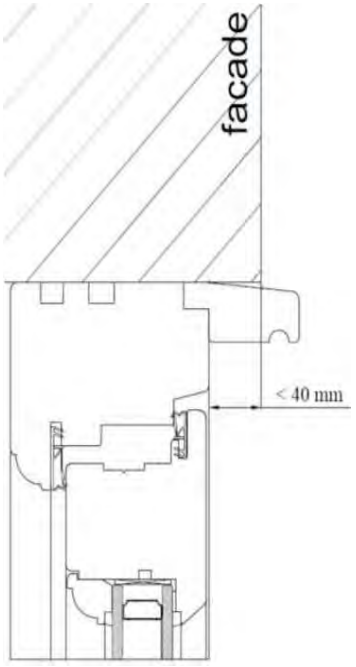
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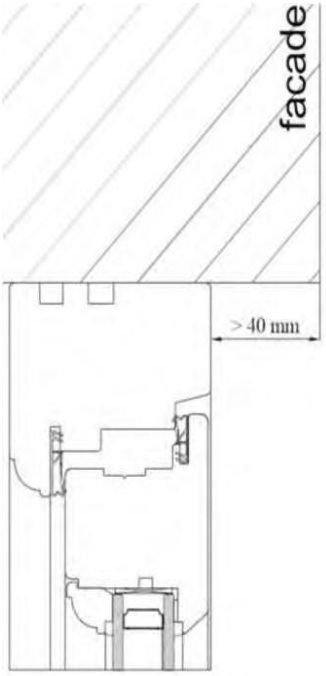
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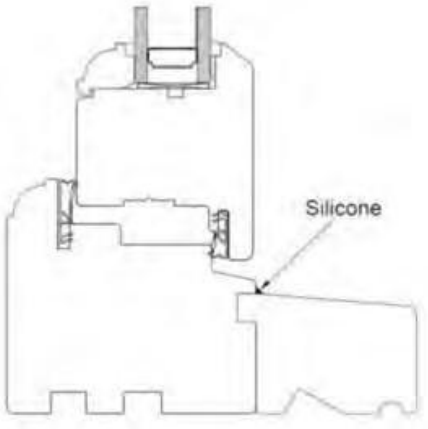
Silicone

4.3. Installation Completion Report

To help avoid issues arising in the future, we require the buyer to complete an Installation Completion Report after installation.

The buyer should prepare the report together with their appointed contractor, in particular where the property is not occupied and the goods are received by a construction worker, site manager, or a person supervising renovation/construction works.

The Installation Completion Report should confirm the following:

- The products have been installed correctly and have not been modified prior to installation.
- The products have not been damaged due to improper storage, installation, use or maintenance.
- The products are fit for their intended use.
- The coating has not failed due to poor maintenance of the building, or due to inadequate building design.
- The coating has not been soiled by plaster or other wet trades, which may damage the coating and may lead to mould growth.
- Adequate ventilation was provided at the time of installation to help regulate internal moisture levels.
- Locking mechanisms (handles, espagnolette, etc.) were checked and are working correctly.
- Glass units are free from visible defects.

4.4. Damp Unventilated Environments

Windows must not be fitted in recently plastered rooms or in enclosed rooms where moisture levels are very high. A wet, unventilated internal environment may damage paint surfaces or cause timber movement. Installation into these environments without prior consultation may invalidate the warranty.

4.5. Protecting Windows that have been Fitted

It is essential that windows are protected at all times from site damage. This includes wet trades, dust, dirt and pollutants. Glass, paint finish, weather seals and hardware may be damaged if windows are exposed to these hazards.

Fitted windows and doors should be covered once installed, while still allowing suitable ventilation to ensure there is no build-up of condensation on the product.

4.6. General Installation Advice

- Windows/doors are heavy and it is likely that two people (maybe more) will be needed to lift them into position.
- Windows and doors should be fitted into pre-existing openings and not built in.
- Windows should be fitted by someone experienced in the installation of traditional windows and doors.

- Opening should be approximately 10-15mm larger than the window required, this enables a simple fit and allows for a good external weather seal either with a silicone seal or cement filet externally.
- Use a DPM under the cill and up the sides of the window and door by 300mm.
- Do not use the window frame as a rest for a scaffold pole or for access without protection.
- Please note use of excessive amounts of foam may deflect the window frames.
- When fitting Accoya products only stainless steel screws and fixings must be used externally or in areas internally with high moisture, e.g. bathrooms. When fitting surface mounted internal ironmongery where not exposed to moisture, non stainless fixings are acceptable.
- If the paint finish is damaged in any way thereby exposing the timber, proper repairs must be undertaken, exposed areas must be end sealed and touched up with primer undercoat and top coat.

4.7. Fitting Sash Window Box Frames

- Traditional sash windows should be installed using opposing timber wedges/packers, evenly spaced around the box frame to hold it square during fixing.
- Check the frame is square, level and plumb (including diagonals) before final fixing. Distortion in the box frame can cause sashes to bind, brush seals to snag, or locks to misalign.
- Once positioned correctly, secure the frame using fixing screws or fixing brackets as appropriate.
- Where expanding foam is used behind the box frame, apply sparingly. Excessive foam expansion can deflect the frame and affect sash operation.
- Do not fix through any hollow or service void sections of the frame. Fix only at approved fixing points.
- Seal externally with a continuous perimeter seal (mastic pointing or traditional cement pointing, as appropriate). Ensure there are no gaps where water can track into the joint.

4.7.1. Hanging Large Sashes

- Sashes may be supplied separately and must only be fitted once the box frame is securely fixed and confirmed square and plumb.
- Staff beads and parting beads will be supplied pre-cut and ready for fitting (where applicable).
- Prior to installing sashes, confirm that cord routes are unobstructed and weight pockets are accessible.
- Correct weight allocation is essential. If weights are mixed, the sash may drift, slam shut, or be difficult to operate. Please refer to Sections **4.7.2 and 4.7.3** below.
- After hanging, test operation of both sashes across the full travel. Adjust only if required and re-check that the frame has not moved out of square during installation.

4.7.2 Sash Window Weight Allocation (Cords & Weights)

Correct weight allocation is essential for safe operation and performance.

- Each sash window is securely wrapped in cardboard and industrial-strength protective plastic packaging.
- On each window (bottom corner) there is a printed label with a small window diagram and the **window/item number**. Make a note of this window/item number before unwrapping.
- Steel weights are supplied loose in **bundles of two**, wrapped in industrial plastic.

- Each weight bundle is clearly marked with a label showing the **window/item number** and a reference.
- Each sash requires **two weights**:
  - Top sash = 2 weights (1 bundle)
  - Bottom sash = 2 weights (1 bundle)
- Example: If Window Item 1 is a single sliding sash window (one top sash + one bottom sash), there will be **two bundles** for Item 1:
  - 1 x bundle for the top sash
  - 1 x bundle for the bottom sash

NB: Do not open the weight bundles until you have allocated them to the correct windows. If bundles are mixed or unlabelled, it becomes difficult to match weights correctly and you may have to weigh each weight individually.

Important: Weights must not be mixed between windows. Where weight bundles are opened and mixed, Sash Window Shop Ltd cannot accept responsibility for incorrect allocation or subsequent operational issues.

4.7.3 Fitting the Weights (Cords & Weights)

Weights must be installed into the box frame **before fitting the sashes**.

- Access the weight pockets by opening the **marine plywood access panel** located on the side of the box frame.
- Carefully remove the panel fixings and retain them for refitting.
- Each weight is fitted using the **hooks provided**. Attach the weights securely to the hooks as supplied and check the connection is fully engaged.
- Once weights are installed, refit the marine plywood access panel and ensure it is secured properly before proceeding.

Health & Safety - weights are heavy:
Sash weights are heavy and can cause injury if handled incorrectly. Always use suitable manual handling techniques and appropriate PPE. Do not attempt weight installation as a one-person job where there is any risk of strain, dropping, or loss of control - a two-person lift/assist is recommended where required.

4.7.4 Fitting Sash Window Frames (Spiral / Hidden Spiral Balance)

Spiral balance sash windows are supplied with the balance system designed for that specific sash.

- Install the frame using opposing wedges/packers, evenly spaced around the frame, and check it is **square, level and plumb** (including diagonals) prior to final fixing.
- Secure the frame using fixing screws or fixing brackets at the approved fixing points.
- Where expanding foam is used, apply sparingly to avoid frame deflection.
- Do not fix through hollow or service void sections. Fix only at approved fixing points.
- Seal externally with a continuous perimeter seal (mastic pointing or traditional cement pointing, as appropriate).
- Once the frame is fixed, sashes can be fitted in accordance with the system supplied. Hardware must be handled carefully to avoid damage.

Important: If the frame is not perfectly square and plumb, spiral balance sashes may become stiff, misaligned, or fail to lock correctly.

4.8 Fitting Casement Windows and Doors

- Windows should be packed/wedged evenly within the existing opening.
- It is important to ensure that frames are fitted absolutely square and level within the opening, as distortion may prevent doors or casements from opening or closing correctly.
- Fix either using stainless steel straps or by screwing through the frame at packing points directly into the brickwork using a Fischer fixing or similar, in stainless steel.
- Fixings on the jambs should be close to hinge points (often underneath hinges). For larger units, fix at the head and cill as required.
- Screw holes must be plugged, filled (using a quality two-part filler) and touched up after fitting.

4.9 Fixing Items to Windows

If items are to be fixed to window frames (for example shutters), care must be taken. Accoya is very durable; however, due to its low moisture content it can be more brittle than some timbers, and damage may occur if inappropriate fixings or methods are used.

Some important rules:

- Never fix to, or through, a hollow box frame.
- Always drill pilot holes before screwing into timber.

If you have any questions, please call us for advice on 01279 456 670.

5. GENERAL MAINTENANCE

5.1. Care and Decoration

General cleaning should be carried out regularly (at least twice per year) using a non-abrasive cloth with a mild detergent and warm water (pH-neutral solution), frequently changing the water. After cleaning, rinse thoroughly with clean water to remove residues, dirt, insects and other contaminants. **Do not use hosepipes or pressure washers.**

During cleaning, if any damage is noticed it should be repaired promptly.

Ensure that the bottom weather bars of door sets and any aluminium hinge channels (where fitted) are kept clean and free from grit or debris.

We recommend cleaning products approved by Teknos (please contact Sash Window Shop Ltd for the latest product information).

Cleaning method:

- Apply diluted detergent evenly with a soft brush, sponge or cloth.
- Leave for up to 5 minutes, then wash off with clean water.
- Do not use detergent solutions on window/door hardware or other metal surfaces.
- Do not use a brush on putty-glazed windows - use a soft cloth only.

Important: Do not use aggressive, alkaline or acidic cleaners.

Higher-maintenance timber components:
Timber components such as extension sills, astragals and glazing beads require more attention. They are thinner than main frame sections and are therefore more vulnerable to exposure. They should be visually inspected at least twice per year and maintained where necessary.

Inspection points and minor repairs:

- Inspect corner joints and end grain areas for cracks in the coating or timber. Any cracks should be repaired using Teknoseal 4000 or another suitable product.
- Inspect "V" joints for cracking. Repairs should be carried out using Teknoseal 4001, 4007, 4008 or 4009 (or another suitable product).
- Inspect the junction between the glass unit and timber and repair as necessary using silicone sealant..

At least once per year, after cleaning and any repairs above, apply Teknos care products (TEKNOWAX or TEKNOCARE 4250) in accordance with the manufacturer's instructions.

5.2. Ironmongery

All ironmongery is factory fitted where practical. If ironmongery becomes contaminated (for example with building debris), clean using a soft cloth only. Do not use abrasive cleaners.

If there is any risk of contamination from wet trades, dust or debris, temporary removal of ironmongery by competent site personnel should be considered.

Particular care should be taken with metallic finishes, which can be vulnerable to scratching or tarnishing. Regular cleaning with warm soapy water will help maintain appearance. If required, a proprietary chrome polish may be used (for example Autosol).

5.3. General Care

All products deteriorate over time, particularly those exposed to the elements. Wind, rain and sunlight - as well as airborne spores and insects - contribute to gradual weathering and surface breakdown. Regular cleaning, inspection and minor repairs help maintain performance and appearance.

Older claims that some windows are "maintenance free" have proven to be incorrect. All windows require periodic care.

Where coating breakdown occurs, remove any loose coating material from affected areas using fine-grade sandpaper (or equivalent), sanding in the direction of the timber grain. Ensure any grey timber (damaged by UV) is sanded back to a clean, bright surface before re-coating.

5.4. Decoration and Routine Checks

All joinery is finished using Teknos coating systems with a four-stage factory process: wood preservative impregnation, primer coat, intermediate coat, and top coat (gloss or satin finish).

Simple steps such as wiping down frames and sashes to remove dirt and insects will help extend the life of the coating. This can be done at the same time as cleaning the glass.

Good household maintenance also helps extend repainting intervals. At least once per year:

- Check hinges and handles and apply a light oil if required.
- Clean weather seals to remove dust and grime.

- In autumn, clear guttering and downpipes and repair any leaks.
- Each spring and autumn, inspect joinery and carry out spot repairs to any minor coating damage, shakes or open joints. Moisture must not be allowed to penetrate into the timber over the life of the product.

5.5. Repair

In DRY weather the damaged coating should be repaired as follows:

- Rub down damaged area with fine sandpaper.
- Brush off shavings and sawdust and dry the area.
- Apply a layer of remedial paint in proper colour with high-quality brush suitable for water- based acrylic paints. After a few hours apply a second layer.
- If the damaged area is large, you should lightly sand all the frame and repaint it.

5.6. Glazing

Glass should be cleaned regularly. As a minimum, clean glass approximately three times per year. The following guidelines can be followed:

- Choose a calm day to clean your windows, following simple health and safety guidelines.
- Rinse the glass with warm water mixed with a mild detergent.
- Rinse the glass with clean water. It's important to remove all the remaining detergent as some detergents are harmful to wood.
- Dry glass using a chamois leather.

It is a good idea to open the windows and wash all available surfaces, corners etc. where insects like to hide, twice a year. It is especially important to remove cobwebs and the like which in time will inevitably sit in the corners and can block the automatic water drainage and the natural ventilation around the frame which may lead to further damages.

Glass labels on new windows can be removed by soaking them in water. Label residues on the glass can be removed by gently using a cleaner designed for ceramic hobs.

5.7. Condensation (Internal)

Internal condensation typically occurs when interior humidity is high and exterior temperatures are low. Warm room air cools near the glass surface and its relative humidity increases. When it reaches 100% (dew point), moisture forms on the glass as mist or water droplets.

How to reduce internal condensation:

- In newly built properties, ventilate the building sufficiently to allow construction moisture to escape.
- Provide good ventilation and air rooms regularly.
- Aim to keep internal relative humidity at **40% or below**.
- Ensure warm room air can rise freely over the glass surface (avoid blocking the window area with heavy blinds/curtains and consider radiator positioning).

5.8. Condensation (External)

Under certain conditions, condensation may form on the outside of the glass. This may occur on energy-efficient glazing with very low U-values, where the glass provides effective insulation and reduces heat transfer from inside to outside.

External condensation commonly forms during dawn and early morning, particularly between September and April in northern hemisphere climates. As the air warms during the day, the condensation usually disappears. In calm, cold and clear conditions with high humidity, the external pane temperature can fall below the dew point and condensation forms.

5.9. When to Decorate

In practice, carrying out the first redecoration approximately one year before the recommended time can significantly improve the longevity of the coating system.

Redecoration can be phased by elevation. The redecoration interval for each elevation can be assessed individually, avoiding the need to redecorate all elevations at the same time.

Please refer to the paint manufacturer's guidelines regarding re-application of coats and expected coating lifespan. Exposure levels (elevation, weathering, lack of eaves, coastal conditions, etc.) will affect the time between redecorations.

5.10. Coastal Maintenance Advisory

Properties located in coastal regions are subject to higher levels of airborne salt, moisture and UV exposure. These conditions can accelerate weathering of both paint finishes and metal components unless additional care is taken.

For windows and doors installed within 20 km of the coast, Sash Window Shop Ltd products are supplied with a Teknos coastal-grade paint system, formulated to provide enhanced durability against salt and UV exposure. To maintain performance and warranty coverage in these conditions, we recommend:

- More frequent cleaning of all painted surfaces (at least four times per year) using mild detergent and warm water to remove salt deposits.
- Annual inspection of all external joinery for early signs of coating breakdown, particularly around joints, glazing beads and cills.
- Prompt repair of any paint damage using Teknos-approved touch-up products.
- Regular lubrication of ironmongery and moving parts with silicone spray to reduce corrosion risk.
- Redecoration intervals may be shorter than standard - please refer to the Paint Finish Warranty document for specific guidance.

Following these steps will help protect performance and appearance of your timber windows and doors in coastal environments.

6. OPERATING INSTRUCTIONS

6.1 Sash Windows:

To open the window, ensure the sash fastener is unlocked (if you have the locking version), pull the sash fastener to the open position, unlock the sash stops (sash restrictors). If you have Angel restrictors fitted, you can read the instructions **here**.

Lift the bottom sash handles (sash lifts) and pull up. The window is now in its ventilation position. To open the top sash, gently push down on either the meeting rail or sash ring eyes located at the top of the sash (if fitted).

To close, pull the bottom sash down and top sash up. Lock the sash fastener and activate the sash restrictors which are located on the sides of the sash.

If your sash windows are fitted with tricklevents, these are easily open by pressing simultaneously on the two white buttons situated either side of the vent. To close, push the vent shut by pushing the two white buttons situated either side of the vent.

6.2 Casement Window:

To open the window, lift the handle and push the sash outwards. The window is now in its ventilation position.

If your windows are fitted with stays, secure the open sash with the casement stay ensuring its locked into its pin. To disengage, unlatch the stay and pull the sash towards you into the closed position, close the handle and lock.

If your casement windows are fitted with tricklevents, these are easily open by pressing simultaneously on the two white buttons situated either side of the vent. To close, push the vent shut by pushing the two white buttons situated either side of the vent.

6.3 Front Doors:

Operation:

Winkhaus AV2 Heritage: Please consult the Winkhaus AV2 Heritage Lock operation brochure **here**.

Winkhaus autoLock AV3
Please refer to the Winkhaus autoLock AV3 operation guidance provided on our website **here.**

In summary:

- **To lock:** Close the door firmly so it pulls fully into the frame. The AV3 system engages the locking points automatically when the door is pulled closed.
- **To open from inside:** Operate the internal handle to open. If the door has been key-deadlocked, unlock first using the key.
- **To open from outside:** Insert the key, turn to release, then operate the handle to open (depending on configuration).
- **Daytime latch (if fitted):** Some AV3 versions include a daytime latch mode (often

indicated by a small switch on the faceplate). Use only where appropriate for your security requirements.

Maintenance and Adjustment

- Ensure the bottom weather bar is clean and free from grit or debris.
- All locking points, hinges and moving parts should be lightly treated with a **silicone-based spray twice yearly** to support smooth operation and corrosion resistance.
- Do not use oil-based lubricants that attract dust/grit.

Nico 3D hinge adjustment (if fitted)

Nico 3D hinges are adjustable in three directions using a 4mm Allen key. Adjustment should be carried out by a competent person - doors are heavy and this is not typically a one-person task.

Approximate adjustment ranges:

- Height: +/- 2.5mm
- Side (horizontal): +/- 2mm
- Compression (seal pressure): +/- 2mm

Adjustment sequence (recommended):

1. **Height:** Slacken the 'A' screws, adjust height, then re-tighten securely.
2. **Side-to-side:** Partially slacken the 'B' screws, turn the 'C' screw to move the hinge leaves together/apart as required, then re-tighten the 'B' screws.
3. **Compression:** Slacken the 'B' screws, adjust to achieve correct gasket compression, then re-tighten the 'B' screws.

After any adjustment, check the door closes smoothly, seals evenly, and the lock engages correctly without forcing.

6.4 French Doors:

Operation:

Double Doors - Operation (Master and slave door with Winkhaus FGTE locks): Unlock your French Doors, press the handle downwards to release the shoot bolts and locking mechanism. The door can now be opened.

To open the second leaf of your French Door, pull the handle downwards to release the shoot bolts positioned at the top and bottom of the door.

To close, move the door until it locates against the frame, lift the door handle upwards as far as it will go (approximately 45°) and release it.

To lock your French Doors, close the second leaf of the door: move it back towards the door frame until it relocates within the frame and then lift the handle to 45° to re-engage the top and bottom shoot bolts. Repeat this for the main door leaf to close your French Doors.

To lock your doors simply turn the key one complete revolution towards the frame. Your French Door is now securely locked.

Double Doors - Operation (Master door with Winkhaus AV3 + slave door shootbolt)

Where double doors are supplied with a single operating handle, the **master door (active leaf)** is fitted with a Winkhaus AV3 multipoint lock. The **slave door (inactive leaf)** is secured using shootbolts (typically top and bottom). The slave door must be secured before the master door can lock correctly.

Closing and locking (recommended sequence)

1. **Close the slave door first** and engage the shootbolts fully (top and bottom, where fitted).
2. **Close the master door** firmly so it pulls fully into the frame.
3. The AV3 locking points on the master door will engage when the door is pulled closed (autoLock function), subject to correct alignment and the slave door being secured.
4. **For additional security**, use the key as required (depending on your configuration).

Opening (recommended sequence)

1. **Open the master door first** using the handle (and the key if required).
2. Disengage the **slave door shootbolts** fully.
3. Open the slave door.

Important notes (to prevent issues)

- If the slave door shootbolts are not fully engaged, the doors may not align correctly and the master lock may not engage smoothly.
- Do not force the handle. If the handle feels stiff, check that:
  - the slave door is fully closed, and
  - the shootbolts are fully engaged/disengaged, and
  - nothing is obstructing the threshold/weather bar.

Maintenance

- Keep the bottom weather bar/threshold area clean and free from grit and debris.
- Lightly treat locking points, keep plates, shootbolt mechanisms, hinges and moving parts with a **silicone-based spray twice yearly** to support smooth operation.
- Do not use oil-based lubricants that attract dust/grit.

It is recommended that you fit hooks on the outside faces of both leaves of your French Doors and eyebolts on the wall abutting both sides of the door in order that both door leaves can be secured whilst open.

If your French doors are fitted with tricklevents, these are easily open by pressing simultaneously on the two white buttons situated either side of the vent. To close, push the vent shut by pushing the two white buttons situated either side of the vent.

Maintenance and Adjustment

Ensure the bottom weather bar is clean and dirt free. All locking points, hinges, door locks should be lightly treated with a silicone spray twice yearly in order to improve performance.

6.5 ISEO Cylinders (R6 and R7 Extra) - Operation and Maintenance

Operation

- Insert the key fully into the cylinder before turning.
- Turn the key smoothly - do not force it. If it feels stiff, **stop and check door alignment** (a misaligned door can load the lock and make the cylinder feel tight).
- If your cylinder is supplied with an **“emergency/double function”** (sometimes called “key override”), it may allow operation even if a key is inserted on the other side. This depends on the cylinder specification supplied with your order.

Key control and duplication

- Some ISEO cylinder systems use **protected/restricted key control**, meaning duplicates may require a **code card / property card** and/or an authorised duplication service. Keep any card supplied with the keys in a safe place (separate from the keys).
- For security, do not share key codes or photographs of keys/cards unnecessarily.

Maintenance

- Keep the cylinder clean by using clean, dry keys (dirt on keys transfers straight into the cylinder).

- **Lubrication (recommended):**
  - If operation becomes less smooth, lubricate using a lock/cylinder lubricant suitable for ISEO cylinders. A UK ISEO cylinder guide recommends **Interflon Finlube TF** when lubrication is required (no fixed interval - conditions vary by site).
  - ISEO guidance for cylinder lubrication describes applying lubricant to the **key teeth**, then inserting/removing and turning the key several times to distribute it.
- **Avoid** heavy oils/grease or "gunky" sprays that attract dust - these can worsen performance over time.
- If the key is consistently stiff (not occasional), treat it as a **door/lock alignment** issue first (hinges, keeps, and weather seals can all load the locking system). Forcing the key is a great way to turn a small adjustment into a parts order.

When to seek help
Contact Sash Window Shop Ltd if:

- The cylinder becomes progressively harder to operate,
- The key is difficult to insert/remove,
- You suspect door movement has affected lock alignment,
- You believe the cylinder or key has been damaged.

7. SUMMARY

Please read the information in this document carefully. Sash Window Shop Ltd may disclaim responsibility for any defect or failure that occurs where it is attributable (in whole or in part) to non-compliance with the guidance set out in this document, including handling, storage, installation, maintenance, or decoration carried out by others.

Sash Window Shop Ltd specialises in bespoke joinery. Our team has extensive experience and we are committed to providing a professional service and a first-class product. We want to ensure that the products you receive meet the required standards and are supplied in accordance with your order.

If you have any queries or concerns regarding the products supplied, or if you require advice on maintenance or redecoration, please contact us on 01279 456 670.