How to look after your new Executive Windows Conservatory, Porch or Liv-In Room

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DECLARATION OF PERFORMANCE

<table>
<thead>
<tr>
<th>Characteristic</th>
<th>Declared Performance</th>
<th>Harmonised Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water tightness</td>
<td>NPD</td>
<td></td>
</tr>
<tr>
<td>Air Leakage</td>
<td>NPD</td>
<td></td>
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<tr>
<td>Resistance to wind-load</td>
<td>NPD</td>
<td></td>
</tr>
<tr>
<td>Dangerous substances</td>
<td>None.</td>
<td>EN 145352-1:2006 + A1:2010</td>
</tr>
<tr>
<td>See Eurocell/BDF Statement</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Load-bearing capacity of safety device</td>
<td>350N</td>
<td></td>
</tr>
<tr>
<td>Acoustic performance</td>
<td>NPD</td>
<td></td>
</tr>
<tr>
<td>Thermal transmittance</td>
<td>&lt;2.0W/m²K</td>
<td></td>
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</tbody>
</table>

The performance of the product is in conformity with the declared performance outlined above. This Declaration of Performance is issued under the sole responsibility of the manufacturer identified above.
Signed on behalf of the manufacturer by David Parratt, Managing Director
1st June 2013
The advice contained in this leaflet applies to doors as well as all types of PVCu products including all types of windows whether top, bottom, left or right hung, tilt and turn windows, single panel doors, glazed doors, French Doors, sliding patio doors and all the other component parts of your conservatory/porch/extension.

The importance of cleanliness and regular lubrication of all moving parts cannot be over-stressed.

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

**Brasswork**
When installed, brasswork is fully protected with lacquer. In time and through normal wear and tear, this lacquer may peel or become tarnished.

**Tips to refurbish your brasswork:**
- Protect the surrounding PVCu surfaces by masking off an area around each piece of brasswork.
- Remove old lacquer with nail polish remover or paint stripper.
- Clean and polish with a suitable proprietary brass polish.
- Carefully relacquer with a good quality product.

**Anodised Gold Finish (Not Brass)**
Never use abrasive cleaning agents. Warm soapy water and a soft cloth are sufficient.

**General Cleaning**
The roof and side frames of your conservatory should be washed down every four months with a soap water solution to remove all grime and atmospheric deposits. AVOID ALL SOLVENT BASED OR ABRASIVE CLEANERS ON THE ROOF AND FRAMES.

Frames only – to remove any stubborn blemishes use a strong non-abrasive proprietary cleaner such as cream cleanser.

**USE OF A JET-POWER WASHER WILL CREATE ABNORMAL LEAKS AND MAY CAUSE DAMAGE TO COMPONENTS, INVALIDATING THE GUARANTEE.**

**Drainage**
Your double glazed products are designed with an inbuilt drainage system, comprising slots with the thresholds 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.

**Weatherseals**
Ensure that the weatherseals 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 weatherseals are broken or damaged and drenches can be felt, contact your installer promptly to arrange a replacement.

**Gutters and box gutters**
In a conservatory the gutter is always laid level in accordance with BS 63 67: 1983 Code of Practice for Drainage of Roofs, therefore you will notice standing water in your gutter system. It is important that you clean the gutters regularly – be sure to use crawl boards when accessing a conservatory roof.

**Glazing Care**
These tips apply to the glass in both the side frames and roof.

**Glass cleaning**
The glass used in most double glazed units can easily be 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 is cleaned exactly the same manner.

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

**PLEASE NOTE THAT EXTERNAL LEAD WILL OXIDISE. THIS IS A NATURAL PHENOMENA AND CANNOT BE AVOIDED.**

**Scratched Glass**
Scratches can be removed with jeweller’s rouge or equivalent rubbing compound.

**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 double glazing and acceptable within the highest standards of the industry and are, therefore beyond our control.

We only use the very highest quality glass available, whether laminated, toughened or un-toughened, all of which conforms to the requirements of BS 6262. Double glazed units produced to BS 5713 and EN 1279 (mandatory March 07), conform to the highest standards of manufacturing and the most uncompromising quality control and inspection routines.

Minor imperfections may still occur – the information below has been taken directly from a document detailing an accepted industry standard for glass (extracted from the Glass & Glazing Federation Standards):

1. 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.
2. Both panes of the double glazed units shall be viewed from the room side, standing at a distance if two metres in natural daylight and not in direct sunlight. The area to be viewed is the normal vision area, with the exception of 50mm wide band around the perimeter of the unit.
3. Flat transparent glass shall be deemed acceptable, if the following phenomena are neither raised or in clusters.
4. Totally enclosed seeds

**Condensation**
Condensation is the physical phenomenon where water vapour comes into contact with a cold surface and the vapour turns to liquid water. Condensation cannot be completely eradicated. Newly constructed conservatories need an initial ‘drying out’ period. Many hundred of litres of water are used during its construction, i.e. dwarf walls, concrete bases and plasterwork. In winter the will take longer to dry out.

**Ventilation**
Provide natural ventilation to help minimise condensation and maintain a comfortable interior temperature whenever possible by:
- Opening windows/dooors.
- Ensure trickle vents in the ridge are open at all times – slide the control to open setting.
- Ensure trickle vents at the eaves (if fitted) are always open.
- Open the roof vent (if fitted).
- Be sure to consider security when leaving open an easily accessible window or roof vent.

**Patterned Glass**
The glass used originates in very large sheets and due to spacing repetition, centralisation of any design, in a specific window cannot be guaranteed. There is no correct direction for patterned glass – i.e. in general there is no ‘right way up’.

**Environmental Condensation**
Condensation occurs when water vapour comes into contact with a cold surface such as glass and the vapour turns to water droplets. Condensation can never be minimised and never completely eradicated. Newly constructed conservatories need an initial ‘drying out’ period. Many hundred of litres of water are used during its construction, i.e. dwarf walls, concrete bases and plasterwork. In winter the will take longer to dry out.