



AFFIX WINDOWS

CARE GUIDE



Introduction

Congratulations on your recent installation! We trust you will enjoy years of reliable and trouble-free use.

To ensure optimal performance, we recommend performing basic regular maintenance.

This guide provides helpful tips and essential information to help you protect and maximise the value of your investment.

Please ensure that the guidelines outlined here are followed, as failure to do so may affect the manufacturer's warranty.

Repairs beyond basic cleaning and maintenance must be completed by our team to preserve your warranty coverage.

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Glass



Glass

Glass Defects

We use only the highest quality float glass available, whether laminated, toughened or annealed, which conforms to the requirements of BS 6262.

Patterned Glass

Patterned glass is manufactured in large sheets, so the central alignment of designs in individual windows cannot be guaranteed.

We are bound by the GGF and follow their guidance and tolerances for glazed units. Please see here.

Glass Cleaning

- To avoid scratching the glass, remove any hand jewellery before cleaning.
- Use a household glass cleaner with a soft cloth, starting with a soap and water solution to remove any heavy external grime.
- Laminated glass and glass with Georgian bars can be cleaned in the same way.
- In hard water areas, washing may leave white marks or a milky appearance on the surface. To prevent this, apply a small amount of solvent-free detergent with a suitable applicator to soften the water. Avoid cleaning during the hottest part of the day to minimise these marks.

Leaded Glass Cleaning

- In this type of glazing, lead strips are bonded to the outside and inside of the external pane of glass.
- Take care when cleaning leaded lights as excessive pressure might dislodge the lead from the glass surface.
- The use of warm soapy water and a soft cloth, moderately applied will prove an adequate cleaning method.

Glass

Self Cleaning Glass

- Do not clean your self cleaning glass during the first week after installation. This will allow any sealants used during the installation to fully set.
- During the week after your installation, the self-cleaning property of the glass will be progressively activated, triggered by exposure to UV light. The length of time it takes to activate the coating by UV rays is largely dependent on the season, and the orientation of the glass, but normally happens within a week.
- Extended dry periods can cause a build-up of contaminants on the coated surface. Under such circumstances, gently wash the glass and let the glass dry naturally. Washing should be conducted during the coolest part of the day and not in direct sunlight. On roofs it is best to hose from above to mimic rainfall to prevent leaks due to water getting into areas rain wouldn't.
Please note: Pressure washers should not be used.
- If silver coloured areas or grease appear on the surface of the glass- this means that the coating is working and the oil-like stains will be washed away next time it rains.
- After cleaning self cleaning glass with a soft cloth, a period of reactivation may be required. This is typically 5-7 days



Glass

Scratched Glass

- If scratches occur, most can be removed with jewellers' rouge, or an equivalent rubbing compound.

Please note, all glass units may have minor surface imperfections due to the manufacturing process. Even in the most controlled environments, some blemishes and imperfections are unavoidable and acceptable according to industry standards.

We wish to draw your attention to the following extract from an industry accepted standard, relating to glass generally.

1. Transparent Glass, used in the manufacture of glazed units is identical to that used in traditional single-glazing and will therefore have a similar level of quality.
2. The glazed unit shall be viewed from the room side, standing at a distance of two metres (6'6" approx) 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.

Please note: Modern low-E glass may show a "smokey hue" in certain sunlight. This is normal and due to the metallic coating on the glass.

3. Flat Transparent Glass shall be deemed acceptable if the following phenomena are neither obtrusive or bunched:
 - A. Totally enclosed seeds.
 - B. Bubbles or blisters.
 - C. Hairlines or blobs.
 - D. Fine scratches, not more than 25mm (1") long. e. Minute embedded particles.
4. Blemishes should be assessed by looking through the glass under normal lighting conditions (as described above).

Extracted from the Glass & Glazing Federation Standards.

Condensation

The image features a dark, textured background covered in numerous small, glistening water droplets. A horizontal purple band is positioned at the top, containing the word 'Condensation' in a white, serif font. The droplets vary in size and are scattered across the entire surface, creating a sense of moisture and condensation.

Condensation

Water vapour is always present in the atmosphere, and everyday activities such as cooking, bathing, and even breathing increase moisture levels in your home.

When warm air meets cold surfaces (like windows, mirrors, and tiles), condensation occurs, turning vapour into water droplets.

Please note: Double or triple glazing may not fully resolve condensation issues if there are underlying problems.

Traditional house construction allowed the escape of this water vapour through natural ventilation - open flues of coal fires, air bricks and ill-fitting windows and doors.

The drive to conserve energy and reduce heating costs has led to the sealing of homes, resulting in trapped water vapour and increased problems of condensation.

The advent of more energy-efficient glass can, in certain circumstances, lead to condensation being evident on the OUTSIDE of the window, this should not be deemed a fault, instead this is a clear indication that your glass is preventing heat loss from your home.

Ventilation

To reduce condensation, provide natural ventilation by:

- Opening windows or trickle vents
- Installing extractor fans in kitchens and bathrooms
- Fitting wall vents for better airflow

Remember: Always consider security when leaving windows open.

Heating

- Keep some heat on during cold weather, especially in areas prone to condensation.
- Where possible, install radiators beneath windows to maintain the temperature of the glass.

Condensation

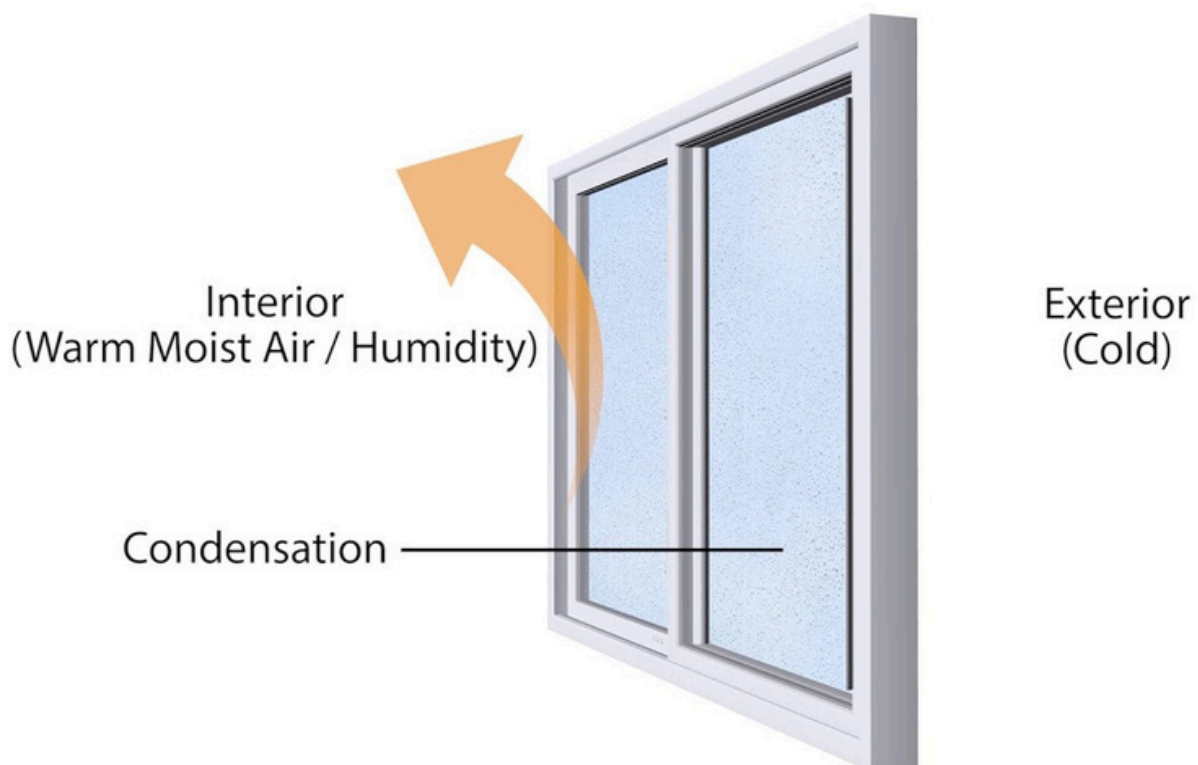
Circulation

Water vapour can easily spread throughout your home.

To minimise this:

- Keep kitchen and bathroom doors closed and draught-sealed to prevent moisture from escaping to other rooms.
- Ensure bedroom windows have a night ventilation feature to allow airflow.
- If doors are closed, install a ventilation grille in or above them.
- Maintain airflow near windows by keeping curtains at least 150mm (6") away from the glass and leaving gaps at the top and bottom.

We are bound by the GGF and follow their guidance and tolerances for glazed units. Please see here.



Security



Security

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

To maximise their effectiveness, follow these guidelines:

- Never leave windows open when your home is unattended.
- Lock all windows and remove the keys for added security.
- In case of emergency, keep window keys nearby but out of sight from the outside.
- When leaving or at night, fully lift door handles and turn the keys to engage all deadbolts and hook bolts.

We also offer a range of smart home security products that can often be retrofitted onto most products already purchased.

[You can find out more about our Kubu smart window and door sensors here.](#)

[You can also find out about our Ultion Nuki smart locks here.](#)



Composite Doors



Composite Doors

While composite doors require less maintenance than traditional wooden doors, there are a few simple steps to keep your door looking and working like new.

Step By Step Tasks - Monthly

Cleaning your door;

- Clean the door frame and panels with a soft sponge and warm, soapy water (washing-up liquid or hand soap works well).
- Dry the surface with a soft, lint-free cloth.
- Clean external glass following guidelines on page 04.

Note: Avoid harsh chemicals and solvents, as they may damage the door's surface.

Polishing The Door Hardware

- Clean the door hardware (handles, letterplate, knocker, hinges, etc.) with a soft cloth and warm, soapy water (washing-up liquid or hand soap).
- Do not use strong cleaning agents, as they may damage the hardware's finish.
- Use a wadding cloth to remove residue from stainless steel fittings.



Composite Doors

While composite doors require less maintenance than traditional wooden doors, there are a few simple steps to keep your door looking and working like new.

Step By Step Tasks - Yearly

Some door components (lock, handle, hinges, etc.) need maintenance only once a year to keep them functioning smoothly, just like when the door was first installed.

Lubricating your door;

- Open the door and place a dust sheet underneath to protect the floor.
- Apply 3-in-1 oil or silicone spray to the handle, cylinder, multipoint locking mechanism, and hinges.
- For added smoothness, apply a small amount of grease to the hooks and deadbolt.
- Move the handle up and down six times to distribute the lubricant throughout the mechanism. If your door does not have lever handles, turn the key several times.

Tip: For optimal performance, consider lubricating twice a year.

Do not;

- Slam the door or let the wind slam it shut.
- Use abrasive or bleach-based cleaners.
- Manually engage the hooks or locks when the door is open.
- Paint, drill, or change the door furniture.



PVC Frames



PVC Frames

General Tips

Perform maintenance at least twice a year, or more frequently in exposed areas.

- Clean all external parts of windows and doors with warm, soapy water and a soft cloth. Dry thoroughly.
- Wipe any parts exposed when the windows and doors are open to remove grime, insect remains, or old lubricant.
- **Do not paint or spray PVC-U frames.**
- **Do not use abrasive or ammonia-based cleaners, especially on handles and metal fittings.**
- Use acid- and resin-free grease, like petroleum jelly, on sliding bars, gears, and faceplates.

Drainage Maintenance

Windows and doors have a built-in drainage system with slots in the thresholds that allow water to flow out. To keep this system working efficiently:

- Periodically remove dirt and debris from the drain slots (located in the frame rebates).
- Flush the system with water to ensure proper drainage.

Lubrication

For optimal performance, lubricate all hardware every 6-12 months, depending on exposure to the elements.

- Use 3-in-1 oil on all moving parts.
- Apply petroleum jelly where specified in the product's lubrication instructions.

Silicone Seal

Some discolouration of the silicone seal is natural and cannot be avoided.

PVC Frames

Locking Mechanism

Keep the locking mechanism free of dirt and grime.

- Regularly lubricate all locking points with 3-in-1 oil to ensure smooth operation.

Keeps

- Lubricate the keeps' surfaces with petroleum jelly as needed.

Handles

- Clean and lightly oil all moving parts on the handles.

Single, French and Patio doors

Lubrication - as required

Locking Mechanism

- With the door open, lubricate the deadbolts, hookbolts, rollers, and latchlock with 3-in-1 oil.

Hinges

- With the door open, lubricate the deadbolts, hookbolts, rollers, and latchlock with 3-in-1 oil.

Lock Cylinder

- Do not lubricate the lock cylinder (it comes pre-packed with special grease).
- Lightly oil or lubricate external moving parts, including finger bolts on French doors, as needed.

PVC Frames

Patio Doors Additional Requirements

Lubrication - as required

- Oil the locking cams and hookbolts of the mechanism.

Bottom Track

Keep the bottom track free of dirt and obstructions.

- Make sure drainage slots are clear of debris.

Weather Seals

After installation, the weather seals may need time to bed in, which can cause slight resistance when opening and closing the door.

- Apply silicone spray to aid smooth operation during this period.



Aluminium Frames



Aluminium Frames

In certain environments, regular maintenance of aluminium windows and doors is crucial to keep them in optimal condition.

High Exposure Areas

In areas exposed to saltwater, industrial chemicals, or other harsh environmental factors, windows should be cleaned at least every three months.

Low Exposure Areas

In cleaner environments, cleaning every six months is typically sufficient.

Indoor Cleaning

Don't neglect the inside surfaces of the window frames. Over time, grime and deposits from tobacco smoke, coal, and oil fires can discolour the frames. Clean the interior at least once a year.

General Tips

- Always use non-alkaline, non-abrasive cleaners to prevent damage to the surface coatings and hardware
- Regularly inspect drainage channels and slots for blockages and clear them to prevent water buildup.
- **Do not use abrasive cleaners, ammonia-based products, or overly strong detergents, especially on coated surfaces and hardware.**
- **Do not paint or spray Aluminium frames.**
- Lubricate moving parts such as locks, hinges, and handles periodically with appropriate oils (e.g., 3-in-1 oil) to ensure smooth operation.

Aluminium Frames

Cleaning Procedure

To prepare the cleaning solution use clean, warm water mixed with a non-alkaline detergent that is safe to handle with bare hands.

Washing

- Clean the surface with a non-abrasive cloth, sponge, or soft-bristle brush to remove grime, grease, and any excess chalking.
- Pay attention to ridges, grooves, joints, and drainage channels, where salt and debris can collect and cause corrosion.

Rinsing

- Rinse thoroughly with clean water to remove all soap and debris.

Drying

- Use a soft cloth or leather to dry the surface completely.

Restoring Gloss (If Necessary)

- If you notice reduced gloss, chalking, or staining, carefully apply an approved renovating cream with a non-abrasive cloth.
- T-Cut or a similar automotive paint restorer can also be used, provided it is not too abrasive.
- Be careful not to over-polish sharp corners or areas with thinner paint coatings.

Polishing

- After restoring the gloss, polish the surface with a soft cloth to achieve a uniform colour and shine.

Aluminium Frames

Wax Polishing (Optional)

- For extra protection, apply a wax polish once or twice a year and buff with a soft cloth.

Powder Coated Frames

Maintenance Required

No organic paint coating, whether polyester, acrylic, or PVC-U, is completely maintenance-free.

- For installations in coastal areas or places with high industrial pollution, regular maintenance advice should be provided at the time of installation.
- Aluminium coatings require a level of care similar to car bodywork finishes.

Chalking

All paints will experience some level of chalking over time, leading to a reduction in gloss. The original finish can be restored using the steps above.

Window Hardware Maintenance

Lubricate periodically to minimise wear and ensure smooth operation.

Lubricate periodically to minimise wear and ensure smooth operation.

- Avoid lubricating friction pads, as this can impair their braking function.
- The pad resistance can be adjusted using the brass screws provided.

Aluminium Frames

Door Hardware Maintenance

Hinges and Locking Mechanisms:

Lubricate periodically to reduce wear and ensure smooth operation.

Stainless Steel Handles and Components

Stainless steel offers excellent corrosion resistance but still requires regular cleaning to maintain its appearance.

- Wipe stainless steel with a clean cloth and warm water mixed with mild detergent.
- Rinse thoroughly with hot water and dry with a clean cloth.
- For stubborn dirt or stains use a mild, non-abrasive cleaner with a small amount of vinegar. Alternatively, stainless steel cleaning kits are available.

Patio Doors Additional Requirements

Lubrication - as required

- Oil the locking cams and hookbolts of the mechanism.

Bottom Track

Keep the bottom track free of dirt and obstructions.

- Make sure drainage slots are clear of debris.

Weather Seals

After installation, the weather seals may need time to bed in, which can cause slight resistance when opening and closing the door.

- Apply silicone spray to aid smooth operation during this period.

Conservatory Roofs



Conservatory Roofs

Proper care of your conservatory roof is essential for maintaining its appearance and functionality. Whether your roof is made of glass, polycarbonate, or tiles, regular maintenance will extend its lifespan and prevent potential issues.

General Tips

- Clean your conservatory roof every 4-6 months depending on the material and exposure to environmental factors. More frequent cleaning may be required in areas with high pollution or saltwater exposure.
- Always use non-abrasive, solvent-free cleaners for all roof types to avoid damaging the surface.
- **Never stand on the roof, and do not lean ladders against any part of the conservatory frame or roof. Always use proper equipment when cleaning or inspecting the roof.**
- Regularly check and clean the gutters, especially after storms, to ensure proper drainage and prevent blockages.

Seasonal Maintenance Tips

- Winter: Carefully remove snow and ice, preventing excessive weight on the roof.
- Spring: After the pollen season, clean the roof thoroughly and inspect for any damage caused by winter.
- Summer: Trim back any overhanging branches to avoid scratches or debris falling onto your roof during storms.
- Fall: Regularly clean gutters and downspouts to prevent clogs from leaves and other debris.

Roof Frames

For guidance on cleaning the frames of your conservatory roof, please refer to the relevant sections on [PVC frames on page 16](#) or [aluminium frames on page 20](#).

Conservatory Roofs

Safety Warning

Never stand directly on your roof.

Glass Roofs

Self Cleaning Glass

- Do not clean the glass roof during the first week after installation. This allows sealants used during installation to fully set.
- Over the first week, the self-cleaning property of your roof glass will activate, triggered by exposure to UV light. The activation period depends on the season and the orientation of the glass but typically completes within a week.

Cleaning Instructions

For detailed cleaning instructions for glass roofs, please refer to the cleaning guide for glass on page 04.

Polycarbonate Roofs

Cleaning Instructions

- Clean your polycarbonate roof periodically, at least every four months.
- Use lukewarm water mixed with a non-abrasive household cleaner and a soft sponge or cloth.
- Take extra care when removing hardened debris to avoid scratching the surface.

Important Notes

- Avoid abrasive cleaners or solvent-based cleaners.
- Do not scrub the polycarbonate sheets with hard brushes or sharp tools.
- Keep the roof free from contact with wood preservatives or paint, which could cause damage.

Conservatory Roofs

Tiled roofs

To keep your tiled Roof in excellent condition, schedule regular inspections and follow a maintenance routine tailored to each season.

Bi Annual Inspections

Check your roof twice a year for the following:

- **Damaged Tiles or Panels:** Look for any cracked or broken tiles and replace them promptly to avoid water infiltration.
- **Debris Accumulation:** Remove leaves, branches, and other debris to prevent water damage or moss growth.
- **Flashing and Sealants:** Inspect all flashing and sealants, ensuring they are secure to prevent water leaks.

Cleaning Instructions

- Use mild, non-abrasive cleaners to protect your roof surface.
- Avoid pressure washing, as this can push water under the tiles, leading to damage. Instead, use gentle cleaning tools such as soft brushes.
- Regularly remove moss and algae to prevent long-term damage to the roof surface.

Guttering And Downpipes

Conservatory gutters differ from those on your home as they are designed to lie level, rather than sloped towards a downpipe. This can result in standing water, which is completely normal and not a cause for concern. However, it is crucial to maintain clear gutters to ensure efficient drainage.

Cleaning Instructions

- Clear gutters and outlets of leaves and debris regularly, particularly after a storm when debris build-up is likely.
- While conservatory roofs are built to withstand British weather, never walk on the roof or lean ladders against the UPVC frames, glass, or gutters to avoid damaging the structure.

Roofline And Cladding



Roofline And Cladding

General Tips

- Clean your roofline at least twice a year or more frequently in areas with heavy debris, such as near trees.
- Regularly check for any damage or signs of wear, especially before and after the rainy season.
- Always use proper safety equipment and avoid leaning ladders against the gutters to prevent damage.

Cleaning

Regular roofline maintenance is essential to prevent water damage and ensure your gutters and drainage system operate efficiently. We recommend cleaning the roofline at least twice a year, with more frequent cleaning in areas prone to large amounts of debris.

Before You Begin

Before you begin inspect the gutters for visible damage, such as loose fasteners, leaks, or rust. If you notice any issues, please contact us for assistance.

Steps

- **Start Near the Drainpipe:** Begin cleaning at the drainpipe and work your way toward the opposite end of the gutter.
- **Remove Debris:** Use a gutter scoop or trowel to remove leaves, twigs, and other debris. Place the debris in a rubbish bag for easy disposal.
- **Check for Blockages:** Inspect the drain pipes for any blockages. Use a garden hose with a spray nozzle to flush out debris, starting at the bottom of the drainpipe and working your way up. For stubborn clogs, a plumbing snake may be required.
- **Rinse the Gutters:** After debris removal, use a garden hose to thoroughly rinse the gutters. This helps flush out any remaining dirt and ensures water can flow freely through the system.

Roofline And Cladding

Install Gutter Guards or Screens to reduce the risk of clogs and minimise the need for frequent cleaning, consider installing gutter guards or screens to keep debris out of the gutters.

For cleaning soffits, fascia, and cladding, please refer to the instructions in the PVC section on page 16.

If you prefer not to clean your gutters yourself, there are companies offering professional gutter cleaning services available to assist with this task.



Operating Guides



Operating Guides

All of our products must be used in accordance with the manufacturers operating guides where provided by the manufacturer. This document acts as a guideline for caring for your products but for anything you are unsure of please refer to these guides.

Failure to use in accordance with the guides may result in invalidation of your guarantee.

If you are unsure which guide applies to you or have any questions about the use or maintenance of your products please contact us we are happy to help.

- [Profile 22](#)
- [Quickslide](#)
- [The Residence Collection](#)
- [Deceuninck](#)
- [PatioMaster](#)
- [Smarts](#)
- [ALUK](#)
- [ORIGIN](#)
- [Cortizo](#)
- [Solidor](#)
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