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Sash Windows

Operation and maintenance manual

Operating your Window

Operating your sash windows is extremely simple. Just unlock the window and then slide the bottom sash up and/or the top sash down as required.
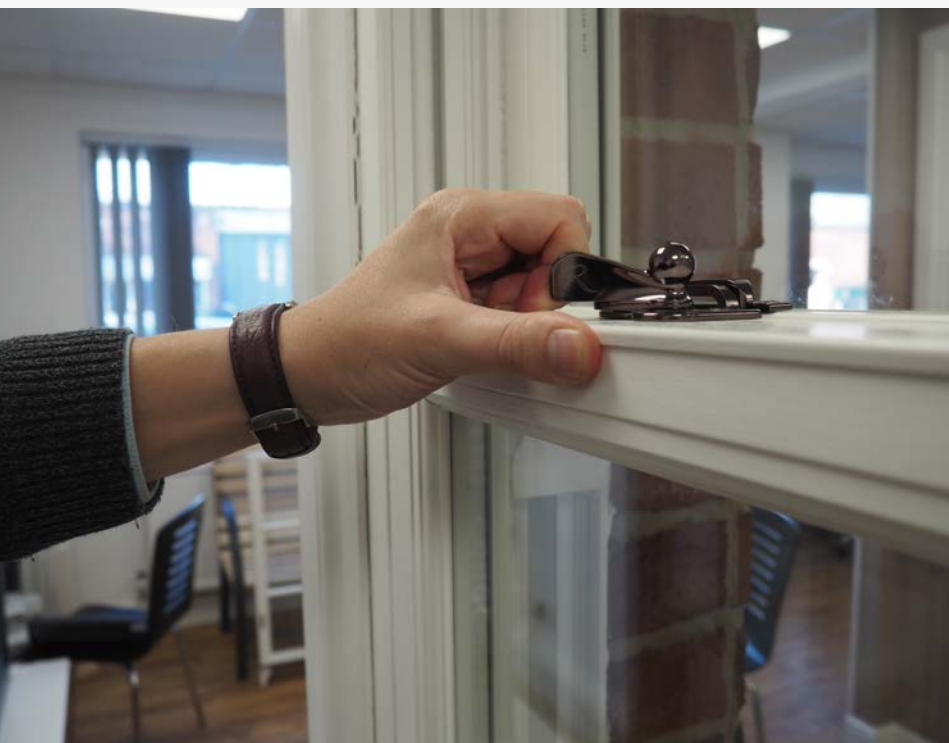
Unlock the cam catch(es) with the key supplied, and turn the lever(s) anti-clockwise to open.

To open the bottom sash, raise the sash using the lift handles.
To open the top sash, lower the sash using the ring pull handle.

To close and lock, close both sashes by reversing the procedures above, then close the lock by turning the lever clockwise. Finally, lock the window with the key supplied.

Cleaning the outside glass

Unlock the window and – using the lift handles - raise the lower sash by around 100mm (4 inches).

Slide the tilt latch knobs in towards each other and, making
sure you support the weight of the sash, carefully tilt it towards you. Keep supporting the weight. If your window has tilt restrictors, gently tilt the
sash until the restrictors take the weight. Do not release the sash until the
restrictors have engaged. You can now clean the outside glass on the bottom
sash.

Next, completely lower the top sash using the ring pull handles.

As with the lower sash, slide the two latch knobs found on the top edge of the top sash inwards.
Tilt the lower sash inwards from the top, until it is either held by the tilt restrictors or – if these aren't present – rests gently on the already tilted lower sash.

You can now safely clean the outside glass on the top sash.

After cleaning, close the top sash by using both hands to push it firmly but carefully back into its upright position ensuring the meeting stile is kept completely parallel to frame. Make sure that the latch knobs click back in to position to hold the top sash in place.
Push the sash up into its closed position.
Once the top sash is fully closed, repeat the procedure with the lower sash by pushing it back into its upright position until the latch knobs have clicked back into position.
Finally, lower the bottom sash using the lift handles and lock the window.

* PLEASE NOTE DO NOT SLIDE WINDOWS UP WHEN IN TILT POSITION ON SPRAYED WINDOWS AS THIS CAN SCRATCH AWAY AT PAINT. ONLY USE ON SPRAYED WINDOWS FOR CLEANING NOT EVERYDAY USE.

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Cleaning the PVC Frame

The uPVC frames of your windows need to be cleaned occasionally to maintain their original appearance. How often this is needed depends on the situation, location and ambient atmosphere of your windows, but in general the uPVC should be cleaned whenever you clean the glass.
Cleaning uPVC is a very simple process, requiring nothing more than a clean cloth and a solution of general household detergent, diluted in the same quantities as you would use for washing-up.
Thoroughly wet the uPVC using the detergent and then gently rub down with the cloth. It is important to "flood" the uPVC with the liquid – at no time should you rub your windows with a dry or semi-dry cloth, as this can cause micro-scratches on the surface. Finally, allow your windows to dry naturally .

IMPORTANT: never use abrasive cloths, sponges or detergents to clean your uPVC windows. These will scratch the surface making future cleaning more difficult, and dulling the appearance of your windows.

If required, internal surfaces may be polished with colourless silicone household furniture polish.

* If your property is in a coastal location we would recommend to use white grease on the balances annually to ensure the lubrication is suitable against the potential of salt water.

Window Ventilation

Your windows may be fitted with trickle vents at the top, which – when opened – allow constant background draught-free ventilation of your room. We recommend that you open the trickle vents on a regular basis to allow proper ventilation.

The trickle vents are at the top of your window. When open, they allow the room to be gently ventilated without having to open the windows.

To open and close the trickle vents, simply move the lever up and down.
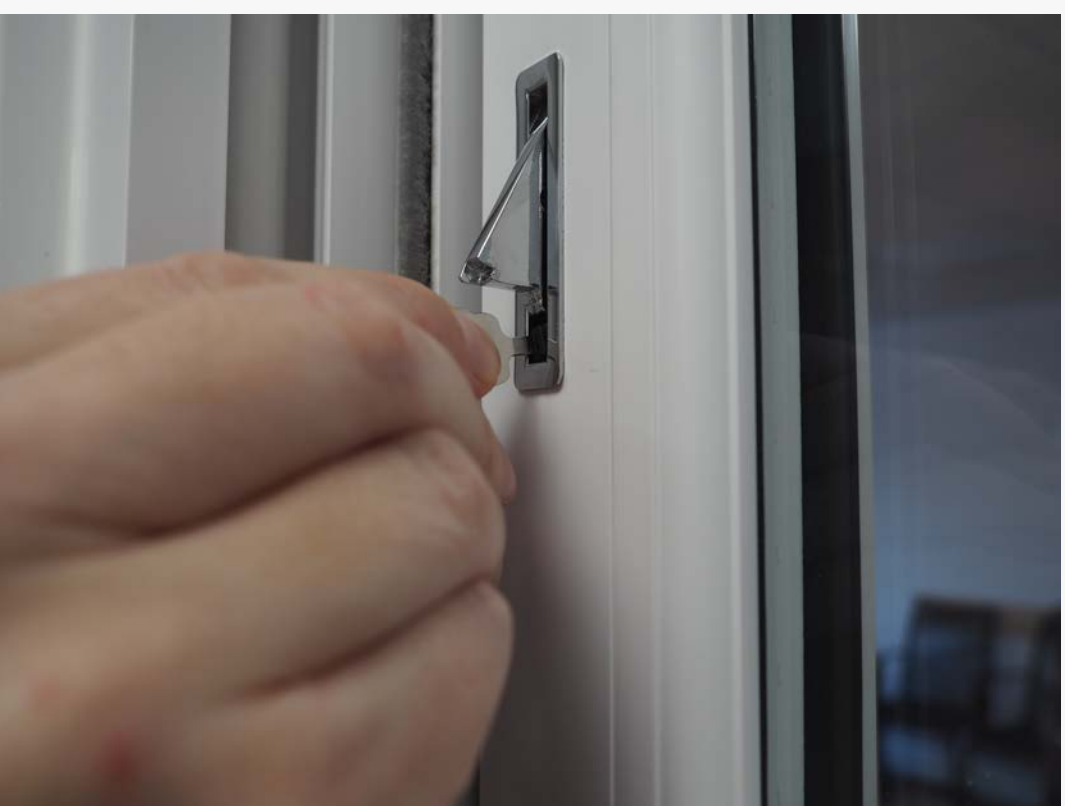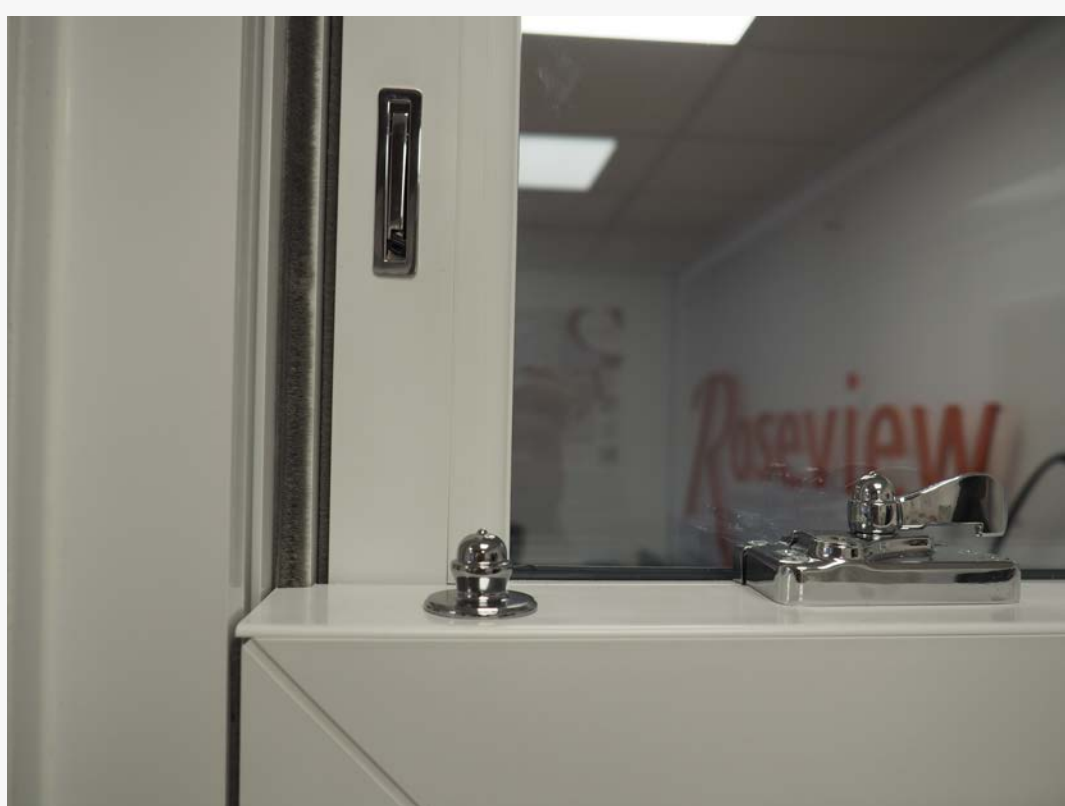
Using the Limit Stops

Your windows may be fitted with limit stops (called "shark fins"), which restrict the amount that the top and bottom sashes can open to around 100mm (4 inches). These can be temporarily closed to allow your windows to open more.
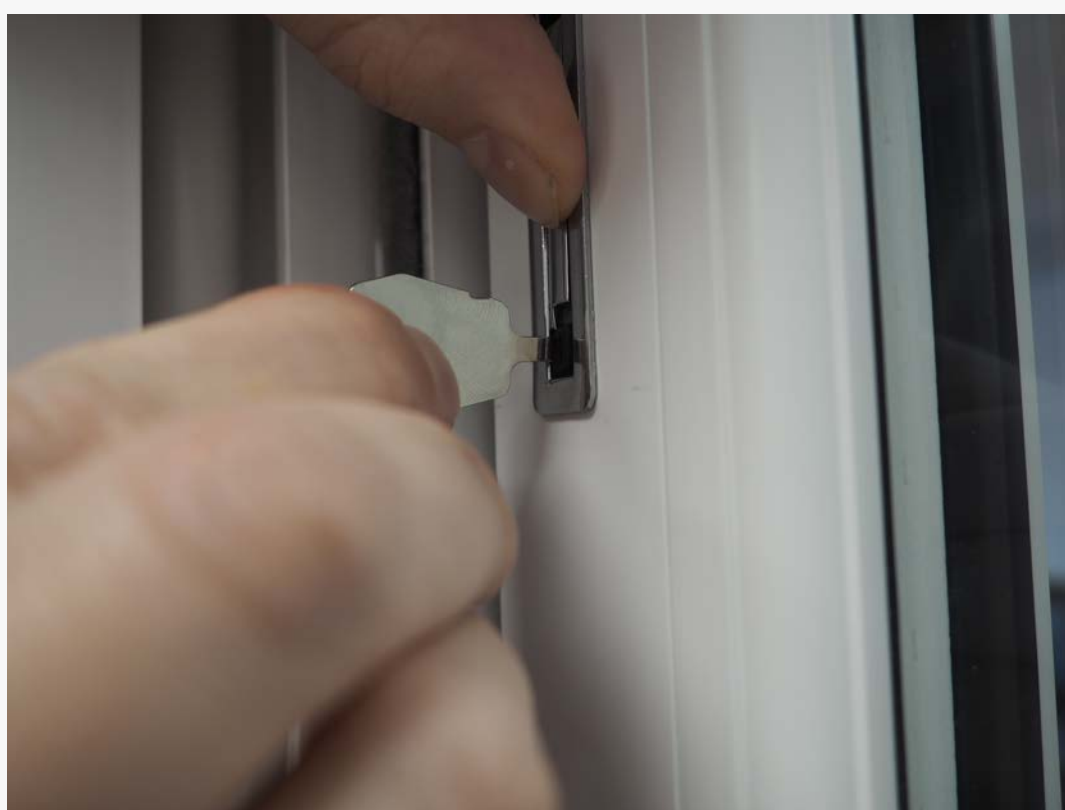

Important: we recommend that you keep the limit stops in the out position at all times, thereby restricting the window opening. For safety reasons this is particularly important for windows above the ground floor, or in rooms where children may access the window.

Normally the limit stops will be in the "out" position, which prevents the sashes from sliding more than around 100mm (4 inches)

To close the limit stops and allow the window to open without restriction, insert the special key provided with your windows.

With one hand push and hold the limit stop in, and then with the other hand turn the key.

The limit stop will now stay in the "in" position.
To restrict the windows open the limit stops by simply inserting the special key and turning. The limit stop will pop out.

Fire Escape Procedure

Your windows have been designed so that, in the event of fire, it takes no longer than 30 seconds to escape from a room through the window.
We strongly advise that you familiarise yourself with the following procedure and try it out, so that you are confident of what to do in case a fire occurs.

Open the cam catch(es) and turn the lever(s) anti-clockwise to open.

Important: fire escape windows should be left unlocked when the building is occupied, and keys removed so that windows are not unintentionally locked.

Lift the lower sash by approximately 100mm (4 inches). With both hands, slide the two latch knobs located on the top of the sash inwards (at the same time).

Tilt the sash inwards from the top, until it is clear of the window frame. Do not tilt the sash fully.

With the bottom sash slightly tilted in, now raise the lower sash as far as it will go, until it is tight against the upper sash.
Now allow the bottom sash to tilt fully until held by the tilt restrictors.

You can now escape through the lower section of the window.