

Helping you look after your new PVC-U windows, doors or conservatory

VEKA INSTALLER

Owner's Maintenance Guide

A warmer home

Congratulations on choosing to improve your home with new windows, doors or a conservatory fitted by one of our Installers

These carefully-chosen PVC-U home improvements can not only raise the style stakes, but also raise the value of your home and lower your heating bills.

VEKA products lead the industry in quality and performance. You've chosen to have yours installed by a VEKA Installer - so you can look forward to years of trouble-free performance.

VEKA Installers illustrate their commitment to quality by only using the finest quality products from The VEKA UK Group, which is renowned worldwide for perfection in PVC-U systems.

Products from a VEKA Installer are CE Marked and are offered with the option of an insurance-backed guarantee.

This handy booklet is a simple guide to maintenance tasks that will keep your home improvements looking and performing like new.



A breath of fresh air - ventilation

Your energy-efficient, new windows have been designed to keep the warmth in and the cold out.

This means they are more draught proof and weather proof than your old windows and, as a result, will prevent moisture from entering or escaping. To prevent mould or condensation forming, make sure to leave vents open at all times. Even if glazed-in or trickle vents are 'close-able' via a pull cord, they should remain open.



External Condensation

Occasionally you may find condensation on the outer pane of your windows, this is because energy-efficient windows keep all the warmth inside (where it belongs!) so heat does not transfer to the external pane. As the daytime temperature rises, the condensation will disappear naturally.



Internal condensation

Condensation can be a slight problem in rooms where high humidity is present. Houseplants, drying washing and storage of firewood can all have an effect. The most effective solution is managing the amount of moisture created (extractor fans in kitchens and bathrooms etc).





Handy hints for bright and sparkling glass

If glass has external coatings, such as self-cleaning glass - please refer to the glass manufacturer's guidelines.

Schedule your window cleaning for a day without too much sun - a hot and sunny day can dry the windows too quickly, leading to unsightly streaks.

To begin, vacuum the interior side of the sills and frames.

Wet your cleaning sponge or cloth with cleaning solution, carefully squeezing out any excess.

Wash the window with circular movements. Wash from the corners and outer perimeter toward the middle of the window.

Dry the window using a lint-free cloth, or newspapers.

Start in one of the upper corners of the window.

All of the strokes that you make should go in the same direction.

Wipe any drips from the windowsill with a cloth rag.







Clean as a whistle!

New PVC-U windows and doors are designed to be extremely low maintenance and an occasional wipe with warm, soapy water is usually all they need. However, marks that do not come off with soapy water may require the use of other cleaning agents as outlined in the chart.

For the application of polishing and cleaning agents, only unbleached cellulose cloths should be used.
Cloths containing synthetic fibers should be avoided.

Under no circumstances should solvent containing agents be used.

PVC-U frames should be cleaned at periodic intervals to maintain their original appearance. The frequency depends upon the geographical location and the ambient atmosphere but as a general rule, the frames should be cleaned whenever the glass is cleaned. If after trying the cleaning methods in the chart, any unsightly stains remain, then a mild household non-scouring cream should be applied to remove the stains. Abrasive materials should not be used for any cleaning purpose because of scratching of the surface. Especially avoid the use of steel wool pads, as these can cause permanent damage. Mortar, cement etc. should never be scraped off with sharp tools.





Dirt or marks	Scrape off and rub dry	Wipe off with dry cloth	Wash off with water	Wash off with water and non abrasive cleaning agent	Use chemical cleaner or polishing agent
Aluminium marks				•	
Bitumen					•
Pencil				•	
Emulsion	•				
Felt tip pen				•	
Organic grease				•	
Inorganic grease				•	
Plaster, cement			•		
Rubber				•	
Heating oil					•
Wood stain			•		
Wood impregnator					•
Lime mortar			•		
Putty, glue					•
Linseed - oil putty	•				
Ball pen			•		
Cellulose paint	•				
Oil crayon				•	
Oil paint					•
Rust					•
Soot				•	
Salammoniac			•		
Slate chalk					•
Blackboard chalk		•			
Wax, candle wax					•
Wax crayon					•
Water glass		•			

Hardware

Handles, hinges and other hard working items of hardware usually have polished surfaces or protective coatings. These can be kept looking as good as new with a soft, dry cloth or duster.

Try not to scratch the surface of locks, letterplates and handles with keys or jewellery.

Do not use solvent-based cleaners or multi-purpose lubricants.

A drop of light oil on moving parts every once in a while is all you need.













Replacement Parts

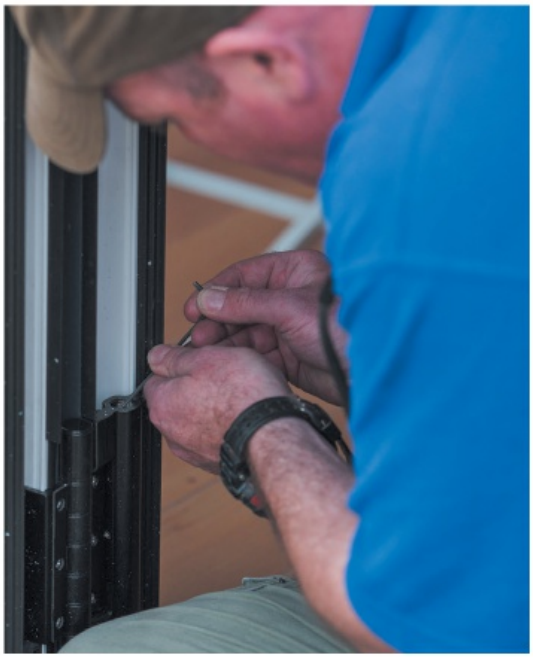
Your windows and doors have been designed to last for years and perform flawlessly.

In the unlikely case that components need to be replaced, you should only use a trained installer.

This is because all the components must work together precisely to ensure the high performance of the overall product. The correct adjustment of glazing, gaskets and hardware is critical.

It's more than likely that your high quality VEKA PVC-U frames will outlast other components, but if a frame becomes scratched or damaged, repairs may be possible. Contact your VEKA Installer for advice.







Conservatory Conservation!

As with your windows, you should wash your conservatory (roof and side frames) every few months with soapy water.

Please avoid solvent-based or abrasive cleaners and never use a power washer.

Do not stand on the roof of your conservatory, as this might damage the roof - or yourself!

The gutters of your conservatory should be cleaned regularly to remove leaves etc. Refrain from leaning ladders against the guttering, you can hire specialist ladders relatively cheaply if required.

It is advisable to remove jewellery before cleaning to avoid the risk of scratching the double-glazed units. Small scratches on the surface of the glass can usually be removed with jeweller's rouge and a buffing pad.

See p5 for a step-by-step guide to a sparkling finish.







If you have any concerns about the operation of your PVC-U products or their maintenance please always contact your VEKA Installer in the first instance.

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