

## 10-Year Customer Guarantee



**A Rated Home Improvements Limited hereby offers the following guarantee terms in relation to this installation:**

- All products are guaranteed for a period of 10 years starting from the installation completion date (once full and final payment is received)
- Window & Door frames are guaranteed against defective workmanship and/or defective materials for a period of 10 years
- Moving parts on windows and doors, including locking mechanisms, are guaranteed against manufacturer defects and failure for a period of 10 years, subject to satisfactory regular maintenance by the customer as detailed in our Maintenance Handbook
- Sealed Glass Units are guaranteed for a period of 10 years against defective workmanship and/or defective materials but not including minor blemishes or imperfections which may arise during the glass manufacturing process outlined by the Glass & Glazing Federation
- Anodised door furniture is guaranteed for a period of 10 years against discolouration or tarnishing, providing it is properly maintained as directed in our Maintenance Handbook
- Glass / Tiled Conservatory Roofs are guaranteed against defective workmanship and/or defective materials for a period of 10 Years
- This guarantee does not cover any accidental damage including glass breakage, blockages, fair wear & tear, or misuse of the product
- The choice of whether products/materials are either repaired or replaced is at the sole discretion of A Rated Home Improvements Limited and is determined upon inspection
- An Insurance-Backed Guarantee on all windows, doors and roofs covering the cost of partial or complete repair/replacement is provided to you in the event that we cease trading – this is provided by the Plastics Window Federation (PWF)
- We meet all industry standards and are fully compliant with all relevant industry bodies including FENSA and the Glass & Glazing Federation (GGF)

**\*\* For correct maintenance procedures, please refer to the attached Maintenance Handbook \*\***  
For more detailed information relating to our Guarantee terms, please refer to the reverse of your Sales Contract (Pink document). This Guarantee is transferable at a cost of £195 inc. VAT (after inspection).

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**Email: [support@aratedhomeimprovements.co.uk](mailto:support@aratedhomeimprovements.co.uk)**

**A Rated Home Improvements Limited**  
**Unit 14/15, Mardon Park,**  
**Baglan Energy Park,**  
**Port Talbot,**  
**SA12 7AX**

# Maintenance Handbook



Dear Customer,

Thank you for choosing A Rated Home Improvements. We trust you are satisfied with the installation.

Please refer to this document as a guide to general maintenance, operation, and safety information to ensure that you will enjoy trouble-free usage for many years to come.

As your installer, we have left your product/s in a pristine condition for your peace of mind. However, we must ethically explain that maintenance will be required and is mainly concerned with any of the moving parts within the mechanics and security aspects of our product/s.

As well as cleaning and clearing products of atmospheric debris; oiling and greasing of moving parts is also an essential requirement and the sole responsibility of you, the customer.

Should you have any concerns regarding the operation or appearance of your products, please don't hesitate to get in touch.

Kind Regards,

The A-Rated Team

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# Window Styles & Operation



## Top Hung & Side Hung Window Openers

Side hung and top hung windows are all fitted with a 'mushroom' cam shoot bolt lock. The two-position keep allows a slight opening for ventilation. To locate the window in the night vent position, open the sash approximately 15mm and rotate the handle into the closed position.

## Egress Hinges

Egress hinges are fitted to windows to allow an opening big enough to escape through in the event of an emergency. Egress hinges are designed to open to approximately 90 degrees.

For your windows to perform to their highest standard, the scissor mechanism of the friction hinges needs lubricating on a regular basis. Ensure all the pivots, sliding shoe and track are kept free of dirt and fragments. Also, lubricate locking mechanism slots and keeps.

## Tilt & Turn Operating Instructions

Your tilt & turn window is a multi-locking, high quality product capable of two modes:

1. Tilt Mode—for ventilation
2. Turn Mode—for cleaning and emergency exits

The window is taken into the 'tilt' position for ventilation by unlocking the handle and rotating it 90 degrees to the right or 90 degrees to the left depending on the position of the handle. To change the position to 'turn', place the handle in the closed position then rotate the handle 180 degrees and pull the window inwards. The window must always be fully closed before changing the handle position.

## Locking Mechanism

The sliding mechanism needs to be kept free of dirt and debris at all times. Lubricate with light machine oil as and when required. Also lubricate keep faces.

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## Door Styles & Operation



Your door will be fitted with one of two handles: either a lever/pad handle or a lever/lever handle. The doors are fitted with various multipoint deadbolts to increase security.

### Residential / Composite Doors

To lock the door:

- Close the door
- Lift Pad/handle to engage top and bottom claw locks
- Insert key and turn to engage centre claw lock

If they key will not turn, lift pad/handle to the maximum position and then turn the key again.

To unlock the door:

- Insert key and turn to unlock
- Push pad/handle down to disengage top and bottom claw locks
- With a lever/lever handle the door will then open
- With a lever/pad handle, continue to turn the key to open the door

Lubricate the lock when required using light machine oil. Please note all components that are being lubricated should be cleaned beforehand.

Hinges need to be lubricated every 6-8 months. To do this you should clean and lightly oil the hinge pins. Handles should only be lightly oiled on the external moving components. Wipe off any excess oil immediately. Do not lubricate the door cylinder.

### Inline Sliding Patio Doors

To lock:

- Slide door to the fully closed position
- Lift lever behind handle, engaging the door lock with bolts and cams
- Turn the key to fully secure the locking mechanism

To unlock:

- Insert key in cylinder and rotate to unlock the mechanism
- Depress lever behind the handle, the bolts and cams will disengage
- Slide door to open

**\*\* Keep bottom track constantly free of dirt & debris and lubricate locking cams only. Do not lubricate door cylinder \*\***

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# Maintenance Part 1



## Frame Maintenance

Wash frames every four months using warm soapy water. Use a non-abrasive propriety cleaner to remove stubborn stains and grease. Take care not to disturb the sealants.

**\*\* Please refrain from using any solvent or abrasive cleaners \*\***

## Glass Maintenance

The glass maintenance referred to below is relevant to; float glass, laminated glass, glass containing Georgian Bars and Pilkington K.

Prior to cleaning any type of glass, we recommend that all jewelry is removed as scratches can easily occur. Use any household propriety cleaner with a soft cloth to clean the windows. Stubborn stains and grime should be removed with a solution of soap and water.

## Leaded Glass

Warm soapy water and a soft cloth with moderate pressure is a sufficient way in which to clean leaded glass. When cleaning the leaded lights, please ensure that you DO NOT apply too much pressure as this may cause them to become dislodged from the surface.

**\*\* External lead will oxidise - this is a natural process and cannot be prevented \*\***

During the manufacturing process, all double/triple glazed units are susceptible to a degree of surplus damage. Although the glass is produced in the most carefully controlled environment, abnormalities within the glass cannot be avoided.

According to the Glass & Glazing Federation standards, flat transparent glass shall be deemed acceptable if none of the following are neither obstructive or bunched:

- Totally enclosed seeds
- Bubbles or blisters
- Hairlines or blobs
- Fine Scratches (no more than 25mm long)
- Minute embedded particles

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## Maintenance Part 2



### Cleaning Porch Roofs & Conservatory Roofs

Clean all roofing panels with a soap and water solution every three to four months. Ensure that all the guttering remains clear; remove all leaves and fragments to allow rainwater to drain away freely.

Avoid leaning ladders directly against plastic materials such as gutters, uPVC framing or roof sheets as this may cause damage.

**\*\* Do not attempt to walk on conservatory roofs \*\***

### Drainage

All double/triple glazed products are designed with drainage facilities that allow for any water ingress to flow to the outside. The slots must remain unblocked at all times to allow this function to operate effectively. Drainage slots blocked with debris will lead to water ingress.

### Polished Finish Hardware

Although polished finish products are coated at the time of production using PVD technology, wear and tear may cause the coating to peel and become tarnished. We cannot be held responsible for the natural occurrence detailed above.

Ammonia based products and abrasive cleaning fluids should not be used on hardware, as this may affect the corrosion protection properties. Clean only with warm soapy water and a soft cloth every 1-2 months.

### Lubrication

In order for the hardware to function correctly it is advised that you lubricate them regularly using light machine oil.

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## Maintenance Part 3



### Condensation

Condensation is a natural process that is present in all homes at all times. It is increased by normal living activities such as cooking, bathing, washing, boiling a kettle, etc.

Traditional house construction allowed the escape of water vapour through natural ventilation. As we try to become more energy efficient as a society, we aim to reduce heating costs by sealing our homes more efficiently, which has consequently resulted in the increase of trapped water vapour in our homes, leading to condensation.

We recommend you provide natural ventilation whenever possible by opening windows, fitting ventilation/extraction units in kitchen and bathroom areas, and fitting wall vents to provide air flow.

### Heating

Maintain some permanent heat in your home during cold weather. Where possible we recommend you fit radiators below windows to maintain the temperature of the inside pane of your double/triple glazed glass units.

### Circulation

We advise you to keep the kitchen and bathroom areas closed and draught sealed where possible. This will help to prevent excessive moist areas in the room being transferred to other parts of your home.

Bedroom windows should have night vent facilities which will also provide air movement. If bedroom doors are kept closed on a regular basis, ventilation grills should be fitted above the door. Curtains should ideally be a minimum of 150mm away from windows, with suitable gaps at the top and bottom to allow adequate ventilation.

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