
Maintenance Manual

Manufactured Products



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A new home is obviously the largest financial commitment any individual will incur during their lifetime.

Caring for this investment is therefore critical and one of the simplest methods of ensuring your home remains in pristine condition is to carry out regular planned maintenance to the property, both externally and internally.

The following chapters have been prepared to assist you with this annual maintenance by providing an overview of some of the basic instructions with regard to cleaning and lubrication of the products throughout your new home.

For some repairs or maintenance you will require the expertise of professional trades and you should either contact a local approved expert or your product manufacturer.

For your peace of mind we have devised an annual health check that will for a yearly premium, keep your windows and doors in pristine working condition. This optional extra is available to all new Meridian Residential clients.



The pristine appearance of pvc-u frames is maintained by occasional cleaning, the frequency of this cleaning will depend on local conditions. For example, products installed in industrially polluted or coastal areas will need cleaning more frequently - at least every couple of months or so.

Under normal conditions, washing down windows and doors with warm soapy water should be sufficient. Stubborn marks on white frames may be removed by using a proprietary PVC-U cleaner from a reputable supplier or from your manufacturing company.

Wood grain effect finishes must only be cleaned with warm soapy water. Never sand or polish wood grain effect profile since this will destroy the laminated surface. Abrasive cleaners should not be used since they may alter the gloss finish of your window, or destroy the laminated surface.

Particular care should be taken to ensure that nothing that may cause a rust stain comes into contact with PVC-U, as rust stains are not removable. When carrying out cleaning or redecoration, care should be taken not to damage the waterproof mastic seals.

Hardware

Once a window or door has been manufactured and installed, all necessary adjustments should have been made to ensure the product functions correctly. It may however be necessary during the lifetime of the window/door to make periodical adjustments and maintenance checks to the gearing.

Hardware Continued

Regular maintenance of exposed metal parts by removing dust and grit for example, will help them perform at their best. As a result of normal operating and atmospheric conditions, moving mechanical parts of doors and windows will also require occasional lubrication. The application of general light oil lubricant to hinges, locks and handles will maximise the life of your products

It is important to note that oils should not be confused with products such as WD40, the use of which can have the effect of thinning the grease in gear mechanisms that can be detrimental to their operation. Some oils contain additives that can have adverse effects on some plastic bearing parts

Casement Windows

Oiling and adjusting furniture. (Friction Stays)

Lubricate hinging points occasionally with a propriety lubricant. Adjust the small screw on the hinge to increase or decrease friction when opening and closing the sash (opening part of window).

Wipe down the hinge and the slider channel occasionally with a suitable acid and resin free grease or a light oil applied with a cloth.

Opening sashes on windows require an even push or pull when being opened or closed. Sashes left open for long periods may sometimes result in an accumulation of wind blown dirt on the hinges leading to clogging and restricted action.

if this should occur do not use force, but remove the dirt and free the action using a penetrating oil.

Tilt and Turn Windows

Check for smooth window operation and should the handle be too stiff, take the following action:

- Loosen handle screws slightly and retry until satisfactory.
- Lubricate gearing.

if the sash (opening part of a window) is catching, you are advised to contact your installer since inappropriate adjustments may effect the security of your window

Check drainage Slots (Frame)

- Remove debris from drainage slots.

Lubrication with Petroleum Jelly

- All striker plates, locking points and guide slots.
- Also striker plates and locking points on the scissor stay.

Light Oil Lubricant

- Oil all guide slots plus behind the face plate where the slide moves up or down.
- Oil safety catch.
- Oil stay hinge pin and corner hinge pin.

It is recommended that to keep the fittings free from problems, you should lubricate the parts mentioned above at least once per year.

Top Swing Windows

Hinges maintained in accordance with these guidelines are covered by the manufacturer's guarantee for 5 years from the date of installation.

Buckled hinges or stays, as a result of force or misuse are not covered by the manufacturer's warranty.

Fixing and Fasteners

The hinge may be secured to the window using either screws or peel back rivets.

Screws

Check periodically that none of the screws have worked loose for any reason. If any screws are found to be loose they should be tightened with a hand held screwdriver, usually with a Phillips P2 head. If any screws are stripped, then repair screws should be used. These screws have a larger diameter and thread pitch.

Peel Back Rivets

If the rivet becomes loose, it shall be drilled out with a 4.8mm drill and replaced. The rivets should be drilled out and replaced separately so as to maintain the hinge position.

No general maintenance should be required with screws and fasteners although light oiling will assist longevity. Contact with domestic or industrial ammonia based solvents should be avoided. However, several factors can cause screws to rust each of which can be accelerated depending upon the situation and the following points should be noted:

Silicone Sealants

Avoid acetic acid cured high and low modular sealants. The vapour alone is sufficient to cause corrosion. Therefore a neutral curing sealant is recommended.

Acrylic Fillers

Contact with any carbon steel component will cause severe corrosion.

Cleaners

Aggressive cleaning substances, especially those containing ammonia, chlorine etc. can have a severe effect and should not be used where screws are situated.

New-build

Screws should not come into contact with wet plaster or cement, as the lime content combined with moisture will cause corrosion. Also, the acid wash often used to clean new brickwork is highly corrosive and should be completely avoided.

Handles

To remove dust and grime wipe all window and door furniture with damp cloth and then dry thoroughly. DO NOT use liquid cleaner or abrasive on any hardware and take care not to scratch the surface. Handles should be checked periodically to ensure that the screws holding them to the sash (opening part of window) are tight.

If tightening is required use a Philips screwdriver. Handles should not be overtightened as this may impair the operation of the locking mechanism. The handle can be lubricated at the joint between the handle and the fixing rose.

Patio Doors

Tracks should be kept clean for smooth running and drainage channels kept clear.

Cleaning of Gaskets

The cleaning of gaskets should be done periodically using hot water with a mild non abrasive detergent solution.

If required the glazing gasket can be brought back to its original lustre by re-coating with a silicone spray, applied to the gasket with a cloth. This should be done in moderation as over-application can result in the attraction of dust and grit, thus necessitating more frequent cleaning.

Locks

Wipe down exposed face plate occasionally with an oiled cloth. Spray all moving parts including the drive rods with a light oil lubricant.

Condensation

Double glazing units do not cause condensation and essentially by acting as a heat barrier and providing an inner pane that is considerably closer to room temperature than the outer pane, the risk of condensation is reduced.

Modern buildings are designed to eliminate draughts and do not have the natural ventilation that some older properties have with their chimneys and illfitting doors and windows.

Buildings that have been completely sealed by the installation of cavity wall insulation, loft insulation, double glazing and draught proofing throughout, can become moisture traps. In such cases condensation is caused by insufficient ventilation.

Provided the rooms are heated normally, the solution will probably be found by providing controlled ventilation. In the case of older "unsealed" buildings, the dominant factor is likely to be the indoor temperature, and additional heat or the introduction of localised heat near the windows, will probably provide the answer.

Lead Work

As with any new lead work, when exposed to rain it will start an oxidation process that appears as white or mottled staining on the leadwork. This process can take a few months to complete but when it has, the lead will be dark grey in colour and no longer stain.

Doors

To ensure a draught free door, please remember to keep the door closed in the locked position as this will achieve a tight seal to all seals.

Where doors are fitted with a low threshold (normally front or main entrance) particularly in areas that experience high winds and rain, ensure that the seal is maintained in good condition.

Softwood

Softwood products, generally red pine, need to be maintained carefully to ensure the wood remains in pristine condition thus avoiding shrinkage or splintering.

All wood will absorb moisture or dry out depending upon conditions and in new homes where Insulation values are high this can cause shrinkage if adequate ventilation is not provided.

This can affect areas such as floors, roofs, door and window frames and other fittings throughout your home.

Paint or Varnishing

Where wood surfaces are painted or varnished they should be subject to regular maintenance to avoid damage through weathering or other problems and to keep appearance pristine. Generally repainting every two to three years with quality paint and removing/repairing damage will suffice.

Areas subject to salt or other chemical action should be inspected for damage or weathering on a more regular basis.

General Cleaning

Wood surfaces should only be cleaned using warm soapy water or a specialty wood cleaning product such as Pledge for wood.

Never clean wood surfaces with bleach or other abrasive products

Hardware

All handles, locks or other hardware should be maintained in a similar fashion to hardware in PVC-U products



Kitchen Units

All kitchen units are manufactured from high quality MFC at 18mm thick. All exposed edges are edged with laminated strip to prevent the penetration of water from steam or other sources of water.

MFC panels have an irremovable decorative coating of melamine resin impregnated paper on both faces. MFC panels play a dominant role in the manufacture of furniture and interior construction work. The decorative melamine surface is highly resistant to wear and chemical attack.

The product is ideal for the manufacture of high grade furniture for use in kitchens, bedrooms, offices, shops, hotels, schools and other construction.

Worktops

Bushboard Type

Post formed 40mm worktops manufactured by fitting a laminate cover to a chipboard core. Provided in gloss or matt finish worktops are resistant to

wear and chemicals, however can be vulnerable to water ingress at joints if not completely sealed.

Minerelle™

Minerelle™ is a new generation of high technology solid composite surfacing, specifically designed to give the highest performance in a kitchen environment.

The solid through colour and Inconspicuous seams make Minerelle™ worktops hygienic, non-porous and highly resistant to stains, burns and chemicals and its colour will not fade. Unlike other worktops little scratches can be polished away and even deep gouges repaired.

General Care & Maintenance

Worktops and units

General care and maintenance for preserving the beauty and functionality of your worktops and units is as simple as wiping with a warm damp cloth.

Do not leave water spills on the surfaces for too long and wipe off steam or condensation as soon as possible.

Cleaning Stains

Always start by trying the gentlest method. Avoid harsh chemicals.

Wall panels / Doors

There are many non-abrasive cleaning materials on the market that can be used in conjunction with a sponge or if stains persist a Scotch Brite pad or similar or if active cream.

Cuts and Scratches / Heat

Do not use worktops as cutting boards as knives can mark the surface. Always use a chopping board

Do not expose to direct heat by placing hot pans or dishes directly upon surfaces. Do not place coffee percolators over jointed areas.

Health & Safety

There are no known hazards associated with the use of MFC or worktop products

White Goods

Refer to manufacturers instructions.



Visual Quality Standard

Transparent glass used in the manufacture of insulating glass units is identical to that used traditionally and will therefore have a similar level of quality.

Both panes in a sealed unit should be viewed at right angles to the glass from the room side at a distance of not less than 2 metres, for toughened, laminated or coated glass, not less than 3 metres in natural daylight and not in direct sunlight.

The area to be viewed is the normal vision area with the exception of a 50mm band around the perimeter.

Flat transparent glass Including laminated or toughened glass, shall be deemed acceptable if the following are neither intrusive or bunched: -

- ∑ Totally enclosed seeds
- ∑ Bubbles or distors
- ∑ Hairlines or blobs
- ∑ Fine scratches not more than 25mm long
- ∑ Minute embedded particles

Obtrusiveness of blemishes shall be judged by looking through the glass not at it under conditions described above.

When toughened glass is viewed by reflection the effect of the toughening may be seen under certain lighting conditions.

Visible double reflection can occur under certain lighting aspects conditions. This is an optical phenomenon arising from multiple surface reflections in sealed units.

With laminated glass certain imperfections may be seen and increased in number by the fact that several layers are used in the production process. This may under certain light conditions display a distortion effect caused by reflection between the various layers.

The above does not apply to patterned glass and due to the production process imperfections such as seeds or bubbles are deemed to be acceptable.

Maintenance of glass and sealed units

Normal Cleaning

Use a mild liquid detergent solution then rinse off well with clean water and dry off.

Under no circumstances may abrasive cleaning products or contaminated cloths be used. If rainwater coming from cement mortar contaminates the surface of the glass, frequent cleaning is necessary to prevent permanent staining.

Due to the manufacturing process of toughened glass small particles may remain on the glass. As a result you must ensure that scrapers should not be used to clean the glazing units at any time either by yourself or contracted window cleaners.

Check windows for particles by simply running your hand over the glass and testing for slight abrasion.

Regular Maintenance

It is essential that all installations are inspected and maintained during the lifetime of the building at regular intervals as recommended by the sealant and framing manufactures.

Safety

Care should be taken when handling glass products and appropriate PPE worn at all times.

Cleaning

Types of Dirt	A	B	C	D	E
Aluminium Dust				X	
Bitumen					X
Pencil				X	
Dispersion Colour	X				
Felt Pen				X	
Organic Grease				X	
Inorganic Grease				X	
Gypsum			X		
Rubber				X	
Heating Oil					X
Wood Stain			X		
Impregnation of Wood					X
Lime Mortar			X		
Putty					X
Adhesives					X
Linseed Oil Cement	X				
Ball Point Pen			X		
Varnish	X				
Oil Chalk				X	
Oil Varnish					X
Rust				X	
Soot					X
Shellac					X
Blackboard Chalk		X			
Wax (Floor Wax, Candles)					X
Wax Pencil					X
Soluble Glass		X			
Cement Mortar			X		

Codes

- A Remove dirt with a semi-hard spatula and rub with a dry cloth;
- B Wipe with a dry cloth;
- C Wash with water ;
- D Wash with non scrubbing detergents;
- E Use chemical cleaning and polishing means.

The repair and maintenance of products need not be an arduous task however some tasks do require specialist equipment and if you are unsure it is always wise to consult a specialist in your area or your supplier.

General tools and equipment required for the range of maintenance tasks Include :-

Glazing Shovel
PVC SoftFace Hammer
Allen key Set
Cross Head Screwdriver
Flat Faced Screwdriver
Pliers/Short and Long Nosed
14mm Bevelled Edged Firmer Chisel
Stanley knife
Adjustable Spanner (small)
Tape Measure
Vernier Gauge (not essential)
Scraper
Buffer (Lint free cloth)
Rivet Gun
Electric Drill (mains/battery) with Assortment of Drill Bits

General Materials needed:

Assorted Glazing Packers and Wedges
Peel Back Rivets
Assortment of Repair Screws
Low Modulus Silicone Sealant -White and Brown
Drainage Caps -Round and Square
Jewellers Rouge
Silicone Spray
Water Container
Paper Towelling
Grease/Petroleum Jelly
Light Machine Oil
Detergents, Soft Soaps
Filler
Wire Wool
Wire Brush
Backing Strip

PVC-U Windows and Doors

All PVC-U windows and door sets are guaranteed against pre-mature failure for a period of 10 years providing proof of maintenance in relation to manufactures recommendations is provided.

The guarantee covers the failure of the profile, ironmongery, and frame subject to normal wear and tear, but does not cover accidental or willful damage whatever the cause.

Where glass double glazing units are incorporated into the windows and doors the integrity of the sealed unit is guaranteed against premature failure for a period of five years.

Kits and Roofs

These items are covered under your NHBC guarantee.

Kitchens

Units & Worktops

All units are guaranteed against premature failure subject to normal wear and tear and maintenance for a period of 10 years.

It is our aim to provide a ten year availability for the provision of doors and worktops in the event of damage subject to the product being available from the vinyl and foil manufactures.

White Goods

White goods are supplied with a twelve month manufacturers warranty. Extended warranty can be arranged direct with the manufacturer and the various forms are contained with your appliance information packs.

Internal doors and finishings

Internal doors and finishings are covered under your general building warranty.

Warranty Issues

All warranty issues should in the first instance be reported to Meridian Residential who will action your complaint through appropriate channels. In the event of an emergency, please contact R&D Manufacturing on 01387 750120.

The purchase of a new home is the largest investment most individuals will make in their lifetime, therefore it makes sense to protect your investment by carrying out necessary repairs and maintenance.

Most basic repairs and maintenance can be carried out by a reasonably proficient DIY enthusiast in most households. For the more technical items some form of professional assistance may be helpful if not essential to carry out those tricky and time consuming items

This is particularly relevant to doors and windows that are more exposed to the demands of our Scottish climate

For all new Meridian homes we can arrange for a modest annual sum, to carry out periodic inspection and maintenance of your windows and doors (excluding painting). This period of maintenance would be open for acceptance at any time within the first year of occupation from original handover to the original purchaser or subsequent purchaser.

Details of the Health Check and terms can be obtained from R&D Manufacturing at 01387 750120.

	Owner						
	Address						
	Tel No						
	E-mail						
	Development name						
	Plot number						
	Date of Installation						
	Reference number						
Health Check	Date	Profile Inspected	Screws Checked	Gaskets Checked	Hardware Lubricated	Name	Company
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							



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