

# PVC-U Windows, Doors & Conservatories

It is advised that if remedial work is required, or if you are unsure advice should be sought from your installation company.

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# General Maintenance Manual

PVC-U Windows, Doors & Conservatories

Network VEKA is recommended by  
**Steve Davis OBE**  
six times world snooker champion



**Thank you** for choosing VEKA products from a  
**Network VEKA** registered installer.

Your investment will last many years.

Your installation has been designed,  
constructed and fitted to the

**highest possible standards**

and is virtually free of maintenance.

However to retain its **smart appearance**

and ease of operation, a small amount of  
care and attention is necessary.

Please take a few minutes to read this manual.

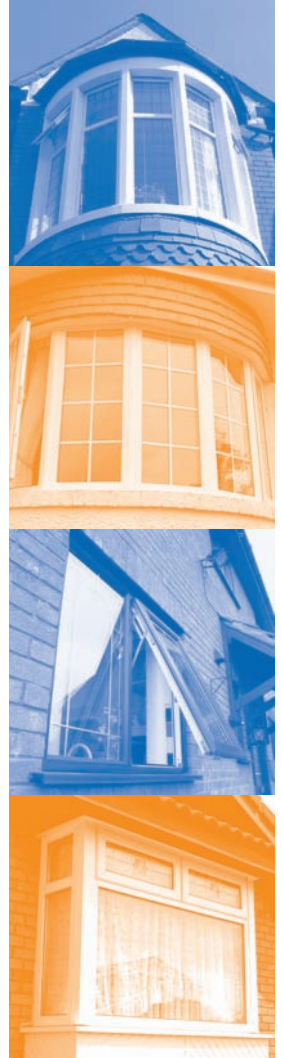
It will ensure that your **Network VEKA**  
installation will always be **as good as new.**

## PVC-U

The pristine appearance of VEKA PVC-U frames is maintained by occasional cleaning. The frequency of this cleaning will depend on local conditions. For instance, 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 is sufficient. Stubborn marks on white frames may be removed by using the PVC-U cleaner in the **Network VEKA** product care kit, available from your installation company.

Woodgrain effect finishes should only be cleaned with warm soapy water. Never sand or polish woodgrain 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 which 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

When a window has been manufactured and installed, all necessary adjustments should have been made to ensure the window functions correctly. It will, however, be necessary during the lifetime of the window to make periodical adjustments and maintenance checks to the gearing.

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 **Network VEKA** lubricant to hinges, locks and handles will maximise their life.

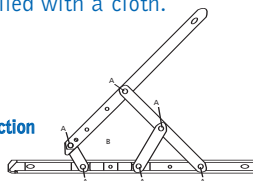
It is important to note that oils should not be confused with products such as WD40 whose use can have the effect of thinning the grease in gear mechanisms which can be detrimental to their operation. Some oils contain additives which can have adverse effects on some plastic bearing parts.

## Casement Windows

### Oiling and adjusting furniture. (Friction Stays)

Lubricate hinging points occasionally with a **Network VEKA** 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.

- A. Oiling Points
- B. Adjustment screw to increase friction



Opening sashes on windows requires 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

## 1. Check for smooth window operation

- a. If the handle is too stiff, take the following steps:
  - i. Loosen handle screws slightly and retry until satisfactory.
  - ii. Lubricate gearing.
- b. If the sash (opening part of a window) is catching, you are advised to contact your Network VEKA installer since inappropriate adjustments may effect the security of your window

## 2. Check drainage Slots (Frame)

- a. Remove debris from drainage slots.

## 3. Lubrication

Petroleum Jelly:

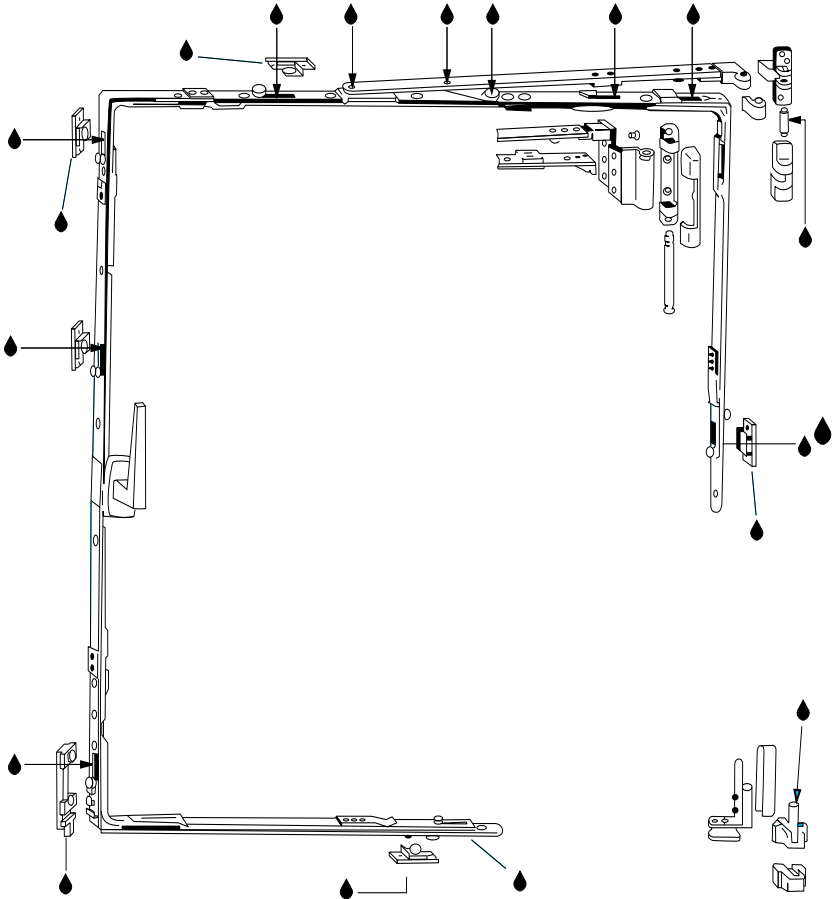
- i. All striker plates, locking points and guide slots.
- ii. Also striker plates and locking points on the scissor stay.

### Network VEKA Lubricant

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

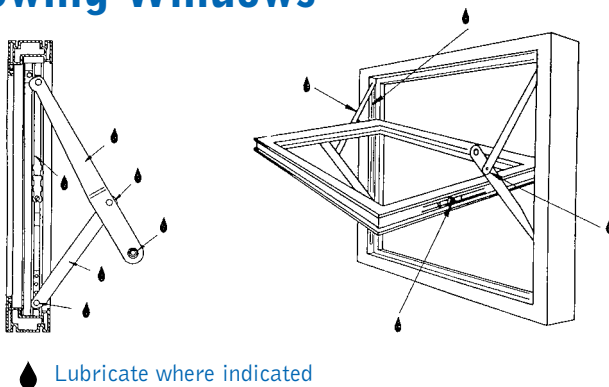
It is recommended that to keep the fittings free from problems, you should lubricate the parts mentioned above at least once per year.

# Tilt & Turn Drive Gear For Windows



 Lubricate where indicated

# Top Swing Windows



Lubricate where indicated

Hinges maintained in accordance with these guidelines are covered by the **Network VEKA** guarantee for 10 years from the date of installation. Buckled hinges or stays, as a result of force or misuse are not covered by the **Network VEKA** guarantee.

## Fixing and Fasteners

The hinge may be secured to the window using either screws or peelback 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 Philips 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 never go amiss. 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 modulus sealants. The vapour alone is sufficient to cause corrosion. Therefore a neutral curing sealant is recommended.

**Acrylic Filters** - contact with any carbon steel component will cause severe corrosion.

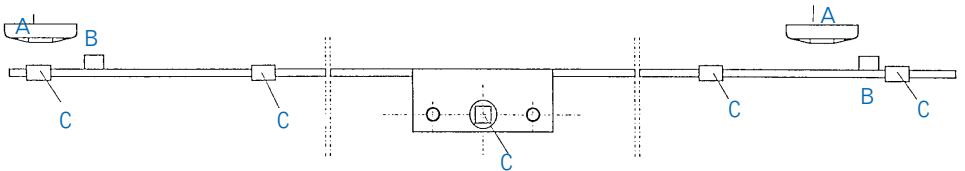
**Cleaners** - aggressive cleaning substances, especially those containing ammonia, chlorine etc. can have a severe effect and should not be used where screws are situated.

**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.

# Locks

## Espagnolette Locking Gear

Wipe down the exposed face plate occasionally with an oiled cloth. Spray all moving parts including the drive rods with **Network VEKA** lubricant. The roller/mushroom cam locking points may need adjustment to increase or decrease the "pull in" of the sash to the frame. These are eccentric and are adjusted using a screwdriver or allen key, depending upon the type of gear.



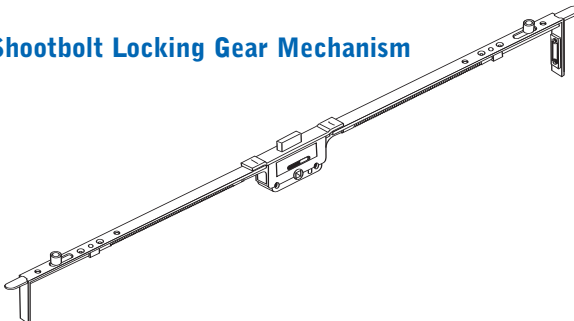
## Typical Espagnolette Locking Mechanism

A = Keeper/Striker

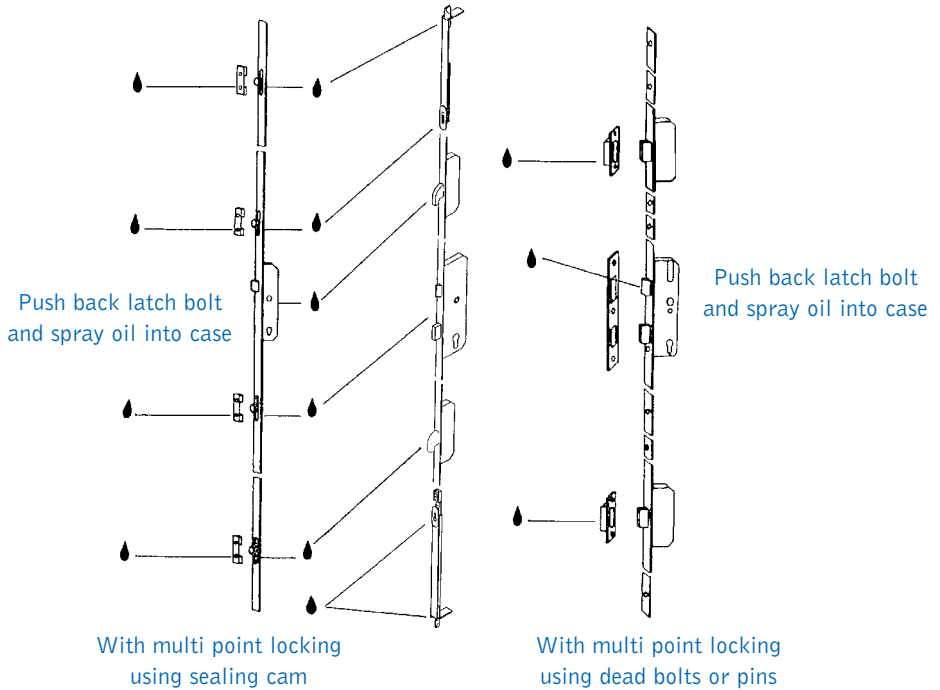
B = Roller Cams or Mushroom Cams

C = Oiling Points

## Typical Shootbolt Locking Gear Mechanism

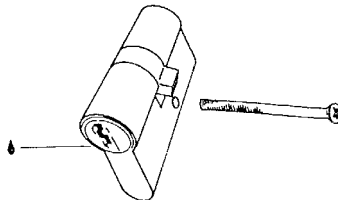


# Multipoint Door Locks



👉 Lubricate where indicated

## Cylinder lock

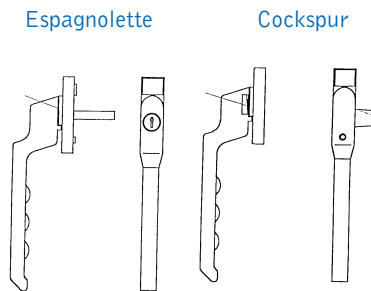


👉 Lubricate where indicated with graphite dust or appropriate silicone. Never use oil.

# 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. 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 Gasket

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 recoating 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.

# Condensation

In itself double glazing cannot cause condensation. By acting as a heat barrier and providing an inner pane which 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 houses have with their chimneys and ill-fitting doors and windows. Houses which have been completely sealed by the installation of cavity wall insulation, loft insulation, double glazing and draught proofing throughout are likely to 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 which 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.



## 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 | – | – |

(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.

# General Tools and Equipment Required:

- Glazing Shovel
- PVC Soft Face 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
- Network VEKA Maintenance Kit
- VEKA Repair Kit
- Wire Brush
- Backing Strip

# Service Record

Name of customer:

Installation Address:

Windows fitted by:

Date of Installation:

Insurance Backed Guarantee Reference No:

| Service | Date | Screws Checked | Gaskets Checked | Hardware Lubricated | Signed | Name | Company |
|---------|------|----------------|-----------------|---------------------|--------|------|---------|
| 1.      |      |                |                 |                     |        |      |         |
| 2.      |      |                |                 |                     |        |      |         |
| 3.      |      |                |                 |                     |        |      |         |
| 4.      |      |                |                 |                     |        |      |         |
| 5.      |      |                |                 |                     |        |      |         |
| 6.      |      |                |                 |                     |        |      |         |
| 7.      |      |                |                 |                     |        |      |         |
| 8.      |      |                |                 |                     |        |      |         |
| 9.      |      |                |                 |                     |        |      |         |
| 10.     |      |                |                 |                     |        |      |         |