



IDM

WINDOWS & DOORS

CUSTOMER CARE & WARRANTY

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Composite Door Operation

Residential

The door is installed with a Winkhaus lock and 1* BS Key/Key 35/35 Euro Profile Cylinder and reinforced with a 2* Winkhaus Armourshield Cylinder Guard.

- The operation is via the lever handle, pushing down to open. By default, when open, access can be from either side without using the key.
- To lock the door from either side, the handle needs to be lifted fully upwards which throws the bolts into the lock keeps.
- Turn the key in the cylinder to engage the mechanism. A simple check can be done to ensure the door is locked by testing the handle, which, when pushed down, should not pass the horizontal position (though the handle will still be able to be pushed upwards).
- Remove the key and the door is now locked and secure.
- To unlock the door from either side, insert the key and rotate to disengage the mechanism.
- Only then must the handle be pushed down to retract the locking bolts to allow the door to open.
- Take care – when the door is shut it is not locked until locked with the key.
- Important – do not try to operate the handle and rotate the key at the same time as this could cause the mechanism to jam.

Fire Doors (30 minute & 60 minute)

Fire doors have a key thumb turn cylinder and the locking bolts will engage automatically as the door is closed. Turn the key or thumbturn to lock.

Communal Doors (Manual & Electric Release)

Doors are supplied with a pad handle externally to pull the door shut. The door is locked when shut. The door may be unlocked from the outside with a key. The key is not required to lock the door. To exit from the inside simply use the handle.

Upvc Doors Operational Instructions

The door is installed with a Yale Ingenious Professional Upvc Single Door Lock (3Hook 4Roller) and Trimas BSKM Cylinder 3* TS007 50/50 Euro Profile Cylinder (secured by design option only).

- The operation is via the lever handle, pushing down to open. By default, when unlocked, access can be from either side without using the key.
- To lock the door from either side, the handle needs to be lifted fully upwards which throws the bolts into the lock keeps.
- Turn the key in the cylinder to engage the mechanism. A simple check can be done to ensure the door is locked by testing the handle, which, when pushed down, should not pass the horizontal position.
- Remove the key and the door is now locked and secure.
- To unlock the door from either side, insert the key and rotate to disengage the mechanism.
- Only then must the handle be pushed down to retract the locking bolts to allow the door to open.
- Take care – when the door is shut it is not locked until locked with the key.

Important

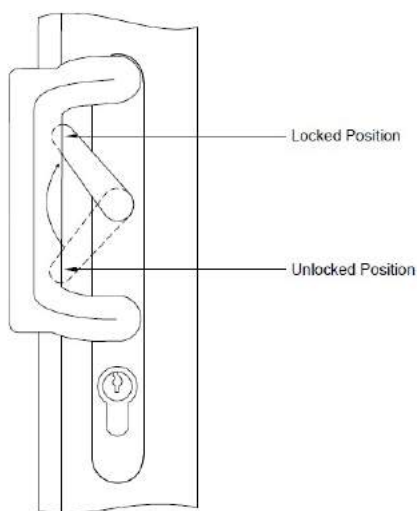
Do not try to operate the handle and rotate the key at the same time as this could cause the mechanism to jam.

Bifold Door Operational Instructions

Locking handles must not be used to pull the doors along the tracks or into the closed position. Keys should not be left in locks whilst opening or closing doors, as this can lead to damage to paint work. Ensure that the door track is kept clean and free from debris which may impede the correct operation of the door set. The door track must be unobstructed to achieve optimum motion of door roller sets. A fine spray of silicone lubricant will assist with the smooth motion of the doors. Clean door set using soapy water only. Apply a light machine oil or silicone-based lubricant to moving parts annually to ensure continued operation of rollers and locking mechanisms.

Sliding Patio

To Lock, Slide door to fully closed position. Lift lever behind handle (Hooks will engage to lock the door). Turn key to deadlock. To Unlock - Insert the key in cylinder and rotate to unlock the mechanism. Depress lever behind handle. (Bolts and cams will disengage). Slide door open. Bottom Track Keep permanently free of dirt and obstruction.



Upvc Casement Window Operational Instructions

- To lock insert the window key supplied into the handle keyhole and rotate. This will lock the button, preventing this from being pushed in.
- Remove the key and stow safely, the handle is now locked.
- To unlock insert the key into the keyhole and rotate. This will unlock the button allowing it to be pushed in. Push in the button and whilst keeping pressure on the button, rotate the handle to disengage the lock. The handle will stay in the open position and the window can be pushed open for ventilation as required. The hinges are friction stays and as such hold the window in the position it has been pushed to.
- If a restrictor device has been fitted (to upper floor windows) this will need to be disengaged to allow the window to open fully.
- The window can be locked in a 'Night Vent' position to allow ventilation whilst keeping the window locked. Though this feature should not be used if the property is being left empty as this could compromise security.



Friction Stay Hinges

Maintenance is important but straight forward. Keep the friction stay track free from dirt and grime and keep the hinge mechanism clean. Lubricate metal parts, regularly, with a machine oil such as 3 in 1, concentrating on the pivot points.

Friction can be increased or decreased by adjustment of the turning screw, thus the opener can be made to open slower or faster. Please be careful not to:

- Over tighten the screw.
- Apply too much friction (making the vent difficult to close, possibly buckling the hinges).
- Apply too little (making the vent unable to stay open and slam shut, damaging the window).

*Adjustment
Screw*



Egress Easy Clean Friction Hinges

Egress hinges allow the window to open to 90 degrees to give a clear exit in case of fire.

Some egress hinges allow for cleaning the outside pane of glass from inside by enabling the vent to slide sideways.

To allow this to happen, press the button in the track; then slide the whole vent carefully away from the hinge side to the easy clean position.

Following using the 'easy clean' option when the hinges are returned to the original position, the button should be heard to click back into place the prevent accidental 'easy clean' opening or opening distortion.

(Fig. 2)
Egress Open



(Fig. 3)
Easy Clean



(Fig. 4)
Button in the hinge 'track'

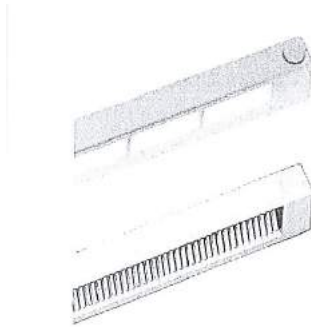
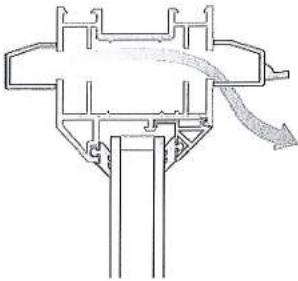


Ventilation

Windows may be fitted with a trickle ventilation unit, located at the top of the frame or (more usual) in the top of the sash.

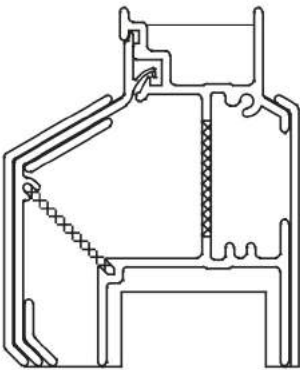
This is designed so that you can control ventilation and minimise any build up of condensation.

Simply open or close the ventilator by pushing the finger lever up or down. No maintenance is required apart from periodically cleaning.



Glazed-In Vent - Airstrip 200

In-Glass Ventilator, PVC Hood, Knob operation & easily controllable



Care and Maintenance

To keep your Doors & windows looking good, we recommend they are cleaned regularly to minimize the build-up of grime and dirt which will prolong the life of the surface. The frequency of cleaning will vary by windows position and environmental conditions in which it is fitted, but, in general, cleaning should take place approximately every eight weeks.

Do:

Frequently wash down the surface with warm soapy water (washing up liquid is suitable) and wipe dry with a soft cloth.

Do Not:

- Use abrasive cleaners or scouring pads on the surface of the frame or glass.
- Use high pressure or steam cleaners.
- Use any kind of bleach or solvents, including white spirits, methylated spirits, cellulose thinners, nail varnish remover or other solvents.

Scratches To Composite Doors

Minor scratches can be covered over with special touch up paints available from IDM Doors Limited.

In some instances coloured scratch-filling polish as used on car bodywork may also be used. Deeper scratches will require filling with a coloured wax or a matched paint.

Accidental dents or scratches to PVC may be repaired by using a specialist upvc repair kit which are available from Konig UK <https://konig-uk.co.uk/repair-kits>. We can undertake such repairs on site, using this equipment, costs on request.

Replacement Keys

Key spares can be cut by most reputable locksmiths by taking a key to them for copying. We do not keep copies of the keys and the cylinders are not numbered and as such are not traceable.

Condensation Note

Our windows and doors are supplied with a good insulation value and as such if there is a condensation problem within the property then the installation of new doors and windows may make the problem worse by shutting down any existing draughts allowing condensation to build up on cold surfaces.

Internal Condensation

Condensation is caused by excess moisture in the air, from bathrooms, kitchens, clothes drying on radiators etc. Ventilation is needed to remove either the moisture from the air and also heating is required to raise the air temperature above the dew-point, so the moisture does not condense out onto any cold surfaces or moisture in the air needs to be removed by de-humidification.

External Condensation

Please note there is a phenomenon where condensation can occur on the outside of the window panes, particularly during the change of seasons. This may happen because your window or door is effectively insulating the inside of the building and keeping the cold moist air outside, which can condense on the cold outer pane of the window. There is no known solution to this problem other than wiping the moisture off and in fact shows that the window or door is effective in providing effective insulation. Additional information regarding this issue is available from the Glass and Glazing Federation – 02079 399101 or web <http://www.ggf.org.uk>

Warranty

Composite Doors

The IDM Composite door slab is guaranteed free from defects for 25-years in material or workmanship that might unreasonably affect its performance. The through-colour of the fibreglass is guaranteed for 10-years against blister, chip or peeling. This excludes damage from impact, neglect or miss-use. The external colour of the door is expected to fade over time, as with most products exposed to the elements, and this is depending upon the site conditions.

Upvc Doors & Windows

Our Pvc-U frame materials have a 5-year Manufacturing Warranty against faulty materials and workmanship.

Glass

Double and Triple glazing units have a 10-year guarantee against the unit failure. The door glazing bead has a 2-year Warranty against seal failure.

Ironmongery/ Hardware

Finishes to general ironmongery items are guaranteed for 2-years (subject to reasonable wear and tear and adverse atmospheric conditions), however individual items with higher specification finishes and extended guarantees are available.

Lever handles, Friction Stays and Letter plates have a 2-year mechanical Warranty.

Locks

Lock mechanisms have a 2-year mechanical warranty.

The Warranty is not transferrable, terms vary from item to item according to the manufacturer. In the event of a warranty claim, proof of purchase and date of purchase will be required. This Warranty is limited and 'IDM Doors Limited' will only agree to repair or replace the defective products. All other damages, whether proximate or localised are not covered. The repaired or replaced items will be covered by the Warranty only for the remainder of the original warranty.

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