



# CARE AND MAINTENANCE INSTRUCTIONS

## Aluminium windows and doors

You are now the proud owner of a SUNFLEX UK aluminium window and/or door system. Your system has been manufactured to the highest standards and will be a pleasure to use. To ensure that your system is kept in its peak condition we recommend that you follow the simple steps below; these guide notes are intended to help you maintain your system and ensure optimum performance at all times.

### GENERAL ADVICE AFTER WINDOW OR DOOR INSTALLATION

1. Do not attempt to completely open up door or window system unless you have read the operating instructions and followed the instructions contained therein.
2. Do not leave keys in lock when opening doors.
3. Protect floor tracks from cement debris which could cause obstruction and damage wheels.
4. Expansion gaps must be left in floor screeds and timber floor finishes so that track alignment is not affected. Care must also be taken when laying tiles and paving slabs that track is not lifted in any way.
5. Do not cut off damp proof membrane protruding externally from underneath the floor tracks.
6. Ensure damp proof membrane protruding externally from underneath the floor track is upturned before laying internal floors to prevent water ingress.
7. Protect finished surfaces from cement which can discolour the finished surface.
8. Ensure floor levels do not exceed recommended maximum floor height shown on working drawings.

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#### CLEANING

The best method of cleaning is by regular washing of the coating using a solution of warm water and mild, non-alkaline detergent. All surfaces should be cleaned using a soft cloth or sponge, using nothing harsher than natural bristle brushes. This will remove grime, grease and chalking (Cleaning of window sections etc. can be conveniently carried out at the same time as glazing cleaning.).

Rinse thoroughly with clean water then dry using a soft cloth or leather. If the atmospheric pollution has resulted in heavy soiling of the coating, then nothing harsher than white spirit should be used for cleaning.

The frequency of cleaning depends in part on the standard of appearance that is required and also the requirements to remove deposits that could, during prolonged contact with either the powder film or the metal substrate (if exposed) cause damage.

In marine environments systems should be washed with clean, fresh water to prevent build-up of salt deposits. Likewise, ridges, grooves, joints and drainage channels where salt or other deposits can collect should be well washed with clean, fresh water to prevent corrosion sites from occurring.

In hazardous environments the normal frequency of cleaning should be at a maximum of three monthly intervals. However where there is high atmospheric pollution or an extremely hazardous atmosphere (i.e., a combination of factors above or others) the period between cleaning should be reduced.

Where the atmosphere is deemed to be non-hazardous, e.g., rural or a "normal" urban environments, then the period between cleaning can be extended up to a maximum of 18 months. However, if heavy soiling occurs, more regular cleaning is required.

It is the condition of the powder coating company that records of cleaning schedules and frequencies shall be kept and maintained and made available if requested for guarantee purposes.

If the system is subject to any hazardous unusual environmental factors, or is close to salt water, an estuary or marine environment, then the coating company (SUNFLEX UK will advise on this on request) must be consulted on an individual basis.

An easy reference guide to follow for cleaning:

Normal Environment (with standard RAL coating or Anodise finish)	Clean and check every 12 months
Marine Coating (located over 1000M of shoreline)	Clean and check every 2 to 4 weeks
Marine Coating (located within 1000M of shoreline)	Clean and check every 2 weeks
Industrial Environment	Clean and check every 3 months
Swimming & Leisure Pools	Clean and check every 6 months

The category will depend on geographical location; environmental surroundings

(industrial, swimming pools; marine etc); levels of atmospheric pollution; prevailing wind; protection of the building by other buildings; if there are environmental changes during lifetime (i.e., rural areas becoming industrial etc).

**Do not, under any circumstances,** use strong solvents or solutions containing: chlorinated hydrocarbons; esters; ketones; abrasive cleaner or polish.

**Chemical cleaners** used on both brick and concrete contain strong chemicals that can cause damage to window and door frames. All exposed surfaces should be fully protected. If any such solutions or chemicals come in contact with the framework, wash immediately with copious amounts of water. Prolonged exposure can cause discolouration of the film, loss of gloss and damage to the coating surface.

**Abrasive shot blasting** of concrete or brick must be carried out in such a way that all glass and framework must be fully protected. The abrasive medium will not only mark the glass, losing its transparency, but will strip any paintwork from the metal framework.

**Angle Grinding** or any other works of this nature should not take place in the near vicinity of your door system. It will mark both the framework and glass.

Stubborn marks on **anodised** finishes (your contract will detail if the finish is a painted RAL colour or an anodised finish), an ink rubber can be used to remove any stubborn marks.

**Please note** where doors are installed in a marine environment any scratch or damage to any painted surface must be repaired within 24 hours so as not to invalidate the guarantee.

## LOCKING

For optimum performance of the locking mechanism, keep your keys and profile cylinder locks clean by applying a light lubricating oil to the key and insert in and out of the cylinder a few times every 3 months. This will both lubricate and clean ensuring easy operation.

## OPERATING PARTS

Should you experience difficulty with any of the operating parts, and following the above steps has not remedied this, contact your supplier/installer immediately for instruction as any damaged caused by 'forcing' parts will not be covered under your guarantee/warranty.

Should you have any queries on the above please contact your supplier/installer.

## ORDERING SPARE PARTS

Should you require spare parts for your door or window system you can order these directly from SUNFLEX UK by visiting <https://parts.sunflexuk.co.uk>

