



# Highseal Manufacturing Company

Quality windows, doors and conservatories to the trade

## Care Package



**Your PVC-U windows have been built for you using the best materials the result is that your new windows require very little maintenance. We have prepared this guide to help you get the most enjoyment from your windows for many years.**

**This care package has been written to offer a friendly guide for your product to ensure you receive the quality you have invested in. If there are any questions which have not been answered, view our FAQs page at [www.highsealfsg.co.uk](http://www.highsealfsg.co.uk), email [info@highsealfsg.co.uk](mailto:info@highsealfsg.co.uk) or ring 01724 859326 and we will be happy to help.**

Registered in England • Company Registered Number 06581087  
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## How to Care For Your PVC-u Windows

PVC-u needs very little care, just a wipe down with warm soapy water to keep it looking smart.

Never use abrasive products or solvents such as metal polish, scouring pads, acetone etc., as they may alter the gloss finish of your products. If you have woodgrain effect products abrasive cleaners could destroy the surfaces.

Remember to clear any debris from the drainage slots, these are under you window between the window and the external cill and also inside the sashes when in the open position, as a build-up of condensation may occur.

If you do have stubborn marks on the PVC-u, these can be removed using a specialist PVC-u cleaner.

If you are considering installing blinds, ensure air can flow between the window and the blind, we recommend a space of 15mm. Installers of blinds may attach blinds to the PVC-u, this is entirely at their risk.

## Cleaning the Glass

Use a purpose made glass cleaner that is non-smear. Spray the cleaners directly to the glass and get it into the corners. Then wipe the window vigorously with a paper towel until it's nearly gone – then turn the paper over and buff until dry and polished to perfection. The same needs to be done on the outside for the ultimate sparkling finish.

## Hardware

When your new product was installed it will have been carefully adjusted to ensure that everything functions properly, but over its lifetime it may need a little maintenance.

Any metal to metal joints that don't have nylon bearing (friction stays, hinges, espagnolettes and shoot bolts locking mechanisms) should be lubricated once a year with a light engineering oil, e.g. 3-in-1 or similar.

Rollers on door bolts, espagnolettes or shoot bolt mechanisms that engage with locking keeps should be lubricated once a year with a light grease, e.g. lanolin or similar.

Slight discolouration of mastic seals can be natural occurrence and cannot be avoided. This does not affect the performance of the seals.



Friction Stay



Rollers

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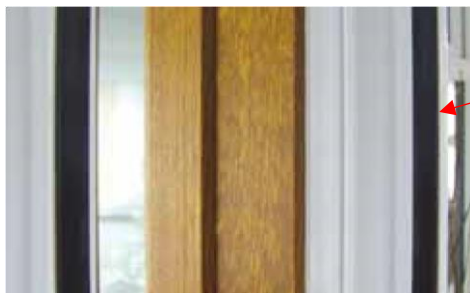
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## Handles

Door handles are often overlooked when it comes to maintenance and cleaning. To remove dirt and dust simply wipe with a damp cloth and then dry thoroughly.

## Weather Seals

Having an effective weather seal is necessary to reduce the escape of heat from your home, as well as the occurrence of draughts. Weather seals require little maintenance, simply clean with a damp cloth. If during cleaning weather seals become dislodged from their grooves, simply slide them back into position to avoid damage.



Weather seals

## Cleaning Guide

It is recommended the outside of your window is cleaned every four months to keep it in top condition. You will find each part of the window listed below in our easy reference guide. Before cleaning your windows please remove all rings, bracelets and watches, so you don't scratch the glass.

Never walk on a bay roof, do not lean ladders against the frame, glass or gutters. If access is required above a large bay window, tower fixed scaffolding is recommended.

Area	Frequency	Recommended cleaning method	Notes
External glass	Every 4 months	Keep grime and grit free with warm soapy water  Finish with a proprietary glass cleaner	Use only soft cloths  Leaded glass: oxidation will naturally occur over time  Specialist glass (e.g low maintenance glass) please refer to the manufacturer's guidelines
Internal glass	Once a month	Any glass cleaner	Use only soft cloths
Window and door furniture	Every 4 months	Use a soft duster or damp chamois leather to remove dust and surface dirt	The superior polishing's and coatings eliminate the need for regular polishing or cleaning  Do not use abrasive products or solvents, such as metal polish, scouring pads, acetone etc.

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## The Maintenance and Cleaning of Glass

### **Cleaning Recommendations**

Glass cleaning should be carried out at regular intervals depending on site location, area, weather etc. It is essential that all glass be thoroughly washed to eliminate all abrasive and chemical laden dust that can be potent on commercial construction sites.

A solvent such as white spirit and professional glass cleaner may be used to remove any glazing compound, finger marks or grease.

### **For self-clean (Activ/Bioclean) Coated Glass Types:**

- Start by spraying clean water to rinse the surface of the glass. This is best done when the glass is in the shade and not being heated by direct sunlight. (Spraying tap water onto hot glass can create visible spots of mineral deposits where it evaporates.) Spray from the top and work back and forth and downwards. This will flush the dirt away from the lean areas and ensure the entire surface is wet. The water flow should remove the bulk of the dirt from the surface.
- Flood the coated surface with spray-on cleaning solution or use a cloth saturated with the solution. Be generous with the amount of solution applied.
- Rub the wetted surface with a clean lint-free towel or cloth and repeat until nearly dry with a second lint-free cloth.
- The use of a squeegee on the coated surface is not recommended. If it is absolutely necessary to use a squeegee then particular care must be taken to prevent any metal parts from contacting the coating or dirt particulars becoming trapped under the blade and being dragged across the surface.
- Rinse liberally with clean "soft" water and wipe again with a lint-free cloth.
- To prevent streaking, stop wiping when the glass is almost dry and there is still a uniform thin film or moisture left on the glass surface. This film will quickly evaporate leaving a clean surface.

### **For Standard Non-Coated to External Surface Glass Types:**

- Always use a soft cloth
- Always use only clean water and a mild soap/detergent
- Rinse with a separate clean cloth and clean water
- Protect glass surfaces from render, cement and plaster
- Never use scarpers or blades
- Never use harsh, abrasive powder based or alkaline type cleaners

### **Glass Safety**

Glass by its nature can break if enough force is used. Abide by the following guideline for handling glass:

- Gloves, wrist guards and safety goggles should always be worn when handling glass.
- Extra personnel or lifting equipment should be on hand of lifting larger units.
- Glass should not be rested on its corners
- Areas where glass is being lifted to and from must be obstacle free.
- Any broken glass should be disposed of in a safe and responsible manner.

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## Visual Quality Standards and Guidelines for Transparent Insulating Glass Units

Highseal Manufacturing works to the GGF guidelines for Appearance/Visual Quality Specifications for Insulation Glass Units. These guidelines are recognised and respected within the glass industry.

### **How to do a professional check?**

Both panes of the sealed units should be viewed at right angles to the glass from the room side, standing a distance of no less than 2 metres away; but for toughened, laminated or coated glasses stand no less than 3 metres away. You must look through the glass, not directly at it. Do so 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 of the unit.

### **What to expect:**

Flat transparent glass, including laminated or toughened (tempered) glass is acceptable if the following neither obtrusive nor bunched:

- Bubbles or blisters
- Hairlines or blobs
- Fine scratches not more than 25mm long
- Minute embedded particles

### **Special Glass Types**

Toughened glass may show visual distortions which are accentuated by reflections in double glazing. Such surface colorations and patterns do not indicate a change in physical performance.

Laminated glass may have a few more blemishes due to it being made of several layers.

Low emissivity coating may produce transient visual effects. In oblique lighting the coating may look like a transparent film. When light coloured objects such as net curtains are placed close to glazing they will appear slightly darker.

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The above does not apply to patterned glass as its manufacturing process is different. Imperfections such as seeds and bubbles are deemed acceptable.

## **Primary Sealant (PIB) (Polyisobutylene)**

The primary sealant is typically extruded onto both sides of the spacer. The extrusion rate of hot sealant may vary, causing the amount and width of the primary sealant to vary. The placement of the spacer may also contribute to non-uniformity when the spacer is pressed to the glass in the fabricating process. Selecting a spacer of similar colour to the IGU sealants may minimise visual objections related to dissimilar colours.

The primary sealant may also be applied manually (it comes in a string form and is applied by hand), which may influence the uniformity of the applied sealant. It should ideally be continuous with no skips. Primary sealants may show above the spacer and be visible in the vision area of the IGU.

## **Double Reflection**

This occurs in certain light conditions. It is caused by multiple surface reflections in double glazing which may vary from pane to pane.

## **Brewster's Fringes – The Rainbow Effect**

Small transitory rainbow effects are sometimes produced by the glass deflecting light. Their appearance is due to high quality flat glass sheets being placed parallel to each other. This is an optical phenomenon.

## **Condensation**

Indoor Condensation:

The principal cause of condensation on glass on the inside of a building is a high internal humidity level coupled with a low outside temperature which cools the inside surface to below the dew point. Bathrooms, kitchen and other areas when humidity levels are high are particularly susceptible to this problem.

In order to control this form of condensation, condensation should be given to improving the heating and ventilation in these areas. However, another way to reduce the problem is to use high performance windows containing an enhanced thermally insulation glass.

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## Outdoor Condensation:

Condensation forms on the outdoor surface of glass when its temperature drops below the outdoor dew point temperature. External condensation only occurs in certain climatic conditions with high humidity levels and/or particularly cold weather. It is possible that, external condensation will appear on some windows but not on others. This is due to localised atmospheric conditions such as shelter from nearby trees or buildings, variable air currents and wind speeds and varying levels of nearby vegetation.

Insulating units containing an energy efficient, low-emissivity glass have enhanced thermal insulation properties thanks to high performance transparent coating that reflects heat back into the room. As a result the outer pane of glass does not get warmed by heat escaping from inside the building through the glass and remains cooler in comparison to less thermally efficient windows.

*Please note that condensation on the outdoor surface of such high performance windows is in no way an indication of a defective unit. Indeed, this can be seen as a positive indication that the enhanced thermally insulation units are actively reducing heat loss through the glass.*

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## **HIGHSEAL WARRANTY**

Thank you for choosing products from Highseal Manufacturing Company (HMC).

Hardware	2 years
Glass	5 years
PVC-u / Profile	10 years

This warranty applies to the customer and original end user only, on products purchased from and installed by us or our subcontractors. This warranty does not extend to third parties.

This warranty, set forth by Fair Share Group Limited (trading as Highseal Manufacturing Company), is the only warranty applicable to these products, and no one is authorised to modify or expand this warranty. The absolute limit of Fair Share Group Limited's liability is the purchase price of the product.

There are no other warranties which extend beyond the description on the face of this warranty, and there are no other warranties or implied warranties of merchantability and fitness for a particular purpose. The products are sold as is within the warranty under this warranty only. This warranty is the exclusive remedy. Any liability for incidental or consequential damages under any and all other claimed warranties is excluded to the extent exclusion as permitted by law.

Fair Share Group Limited, at its option, may a) repair the defective component at no cost to you for a period of two (2), five (5) or ten (10) years (depending on the product); please note that repair parts will be provided free of charge for the applicable warranty period, and there will be no charge for labour, b) provide replacement PVC-u component(s) for any defective components free of charge, with the same or equivalent product or components during the warranty period, or c) refund the purchase price of the product at the time of the original purchase. In no event shall Fair Share Group Limited be liable for more than the purchase price of the product.

Fair Share Group Limited expressly warrants and guarantees that the product furnished under the purchase agreement contract will be free from defects in workmanship, materials or fabrication unless defects or failures result from acts of God, unreasonable or improper use, improper maintenance, or improper handling.

The product is of a nature that the materials are never flawless and the natural imperfections of PVC-u, aluminium, timber and glass materials will vary within reasonable tolerances that are standard in the industry. Similarly the paint, finish or anodisation selected (if applicable) will vary with the material on which it is applied, and those surfaces exposed to weather and sunlight may change in appearance over time.

Regardless of finishing and maintenance, where improper installation by others is deemed to the cause of damage, this will not be covered by this warranty. Proper maintenance and frequency of such is dependent on the exposure and must be performed as often as necessary.

Fair Share Group Limited shall not be responsible, obligated or liable for any injury or damage resulting from the improper application or use of its products beyond the ordinary purpose for which the products are to be used, either simply or in combination with other products.

Fair Share Group Limited reserves the right to change or improve the design of any of its product without assuming any obligation to modify any product previously manufactured. Fair Share Group Limited will not be responsible for damages as a result of inadequate structural engineering and/or improper installation, including but not limited to, non-vertical, upside down,



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on the side, out of square and out of plumb and installation in structures lacking adequate moisture drainage or moisture management.

On products furnished by Fair Share Group Limited, but produced or manufactured by others, such as hardware, electrical products, plumbing components and any other accessories, the written warranty of the manufacturer, if any, will be assigned to the customer if assignment is reasonably practical. However, Fair Share Group Limited does not adopt or guarantee or represent that the manufacturer will comply with any of the terms of the warranty of such manufacturer. No other warranty is provided.

### Glass Warranty

The customer specifies glass on all projects. Glass has been inspected to ASTM industry standards and is not intended to be flawless. Minor imperfections that do not impair the structural integrity or obscure normal vision, including minor scratches, distortions and blemishes of the glass, are not considered defects and are excluded from this warranty. Glass warranties apply only to glass installed by Fair Share Group Limited or their subcontractor. Fair Share Group Limited does not cover or warranty any failures due to glass or glazing issues on units purchased open for glass or glazing by others.

Should there be a failure within the warranty period, Fair Share Group Limited will deliver to the place of original delivery a new glass unit free of charge. Replacement of glass at a later date may result in slight variations in colour as glass manufacturers improve or change coating processes; such variations are not considered defects. Fair Share Group Limited shall not at any time be responsible for repainting, refinishing or other costs associated with the replacement of glass.

Glass and insulated glass is warranted against failure for a period of five (5) years from the date of manufacture; this is limited by certain size restrictions.

For gas filled units, the glass manufacturer injects Argon or other gas at the time of production. Fair Share Group Limited makes no warranty as to the amount or percentage of gas present in the insulated glass. It is known that gas within insulated glass dissipates over time. The manner of use and conditions of installation of the product will affect the rate of dissipation. Fair Share Group Limited makes no warranty regarding the rate of dissipation of gas or the amount remaining in the window or door at any time after manufacture.

Specialty glass, including laminated glass, carries different warranties. Unless specified, specialty glass is sold as is. If noted, specialty glass specified by the customer from certain glass manufacturers will be warranted only by that glass manufacturer and not by Fair Share Group Limited.

Condensation is not a product defect but the result of excess humidity. Condensation, frost, mould, mildew or fungus on product surfaces is not covered by this warranty.

### Coatings

Aluminium products finished with powder coatings are warranted to be free from manufacturing defects that result in abnormal corrosion or deterioration of the finish for ten (10) years from the date of delivery. Abnormal corrosion means corrosion beyond what is normal for a non-coastline environment. Salt water or marine environments can be extremely corrosive. In order for this warranty to be relied upon, a proper cleaning and maintenance schedule must be followed. Anodised and other specialty finishes are provided with the same warranties, limitations and exclusions Fair Share Group Limited receives from its finishers.

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### Hardware – Limited Warranty

This warranty provides for hardware including any faulty levers, rollers, latches, handles, guides and hinges for a period of two (2) years from the delivery date. This warranty is limited to repair, replacement or reimbursement at Fair Share Group Limited's discretion, including labour.

Excluded from this hardware warranty are problems related to finishes, glass, damage due to misuse or abuse, gaskets, brushes, broken glass, improper installation, fire or acts of God or failure caused by corrosion.

To claim a replacement under the provisions of this warranty, simply provide proof of original purchase, including purchase date and EB reference, and send the part in need of replacement to Fair Share Group Limited for it to be repaired or replaced free of charge and returned to you.

### Replacement Parts & Labour

Replacement parts and labour by Fair Share Group Limited's staff or subcontractors are warranted for ninety (90) days or the balance of the existing warranty, whichever is greater.

### Compliance & Installation Requirements to Applicable Codes & Regulations

Regulations governing the use of glazed doors and windows vary widely. It is the responsibility of the customer and / or building owner, architect, contractor and / or installer to ensure that the products selected conform to the applicable local codes, regulations, plans and specifications. Fair Share Group Limited assumes no obligation whatsoever for failure of the building owner, architect, contractor and / or installer to comply with all applicable laws, ordinances, safety and building codes, plans and specifications unless with prior agreement. Fair Share Group Limited shall not be responsible for its products installed out of compliance with applicable codes, regulations, plans and specifications.

Typical installation methods may not be applicable in all situations. Where this is the case, it is the responsibility of the customer and / or building owner, architect, contractor and / or installer to check the applicable codes, regulations, plans, specifications and standards of the industry to ensure proper product installation.

### Warranty Disclaimer

This warranty does not cover any failures due to accident, misuse, abuse, alteration or faulty building construction or exposure to the elements without proper finishing. This warranty does not cover failures due to improper handling, storage, installation, maintenance or service. Also excluded from this warranty are failures resulting from use in high humidity areas without adequate ventilation and humidity control or subjection to stress from movement of structure. Similarly, Fair Share Group Limited does not assume any responsibility for defects or failures caused as a result of extreme and uncommon weather conditions, adverse pollution or extreme coastal exposure.

### Additional Terms & Conditions

By acceptance of the Contract, the customer agrees to any and all of Fair Share Group Limited's standard terms and conditions for sale of goods including all specifically noted by Fair Share Group Limited in this document. Fair Share Group Limited cannot accept any responsibility for the structural suitability of any product that we furnish based on specifications that are provided to us by others. Any modifications made to our products will void and nullify this warranty. The customer agrees that the title to the merchandise listed herewith shall remain Fair Share Group Limited's until the entire purchase price has been paid. The customer

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agrees to permit removal of said goods with or without process of law upon any default by the purchaser, and to pay any and all expenses for collection or removal of said goods including reasonable solicitor's fees. The customer agrees that they have read and understood all terms and conditions of the Contract, is a valid and authorised representative of the end user, and has communicated all such terms and conditions to end user and any other appropriate parties.

### Contact Details – Customer Services Team

We sincerely hope that you remain fully satisfied with our products. In the unfortunate event that you are not, and you encounter any defects or failures with any products supplied by us, please contact your original supplier in the first instance (if applicable). If they confirm that the defect is a matter to be dealt with by Fair Share Group Ltd then we will request your direct contact details to discuss a solution. If you purchased the goods direct from us then please do not hesitate to contact us with your purchase date, site and plot number (if applicable) and our EB number:

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