



NORDVEST UK

HANDLING, MOUNTING AND
MAINTENANCE INSTRUCTIONS



TRANSPORT

At the factory, all windows and doors are secured on pallets ready for delivery. Standard procedure is to be braced with wooden battens and steel straps, as well as stretch foil packaging. Packaging is for transport only and is not suitable for protection against precipitation and dirt on the construction site.

All deliveries take place in curtain sided lorries so that the goods are protected against dirt and precipitation. The items are always placed in the transport direction. The goods must also be secured with transport straps, or braced against the lorry in another way so that they do not move during transport.

It is the customer's responsibility to off-load the vehicle and ensure adequate arrangements for this are made. The goods will be supplied on a pallet and mechanical off-loading (fork lift truck) is highly recommended.

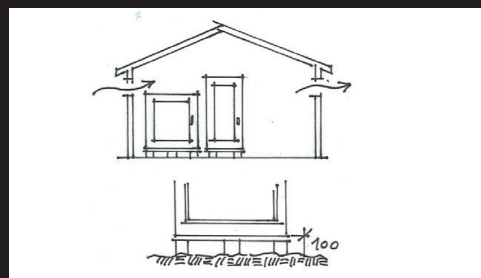
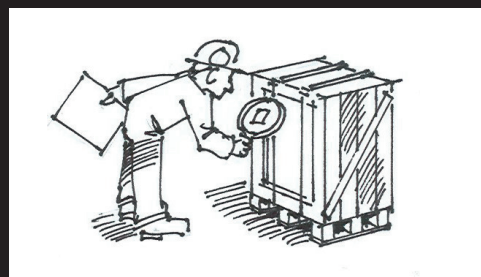
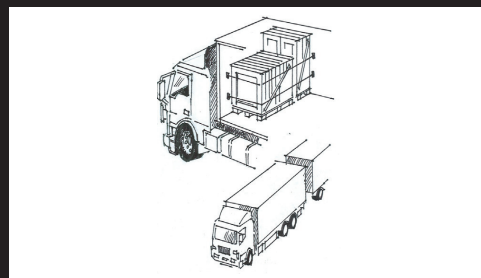
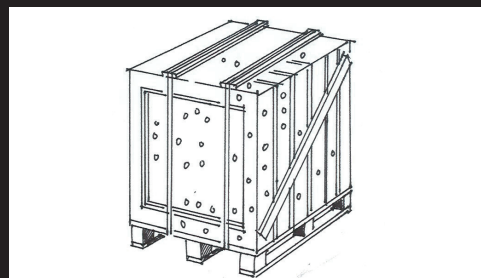
RECEPTION OF GOODS

Upon receipt of goods, damages must be notified in writing on the delivery

note or in writing to Nordvest UK Ltd within 24 hours of delivery. No liability will be accepted for damages notified outside this period. Transport damages that are not marked on the delivery note will not be replaced by Nordvest UK Ltd. Defects in the product must be notified before installation and no later than within 5 working days of delivery.

STORAGE ON CONSTRUCTION SITE

During storage and handling, the goods must be protected from precipitation, moisture and dirt. Incorrect storage during the construction period can lead to moisture absorption that damages the window's surface treatment and function. Storage should take place under cover in a suitable dry, vented building. Good aeration and a dry surface for the products are required.



INSTALLATION

Correct installation of your Nordvest product is vital for optimal function and longevity. The product must be installed in a manner and at a time which reduces the risk of damage to frame and glass through spoiling with concrete, mortar, general site dirt or acid cleaning agents.

Plan carefully where the product should be placed according to the wall structure. Windows and doors are not designed to take structural loads.

Fixing brackets can be provided on request and if used should be fitted to the products before it is inserted into the structure. Place plastic or wooden packers in the opening, at the corners and under the position of any vertical mullion. It is very important that the packers are adequate to support the product especially when installing larger heavier products.

Put the product in the opening and adjust the packers until the product is level. Use wedges to secure the top corners before putting loose fitting wedges under the bottom corners and adjust the side frame until it is plumb. When installing top hinged windows, open the frame just a few cm and adjust the corners so that the clearance between sash and frame is equal on both sides. If the window is wider than 1600mm, the top and bottom should be fixed to the wall opening. Place wooden packers between the wall and side frame before screwing the product through the frame and packer to the wall.

Ensure a clear space exists between the head and lintel so further deflection will not touch the frame. Make sure that the side frame is plumb and it doesn't bulge. When installing top swing fully reversible-windows, make sure it reverses easily to the cleaning position.

Remove wedges, and make sure that it functions as it should. Check the clearance between the sill and sash, and that the pressure to the seal is equal all the way around. If not; adjust.

Finally check the diagonal dimensions are equal and the gap between the frame and the wall is insulated before surrounds are fitted.

Important note for aluminium clad products:

When installing this type of product, it is very important to have airflow/ventilation in the space between the aluminium and the wood.

How to protect installed products during the building period:

Protect the installed products against dirt, dust and moisture during the building period. Water and dust from concrete and plasterwork will damage aluminium, product colour and glass. The use of a grinder or similar tools near the product may cause serious damage. Paint spills on fittings, seals and gaskets may reduce the function of these. Dirt may also reduce, or in the worst case, ruin the function of sliding rails and fittings.

If plastic wrap and tape is used to protect the products, make sure that the tape is made of such nature that it will not leave marks, cause discoloration or damage the surface of the products.

The building moisture must be kept under control. Indoor surfaces may be damaged by moisture impact (condensation, water and weather conditions).

How to protect the glass:

Glass is a brittle material, and it may crack. To prevent injuries, security panes have been developed. Since the producers don't know the use of the units, security glass is not standard

in some products therefore it must be specified by the customer before an order is placed. Use security panes in accordance with BS644 – safety glass in doors and areas below 800mm from finished floor level.

FITTINGS

Safety fittings are integrated as standard on top-swing outward opening windows.

On other types of windows it is not standard, but can be supplied as an option if requested. The manufacturers do not know the location of the elements, therefore, these must be requested by the customer.

Balcony doors with a friction brake for variable opening positions are normally offered where size permits. The friction brake must not be used as a doorstep. We recommend that a doorstep be fitted before the friction brake runs out completely, otherwise the friction brake / frame may be damaged.

Friction brakes that are damaged due to missing stops will be invoiced.

MAINTENANCE OF GLASS

The glass should have no maintenance beyond washing. It is easy to get scratches in glass, so avoid touching the glass with dirty fingers or gloves. Wash with liquid window cleaner and use a lot of water. Use a clean rag (dirt in the rag will cause scratches). Difficult stains can be removed with rubbing alcohol or acetone. Wash over with window cleaner and plenty of water afterwards. With caution, difficult stains can be removed with a razor blade.

SPECIFICALLY FOR MAINTENANCE OF SELF- CLEANING GLASS

The self-cleaning glass is on the outside. The inner glass can be washed / maintained in the usual way. When washing for the first time, use only cloth (not microfiber) and mild soapy water. Rinse well with a garden hose.

For difficult stains on the outside:

Wash with mild soap water and rinse well so that anything that can cause scratches is removed.

Wash with white vinegar (clear) and dry well. Do not spill on the frame. Wash off vinegar residue gently with soapy water and then rinse well with a garden hose. The self-cleaning coating then needs an activation phase with sun and water before this is optimal again (it is difficult to specify how long this phase is when you are dependent on the sun and rain).

IMPORTANT

Do not use a squeegee or razor blade on self-cleaning glass.

WASHING OF SASH / FRAME

Due to post-curing of paint, products should not be washed before 1-2 weeks after delivery.

Mild soapy water should be used for washing. Water with car shampoo is recommended. Never use concentrated wax, ammonia or other strong chemicals. This may cause blistering of the paint film which will require repainting.

The use of tape (for covering) on the paint film is beyond our responsibility and is not recommended.

The paint film can, due to building humidity, temperature and other external factors, have the curing process postponed so the paint film can stick to the tape.

If you still choose to use tape, there are special tapes for the purpose.

FITTINGS, MAINTENANCE AND SEALS

All movable fittings such as hinges, espagnolettes, friction brakes, lock cases and cylinders should be lubricated at least once a year. Do not use oil with silicone. If you spill such oil on the frames, one will have trouble getting paint to adhere when repainting.

Check that the seals are intact and clean. Damaged seals can cause air leakage and may need replaced.

Inward opening Tilt & Turn products have a mechanism with many adjustment options. When a product is mounted it is normal that it may require simple adjustment of the mechanism on some adjustment points. Contact Nordvest to receive adjustment guidance if needed.

MAINTENANCE OF SURFACE TREATMENT/PAINTING

The need for maintenance of surface treatment will vary with the product placement. That is, where it is in the wall, roof overhang, elevation and climatic relationship.

It is therefore not possible to say anything about maintenance frequency. It can actually vary in the same building.

If the paint film shows signs of dullness, graying and / or showing signs of dehydration, it's time to repaint. Drying can be seen as microcracks on the surface.

Exterior surface should be sanded with fine sandpaper. Scrape off any loose colour. Repair any cracks with flexible, paintable joint filler. Prime and treat the surface with new window paint using a product recommended by your specialist retailer.

We point out that transparent (stain) colours for windows and doors generally have a need for more frequent maintenance intervals than painted, opaque colors. Generally, 3 year maintenance intervals are expected when the products are mounted inland, while more weather-hardy climates like out on the coast will require more frequent maintenance. One must be aware that the south and west wall is normally exposed to greater wear than the north and east wall. The wear will determine the maintenance frequency. Regardless, this must be considered in each individual case as conditions may vary. It is the customer's responsibility to ensure adequate Maintenance.

One will be able to see that transparent colours appear differently based on different structure on the wood as well as different applications of this type of treatment. The wood will be more prone to discolouration and cracking. This does not give basis for complaint.

If the order contains products that are untreated, base coated or primer oiled, the products must be treated immediately on delivery and with a sufficient number of coats. For products with external aluminum cladding and internal base coat or primer oil, all visible wood must be treated on delivery. This is extra important in the rebates on openable products. The customer is responsible for the number of coats, and intervals between treatments. The wood will be more prone to discoloration, miscolouring and cracking. This does not give basis for complaint.

RESIN REVIEW

Wood contains natural resin in pockets, knots and branches. All knots are sealed from the factory, but resin breakthroughs may still naturally occur after a while. Resin breakthrough is consequently not a complaint. If this happens, apply diluted rubbing alcohol (methylated spirits) on a cloth and wash away. Lightly sand the area, prime and treat the surface before restoring the finished colour.

EXTERNAL CONDENSATION

Insulating glass continues to improve with much lower U-values. The glass is so energy efficient that there is very little heat loss and occasionally you can get external condensation. The reason water condenses on the outside surface of the glass is the temperature of the glass drops below the external dew point temperature. Condensation forming on the outside of your new windows is actually an indication that your new windows are performing very well, although we appreciate that it is not ideal!

INTERNAL CONDENSATION

Condensation on the inside of the glass occurs because hot and humid air cools on its coldest surface in the room, usually the glass. Lack of or poor ventilation, can cause condensation on the glass. In general, one can say that warm

and low humidity prevents internal condensation. Cold and high humidity increase the risk for condensation.

Note! In newly built units, there is a lot of building moisture that must be removed and that can settle as condensation on the glass.

CLAIMS

Transport damages must be notified in writing on the delivery note or in writing to Nordvest UK Ltd within 24 hours of delivery. No liability will be accepted for damages notified outside this period.

Nordvest will not accept liability for transport damage that is not marked on the consignment note, and notified by the deadline.

Any product damages, defects and shortages must be notified before installation and in writing to Nordvest UK Ltd within 5 working days of delivery. No liability will be accepted for damages, defects and shortages notified outside this period.

GUARANTEES

Given the above instructions on delivery, storage, assembly and maintenance are followed, the Nordvest UK Ltd product warranty covers the product for any manufacturing or material defects

which may occur during a 10 year period from the delivery date shown on the order confirmation.

Please refer to the Nordvest UK Ltd Product Warranty www.nordvest.co.uk

ENVIRONMENT

Nordvestvinduet is connected to approved waste management schemes for the removal of factory waste. We are a certified Eco-Lighthouse company and all timber waste is used internally in a separate department for heating. We are affiliated with the route return scheme AS Ruteretur (see www.ruteretur.no) for the collection and processing of PCB. Cardboard, plastic and wood packaging that can be re-used is uplifted for recycling. Generally, the products contain only environmentally friendly paint, wood, steel, aluminium, rubber and window glass.

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