

# ABBHEY

READING'S FAVOURITE WINDOW COMPANY

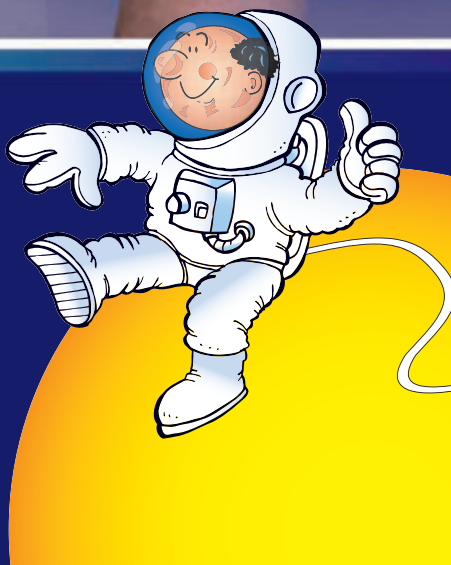


## User Guide

Advice on the correct use and maintenance of your windows, doors and conservatory

WHY BUY A WINDOW  
WHEN YOU CAN BUY A

**WARMA  
WINDOW**



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### **SECURITY**

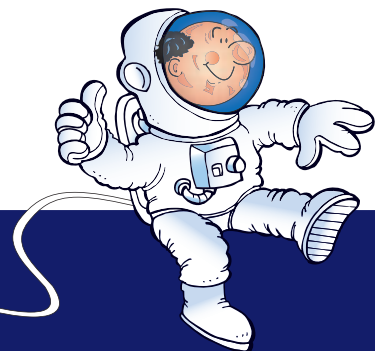
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# WARMA WINDOW



## Using and looking after your **Warma Window** products

Abbey's **Warma Window** is designed and manufactured to a very high standard with the principles of durability, strength, practicality and elegance in mind. To help you to familiarise yourself with the standard and optional features of the **Warma Window** system, we have illustrated and explained the basic operational functions in this booklet.

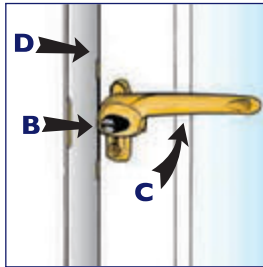
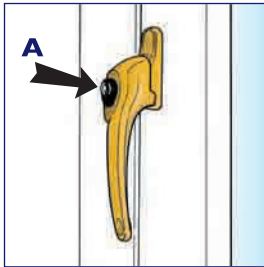
By following these simple steps, and with just the barest amount of care, the good looks and perfect operation of Abbey's **Warma Window** will be maintained for many years to come.

If having read the following instructions you are still unsure how to operate your **Warma Window** products, please contact Abbey Windows.

## Casement window

**PLEASE NOTE:** Some windows incorporate a restrictor which is separate to the hinge. When closing a window, be aware that pulling the handle directly towards you (while the casement moves in an arc movement) can stress and break the handle.

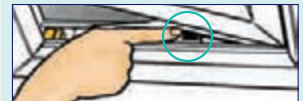
### Side hung



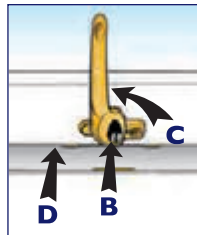
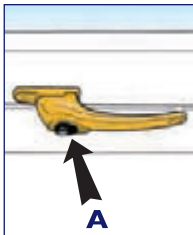
- A. Unlock window handle with key.
- B. Push-in locking button.
- C. Rotate handle through 90°.
- D. Push open window.

#### Restrictor hinge operation (where fitted)

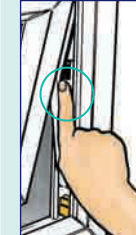
Open window to restricted position, pull to slightly and depress button at the bottom of the window opening.



### Top hung



- A. Unlock window handle with key.
- B. Push-in locking button.
- C. Rotate handle through 90°.
- D. Push open window.



#### Restrictor hinge operation (where fitted)

Open window to restricted position, pull to slightly and depress both buttons at the left and right of the window opening.

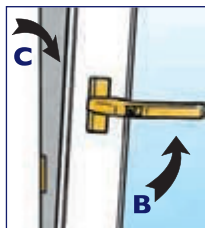
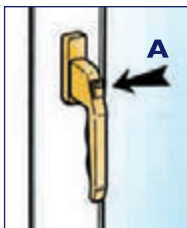
## Night ventilation



Abbey's **Warma Window** casement windows have a secondary 'night ventilation' position fitted as standard. This enables you to lock the window whilst partially open to allow a flow of fresh air into your home. Simply open the window to a gap of approximately 2cm (3/4") and turn the handle to engage the locks. The handle can be locked but please note that in the 'night ventilation' position the window is not as secure as it is when fully closed and locked.

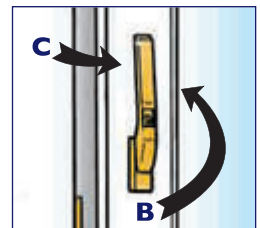
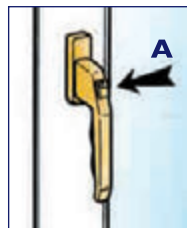
## Tilt and turn window

### Tilt only operation



- A. Turn key 90°.
- B. Rotate handle through 90° from closed.
- C. Now tilt open window. Enabling ventilation whilst safe in the knowledge that the window cannot be opened to the turn position.

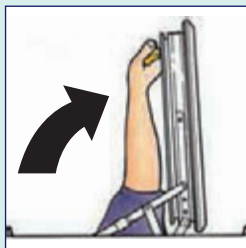
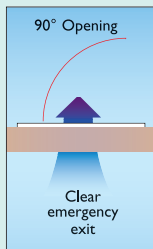
### Tilt and turn operation



- A. Turn key 180°.
- B. Rotate handle through 180° from closed.
- C. The window can now be opened to the tilt or turn position.

## Quick exit hinge (where fitted)

This special hinge allows the window to be opened to an emergency exit position (also known as a fire-escape hinge).



### Quick exit

#### Emergency exit position

Release push button locking handle and slide outwards to 90° to achieve the emergency exit position.



## IMPORTANT

### Keep safe and secure with your locking handles

Abbey's **Warmia Windows** are fitted with a key activated push button locking handle. When depressed the push-in button allows the handle to be turned to open the window. The key supplied can be used to lock the handle for a higher level of security.

As a general rule it is recommended that if the key has been used to lock the handle it should be removed far enough from the window and out of sight of anyone looking in from the outside.

**The key should be kept in an easily accessible place near the window that everyone in the home is aware of to allow a quick exit in the event of a fire or emergency.**



## Glass Quality

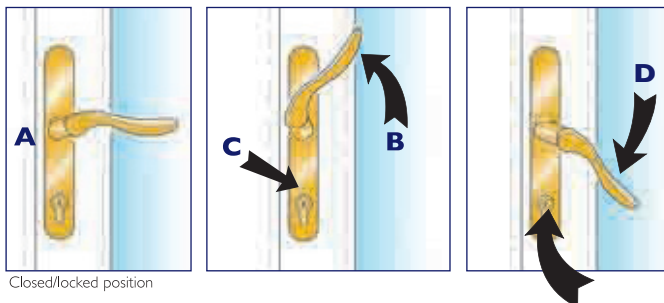
Abbey work to British Standards and GGF codes of practice for glass quality.

These rules state that glass is to look through and not at and should be viewed from a distance of 3m (10 feet). Any mark less than 25mm (1") in area or length or any mark of any size within 50mm (2") of the edge of the glass is deemed acceptable.

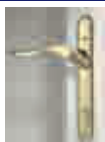


## Residential door

- A.** Door unlocked.  
**B & C.** To lock - lift handle to its maximum upward position, insert key and turn clockwise.  
**D.** To unlock - turn key anti-clockwise and push handle downwards.

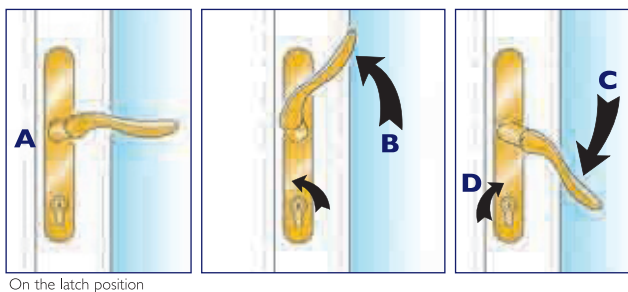


## Slam shut facility (optional extra)



The slam shut multi-locking system works in a similar way to a traditional door lock. When the door is closed it can only be opened from the outside with a key which releases the latch. The benefit of this is that the door can be left locked on its latch, preventing it from being opened from the outside whilst providing easy exit for day-to-day use.

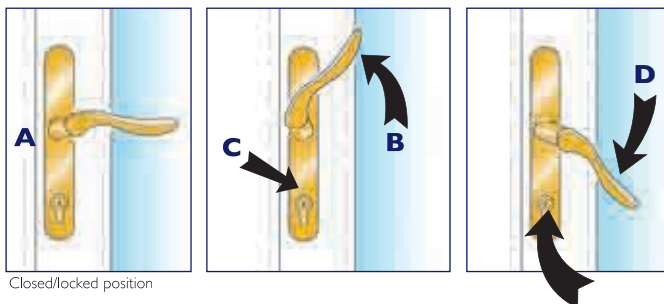
- A.** Door locked on the latch.  
**B.** To fully engage the multi-locking system lift handle to its maximum upward position insert key and turn clockwise.  
**C.** Externally - to unlock turn key anti-clockwise and push handle downwards - this will release the multi-locking system but not the latch.  
**D.** Turn key once more anti-clockwise to retract the latch whilst holding the handle down. The door will now be open.



- Internally the slam shut facility operates the same as a residential door (see above)
- For complete security the locks should be fully engaged by lifting the handle and turning the key clockwise - see B.

## French door

- A.** Door unlocked.  
**B & C.** To lock - lift handle to its maximum upward position, insert key and turn clockwise.  
**D.** To unlock - turn key anti-clockwise and push handle downwards.



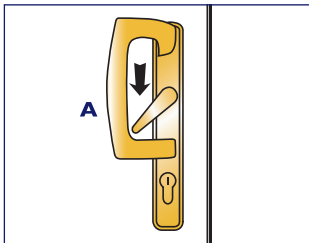
### Note. HARDWARE

Due to an ongoing programme of product improvement, hardware depicted in this guide (including locks, hinges and handles) is for guidance only.

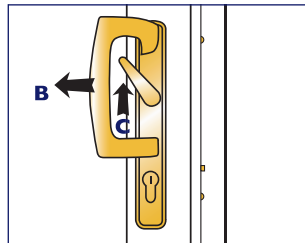
For details of actual hardware design included in your order, please refer to our sales staff.

## Inline patio door

- A.** To unlock - insert key, turn clockwise and push lever downwards.
- B.** Pull handle to slide door open.
- C.** To lock - slide door to fully closed position, push lever upwards and turn key anti-clockwise.



Closed/locked position



Unlocked position

### To lock in vented position

Slide door to the vented position (i.e. patio open approx. 45mm). Push and hold in the metal button on the locking side between the handles whilst pushing the lever downwards and key lock. Please note that this will only be possible if shoot bolts have been fitted.



## IMPORTANT

Always remove the key once the door is locked.

Always lift the handle on doors to fully engage the locking system and turn the key to lock.

This compresses the door in its frame and provides an efficient, all-around weathertight seal and the optimum security for your home.



## WINDOWS

## DOORS

## FACIAS

## CONSERVATORIES

PVC, Aluminium & Timber



## ALSO...

## WINDOW + REPAIRS

- + Steamy & broken glass
- + Roof Lights
- + Rubbing doors
- + Cat & dog flaps
- + Patio door wheels
- + Locks, handles & hinges
- + Conservatory leaks & roofs
- + SmartPoly - Conservatory roof cooling system
- + Insurance and Grant work
- + Professional Repair Service & Advice since 1986.



**FREE Recycling of waste Glass & PVC**

terms apply

# Cleaning and general maintenance

## Glass and Glazing



Any proprietary brand of domestic glass cleaner is suitable for use with Abbey's Warma Windows.

With decorative glazing, such as leads, bars, colour overlays and bevelled glass, it helps to pay particular attention, cleaning right into the edges and corners to keep them pristine, brilliant and smear-free.

Cleaning the external face can be simply achieved by using warm soap water and a basic squeegee or soft cloth. In areas of above average, polluted air quality, a mild detergent or specific window cleaner may be necessary.

To avoid scratching the glass it is recommended that any hand jewellery is removed prior to cleaning and avoid using any form of abrasive cleaner that could damage the glass surface.

Newly applied lead on glass often leaves a white residue when rainwater runs over it. This is the start of the oxidizing process that leaves lead dark in colour. It is not a fault, but residue must be wiped away to avoid any staining to the glass or pvc.

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## Mastic Seals

Whilst a high performance seal is used between PVCu products, it is normal that some discolouration of the mastic will occur. As aging progresses, you may need to replace these seals.

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## PVCu Frames



Wash frames with a mild soap and warm water solution on a regular basis to remove any grime and atmospheric deposits.

If required, clean with a non-abrasive cleaner suitable for plastics, using a soft cloth. If necessary, use a stronger, non-abrasive, proprietary cleaner such as a cream to remove any stubborn blemishes. We sell high concentrate PVC and glass cleaners on our trade counter.



**DO NOT CLEAN YOUR FRAMES WITH A SOLVENT,  
OR BLEACH BASED ABRASIVE CLEANER.**





### Warning.

Roofs can be fragile and slippery regardless of the time of year. Avoid falls from height by not attempting to climb up or get onto a conservatory / lean-to roof to clean or maintain them. We would recommend using a professional company to clean and maintain your Conservatory / Leantoo roof. We would further recommend using a professional company to clean and maintain any guttering systems attached to your roof and also any windows that are over your conservatory.



## Conservatory and porch roofs

Polycarbonate and glass roofing panels should be cleaned in a similar manner to PVCu frames, washing roof panels with a mild soap and warm water solution, preferably every four months, to remove grime and atmospheric deposits.

Long handled or telescopic soft washing brushes can be used to allow for easy cleaning of your conservatory roof.

Clear gutters of leaves and debris as required, to avoid overflow of rainwater and ensure unobstructed drainage.



**DO NOT WALK ON CONSERVATORY ROOFS WITHOUT THE USE OF CRAWLER BOARDS.**



**AVOID ALL SOLVENT BASED, BLEACH BASED OR ABRASIVE CLEANERS.**



**AVOID LEANING LADDERS DIRECTLY AGAINST PLASTIC MATERIALS SUCH AS GUTTERS, PVCu FRAMES, ROOF SHEETS, ETC., THAT MIGHT BE DAMAGED**

## Handles, catches, letterboxes, knockers and decorative furnishings

Do not use metal cleaners or polish on laquered surfaces, or any abrasive or corrosive cleaners, as these will dull the finish and wear the protective coating. Wipe only with a damp cloth or, if soiled, a mild detergent solution. Your guarantee on these items of furniture could be invalidated by using unsuitable cleaning products.



## Patio door tracks

Particular care should be taken to regularly inspect the door track and to remove any dirt, stones or other debris that could damage the rollers and effect its smooth operation. This area should be regularly cleaned with warm water and a soft brush.



## Locks, hinges, handles and other mechanical components

Because Abbey **Warma Window** products use corrosion resistant components throughout their construction, they will require no other attention than a quick, visual check and lubrication with a light machine oil of the spray-on variety such as "3-in-1" or "WD40". Moving parts should be wiped clean and lubricated at least once yearly.

**Your guarantee is conditional upon this regular maintenance.**



# Security



Abbey **Warmaw Window** high security windows, doors and conservatories are internally glazed with multi-point locking and additional antiintruder devices that offer proven protection against burglary. To take full advantage of these security features we would also recommend the following sensible precautions.

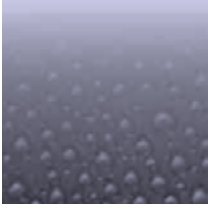
- Look at your property from a burglars point-of-view. How would you get in? If your Abbey **Warmaw Windows** and doors have raised any questions then keep on reading.
- Invest in a burglar alarm and make the most out of it - switch it on when you go out and keep the alarm's casings and signage visible.
- Don't leave a window open when you go out.
- Some windows, Abbey's **Warmaw Window** included, lock whenever the handle is closed, preventing you leaving it unsecured. But in cases where you might be away for a while, lock all windows with the key and don't simply hide them away in a drawer - leave them near to the windows, or doors, but out of view from the outside in case you need them in a hurry.
- Make sure door locking points are fully engaged by lifting the handle and key lock to operate the locking system.
- Although night ventilation on windows is a good idea, especially for rooms prone to condensation, it's not a good idea to leave them like that if you go away.
- Make use of light - burglars hate it. This can be done by installing exterior lights of the censor type, and a timer switch to turn interior lights on or off if you're away.
- Don't advertise your absence when you're away for a few days - cancel your milk and papers and only ask those you trust to keep an eye on your property.
- And lastly, if the worst does happen please, please make sure you have adequate home insurance and that your payments are up-to-date.



## Developers & Landlords

It is your responsibility to ensure that tenants or new homeowners are aware of the correct usage and maintenance requirements of these products. Additional copies of this User Guide are available Free of Charge upon request. Trade guarantee may differ from Retail. Please refer to our guarantee terms for full details.

# Condensation



Unfortunately, condensation is a fact of life. Wherever there is moisture present in the atmosphere and substantially differing temperatures on either side of any surface, degrees of condensation will occur. The effect is directly proportional not only to the temperature variation, but also to the amount of water vapour present, and in general climatic conditions water vapor is continually present in the atmosphere.

In the home the natural water content is increased by normal living activities that create steam, such as cooking, bathing, washing, boiling a kettle, etc, and such even simply breathing. The water vapour remains undetectable while floating in warm air; but upon contact with cold surfaces, windows, mirrors, tiles, etc, condensation occurs and the vapour turn to droplets.

Double glazing is specified to reduce condensation, but it cannot be claimed to cure it completely. One thing that is certain however, is that double glazing will decrease condensation, especially if there is adequate ventilation within the property.

External condensation can be caused when cold glass is suddenly warmed by light and heat reflected back from Warma (Low E) glass. This in turn can cause condensation to the external side of the outside pane of glass. This can occur early morning with a combination of cold and the sun rising, but will disperse as the glass warms. It is not a fault and cannot be avoided.



## Having problems or still unsure?

If you experience any difficulties in operating any of Abbey's **Warma Window** products or require further assistance, please contact the Abbey Windows office: **0118 9566866**

# ABBHEY

Windows | Doors | Conservatories | Repairs

## WARMA WINDOWS

NOW BETTER THAN TRIPLE GLAZING!

ASK FOR MORE DETAILS



0118 9566866

50a Portman Rd, Reading

Drop into our showroom OPEN: Mon-Fri 8 AM - 5 PM & Sat 9 AM - 12.30 PM

[www.abbeywindows.co.uk](http://www.abbeywindows.co.uk)