



Your guide to operation and maintenance



Congratulations
on your brand new
Balhousie installation



Thank you for choosing Balhousie

Whether you've purchased Balhousie windows and/or doors, this guide will help you keep your Balhousie products looking and working their best for many years to come

We've included a variety of useful tips and information to help you follow the correct operating procedures and carry out simple maintenance

Please spend some time to familiarise yourself with the contents to ensure you enjoy your new installation and get the best from your investment

It is important you follow the guidance in this manual to ensure warranties are maintained

In the unlikely event you experience any difficulties, our details can be found at the end of this guide

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Fully guaranteed

Our profiles are manufactured using tried and tested formulations from approved suppliers and will not warp, split or discolour for 10 years from date of installation

Our insurance backed guarantee is issued in association with our suppliers and based on proven technology for UV stabilised products

Further details, weathering data and full conditions can be supplied on request



General cleaning rules

Your Balhousie products require a minimal amount of care in order to give you trouble-free operation and remain in optimum condition for many years to come

Standard uPVC Frames

- Wash with soap and water e.g diluted washing up liquid to avoid the build up of atmospheric deposits
- For stubborn stains, use a non-abrasive uPVC liquid cleaner. Use sparingly and buff to shine
- Avoid solvent based cleaners and take care not to disturb any sealants

Foiled uPVC Frames

- Only use a soap and water solution to clean woodgrained or foiled windows
- Never use cleaning fluid or solvent based cleaners
- Minor scratches can be repaired using a matching RAL touch up pen

Hardware and Furnitures

- Only clean with a soap and water solution
- Do not use abrasive cleaners

Glazed Units

- Remove all hand jewellery prior to cleaning to avoid scratching
- Remove any heavy external grime with a soap and water solution
- Use an appropriate household cleaner and apply with a soft cloth and buff to a shine
- Glass fitted with external Georgian Bars may be cleaned in the same way taking care not to disturb
- If leaded strips are bonded to the glazed unit, take care as excessive pressure may dislodge the lead. External lead will oxidise, this is a natural phenomenon

General maintenance

Maintaining your Balhousie products with a few simple actions can keep seals, locking systems and mechanisms in optimum condition

Lubrication

- All locking systems require periodic lubrication and your Balhousie windows and doors are no exception
- For hardware and opening mechanisms, use light machine oil (for example 3-in-1) or silicone based spray

Drainage

- All Balhousie glazed products are designed with an in-built drainage system comprising of slots within the lower thresholds that allow any water ingress to flow on the outside. To ensure an efficient system, these slots must remain unblocked
- Periodically remove dirt, clean drain holes and check the drainage operation by flushing through water

Mastic Seal



- The mastic seal is the waterproof seal found around your windows & doors
- Please note that some discolouration of the seal is a natural occurrence and cannot be avoided
- Periodically check that the seal is still intact between frame and brickwork



Condensation

Water vapour remains undetectable while floating in warm air but when it comes into contact with cold surfaces such as windows, mirrors and tiles, condensation occurs as the vapour turns into water droplets

In the home, this natural water content is increased by normal day to day living. For example, activity that generates steam such as cooking, boiling a kettle and even breathing

Traditional house construction allowed the escape of water vapour through natural ventilation, including open flues of coal fires, air bricks and ill-fitting windows and doors. However, the drive to conserve energy and reduce heating costs has led to the sealing of homes resulting in trapped water vapour and increased problems of condensation

New buildings can also produce water vapour. During the construction stages they can absorb up to 7,000 litres of water - so throughout the drying out process, it all needs to go somewhere

With Balhousie's highly energy efficient windows and doors, condensation can form on the outside face of a double glazed unit due to the outside surface being much cooler than the inside - this is perfectly normal and nothing to worry about

Certain elevations of property can be more susceptible to condensation e.g. north facing buildings



Ventilation

Provide ventilation in your home by:

- Opening a window (please keep security in mind when leaving an easily accessible window open)
- Fitting a ventilation or extraction unit in the kitchen and bathroom
- Fitting wall vents to provide air flow

Heating

- Maintain heat in the house during cold weather and marginally increase the temperature in areas where condensation is a particular problem
- An electric dehumidifier can help in problem areas by extracting excess vapour from the air

Circulation

Water vapour will easily drift from its originating point due to the convection currents in your home. To avoid this:

- Keep internal doors to kitchen and bathroom areas closed and draught sealed where possible
- Ensure bedrooms are ventilated at night to provide air movement. If doors must be closed, install a ventilation grill in or above the door
- To ensure air flow in the vicinity of windows, curtains should be a minimum of 150mm away from the window with suitable gaps at the top and bottom

Security

Your Balhousie windows and doors have been specifically designed to include multiple security features to protect your home and family against intrusion

Remember prevention is better than cure

We recommend the following sensible security precautions should also be taken:

- Never leave a window or door open when your home is unattended
- Lock all windows whenever they are in the closed position and remove all keys
- To provide adequate means of escape in an emergency, locate keys adjacent to the window but out of external view
- When leaving the house unattended at night, ensure door handles are fully lifted and that the keys are turned in order to throw and lock all deadbolts and shootbolts for full security



Glazing information

Certain imperfections in the glass cannot be avoided even in the most carefully controlled production environment

Such blemishes and imperfections are therefore beyond our control but are considered acceptable by even the most rigorous industry standards. We would like to draw your attention to the following extract from an industry-accepted standard in relation to the glass:

1. Transparent glass used in the manufacture of double glazed units is identical to that used in traditional single glazing and will therefore have a similar level of quality
2. Both panes of the double glazed unit shall be viewed from the room side, standing at a distance of 2 metres in natural daylight and not in direct sunlight. The area to be viewed is the normal vision area with the exception of a 50mm wide band around the perimeter of the unit
3. Flat transparent glass shall be deemed acceptable if the following phenomenon are neither obstrusive nor bunched; totally enclosed seeds, bubbles or blisters, hairlines or blobs. Fine scratches not more than 25mm long.

4. Both panes of the double glazed unit shall be viewed from the room side, standing at a distance of 2 metres in natural daylight and not in direct sunlight. The area to be viewed is the normal vision area with the exception of a 50mm wide band around the perimeter of the unit

Other glazing information

Balhousie only uses the highest quality float glass available whether that is toughened or laminated which conforms to the requirements of BS6262. Double and triple glazed units produced to BS7513 conform to the highest manufacturing standards and the most uncompromising quality control and inspection routines

Patterned glass originates in very large sheets and due to spacing repetition, centralisation of any design in a specific window cannot be guaranteed

Caring for your windows

To keep your Balhousie windows operating smoothly, please read and note the steps you can take yourself

Open out windows

- Balhousie windows may be opened outwards and are fitted with friction hinges (either egress easy clean or restricted) that hold them in any desired position when opened
- The locking mechanisms, which can be either espag or shootbolt locking, fitted to the opening edge of the window, engages with slotted "keeps" fitted to the outer frame
- The secondary slot within the keep enables the window to provide a "night vent" position with the window slightly open whilst providing ventilation

Accessible windows should not be kept in the night vent position when the house is unoccupied

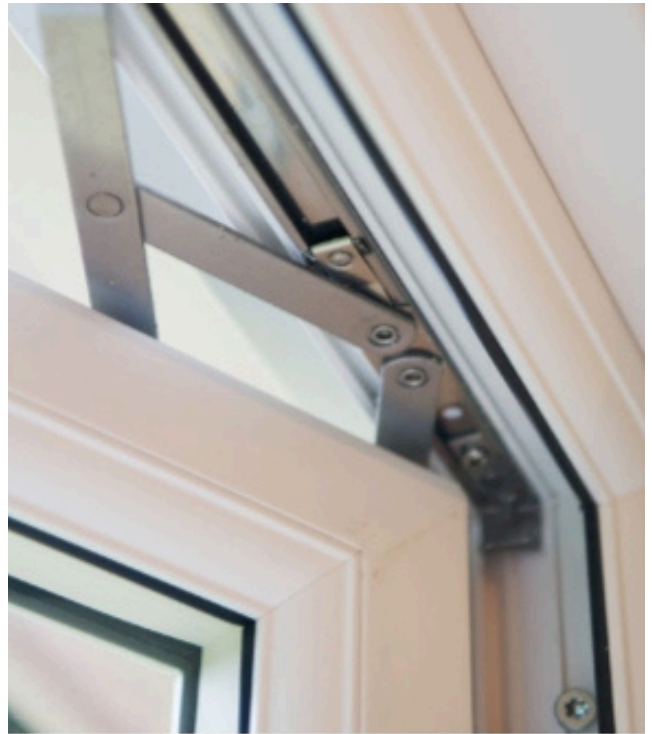
Operation



- To open, turn the key if fitted, then push the button in the centre and whilst pressed, turn the handle through 90 degrees to unlock the handle
- To close, simply turn the handle back the other way until it engages with the lock
- Once closed, turn the key to lock the window, remove it and keep it somewhere nearby

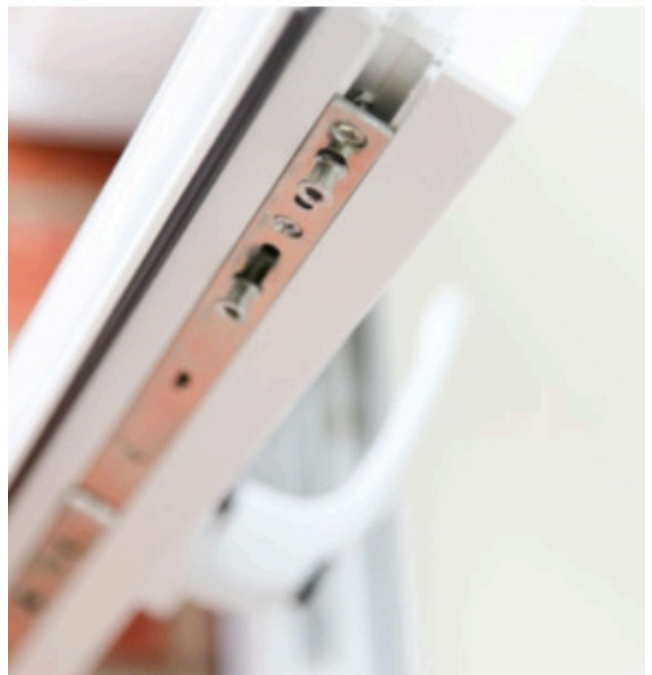
Friction hinges

- To maintain optimum performance, the scissor mechanism of the friction hinges will require periodic lubrication. The pivots, sliding shoe and tracks should be kept free of debris
- Oil all pivot parts with light machine oil (one drop per pivot is sufficient) and wipe away excess



Espag

- Lubricate as required. Keep the sliding mechanism free of dirt and lubricate each slot with light machine oil



Keeps

- Lubricate the slots of the keeps with petroleum jelly as required

Tilt & Turn Windows

- This style of window is capable of two modes of operation - tilt mode for ventilation and turn mode for cleaning and emergency exists
- Most of Balhousie's tilt & turn windows are fitted with "tilt before turn" (TBT) mechanisms for safety reasons, ensuring the window cannot be easily opened by children
- As the name suggests, the tilt mode must be performed prior to turning the window. However, these windows may also be supplied in "tilt before turn" mode where the sequence is reversed
- The window must also be fully closed before changing the handle's position
- If you are in any doubt as to the sequence of operation for your windows please contact us on 01738 441399



- If fitted, turn the key to unlock the window
- To select tilt mode, rotate the handle through 90 degrees from downwards to horizontal and pull the window inwards towards you
- The bottom of the window will remain hinged to the frame while the top tilts inwards to allow ventilation
- To select turn mode, close the window and rotate the handle through 90 degrees until it points upwards then pull the window inwards

Please note

- The switch barrier projecting from the locking mechanism, adjacent to the handle, is a safety device. It ensures only one mode can be selected at any time by securing the handle into the selected mode while the window is open
- Avoid pressing the switch barrier as this action releases the handle and could allow it to be inadvertently rotated to the alternative mode resulting in the window disengaging from its hinge points
- Always firmly close the window before changing handle position

Maintenance

- Keep sliding mechanism free of dirt and lubricate each slot with light machine oil as required
- Lubricate the faces of the keeps with petroleum jelly as required



Window restrictors

If fitted, the restrictor limits the opening of the window for child safety and to control ventilation. The restrictor may be disengaged to allow the window to be fully opened

Standard restrictors

To open - restricted

- Operate handle and open window as normal. The restrictor arm will limit opening

To open - fully

- Once opened to the restricted position, close the window slightly and manually release the restrictor by lining up the slot opening with the striker post. Whilst holding the latch, open the window fully

To close

- Close the window in the normal manner. The restrictor will automatically re-engage into the restricted position

Standard restrictors

- A special key is supplied to provide adjustment for the swinging arm and to enable the unit to be locked

To open - restricted

- Select required mode and open the window. The restrictor arm will limit opening

To open - fully

- Close window. Whilst holding down control button, re-open the window. Release button as soon as the window has cleared the frame

To lock restrictor

- Insert special key at the back of the unit and rotate clockwise half a turn

To adjust swinging arm

- Insert the key into the socket at the side of the unit and rotate clockwise to tighten the swinging arm or anti-clockwise to loosen

In the unlikely event that adjustment is needed, only a small movement (1/4 turn) will be required

To close

- Close the window in the normal manner. The restrictor will automatically re-engage
- To provide means of escape in the event of an emergency, we recommend that the keys to all windows are located adjacent to the window but out of view



Residential doors

Balhousie residential doors are available in a variety of styles and operations

Residential doors

- Doors may be fitted with lever/pad handles that limit outside opening by use of a key or twin hookbolts and single deadbolt combination with latch and lock
- In addition up to 4 rollers may be present. All locking parts engage in keeps fitted to the frame jamb



Operation

To lock

- To lock, close the door - latch engaged
- Lift the handle or pad to engage the top and bottom deadbolts/hookbolts/rollers
- Insert key and turn to engage the centre deadbolt and fully lock
- If the key will not turn, lift the handle or pad to its maximum

To unlock

- To unlock, insert the key and turn to unlock
- Press handle or pad down to disengage top and bottom deadbolts/hookbolts/rollers
- With lever handle, the door will open
- With pad handle, continue to turn key to open

Maintenance

Locking mechanisms

- With the door open, lubricate the deadbolts, hookbolts, rollers & latchlock with light machine oil if required
- DO NOT add more lubricant to the lock cylinder as this is packed with special grease
- Clean and lightly oil all moving parts

Hinges

- Clean with a soap and water solution
- No lubrication required



French doors

Balhousie French doors are designed to open fully for a wide aperture. Please note their operation and maintenance to keep them working properly

Operation

- Dependant upon the locking mechanism fitted to your door, there are two slave door locking options:
 - 1.Full slave locking (a handle operated shootbolt that operates in the same way as the master door)
 - 2.Fingerbolts (hand operated fingerbolts fitted to the top and bottom of the slave door). There is no handle present on this type of locking option

Always open the master door first to avoid straining the lock. Our installers will show you which door is the master

To lock the door after use, turn the handle upwards to engage the multi-point locks and then turn the key

Maintenance

- Ensure frames are free of dirt by cleaning with soap and water
- Check drainage holes and remove any blockages
- Lubricate pivot points with light machine oil
- Minor foil scratches can be repaired using a matching RAL touch up pen
- Check for obstructions, signs of wear and ensure fixing screws are secure



Patio doors

The "Air Glide" motion of a Balhousie patio door is what sets it apart. Ensure many years of use by following these simple steps:

Operation

Balhousie patio doors are fitted with its patented integral high security locking mechanism, featuring a multi-point locking system and shootbolts with integral reinforcement

- To open, move the lever upwards, take hold of the handle and slide the door open
- To close and lock, ensure the door is in contact with the frame and move the lever into the downward position

Maintenance

- Ensure frames are free of dirt by cleaning with soap and water
- Check drainage holes and remove any blockages
- Lubricate pivot points with light machine oil
- Minor foil scratches can be repaired using a matching RAL touch up pen
- Check for obstructions, signs of wear and ensure fixing screws are secure. Keep brush pile free from dirt



Dos and Don'ts

Read and note the following checklist to ensure continual optimum performance of your Balhousie products

Dos

- ✓ Clean glass regularly with a good quality liquid spray glass cleaner
- ✓ Frequently wash down uPVC profiles with warm soapy water and wipe dry
- ✓ Only use cleaning materials which don't impair anti-corrosion properties of the surface coatings
- ✓ Use cream cleaner for isolated stubborn stains on white uPVC only. Apply with a damp cloth using minimal pressure
- ✓ Ensure drainage slots are unblocked and free from dirt and debris
- ✓ Keep all tracks clear of dust and debris in order to reduce wear and tear on sliding parts
- ✓ Check fire escapes' hardware regularly for wear and tear and a consistent fit
- ✓ All moving parts are lubricated but will benefit from a small application of light oil once a year
- ✓ Replace damaged or worn parts with original Balhousie parts

Don'ts

- X Use abrasives or brass cleaner on furniture: handles, door knockers or letter plates
- X Use glass cleaner on the uPVC profile
- X Use high pressure or steam cleaners
- X Paint the uPVC profiles
- X Use any type of bleach, solvent cleaner (e.g. white spirit etc) or adhesives
- X Use abrasive paste or cream cleaners on any uPVC profile
- X Use excessive loads on the windows and doors
- X Use abrasive solvent-based cleaners on self-cleaning glass
- X Use any unspecified tools or abrasive papers



5 great reasons to choose Balhousie

30 years experience

With over 33 years of experience in the home improvements industry, you can be assured of the very best products, installations & advice

Approved Which? Trusted Trader

We have undergone a rigorous assessment to gain our Which? Trusted Trader endorsement, giving you peace of mind

Top Quality

As a customer-focused company, we pride ourselves on the quality of the products we supply and the craftsmanship of our installations

10 year guarantee

We offer a 10-year insurance-backed guarantee on our products from date of installation giving you complete value for money and peace of mind

Employee owned

Our employees are co-owners of Balhousie, resulting in staff who are dedicated to the company and its success

Balhousie Glazing Ltd, 11 Feus Road, Perth PH1 2AS
Tel - 01738 441399 info@balhousie.com