



Conservatory Maintenance and Care Guide

Congratulations on your purchase of a Conservatoryland conservatory. This guide has been compiled to ensure that you keep your conservatory looking great, and working it's best for many years to come.

Please take your time to familiarise yourself with the information contained within this guide to ensure warranties are maintained.

Important!

Please keep this guide handy for future reference.
This guide must be made known to anyone coming into contact with your conservatory roof glass.
e.g. Your window cleaner

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Self cleaning Roof glass maintenance

Important!

Do not clean your roof glass during the first week after installation. This will allow any sealants used during the installation to fully set.

During the week after your installation, the self-cleaning property of your roof glass will be progressively activated triggered by exposure to UV light. The length of time it takes to activate the coating by UV rays is largely dependant on the season, and the orientation of the glass, but normally happens within a week

Cleaning equipment required:

A soft, clean lint-free cloth or chamois leather, or a clean, soft non-abrasive sponge.

All cleaning equipment must be kept clean. This prevents any dirt or abrasive particles transferring from the equipment onto the glass, which could scratch or damage the coating.

Under no circumstances should any metal objects or harsh chemical solvent cleaners be used to clean, or otherwise come into contact with the coated surface. Never use steel scrapers, squeegees, scouring agents, steel wool, razor blades or other hard objects which will scratch the glass.

Cleaning products:

Clean water will normally suffice. Standard mild glass cleaning products such as stardrops or Fairy liquid can also be used. 'Soft' water is best for cleaning glass. In hard water areas*, Hosing down could result in white marks or milky appearance to the coated surface. A small amount of solvent free

Detergent can be used, via a suitable applicator to soften the water, and minimise the effect. The white marks can be minimised by avoiding hosing the glass at the hottest time of the day.

Extended dry periods can cause a build-up of contaminants on the coated surface. Under such circumstances, gently hose down the glass and let the glass dry naturally. Spraying should be conducted during the coolest part of the day & not in direct sunlight. It is best to spray from above to mimic rainfall to prevent leaks due to water getting into areas rain wouldn't. **Please note: Pressure washers should not be used.**

Finger marks on the coated surface will, under normal circumstances, disappear. Where such marks persist, with glass should be cleaned in accordance to the information in this guide.

If silver coloured areas or grease appear on the surface of the glass- this means that the coating is working and the oil-like stains will be washed away next time it rains.

After cleaning with a soft cloth, a period of reactivation may be required. This is typically 5-7 days.

Do not splash paint or cement products onto the glass. If ink or paint gets onto the glass, remove it using a soft cloth and non-abrasive cleaner

Where self cleaning glass units are likely to be stained by white carbonate run-off from lead flashing (i.e. the conservatory roof) it is recommended that all lead adjacent to the glass surface is treated with patination oil or leadshield prior to installation.

Care should be taken to ensure that alkali run-off from concrete etc. Does not contaminate the glass surface**.

All maintenance and repairs above and beyond basic cleaning needs should be carried out by a recommended installer. Never use standard silicone in conjunction with self cleaning glass.

*If the water quality is very hard (greater than 180ppm combined content of calcium carbonate CaCO₃ and magnesium carbonate MgCO₃, rinsing water should be softened with a domestic water softener or by adding a couple of drops of detergent (such as dish washing detergent) per litre of water.

**Please seek out specialist advice for the removal of contaminating deposits.

External condensation

Water vapour is undetectable when it is floating in warm air. But, when it comes into contact with a cold surface, like the glass in your conservatory windows and doors, condensation occurs as the vapour turns into water droplets.

Traditional house construction allows for the escape of this water vapour through natural ventilation, such as flues, air bricks, and poorly fitting windows and doors. Since the drive to conserve energy, and the recent innovations in the efficiency of double glazing, certain weather conditions may allow the external formation of condensation on energy efficient windows and doors. This should not be deemed a fault, instead this is a clear indication that your glass is preventing heat loss from your conservatory.

Certain elevations of the property can be more susceptible to condensation, such as north facing buildings.



Condensation (inside the sealed unit)

This is between the two panes of the double glazed sealed unit, and unlike the example above, you wouldn't be able to wipe this off with a cloth, as you do not have access to the surface where the condensation has occurred. The unit has broken down and requires replacing.

Visual quality of sealed glass units

Because of the nature of the glass production process, perfect optical quality, and glass surfaces free of any marks cannot be guaranteed. Some blemishes should be expected.

The following information is based on the current recognised European and industry standards. This is supported by the Glass & Glazing Federation document "Visual quality of double glazing - after installation".

Viewing sealed units for scratches on the outer faces of the panes must be carried out as early as reasonably practical after installation.

How to check

Stand no less than two metres away from the pane, three metres for toughened or coated units. When it is not possible to stand the right distance away, stand as far away as possible.

- Look through the glass, not at it.
- Check in natural light, not direct sunlight
- Make sure there is no moisture on the glass unit
- Exclude from the check the 50mm band around the frame.

What to expect when viewed as described

The sealed unit is acceptable if the following are neither intrusive, or bunched.

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

If you have any queries regarding the visual quality of your glass, please contact the Glass & Glazing Federation.

Polycarbonate maintenance

Cleaning:

Wash the roof periodically, at least every four months. Use copious amounts of lukewarm water with an ordinary non-abrasive household cleaner and a sponge or soft cloth. Particular care should be taken when cleaning hardened debris from the roof.

Never stand directly on the roof.

Never use any abrasive cleaners or solvent cleaners

Do not scrub polycarbonate sheets with brushes or sharp instruments.

Avoid all contact with wood preservatives or paint.

Window care and operation

Opening out windows

Your windows (where you have chosen to have opening sashes) open outwards, and are fitted with friction hinges. Which hold them in the desired position when opened.

The locking mechanisms are fitted to the opening edge of the window, and engages with slotted 'keeps' which are fitted to the window frame.

There is a secondary slot within the keep, which enables the window to have a 'night vent' position. This leaves the window slightly open to allow ventilation, whilst still being locked if desired. Please note, you should never leave opening windows in the night vent position when your property is left unoccupied.

Operation

To open the window, Turn the key if fitted, then push the button in the centre of the window handle, and turn the window handle through 90° to unlock the handle.

To close, simply turn the window handle back the other way, Until it engages with the lock.

Once the window is closed, turn the key to lock it, and keep the key somewhere safe nearby. (Never leave the key in a visible place when the property is unoccupied.



Friction Hinges

To maintain optimum performance, The scissor mechanism of the hinges will require periodic lubrication. The pivots, sliding shoe and tracts should be kept free of debris.

Oil all pivot points with light machine oil (one drop per pivot is sufficient) and wipe away any excess at least every 3 months.

Espag

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

Keeps

Lubricate the slots of the keeps with petroleum jelly as required



Single & French door care and operation

Single and French doors are fitted with lever handles, operated by use of a key and deadbolt combination. In addition, up to four rollers may be present. All locking points engage in 'keeps' fitted to the door frame jamb.



Single door Operation

To lock, close the door - latch engaged.
Lift the handle to engage the top and bottom rollers.
Insert the key and turn to engage the centre deadbolt and fully lock the door.
If the key does not turn, lift the handle to its maximum.

To unlock, Insert the key, and turn to unlock.
Press the handle down to disengage the top and bottom rollers.

French door operation

All of our French doors are now full slave locking doors with two handles (The handle on the slave door operates a shootbolt locking mechanism in a similar way to the master door).

Always open the master sash first to avoid spraining the lock.
To lock the door turn the handle upwards to engage the multi point locks and the turn the key.

Maintenance

Whilst the door is open, lubricate the deadbolts, rollers & latch lock with machine oil if required.
DO NOT add additional lubrication to the lock cylinder as this has already been packed with special grease.
Clean and lightly oil all moving parts.

Hinges

Clean the hinges with a soap and water solution. No lubrication is required.

Patio door care and operation

Our patio doors are fitted with patented integral high security ModLock™ locking mechanism, featuring a multi-point locking system and shoot-bolts with integral reinforcement.

Operation

To open the door, move the lever upwards, take hold of the door handle and slide the door open.

To close and lock the door, slide the door closed and move the lever into the downward position.

Maintenance

Ensure frames and tracks are free of dirt by cleaning with soap and water.
Keep the brush pile free from dirt. Whilst the door is open, oil the locking mechanism.

Bi-fold door care and operation

Operation

There are multiple sizes, styles and configurations of our bi-fold doors. The below operation example is for our most popular style bi-fold door, a '3-3-0' where all of the sashes are linked and open together in one direction. The principles in the operation guide apply for all other styles of bi-fold doors.

Style '3-3-0'

Opening the door

Unlock and open the first door in the run. Fold the door back and ensure the magnets at the top of the doors engage if applicable.

Move the internal handle between the first folding set of doors through 90° - this will unlock the shoot-bolts in the top and bottom track.

Depending on the doors opening direction, push, or pull the "D-handle" to start the folding motion. Slide until the doors fold back, making sure the magnets at the top of each door are engaged to hold them in place. The clever folding keys means you don't have to worry about leaving keys in the locks.

Closing the door

Slide the folding door towards the centre of the opening.

Towards the end of the motion pull (or push depending on the doors opening direction) the "D-handle" and compress the door against its weather seals. Turn the internal handle 90° to lock the doors in place.

Once the other doors are closed, close and lock the master door.



Maintenance

Roller mechanisms carrying the door sashes are fitted with sealed stainless steel bearings and require no lubrication.

Ensure the top and bottom tracks are kept free from debris or obstacles which may impair the function of the product.

Door locking mechanisms to be cleaned and any moving parts to be lubricated with a light machine oil at least once a year, and more frequently where appropriate.

For PVCu parts clean regularly with soap and water. **DO NOT use any type of solvent cleaner on wood-grain PVCu (Rosewood, Golden Oak and Grey).**

Conservatory gutter care and maintenance

You will notice that the gutters and box gutter (if applicable to your conservatory roof design) will be different from those on your property. All conservatory guttering is designed to be laid level, rather than having a fall towards a downpipe. Therefore, you will occasionally notice standing water in the gutter. This is completely normal, and nothing to worry about. However, it is still important to ensure that all gutters and their outlets are kept clear of leaves and debris to maintain efficient operation. It is also recommended to clean your gutters after a storm, as this is likely to lead to an increase of leaves & debris in the conservatory gutter.

Whilst your conservatory roof is designed to stand up to the worst of the British weather, You should never walk on any conservatory roof. You should also never lean ladders against the UPVC frames, glass or gutters, as this may cause damage to your conservatory.

Roof PVCu care and maintenance

Internal and external PVCu cladding can be cleaned using soapy water. Do not use any solvent based cleaners on wood-grain UPC (Rosewood, Golden Oak & Grey), or near to Activself cleaning glass.

If dirt is allowed to build up on the UPVC, over a period of time, it may become more difficult to restore the original surface appearance. It is important when you are cleaning the roof glazing, that any deposits are not allowed to remain on the UPVC as they may cause discolouration or damage to the UPVC surface.

In addition take care to avoid damage to, or discolouration of the members, if you are stripping paint from a surface adjacent to the conservatory. For example if you were using a blowtorch,



Frame PVCu care and maintenance

White PVC frames

Clean with soapy water (diluted washing up liquid is fine), to avoid the build up of any atmospheric deposits.

For more stubborn stains, use a non-abrasive liquid UPVC cleaner. Use this sparingly, avoid using too much pressure, and buff to a shine.

Avoid solvent based cleaners, and take care not to damage any sealants around the frame.

Please note: Silicone sealants may discolour slightly over time, this is perfectly normal.

Foiled frames (Rosewood, Golden Oak and Grey)

Only use a soap and water solution (diluted washing liquid is fine).

Never use any solvent based cleaners, or liquid UPVC cleaners as this could damage or discolour the frames.

Do's and Don'ts

Read and note the following general checklist to ensure continual optimal performance of your conservatory.

Do...

- ✓ 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.
- ✓ Keep all tracks clear of dust and debris in order to reduce wear and tear on sliding parts.
- ✓ All moving parts are lubricated but will benefit from a small application of light oil once a year.
- ✓ Ensure conservatory gutters and their outlets are kept clear of leaves and debris to ensure unobstructed flow.

Don't...

- ✗ Use abrasives or brass cleaner on furniture: Window & door handles, door hinges etc.
- ✗ Use glass cleaner on the UPVC profile.
- ✗ Use high pressure or steam cleaners
- ✗ Walk on conservatory roofs
- ✗ Lean ladders against conservatory gutters.
- ✗ Paint the UPVC profiles.
- ✗ Use any type of bleach, solvent cleaner (e.g. white spirit etc.)
- ✗ Use abrasive paste or cream cleaners on any UPVC profile.
- ✗ Use abrasive solvent-based cleaners on self cleaning glass.
- ✗ Use any unspecified tools or abrasive papers.
- ✗ Do not scrub polycarbonate sheets with brushes or sharp instruments.

ConservatoryLand®
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www.conservatoryland.com
Customer service: Tel: 01623 488 888 (Option 4)
Warranty claims: Tel: 01623 488 888 (Option 5)
Email: support@conservatoryland.com

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