



CARE & MAINTENANCE MANUAL



Joinery Care & Maintenance

Congratulations on choosing Concept Windows. Concept's aluminum joinery is designed to look good and last - with a little care and cleaning your joinery will last many years.

Powdercoated Aluminium Finishes

Powdercoat can deteriorate as a result of dirt, grime and contaminated moisture. As such, it is desirable to clean your powdercoated surfaces to preserve their colour and quality. The frequency of cleaning depends on the accessibility and the severity of the environment. In general conditions, cleaning should take place at least once in every twelve months. However in coastal environments, humid conditions and industrial areas, cleaning should take place at least once every six months. To clean the powdercoated surfaces, please follow the below steps;

1. Carefully remove any loose surface deposits with a wet sponge by gently rubbing.
2. Clean by gently rubbing the surface with a soft brush (non-abrasive) and a dilute solution of a mild detergent, e.g. pH-neutral liquid hand or dishwashing detergent in warm water to remove dust, salt and other deposits. For stubborn stains use only recommended solvents on the affected area, e.g. Isopropyl alcohol (IPA) or methylated spirits and rinse off with clean water. Do not use other aggressive solvents.
3. Rinse the surfaces with clean fresh water after cleaning to remove all residues

Anodised Aluminium Finishes

Deterioration of the anodised coating can occur, mainly as a result of grime build up which retains contaminated moisture permitting attack of the surface thereby damaging the finish. For Exterior Plus AA25UM, cleaning should take place every 18 months, and for Exterior Smart AA20UM, cleaning should take place every 6 months. The aim of cleaning is to remove grime deposited with damage to anodized coating.

✔ WHAT TO USE?

The cleaning procedure adopted will depend on the current condition of the surface and the time lapsed since last attended.

If regularly maintained washing down anodised aluminium with warm water containing a suitable wetting agent or with mild soap solution. Hand rubbing is often used for small work for larger projects utensils such as fibre brushes may be more practical.

More difficult grime deposits may require the use of a mild abrasive such as pumice powder and water. Where greasy deposits are concerned, cleaning may require a soft cloth dipped in white spirits.

It is necessary to thoroughly rinse with water after cleaning especially where crevices are present to ensure removal of all residues.

✘ WHAT NOT TO USE?

The removal of grime by the use of emery paper, sand paper, steel wool or other highly abrasive materials.

Acid or alkaline cleaners are not recommended as they can damage the anodised coating.

Emulsion cleaners or proprietary chemical agents may also attack the anodised coating therefore they should never be used except in consultation with companies specialising in the cleaning of anodised aluminium.



Keeping your Glass Crystal Clear

The regular cleaning of glass surfaces is essential in maintaining its performance and quality. There are a few things that you can do to ensure it stays in optimal condition for years to come. All it takes is a little regular cleaning and easy maintenance.

1. Avoid scratching and marking the glass surface, the glass should be cleaned using only cleaning materials that are free of grit and debris.
2. Only use detergents and cleaning solutions that are produced and recommended specifically for glass cleaning. Mild detergents are preferable. Wash off all detergents with clean water.
3. Do not use cleaners that contain hydrofluoric and phosphoric acid, as they are corrosive to the glass surface.
4. Do not store or place other material in contact with the glass. This can damage the glass or create a heat trap, leading to thermal breakage.
5. Do not use abrasive cleaners, powder-based cleaners, scouring pads or other harsh materials. Avoid using tapes or adhesives that can stain or damage glass surfaces. Ensure any tapes or adhesives that are used are known to be easy to remove later.
6. At all times adhere to the chemical manufacturer's usage and safety instructions.

Low-Emissivity (Low-E) Glass requires further care and maintenance. This includes glass types of ComfortPlus, EnergyTech, EVantage, SolTech, Viridian SmartGlass, Sola Control and Sunergy. These products have a very thin coating on the glass surface. It is this hard and durable coating which gives the products improved thermal insulation and solar control performance, compared to ordinary clear glass. The coated surface of Low Emissivity glass cleans differently to ordinary glass and these guidelines are recommended for the most appropriate hand cleaning results.

1. Hand cleaning using nonabrasive products. Windex Multi-Surface Cleaner is recommended, as is a mixture of one part vinegar with ten parts water. The use of ammonia-based and alcohol based glass cleaners is not recommended as these products tend to leave visible streaks.
2. Use a lint free cloth, and not a squeegee, to distribute the cleaning solution.
3. Recommended spot cleaning products are acetone (solvent available from hardware stores).
4. Do not use any metallic or abrasive products on the surface, as the use of this can break the Low-E seal, and possibly leave stain or mark.
5. If a stain or mark is left by metallic objects on the glass, the use of hydrochloric acid may remove the mark. Apply a small amount to a clean, dry cloth and rub on affected area. Wipe clean with a clean, dry cloth. Ensure product does not come into contact with framing or other nearby materials.
6. At all times adhere to the chemical manufacturer's usage and safety instructions.



Caring for your Hardware

Your windows and doors will contain hardware that if looked after properly will extend the life and smooth operation of these items. Locks, hinges, catches, rollers and the like will benefit from regular cleaning and lubrication particularly in coastal conditions. It is also important to regularly clean any dirt and grit out of tracks to enable rollers to operate effectively and smoothly.

Materials used in cleaning the hardware are the same as used in cleaning powdercoated surfaces (see above). Internal working of locks, hinges and catches can be kept in good working order by applying a small amount of spray of a lubricant such as WD40 taking care not to get any spray on other surfaces in the vicinity.



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