



GOATLEY LTD
WINDOWS - DOORS - CONSERVATORIES



Product maintenance guide and guarantee booklet

How to look after your products

PVCu Windows, Doors and Conservatories
Aluminium Windows, Doors and Sliding Doors

Valid on orders accepted after 1st August 2024

Maintenance guide/ guarantee booklet

Your products have been designed and manufactured to the highest possible standards and are relatively low maintenance. However, in order to retain the smart appearance and ease of operation, a small amount of care and attention is required. Please take a few moments to read through this manual. Following the guidelines will ensure you receive many years of trouble free service.

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PVCu Products

The pristine appearance of the R & D Goatley frame can be maintained by occasional cleaning. The frequency of this cleaning will depend on atmospheric conditions.



If you live in close proximity to an industrial area, road or coastal area, your frames will need cleaning more frequently, at least every couple of months. Under normal conditions a good quality wax used for cars is recommended and washes off thoroughly.

Stubborn marks on white frames may be removed by using an approved PVCu Cleaner, available from R & D Goatley Ltd.

Woodgrain effect foiled finishes should be cleaned with a good quality wax only. Never sand or polish as this will damage the laminated surface. Abrasive cleaners should not be used as they may alter the gloss finish of your products or destroy the laminated surface.

Care should be taken when using solvent-based cleaners as some of these solvents may seriously affect the profiles and gaskets.

When cleaning the frames, remove any debris from the drainage slots as any buildup of dirt could cause water to accumulate inside the frame and enter the property.

Condensation

In itself, double glazing cannot cause condensation

Double glazing acts as a heat barrier, and as this means that the inner pane will be closer to the room temperature than single glazing, the risk of condensation is considerably reduced. Other factors, such as inadequate ventilation however may result in some condensation occurring.

As modern properties are designed to eliminate draughts, they do not have the natural ventilation that older properties may have. Houses that have cavity wall / loft insulation can become moisture traps. In such cases, condensation is caused by insufficient ventilation. Provided the rooms are heated normally, the solution can generally be found by providing controlled ventilation.

In the case of older uninsulated properties, the dominant factor is likely to be the indoor temperature. Additional heat or the introduction of localised heat next to the window should cure the problem.

Energy rated glass may in certain cases cause condensation on the outside of the glass. This is not a fault and is simply the glass acclimatising to the surroundings and will clear over a period of time.



Leaded Glass

Products with Lead design

It is part of a natural process for new leadwork to oxidise when exposed to rain. This will create white or mottled staining, however, after a few months the oxidation will be complete and the lead will be dark grey in colour and the mottling and staining should have gone.

Take care when cleaning leaded glass as excessive pressure can dislodge the lead from the glass surface.

Warm soapy water moderately applied with a cloth will prove an adequate cleaning method.



Handles



To remove dust and grime, wipe all window and door furniture with a damp soft cloth and then dry off thoroughly.

Handles and mechanism should be checked periodically to ensure that the screws holding them to the opening part of the window or door are tight.

If window handles are loose, remove the screw cap and tighten the screw using a Phillips type screwdriver. Be careful not to overtighten as this will impair the operation of the mechanism. Door handles can be tightened in the same way, but without the need to remove any screw caps.

Handles and locking mechanism should be lubricated between the handle and the fixing rose with a light oil every 6 months. Be careful not to get the oil on the profile as it might stain the UPVc. Failure to do this will result in the window not operating correctly and will invalidate the warranty.

It is normal for the part of the handle that you hold to become more loose as time goes by. This does not affect the operation or security as it is just normal wear and tear of the working parts of the handle. This applies to both window and door handles. Manufacturers and suppliers do not guarantee against this and it does not affect the normal operation of the product.

Hardware

During manufacturing and installation, all the necessary adjustments will have been made to ensure the hardware on your installation functions correctly.

It will however be necessary during the lifetime of the product to make occasional adjustments and maintenance checks.

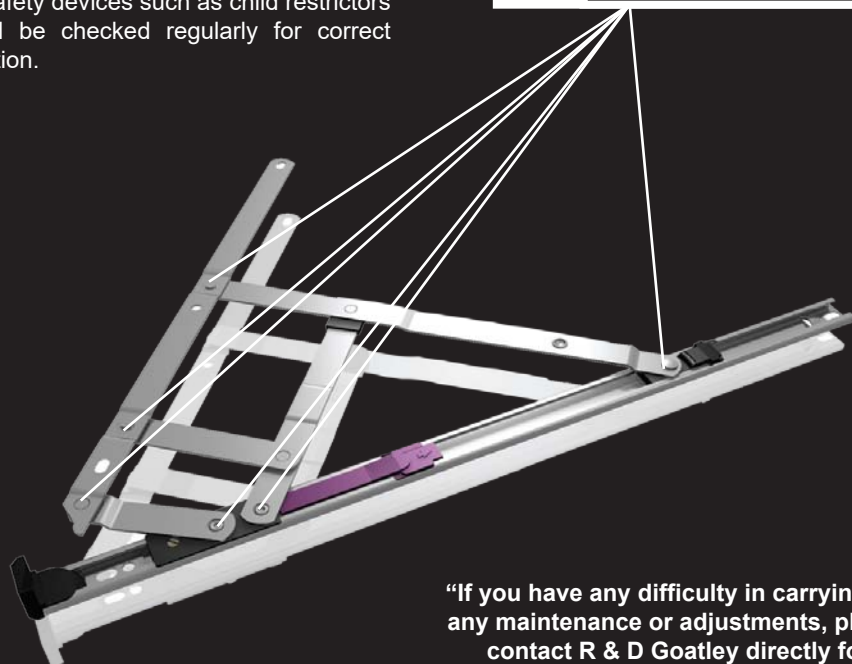
Regular maintenance of exposed, movable, mechanical parts will help them to perform at their best. The application of a lubricant to hinges, locks and handles will maximise their life.

Where references are made to oils and lubricants, this should either be WD40 or a silicone spray.

Any safety devices such as child restrictors should be checked regularly for correct operation.

Casement

- Oil and adjust furniture (friction stays)
- Lubricate hinging points occasionally with WD40.
- Adjust the small screw on the hinges to increase or decrease the friction when opening or closing the opening part of the window.
- Wipe down the hinge and the slider channel occasionally with a light oil applied with a cloth.



“If you have any difficulty in carrying out any maintenance or adjustments, please contact R & D Goatley directly for guidance.”



Tilt and Turn Windows

- If the handle is stiff this can be rectified by loosening the handle screw slightly and re-tightening until satisfactory.
- Use oil on all guide slots, behind the face plate where the slide moves up and down, safety catch, top and bottom hinge pins.
- WD40 can be used on all receivers, locking points, guide slots, striker plates and locking points on the scissor stay (top arm).
- Lubricate cover plate on handle.

“If the sash (opening part of the window) is catching, please contact R & D Goatley since any inappropriate adjustments may affect the opening/closing of your window.”



Window and Door Lock

- Wipe down the exposed face plate (located on the edge of the opening part of the window) occasionally with an oiled cloth. Spray all moving parts with a suitable lubricant, WD40 or silicone spray.
- The roller / mushroom cam locking points may need adjustment to increase or decrease the compression of the sash to the frame. These cams are eccentric and are adjusted using an allen key.
- For optimum performance of the locking mechanism, keep your keys and profile cylinder locks clean by applying a light lubricating oil to the key and insert in and out of the cylinder a few times every 3 months. This will both lubricate and clean ensuring easy operation.

“If you have any difficulty in carrying out any maintenance or adjustments, please contact R & D Goatley directly for guidance.”



Hinge Adjustment

- Adjustment can be made in two directions with a standard 5mm allen key or a 9mm flat spanner. The maximum height adjustment is 4mm.
- The hinges require lubricating at regular intervals, It is recommended that this is carried out every 2 months with either a WD40 or a silicone spray.



"If you have any difficulty in carrying out any maintenance or adjustments, please contact R & D Goatley directly for guidance."

Vertical Sliders



PVCu should be cleaned at periodic intervals to maintain the pristine appearance. The frequency depends on the geographical location and the local environment but as a general rule the frame should be cleaned whenever the glass is being done.

After cleaning, it is absolutely essential to check that all the tilt latches have re-engaged.

Do not forget to reset any Limit Stops after cleaning.

1. Slide the bottom sash clear of the cill up-stand. This releases the interlocks that prevent drafts from between the top and bottom sash.
2. Slide the tilt knobs towards the centre of the sash (tilt knobs are located on the top of the bottom sash at either side).
3. Gently pull towards you until the tilt rest arms on the side of the sash engage and take the weight of the sash.
4. Wipe over the plastic profiles with a damp cloth, working from the top of the top sash.
5. Clean the glass using water based glass cleaner or soapy water.

NB: When cleaning a window it can be difficult to clean the external travel stops. Should you be tempted to remove for cleaning, do not slide the sash as the balances can be overstretched and thus permanently damaged.

Conservatories

Frames

The maintenance of the PVCu frames on conservatories and orangeries is the same as any other PVCu product.

Roof/Gutter

It is essential that any debris / snow build up on the roof / gutter is removed as this could cause water to enter internally. All roof glass should be cleaned with warm soapy water only. If specialist glass is fitted contact the installer to discuss any specific requirements.

Drainage Slots

It is essential that all drainage slots are kept clear of any debris or snow as this can cause the water build up in the frames causing water to enter internally.

Low Level Glazing (no dwarf wall)

It is essential that all debris / snow is cleared from low level glazing as this can cause the drain slots to be blocked causing water to enter internally.





Painted Doors

Do not remove any protective film until the window/door installation is complete.

Ensure the painted frame does not come into contact with any harmful building materials for example: sand or cement.

Window and door frames should only be cleaned with luke warm water and car shampoo.

Any traces left on the glass after removing stickers can also be cleaned using luke warm water with our glass cleaner, do not use any window scrapers or sharp objects that may scratch the glass.

For added protection an automotive wax can be used (non abrasive) this is particularly recommended in coastal areas to resist against salt spray and further protect from the external elements.

Detergent must not be used; cleaning of coloured products should not be conducted in direct sunlight. A good quality wax shampoo can be used and thoroughly washed regularly.

A close-up photograph of a wooden furniture piece, likely a cabinet or drawer, featuring a dark, textured metal handle. The wood is light-colored with a visible grain. The handle is rectangular with a recessed area in the center. The text "Wrought Iron, Black & Pewter Furniture" is overlaid in white on the lower part of the image.

Wrought Iron, Black & Pewter Furniture

We highly recommend that your window and door fittings are oiled at least every few months. Iron in any form, whether cast or Malleable, is susceptible to rusting. During the finishing process TWF endeavour to cover all areas of the Antique Ironmongery, first dipping it into a liquid paint which is then stove dried.

This is then followed by the Black Powder Coating process, which is also cured by stoving. Obviously when two areas come into contact with each other an abrasive action is enacted, and sooner or later the painting processes are lost by this rubbing action. To prolong the good looks and keep the rusting process at bay we advise that the article is periodically wiped over with a lightly oiled cloth. To remove harmful deposits that will cause corrosion (This is more critical if you live near to a coastline as the salt in the sea air has a very corrosive effect on iron).

Where obvious abrasive areas of moving parts are visible, an occasional light oiling is recommended. We strongly advise that these precautions are taken. By adopting these simple precautions you will prolong the life of the products and enhance the beauty of your home.



UNDER NO
CIRCUMSTANCES USE
ANY FORM OF METAL
CLEANER OR AEROSOL
SPRAYS.

Brass & Chrome Brass Furniture

Polished Chrome

Regular cleaning with warm soapy water will help to maintain the appearance, but if required a proprietary brand of chrome polish can be used (e.g Autosol)

Lacquered Polished Brass

Our products are protected by the most advanced lacquer available and under normal circumstances should give many years of service.

They should be cleaned with a soft cloth moistened with warm soapy water or alternatively wiped over with a soft cloth with beeswax polish.

However, after a period of time the lacquer coating, especially on external fittings, can suffer a possible breakdown, especially in coastal areas where the salt air can attack the lacquer more than normal.

Therefore, the life of the lacquer is beyond the manufacturers control and cannot be guaranteed.

Woodgrained Effect Doors

Door Part	How Often	Cleaning Products
Door Sash	Every Month	Warm Soapy Water
Door Frame	Every Month	Warm Soapy Water
Hardware	Every Month	Wipe with a clean cloth using warm water and a mild wax shampoo

Door Part	How Often	Cleaning Products
Hinges	3 Monthly	WD40/Silicone Spray
Cylinder	3 Monthly	WD40/Silicone Spray
Hardware	3 Monthly	WD40/Silicone Spray

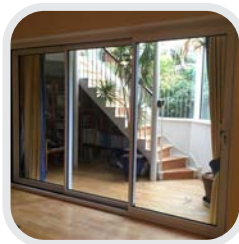
DO NOT USE

Abrasive cleaners or scouring pads , high pressure or steam cleaners, bleach, white spirit, cellulose thinners , methyalted spirits , nail varnish, removers, adhesives



Sliding Patio Doors

- Wipe down the exposed face plate (located on the edge of the opening part of the door) occasionally with an oiled cloth.
- Spray all moving parts with WD40/Silicone Spray.
- Ensure the track is kept clean and free from debris for smooth running.





Bifolding Doors

- 1.** Doors should always be opened and closed in accordance with operating instructions, should you misplace the operating instructions, please contact us for replacement.
- 2.** On odd numbered sets, when the single leaf panel is open it should always be connected into the panel catch at the top of the adjacent door. This spreads the weight of the system evenly, avoiding unnecessary strain to the running mechanism.
- 3.** Keys should not be left in the doors, when key locks are fitted to handle positions and doors are outward opening, do not leave keys in the lock after unlocking. This will cause severe damage when doors are folded.
- 4.** In outward opening systems, there will be a pull handle next to the operational handle. When closing the door system, the pull handle **MUST** be used to pull the doors into the closed position.
- 5.** The best method of cleaning is by regular washing of the coating using a solution of warm water and mild detergent. All surfaces should be cleaned using a soft cloth or sponge, using nothing harsher than natural bristle brushes. If the atmospheric pollution has resulted in heavy soiling of the coating, then nothing harsher than white spirit should be used for cleaning.

Bifolding Doors

6. Bottom tracks must be kept clean. After operation and before closing, the track should be checked for large obstacles (stones/debris) and removed. Although the running mechanism is proud of the bottom surface of the track to allow for general dust and small debris not to impede the running of the system, the track must be cleaned on a regular basis to ensure smooth operation. A vacuum cleaner is the easiest method and we recommend that this be carried out at least once every month – or more often dependent on use. After cleaning, we recommend that the track is then lubricated with a silicone spray at the point where the wheel and guide discs (at the bottom of the running gear which is connected to the hinges) connect with the track, this prolongs the life of your system. You can also spray the running gear and guide discs for optimum performance.
7. In the unlikely event of a squeaky hinge, this can easily be remedied by spraying the hinge with silicone spray.
8. For optimum performance of the locking mechanism, keep your keys and profile cylinder locks clean by applying a light lubricating oil to the key and insert in and out of the cylinder a few times every 3 months. This will both lubricate and clean ensuring easy operation.
9. Should you experience difficulty with the running mechanism or any operational parts, and following the above steps has not remedied this, contact R & D Goatley immediately to book a service call. Do not continue to use the door when you have a problem as this could lead to further failure or damage. Please note damage caused by continued use of a system requiring adjustment is not covered under your guarantee.
10. In the event of direct sunlight onto door systems installed into a south-facing property, it may be that difficulty will be experienced in locking the door system. PLEASE DO NOT FORCE THE LOCK. Due to door systems now being able to reach U-values of 1.0W/m²k due to glass and warm edge spacer bar technology, the heat build-up can affect the operation of the locking system on darker coloured door systems. A quick remedy for this is to spray the door system with cold water for a couple of minutes; this will immediately cool the outer face of the aluminium and will allow the door to operate correctly. This is not a manufacturing problem, but due to building regulations with which we all have to comply.



Aluminium Windows

Profiles

The window surfaces and inner chambers should be cleaned using warm soapy water or car shampoo wax. The surfaces should be cleaned using a soft cloth or a sponge. All areas to be thoroughly rinsed and dried after cleaning.

Drainage Channels

Most window and door frames have drainage channels and outlet slots located in the cill or base of the frame. These channels and outlet slots must be kept clear to enable free flow and efficient dispersal of any water.

Finishes

Polyester Powder Coating paint is an organic finish that requires regular cleaning and maintenance to ensure it keeps its decorative and protective qualities.

Anodised Aluminium finished windows need regular maintenance to obtain their original appearance. This is best undertaken as part of the regular window cleaning schedule, but not less than every three months. All that should be required is a mild detergent in warm water. Accumulated deposits can be removed carefully with a nylon brush or super fine Scotchbrite type pad. As with all aluminium products, acid or alkaline industrial cleaners should never be used. Certain specialist abrasives or non-etch chemical cleaners may be used in certain instances. These should be tested on a concealed area of aluminium prior to use. White spirit, turpentine or kerosene can be used on any areas contaminated with acid or alkaline additives.

Customer Name

Contract Number

R & D Goatley Guarantees

R & D Goatley offers a comprehensive guarantee on all products and installations as stated in this document. The guarantee will be valid from the date of invoice for a period of time outlined dependent on the products you have purchased. The guarantee will only be valid when full payment for work and products has been received. The guarantee is fully transferable with the sale of your property. The new homeowner must contact R & D Goatley to update the names in our system. An administrative charge of £75.00, including VAT, applies.

PVC Casement Windows

We provide the following guarantees for all PVC casement windows supplied and installed by R & D Goatley, provided that all maintenance is performed in accordance with the instructions in this manual.

10-Year Guarantee

Frames: Guaranteed against discolouration (yellowing or pinking), warping, distortion, or leaking.

Kolourbond Solid Colour Paint: Note that there is no guarantee against pearlescent or metallic finishes.

5-Year Guarantee

- **Glass Sealed Units:** Guaranteed against hermetic seal failure (misting between the panels).

- **Moving Parts:** Guaranteed against mechanical failure of locks, hinges, and handles.

Note: There is no guarantee for glass breakage or cracking, regardless of the cause.

Fascia and Soffits

10-Year Guarantee

- White Fascia Products

5-Year Guarantee

- Coloured Fascia Products

1-Year Guarantee

- Gutters and Downpipes

Try our glass cleaner



Contact our office to purchase - £14.99

R & D Goatley Guarantees

Aluminium Windows

We provide the following guarantees for all aluminium windows supplied and installed by R & D Goatley, provided that all maintenance is performed in accordance with the instructions in this manual.

10-Year Guarantee

- Frames: Guaranteed against discolouration, warping, distortion, or leaking.

5-Year Guarantee

- Glass Sealed Units: Guaranteed against hermetic seal failure (misting between the panels).
- Moving Parts: Guaranteed against mechanical failure of locks, hinges, and handles.

Note: There is no guarantee for glass breakage or cracking, regardless of the cause.

2-Year Guarantee

- **Powder Coat Finish:** On products installed in a marine environment within 1500 meters of the shoreline, provided the marine grade process is applied.

No guarantee against corrosion with any powder-coated finish installed in a marine or chemical environment if marine treatment is not selected.

Aluminium Doors

We provide the following guarantees for all aluminium doors (including bifolding doors, French doors, residential doors, and sliding patio doors, both residential and commercial) supplied and installed by R & D Goatley, provided that all maintenance is performed in accordance with the instructions in this manual.

10-Year Guarantee

- Frames: Guaranteed against discolouration, warping, distortion, or leaking.

5-Year Guarantee

- Glass Sealed Units: Guaranteed against hermetic seal failure (misting between the panels).
- Moving Parts: Guaranteed against mechanical failure of locks, hinges, and handles.

There is no guarantee for glass breakage or cracking, regardless of the cause.

2-Year Guarantee

- **Powder Coat Finish:** On products installed in a marine environment within 1500 meters of the shoreline, provided the marine grade process is applied.

R & D Goatley Guarantees

PVC Vertical Sliding Windows

We provide the following guarantees for all PVC vertical sliding windows supplied and installed by R & D Goatley, provided that all maintenance is performed in accordance with the instructions in this manual.

10-Year Guarantee

- Frames: Guaranteed against discolouration (yellowing or pinking), warping, distortion, or leaking.
- Kolourbond Solid Colour Paint: Note that there is no guarantee against pearlescent or metallic finishes.

5-Year Guarantee

- Glass Sealed Units: Guaranteed against hermetic seal failure (misting between the panels).
- Moving Parts: Guaranteed against mechanical failure of locks, hinges, and handles.

There is no guarantee for glass breakage or cracking, regardless of the cause.

Conservatory Roofs

We provide the following guarantees for all conservatory roof products (including conservatory roofs, flat rooflights, and lanterns) supplied and installed by R & D Goatley, provided that all maintenance is performed in accordance with the instructions in this manual.

10-Year Guarantee

- Structural Stability
- Water Penetration: Leaks arising from failure to clear the gutters from leaves and other debris are not covered.

5-Year Guarantee

- Glass Sealed Units: Guaranteed against hermetic seal failure (misting between the panels).

There is no guarantee for glass breakage or cracking, regardless of the cause.

Manufacturers cannot guarantee that replacement glass for the roof products will match the color of the existing glass units provided during the original installation.

1-Year Guarantee

- Other Aspects: Includes electric installation and components, radiators, plastering, flooring, drainage, ancillary groundworks, or landscaping undertaken by R & D Goatley.



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