

Window Maintenance

Keeping your home secure, warm and modern



Nottingham City Homes

Secure ♦ Warm ♦ Modern

After installation

Just like a new car, your new door and/or windows need to be run in. By following a few simple guidelines, you can significantly reduce the chance of problems occurring.

Frames should be cleaned regularly with soap water; ordinary washing up liquid is fine. If dirt is really stubborn you can use a non abrasive household cleaner or neutral car colour restorer, which should be then washed off with soapy water.

All mechanical parts of the windows should be oiled or lubricated every 12 months to maintain optimum performance.

Do not use

Abrasive cleaner or wire wool – this will damage the surface of the frames.

Mastic Seal – please note that some discolouration of the mastic seal is a normal occurrence and cannot be avoided.

Do not

Force handles or locks. If they will not operate, check there are no obstructions and try again. If the problem persists, call the Repairs Contact Centre on 0115 9152222.

To minimise the risk of condensation, you should keep the integrated ventilation strip in the open position.



Security

Prevention is Better than Cure

Your double glazed windows and doors have been specifically designed to include a variety of security features to protect your home and family against intrusion.

We recommend a number of sensible precautions which should be taken to gain full advantage of the security features available with your double glazing:

- Never leave a window open when your home is unattended.
- For added protection, lock all ground floor windows in the closed position and remove the keys
- To provide adequate means of escape in the event of any emergency, we recommend that keys to all windows are located adjacent to the window, but out of external view.



Operating instructions

- Where fitted, use the key to unlock the windows, depress the button to unlock the locking handle
- Rotate the handle through 90° to disengage the locking mechanism and open the window by pushing

Accessories

Only use purpose made add-on products if they are attached to the new frames, **do not** use ordinary screws.

Your views and comments

After the installation of your windows, you will be sent a Customer Satisfaction survey. Please complete this form. Not only will you be helping us to improve our service, but you are also in with a chance to win £50 in vouchers for taking part.

Please remember, our employees also have the right to be treated with respect whilst dealing with your installation and enquiries.

