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REHAU Operation and maintenance guide

REHAU Windows and Doors

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Operation and maintenance guide

Congratulations on your new purchase. This document will guide you through how to keep your windows and doors looking and operating their best for years to come, as well as advice on reducing condensation and maintaining the highest levels of security in your home.

General maintenance

REHAU windows and doors require very little maintenance, however it is important to ensure that the following tips are adhered to ensure your new uPVC windows and doors retain their value and appearance.

uPVC window cleaning

Whether white or foiled there is no need to use a special type of cleaner for basic cleaning requirements. REHAU profiles can be cleaned using warm soapy water, such as a gentle washing up liquid, and a damp cloth. Make sure the cloth is clean and there are no stones or debris on the cloth which may cause scratching.

Any stubborn stains can be cleaned with REHAU's uPVC cleaner. Please contact your installer for further information on REHAU cleaning kits which are available.

It is extremely important that you do not use any cleaning products which may damage the surface of the profile. This particularly applies to cleaning solutions or polishes which contain solvents or thinners. Using these products can discolour foiled and white frames and attack the surface of the profile or foil making it less resistant to the atmosphere.

Glass cleaning

For the best results use warm soapy water to remove any dirt or debris and once dry follow up with a simple household glass cleaner and a clean cloth. To remove all streaks you can use a squeegee working from top to bottom ensuring there are no drips. Any jewellery should be removed prior to cleaning to ensure the glass is not scratched.



Be sure to only use warm soapy water on your window frames when cleaning.



Drainage

Your windows/doors will contain drainage slots and channels, it is important that these are kept clear of blockages to ensure proper drainage. Please open your window or door and ensure the frame rebate is kept clean. Remove any dirt or blockages and wipe the rebate clean with a damp cloth.



Lubrication

Every element of your window or door requires maintenance to prolong life, this especially applies to hardware to ensure smooth operation for years to come.

- Any moving components where there are pivot points such as locks and hinges should be lubricated using a non-acidic mineral oil (e.g. 3-in-one oil for multi-purpose use and rust protection) at least twice a year and all surfaces surround the mechanism should be surface cleaned with a damp cloth and kept free of any dirt or debris.
- Door cylinders should be lubricated using a small amount of PTFE based lubricant. This is applied to the key and inserted into the cylinder then turned a few times inline with the normal locking function. The surface should be cleaned with a damp cloth.
- Window and door handles can be surface cleaned with a damp cloth.




Security

REHAU window and door systems are designed and tested to meet strict requirements of the relevant British standards. Security is one of the key considerations when purchasing your new windows or doors but even once they are installed there are certain things you should remember to protect your home and family against intrusion.

- Never leave your windows or doors open when your home is unattended.
- Lock all windows and doors when they are in the closed position and remove the keys but leave close by and out of view in case of emergency.
- Lock all windows and doors at night.



Condensation

Condensation occurs when there is moisture in the air that condenses into water when it comes into contact with cold surfaces. Modern houses are built in a more energy efficient way compared to traditional houses which allowed water vapour to escape through natural ventilation. Condensation increases through natural day-to-day activities such as drying clothes, boiling a kettle, bathing, cooking and breathing.

Double glazing improves the thermal properties of a window and therefore reduce the onset of condensation in the first place, but you can also reduce condensation through adequate ventilation.



Ventilation

Ventilation is important and provides air circulation within your home. Correct ventilation also reduces condensation.

- Open a window (be mindful of security).
- Fit a ventilation or extraction unit in the kitchen and bathroom.
- Fit wall vents to provide air flow.
- Trickle vents provide improved background ventilation whilst minimising heat loss.



Operation guide

The following information is general guidance on how to operate your windows and doors. For more specific information or if you have any questions please contact your installer in the first instance who will be happy to advise.



Casement windows

Casement windows have a push button or key lock. To open, turn the key if locked, push the button and turn the handle. To close, turn the handle again and if the handle is lockable turn the key.

Some window hinges may be supplied with restrictors which reduce the opening of your window, to fully open there will be a quick release button or hook and peg which will open the window further.

Egress hinges go one step further and allow the window to open to 90° for emergency access in the event of a fire.

Another type of hinge are Egress easy clean, these feature a button located on the top and bottom of the sash which allows the sash to slide for easy cleaning.

- Open the window fully and locate the buttons on the top and bottom hinges.
- Press one button and slightly slide the window towards the centre of the opening. Repeat for the second button.
- Use both hands to slide the window evenly.
- To reset the hinges to their normal operating mode simply close the window.



Tilt & Turn windows

Tilt and turn windows feature the option to both tilt and open fully inwards. The tilt function provides ventilation whilst the turn provides easy cleaning as well as an emergency exit if required.

- To select the tilt function, turn the handle 90° to the horizontal position and pull the window towards you.
- To select the turn function, from the closed position turn the handle 180° until it points upwards and pull the window towards you. The side will now remain hinged to the frame whilst the sash is now open into the room.
- To close from the turn position simply push the window until it is firmly in place and turn the handle 180° to the initial position.

Fully reversible windows

Fully reversible windows rotate 180° through the use of a unique hardware. Some hardware types feature a button which when pressed allows the window to open further and generally the operation is as follows:

- Open the window to the first restricted position by turning the handle and pushing the window open.
- To open the window to the second restricted position, locate and press the button whilst pushing the window open.
- To aid cleaning press the button again and push window open to an arms length then continue reversal by pulling window from the top until the window engages with the restrictor.



Vertical sliding windows

Vertical sliding windows are a traditional style window which slide open vertically. Depending on the specification of your window some may be fitted with latches for a tilt function.

- To open your window, unlock the window by turning the catch and leave in the open position.
- You can then slide the bottom sash up or top sash down using the ring hooks.

The tilt function may be limited as per hardware supplier recommendations and weight limits. When using this function please take care as the sashes could be heavy.

- If your windows have a tilt function, ensure the bottom sash has cleared the sill, locate and push the tilt latches towards the middle of the sash. This then allows the sash to tilt inwards. Make sure you support the sash when tilting inwards.
- The top sash can then be tilted in the same way by sliding the top sash down and

locating the tilt latches and push towards the middle of the sash. Again, make sure you support the sash when tilting inwards.

- The tilt facility should only be used when cleaning the windows and should not be left in this position for an extended period of time.





Entrance doors

Your new door could have been fitted with two types of locks, the operation for both of these types are listed below.

The majority of doors are fitted with a handle either side which open, close and lock the door with the use of a key.

- The door is operated by pressing the handle down from the middle position until the latch releases and the door opens.
 - To close simply push the door until closed and the latch operates, you will be able to hear a click.
 - For added security and to eliminate drafts and warping, lift the handle once the door has been shut to engage the additional locking points and cams.
- To deadlock the door you must raise the handle as far as it will go before turning the key. If the handle is not raised sufficiently the door will not lock.
 - Always make sure you check the door is locked before leaving your home.

Your door could also be fitted with key only entry externally.

- In this situation the door operates internally in exactly the same way as above.
- The external handle (if fitted) will not open the door and the key must be turned in the cylinder to unlock the door.
- Remember a key will always be required to gain entry from outside.



French doors

French doors are fitted with an active and inactive sash. The active sash will operate in the same way as the entrance door section above but the inactive sash may be operated by either a handle or finger bolts.

- The active sash should always be opened first and closed last. Trying to open the inactive sash first will strain the lock or finger bolts.
- To open the inactive door with a handle, ensure the door is unlocked then push the handle down to open. To re-lock push the door closed and lift the handle, then turn the key in the lock.
- To open the inactive door with finger bolts, release the bolts at the top and bottom to open the door. When closing reverse this operation.



Sliding doors

Sliding doors are operated just as you would think. Most have a lever as well as a key.

- To open turn the key to unlock, push the lever downwards and slide the door in to the open position.
- To close the door, reverse the above sequence.



Bi-fold doors

Bi-fold doors must always be operated with the main traffic door opening first and closing last.

- Insert the key and unlock the door.
- Each door should be opened and fully closed on to the next door leaf.
- When opening the double hinged door twist the handle and then use the grab handle to push/pull open the doors.
- When closing repeat the process in reverse ensuring the main door handle is lifted to engage the shootbolts and lock the door.



Window.ID

Some REHAU windows/doors may be fitted with our Window.ID product. This simple QR code provides you with all the information you need to keep your windows and doors looking great for years to come. This can include details for replacement parts, contact details for your installer and all information relating to your new purchase.

All you need to do is scan the QR code which is displayed on the sticker within your window frame to find out further information.

Do's and Don'ts

DO

- Clean the glass regularly with a good quality glass cleaner.
- Frequently clean the pvc profiles with warm soapy water only.
- Ensure drainage slots are kept clear and free of dirt or debris.
- Keep all moving components lubricated at least twice a year to ensure prolonged operational function and wipe handles regularly with a clean cloth.
- Keep all sliding and bi-fold door tracks clear and clean to avoid excessive wear on sliding parts.

DON'T

- Use abrasive cleaners or products containing thinners or solvents which may damage your windows or doors.
- Use excessive loads on windows, doors and glass.
- Use pressure or heat/steam when cleaning such as pressure washers or steam cleaners.
- Attempt repairs to your windows or doors, always contact your installer who will be able to help.



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Hill Court, Walford,
Ross-on-Wye, HR9 5QN