

**All things around your home will last longer and perform better when they are cleaned appropriately and regularly maintained. The same applies for your window and door systems. Please follow these instructions carefully. Alternatively, speak to NK Windows about available service plans.**

## Cleaning frames and glass

### What you need:

- Dishwashing liquid mixed with warm water
- Sponge or cloth for washing
- Clean water for rinsing
- Squeegee, cloth or paper towels for drying

NK Windows sources window profiles (or frames) from Germany-based Aluplast and glass from Viridian Glass in Christchurch. In normal circumstances cleaning frames and glass does not require specialist skills or equipment. Window frames are made of weathering resistant high-quality uPVC that requires low maintenance only. Common soiling on the frame and glass caused by rain and dust can easily be removed with normal washing-up liquid diluted with warm water and rinsed with clean water. Soak surfaces with the soapy solution to loosen dirt and debris. Rinse with clean water. It is important to dry the glass after washing using a clean and grit-free squeegee, cloth or paper towel. Window cleaning is best done out of direct sunlight. Wipe uPVC frames dry with a clean micro-fibre cloth.



*Use a clean squeegee to dry the glass*

**Construction period:** during the construction period it is important to regularly check for and clean away building material buildup. Plaster, cement, gypsum, building paper and some types of timber contain chemicals that in the right conditions will corrode metal fittings and damage uPVC. Windows should be covered appropriately.

**Industrial areas:** clean every 1-2 months.

**Urban areas:** clean every 3 months.

**Rural areas:** clean every 6 months – unless irrigating or sprinkling with bore water in which case clean every 1-2 months.

Never use cleaning and polishing agents containing solvents, in particular nail-varnish remover, nitro thinner, turpentine or special plastics cleaning agents. Do not use bleach.

Do not dry clean with a duster or cloth. Do not use high-pressure cleaners or steam cleaners.

Clean your windows as required according to the type and level of soiling. In the case of soiling that cannot be removed with warm soapy water, specialised cleaning solutions are available from NK Windows.

NK Windows can recommend a commercial cleaner if required.

## Caution with laminated frames

In the case of surfaces that have been coloured by the factory lamination process, follow the same cleaning instructions but take care to rub along the length of the surface as opposed to across it.

In the case of soiling that cannot be removed with warm soapy water, specialised cleaning solution for laminated frames is available from NK Windows.



## Caution with some glass

All glass can be permanently damaged if cleaned improperly. Different types of glass require different care regimes.

**Reflective glass:** if the reflective surface is exposed (as opposed to an internal facing surface on a double or triple glazed unit) special care must be taken when cleaning as scratches can result in coating removal. Cleaning in direct sunlight should be avoided. Cleaning should begin at the top of the building and continue to lower levels.

**Low E coated glass:** Low E solutions in New Zealand are coated on the inside of the glazing unit i.e. you cannot touch it. Clean the glass as normal.

**Laminated glass:** clean as normal.

## Scratches and metal scrapers

Scratches can occur from hard pointed objects or poor handling, but most occurs from the careless removal of foreign matter from the glass surface. Mortar splatter and paint are common offenders and efforts to remove after hardening almost always lead to surface damage. It is essential that the foreign materials be removed before they harden. If construction work continues after glazing, windows and doors should be covered to protect against



splatter. One of the common mistakes made by non-glass trades people, including glass cleaning contractors, is the use of razor blades or other metal scrapers on a large portion of the glass surface. Using large blades to scrape a

window clean carries considerable risk of causing damage to the glass. The glass industry, fabricators, distributors and installers neither condones nor recommends any scraping of glass surfaces with metal blades or knives.

Such scraping usually permanently damages or scratches the glass surfaces.

Do not use razor blades or other metal scrapers.

## Gasket care

What you need:

- Dishwashing liquid mixed with warm water
- Sponge or cloth for washing
- Clean water for rinsing
- Silicone oil
- Clean cloth for silicone oil

The gaskets of your PVC window are made of high-quality weathering and ageing resistant rubber. When cleaning your windows also remove dust and soiling from the gasket using warm soapy water followed by rinsing with clean water. To conserve the gaskets elasticity and functionality apply silicone oil every now and then by rubbing in with a clean cloth. This is available from NK Windows.

## Drainage holes

Ensure all drainage holes are free of dirt and debris.

## Opening hardware

What you need:

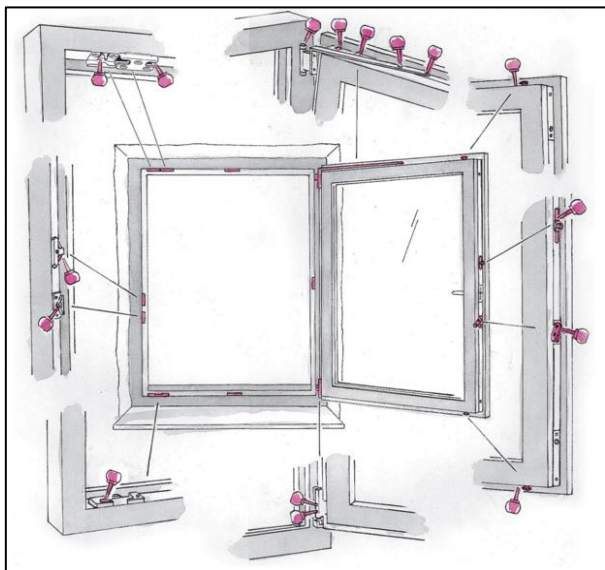
- Acid-free lubricant such as petroleum jelly e.g. Vaseline
- Light machine oil e.g. 3-IN-ONE, sewing machine oil or a light coloured, free pouring oil
- Dry cloth for cleaning up

Keep window friction stays and sliding door tracks free of dust and debris to reduce wear on moving parts.

Maintenance of all moving and locking parts should be carried out annually. Only cleaning and lubricating fluids that have no effect on the corrosion protection properties of the fittings should be used. Grease all moving and locking points with an acid-free lubricant such as

petroleum jelly (e.g. Vaseline). Place a few drops of light machine oil (e.g. 3-IN-ONE, sewing machine oil or a light coloured, free pouring oil) in all guide slots. Wipe away excess lubricant.

Please note that WD-40 and CRC 5-56 are primarily solvent-based cleaners with only light lubricating attributes and should not be used on window and door opening hardware.



*Lubricate as per the above illustration.*

## Locking hardware (cylinders)

### What you need:

- WD-40 or CRC 5-56
- Dry cloth for cleaning up

Never force the key into the cylinder. Never use damaged or bent keys. Only rotate the key when it is fully inserted. Do not use aids to increase the torque. Never grease the locking cylinder with oil, graphite or resinous agents. It is recommended to lightly spray WD-40 or CRC 5-56 in locking cylinders and this should be done at least twice a year. Do not over lubricate. Please ensure neither WD-40 or CRC 5-56 comes into contact with any other part of the window and door system as they are solvent based and will likely cause damage.

If you suspect your cylinder has been over lubricated or suspect excessive dirt or other particles or debris, thoroughly flush with a cleaner or use an alcohol based electrical contact cleaner. Let dry or dry with compressed air then re-lubricate.

## Corrosive environments

Care and maintenance of window and door systems (and all other metallic components around your house) is of particular importance if you live in an area subject to corrosive elements in the air. If you live close to the sea or sea water (approximately within 500m) or close to a water treatment plant or in an area with high levels of pollutants in the air you should upgrade from Maco standard opening hardware to Maco Tricoat-Plus opening hardware. Tricoat-Plus offers excellent protection against corrosive elements – so much so that they come with a 15-year warranty. Standard openings come with a 2-year warranty.

## Service plan

To ensure the longevity of your window and door systems and your peace of mind, NK Windows have service and maintenance plans available.

