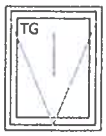
NORDAN – TOPTECH WINDOWS

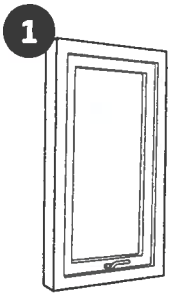
MAINTENANCE AND CLEANING MANUAL

OUTWARD OPENING WINDOWS

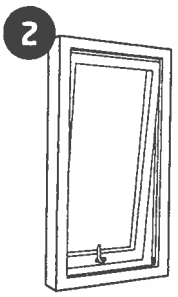
TOPTECH (TG)



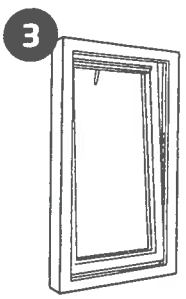
Outward opening fully reversible window



Closed position



Ventilation position (restricted)



Cleaning position

OPERATION & MAINTENANCE

Regardless of what material windows and doors are made from, or how they operate, there are general safety recommendations designed to avoid accidents

CLEANING

- OPEN, CLEAN AND CLOSE- WITHOUT ANY INTERRUPTION!
- When preparing to clean a window ensure you can start and finish without distraction from visitors, children, phone calls etc
- Always choose a calm and dry day
- Never climb on steps or furniture to clean a window
- Never lean out of a window or over-reach when stretching up to the top. Use a squeegee on a pole that is as long as needed to do the cleaning safely, with both feet on the floor

OPERATING

Only use window handle(s) when opening and closing, and always make sure your other hand, and other people's hands, will not get trapped in any of the sides of the window sash (bottom, sides and top).
Never open outward opening windows on ground floors so much so that there is a risk of passers by colliding into it.

TAKE NOTE

Many types of reversible outward opening window ironmongery include a "scissor" type action. To avoid the risk of injury never encroach the ironmongery with a finger or hand!
Never leave a window in a fully open, or a reversed cleaning position- not even for a second! Apart from inviting unwelcome guests, there is also the danger of anything falling out. Always use the recommended ventilation position for day-to-day operation.
Close all windows and doors in strong winds.

LUBRICANT

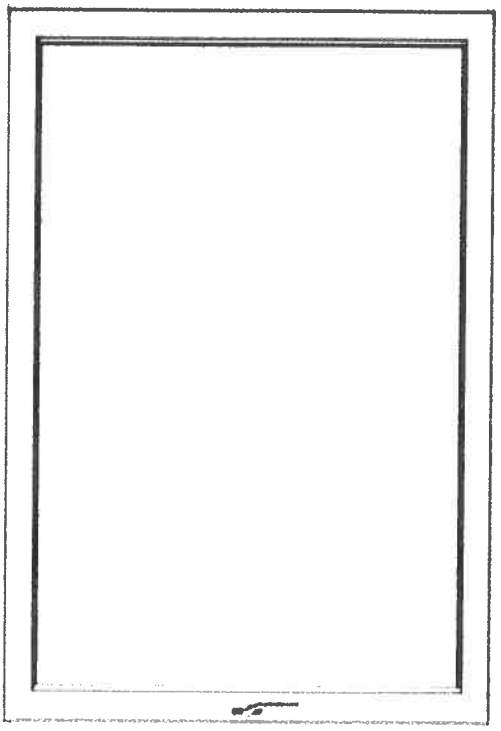
NorDan recommend silicone spray or similar for lubrication of ironmongery. Care should be taken to avoid contact with timber to avoid staining.

GOOD PRACTICE

Always close a window or door when it is raining to protect its surface and finish. If not observed, the frame may swell and cause difficulty in closing. This is not only hazardous, but also a common cause of damage to internal finishings

TOPTECH

CODE: TG



View product adjustment video

1. CLOSED POSITION

Check that the handle is set in the locked position

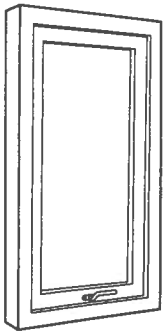
2. VENTILATION POSITION

The top tech reversible window has a built-in integrated night vent position as standard To locate the restrictor within the frame, open the sash slightly to the vent position and close the handle to the locked position to secure the sash into the frame.

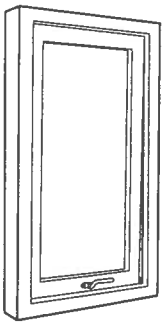
3. CLEANING POSITION

Once the sash is located into the cleaning position by unlocking the automatic restrictor located on the right-hand hinge (viewed internally), by releasing the hinge restrictor and moving the sash outwards the sash will automatically click into place and secure when fully rotated. This ensures that once the sash is in the cleaning position, the sash will not disengage and cause a risk to the occupier by rotating without the occupier of the dwelling doing so intentionally.

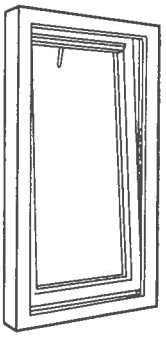
1



2

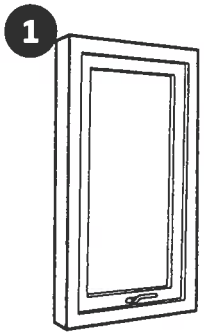


3

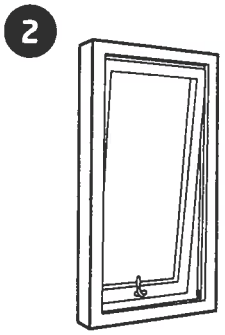


VENTILATION POSITION

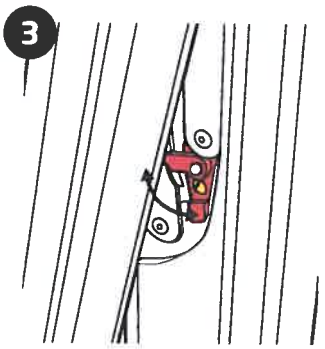
For improved comfort/safety, always engage the vent stay/restrictor when the window is in the ventilation position, this is located on the frame



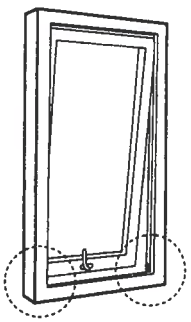
Check sash is flush with the frame and the handle is fully closed

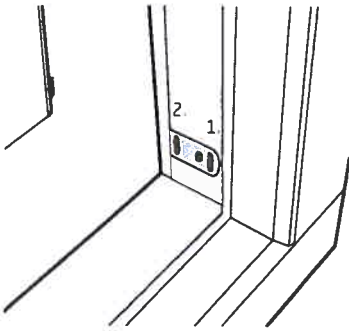


Turn handle upwards and push the sash outwards, the restrictor stops the sash opening fully.



Window is fitted with an anti blow-back device which can be activated and de-activated by pushing the small lock out and back



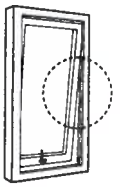


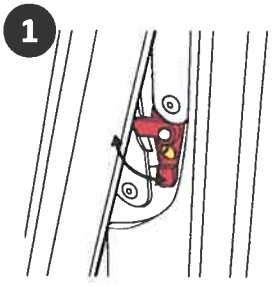
1. Locking position
2. Night vent position

NOTE: The fully reversible window has a built in, integrated night vent position as standard in all windows. Located within the frame itself, the restrictor secures the sash into the frame with the use of shoot bolts, providing ventilation into the property during the evenings whilst maintaining security. Locate the restrictor within the frame, open the sash slightly to the vent position, and close the handle to the locked position to safely secure the sash into the frame.

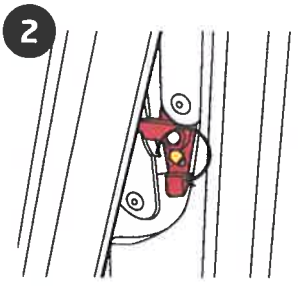
ADDITIONAL SECURITY

TopTech hinge has an integrated child safety restrictor which locks the hinge to operate the sash in the ventilation position only.





Turn the blowback restrictor.



Turn the yellow child safety restrictor 90° with a flat head screwdriver.

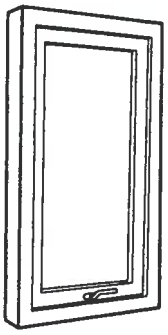


Turn the blowback restrictor to its origin. Now the sash can operate in ventilation position only.
The lock however can be "burst" by an adult if sufficient force is applied in the case of emergency egress.

Cleaning position

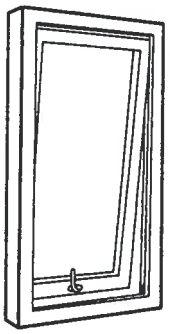
In the interest of safety, do not use windows in the cleaning position for ventilation purposes.

1



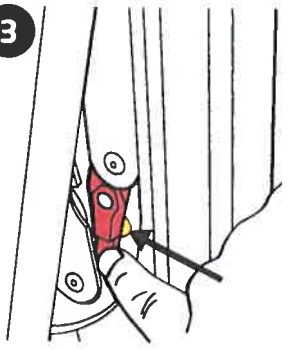
Turn the handle fully into the open position

2



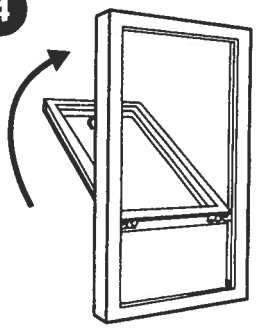
Push the sash outwards to the fixed safety locking position

3



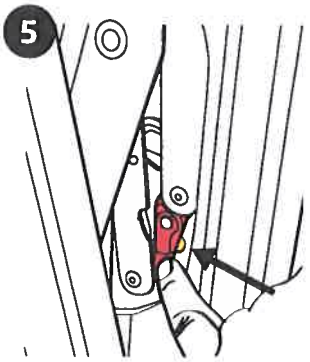
Push safety restrictor lock away from you (located in side of the frame), gently push window sash out

4



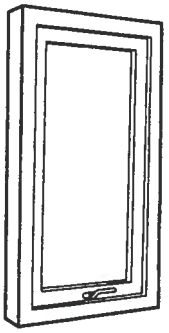
Continue to gently manoeuvre sash out until fully reversed and locks securely in cleaning position

5



After cleaning, disengage safety restrictor by pushing lock away from you and carefully return sash to closed position

6



Push the sash back into the frame and close the handle fully

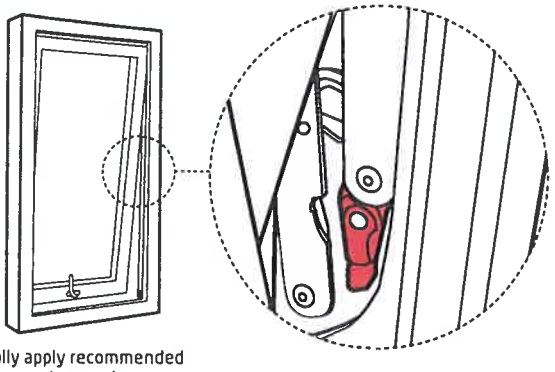
When cleaning, ensure that open windows are not left unattended and that the operation is carried out safely. Ensure that child safety restrictors are re-engaged (if applicable) when closing the window

Cleaning Position - In the interest of safety do not use the window in the turn/cleaning position for ventilation purposes

Maintenance

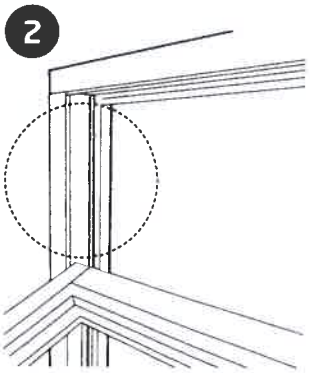
Ensure the window is maintained regularly, following the standard guidelines. Inspect the product at least once per year.

1



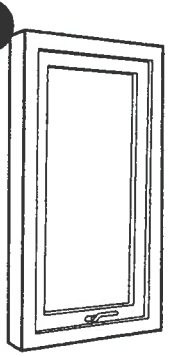
Carefully apply recommended lubricant at the restrictor stay at the head and ball /sockets at the 'hinged' corner.

2



Open sash fully and carefully apply recommended lubricant into rail. Turn sash fully to ensure an even distribution of lubricant (viewed from outside)

3



Check window operates correctly and return to closed window position

Please beware of fixings within the u-profile channel, which could lead to the sash miss-operating.

Make sure that the guide rail is clear of debris. Any obstruction fouling the guide could result in the sash disengaging/ falling out

MAINTAINING YOUR NORDAN WINDOW COULDN'T BE SIMPLER. ALL THAT IS REQUIRED IS TO CHECK THEM CAREFULLY A MINIMUM OF ONCE A YEAR FOR THE FOLLOWING SIGNS:

- Look for and remove any airborne debris that might be trapped in between the frame, the sash and U-profile channel. To do this open the window in the cleaning position
- Wipe or brush clean all surfaces and check the weather seal is clean, dry, continuous, and undamaged. Never get any paint on the weather seal/gasket. As this will reduce the windows performance
- Check that the handles move freely and smoothly. If they are stiff, carefully use a recommended lubricant on the locking mechanism/bolts while in their extended position
- Check the glass does not have any water vapour inside of the sealed unit, or that the glass is damaged.
- Check all timber surfaces for damage and note if the finishing (paint etc) requires refreshing
- Check all handles and ventilator controls are not loose, if they are then tightened with the appropriate torx screwdriver
  - T15 – ventilators
  - T20 – Handles
  - Tighten enough so that the handles and controls work freely without being too loose. Do not over-tighten.

If in any doubt or if you require assistance with any maintenance queries call your nearest sales or customer services office, as noted on the back of this brochure.

GENERAL MAINTENANCE

In order that you obtain the greatest possible performance from your windows and doors, a certain degree of regular maintenance is required.

THE FREQUENCY OF MAINTENANCE IS VERY MUCH DOWN TO YOUR LOCAL ENVIRONMENT.
This varies due to climate, precipitation and humidity, air pollution, mould and algae, temperature changes, the location of the building, the positioning of the window in the wall, the direction in which the window faces. This means that different windows in the same building may require varying levels of maintenance

Our recommendation is that you carry out an inspection at least once a year The best way is to try and make this part of your routine, e g , when you clean your windows, take the opportunity to clean the external parts of the windows at the same time. In this way, you will see the condition of the surface treatment at the same time as you maintain the surface through cleaning.

LUBRICANT
For lubrication of parts and product specific maintenance a silicone spray is recommended unless otherwise stated This lubricant has good adhesion, is easily applied and is less likely to drip and damage finishings.
In order to easily describe the general maintenance requirements of NorDan
windows and doors, the instructions have been divided into three general groups of materials:

- Glazing
- Timber treatment
- Aluminium cladding/profiles

GLAZING

Cleaning your glass should be carried out as and when required depending on your local environment The following guidelines can be followed

1. Choose a calm day to clean your windows, following simple health and safety guidelines.
2. Rinse the glass with warm water mixed with a mild detergent.
3. Rinse the glass with clean water
4. Dry glass using a chamois leather.

SELF-CLEANING GLASS
Self-cleaning glass has been specially designed to remain cleaner for longer than conventional glass. A transparent coating on the external surface of the glass harnesses the power of ultra-violet rays and rain (or water) to break down dirt and grime then wash it clean away. The coating is totally integrated into the surface of the glass and is highly durable However, as with all coated glass a certain level of care must be exercised when handling and maintaining

INSTALLATION/BUILDING WORKS:
If any building works are taking place in the vicinity of self-cleaning glass then protect with a clean plastic sheet to prevent any splashes or staining from aggressive compounds (paint, varnish, glue, sealant, cement, plaster, mortar, etc) This will also protect the product from abrasive or hot particles (grinding or welding sparks, etc)

INITIAL PREPARATION
When you first receive your fully installed products that are fitted with self-cleaning glass, please carry out the following

- Remove any labels on the glass by carefully peeling it off Care must be exercised when removing the label from the glass to ensure that the special coating is not damaged Do not use a razor, scraper or wire-wool to detach the label
- Wait at least a week before cleaning the product for the first time to ensure all sealants used in its installation are fully set Start with a rinse or hose-down with clean water and continue, when necessary, with a normal maintenance routine

During the week after initial installation and clean-down the self-cleaning property of the glass will be progressively activated triggered by exposure to UV light The length of time required to activate the coating by UV rays can vary depending on the season and the orientation of the glass, but is normally within a week

When the glass is wet a small border of water droplets may appear around the perimeter surface of the glass. This is perfectly normal.

MAINTAINING SELF-CLEANING GLASS

Self-cleaning glass does require occasional cleaning. To carry this out, carefully follow these instructions. You will need clean, soft tools, a lint-free cloth or chamois leather, a non-abrasive sponge or a non-metal window squeegee. For cleaning, clean water will normally suffice however, standard, mild glass-cleaning products can also be used.

'Soft' water is best for cleaning glass. In hard-water areas a small amount of washing-up liquid can be used to soften water. For the removal of stubborn marks white vinegar can be used. Always ensure that the vinegar does not come into contact with the frame and that it is washed off the glass after application (vinegar is not to be used as a regular cleaning method).

NOTE:

- Do not use any glass treatment products containing silicones or abrasive particles
- Do not use any commercial cleaning products which are intended specifically for cleaning elements other than glass
- Do not use chemical products: soda, bleach, washing powder, white spirit etc.
- Avoid contact with all sharp or abrasive objects including jewellery, buckles, tape measures, razor blades, Stanley knives, scouring pads, steel wool, sandpaper etc.
- Never attempt to clean off a specific mark on the surface without applying water first

CONDENSATION

INTERNAL CONDENSATION

Internal condensation typically occurs with poorly insulated windows with high interior atmospheric humidity and a low exterior temperature. The normal room air is warmer than the cooled down air located near the window pane. The room air is cooled down near the window pane and, at the same time, the relative atmospheric humidity increases in the cold air because it cannot carry as much atmospheric humidity as the warmer air. When the relative atmospheric humidity reaches 100%, the so-called dew point, the water condenses as mist or water on the window panes.

How to avoid internal condensation:

- Have energy-efficient windows with a low U-value.
- Properly ventilate construction damp in a newly built house.
- Provide good ventilation. Air rooms regularly!
- Ensure that the atmospheric humidity does not exceed 40%.
- Close doors to rooms where food is stored and to showers/bathrooms.
- If possible, do not hang wet washing up to dry inside the house.
- Ensure that the warm room air can rise unhindered up over glass surfaces.
- Remember that deep niches, curtains, Venetian blinds, potted plants and window shades prevent warm air currents reaching the window glass.

EXTERNAL CONDENSATION

Under certain conditions, condensation may form on the outside of the glass. This may occur on energy-efficient windows which have a very low U-value, indicating the glass construction provides effective insulation and small energy losses.

External condensation is formed primarily during the dawn and morning hours between September and April in our northern climate. As the air becomes warmer over the course of the day, the condensation disappears. If the weather is calm, cold and clear with high atmospheric humidity, the temperature of the outermost exterior pane may fall below the dew point and condensation is formed (compare with mist and frost on car windows). The energy losses from inside are too small to keep the temperature of the outer pane above the dew point for the outside air.

CONDENSATION BETWEEN PANES

In the unlikely event that condensation is found between the panes of glass of a sealed unit, please contact your nearest NorDan UK regional office.

- If the above materials have been in contact with a painted surface, they should be removed immediately before drying. Failure to remove these materials at an early stage will later require the use of aggressive materials and techniques that may lead to damage during cleaning.

CLEANING

- Before starting work, it is recommended to perform a cleaning test on a small test field of an irrelevant surface to make sure that there is no colour change or damage to the paint coating.
- Always remove any dirt or contamination visible on the coating immediately.
- If, until the acceptance of construction works, loose deposits still remain on the painted surfaces, despite cleaning during assembly, they should be removed with a damp sponge (water).
- If cleaning the surface is not possible as described above, use a soft brush or (delicate, non-abrasive) cloth and a neutral mild household detergent, or a neutral car detergent.
- After washing, rinse the surface thoroughly with clean water.
- Do not use steel wool, scrapers, sandpaper, liquids or scouring powders because they will permanently scratch painted surfaces.
- Do not use strong solvents or alkaline or acidic cleaners.
- It is not recommended to use hard water for cleaning, because its mineral contents may cause discoloration of the coating and lead to permanent damage.
- Do not clean painted parts if the surface is hot due to direct sunlight.

SPECIAL EFFECTS COATINGS

- Metallic coatings usually contain mica or metallic flakes as pigment. These visual special effects should be cleaned with extreme caution. As a routine cleaning, periodic cleaning with a mild detergent is recommended. Avoid any repairs or cleaning that requires wiping or polishing, as it may cause discoloration, colour changes and, as a result, irreversible damage to the coating.
- Matte coatings: it is recommended to use mild detergents for cleaning and washing. Avoid any repairs or cleaning that requires wiping or polishing, as this may cause a visible change in gloss.

CLEANING FREQUENCY

Generally, painted surfaces used in a normal environment should be cleaned at least once a year. In areas where pollution is more common, especially in coastal or industrial areas, the frequency of cleaning should be increased.

- Normal environment - clean every 12 months.
- Coastal areas and/or industrial environment - clean every 3 months.

TIMBER/PAINT

For paint or stains our factory recommendations Sikkens or Dulux weathershield.

New to old paint may highlight a contrast.

Please bear in mind that touching up with brush applied paint will give a different gloss level and finish than spray a finish.