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London Secondary Glazing - Cleaning & Maintenance Instructions

All London secondary glazing types have been designed for - and use components - that keep the need for maintenance to an absolute minimum.

It is essential that the Product Specific Cleaning & Safety Instructions - below - are read before - and then adhered to - when carrying out any maintenance or cleaning.

Secondary Glazing Maintenance - Parts - All Secondary Glazing Types

General

Handles- are factory sealed with lubricant during assembly & will not require lubrication **Locks,Catches &**

Bolts- occasional lubrication

Hinges- occasional lubrication

Restrictor Stay Arms- occasional lubrication

- if the friction stay becomes too loose or too tight, open the secondary glazing panel to expose the stay arm and adjust the brass tensioning screw

Balanced Tilt In Secondary Sash - Vertical Sliders

Spiral Balances- are factory sealed with lubricant during assembly & will not require lubrication

Tilt To Clean Steel Arms- occasional lubrication

Secondary Glazing Units Sliding - Horizontal Sliders

Steel Rollers- are factory sealed with lubricant during assembly & will not require lubrication

Nylon Panel Skids- occasional lubrication

Roller/Skid Tracks- occasional lubrication

Secondary Glazing Panel Frames & Main Frames

Paint Chips- can be touched in with matching paint available from London Secondary Glazing

Paint Abrasions- can be carefully polished out with a fine grade car polish, following the Manufacturers' Instructions

Secondary Glazing Cleaning - All Products

It is essential that the Product Specific Cleaning & Safety Instructions - below - are read before - and then adhered to - when carrying out any maintenance or cleaning.

Cleaning is very straightforward and applies to all surfaces - painted aluminium, anodised aluminium, steel, glass, gaskets, uPVC trims & any plastic parts such as washers, ventilators, etc.

- *with the exception of* painted timber trims or visible timber sub frame sections - which should be treated as you would any other painted timber surfaces.
- vacuum or use a soft brush to remove any dust, cobwebs, dead insects, etc., from the sides and the top of the frames
- vacuum the bottom track to keep clear of dirt, dust & grit - use a soft brush to dislodge any stubborn dirt
- wash down with a non-alkaline detergent, such as washing up liquid in warm water, rinse well with clean water and dry off
- alternatively, use a good quality proprietary branded non alkaline glass cleaner
- for general dirt & grime, use only soft cloths, sponges and shammy leathers
- non-abrasive nylon pads or soft brushes may be used for any particularly stubborn marks
- **do not use any abrasive nylon pads, other abrasive cleaners, wire wool, alkaline or acid based cleaning agents**

Secondary Glazing Cleaning - By Product

Safety Instructions

- **When removing secondary glazing panels for cleaning the reverse side - remember that they are heavy**
- **removal of panels larger than 1200mm x 1200mm must always be carried out by at least 2 people, for larger panels 3 or even 4 people will be necessary in order to properly support and handle the secondary sash during its removal, cleaning and replacement**
- **wear protective non-slip gloves, steel toe-capped ankle boots and suitable clothing such as heavy denim jeans and a closed coat or jacket that protects the arms**
- **when handling units where the top is above chest level, safety glasses and a hard hat must be worn**

The above measures will protect you in the unlikely event that a panel slips &/or breaks during handling.

To Clean the Back of the Secondary Glazing Panels, Frames & Reveal Cavity

Open or remove the secondary glazing unit as described below - support it firmly by the frame on the opposite side to that being cleaned.

These instructions assume panel sizes greater than 1200mm x 1200mm.

Fixed Units

- carefully unscrew the panel with the additional person, or for larger units, persons, supporting the weight of the unit at the bottom and the sides unscrew in the following order - bottom then sides then top
- between you, firmly grip the panel at the sides and bottom - reverse the panel & lower it to the floor, taking care not to place panel weight on to the panel corners as this could distort the sash & leave it out of square
- after cleaning, re-fix the unit with the additional person or persons supporting the panel at the sides and bottom, starting with the top screws, then the side screws & finally the bottom screws

Lift Out Units

- using the finger lift bar at the bottom of the sash, lift it vertically into the head of the frame until the

bottom of the sash clears the bottom of the frame

- then swing the bottom of the panel inwards until it clears the bottom frame section and then lower the panel slightly to clear it from the top of the frame
- supporting the panel at the sides and bottom, bring it in to a vertical position, reverse the panel and carefully lower it to the floor, taking care not to place panel weight on to the panel corners as this could distort the sash & leave it out of square
- after cleaning, to re-instate the sash, reverse the above procedure

All Hinged Units

- open the unit, engage the restrictor stay/s if fitted, support the non-hinged side of the panel well whilst cleaning and do not apply undue pressure
- disengage the restrictor stay/s if fitted and close the unit

Horizontally Sliding Units

The sliding sash panels are each made to measure and have interlocking sections *that are not interchangeable*.

Note the position of each panel and ensure that after cleaning they are *replaced in the reverse order, i.e., the last panel out is the first panel back in*.

- release all locks, handle catches and restrictors
- open the sash panels sufficiently to release the panel meeting interlocks and clear the frame sides
- starting with the master sash in the front (room-side) of the double or triple tracked frame, grip the sides and lift the panel upwards*** into the head to clear the bottom of the frame

*** NB If the secondary glazing horizontally sliding units have been specified for Security then you will firstly have to unscrew and remove the anti-lift blocks in the head of the frame tracks

- then swing the bottom of the panel inwards until it clears the bottom frame section and then lower the panel slightly to clear it from the top of the frame
- now, supporting the bottom of the sash as well as the sides, bring it in to a vertical position, reverse the panel and carefully lower it to the floor, taking care not to place panel weight on to the panel corners as this could distort the sash & leave it out of square

Do not place rollers or skids (bottom of each panel) on to gritty or uneven surfaces as they could be damaged or become misaligned.

- to re-instate the sashes after cleaning, reverse the above procedure, remembering that they *must be replaced in the correct order - the last panel out is the first back in*

*** If anti-lift blocks were fitted, re-fit

Standard Vertical Sliders

- release the central interlock fitch catch (where fitted) then on each sash in turn, starting with the top sash, pull the side catches towards the centre of the window and open the sash, disengaging the centre interlocks, but do not allow the side bolts to re-engage in a pre-set opening position - and continue to secure the weight of the sash
- then, apply left sideways pressure to the sash, which will compress the concealed leaf springs - this will allow you to swing the right-hand side of the sash inwards and carefully remove it from the frame
- reverse the panel and carefully lower it to the floor, taking care not to place panel weight on to the pane corners as this could distort the sash & leave it out of square
- repeat the process for the second sash and note carefully which sash is which - top and bottom
- to re-instate the sashes after cleaning, reverse the above procedure, remembering that they *must be replaced in the correct order - the last panel out is the first back in*

Balanced Vertical Sliders

Do not attempt to disengage the pre-tensioned Spiral Spring Balances!

Tilt In Balanced Vertical Sliders

Do not attempt to disengage the pre-tensioned Spiral Spring Balances!

The sashes must be released for cleaning in the correct order, disengage central interlock first, then tilt the bottom sash first and the top sash second, *this procedure cannot be reversed and if you attempt to do so you will damage the unit.*

release the central interlock fitch catch (where fitted) - then disengage the central interlock and raise the bottom sash sufficiently to clear the outer frame - next, release the safety grub screw from the concealed Tilt Latch (see picture) and tilt the sash inwards to clean the back of the glass

- now lower the upper sash panel to its' fullest extent and repeat the above procedure
- to re-instate the sash panels to normal daily operation, reverse the above procedure; firstly, the upper top sash and re-secure the safety grub screw - then the lower bottom sash and again re-secure the safety grub screw

Bespoke Secondary Glazing Units

If we have supplied you with bespoke secondary glazing that requires different or additional maintenance & cleaning instructions, then they will be provided to you immediately after installation.

In line with our policy of continuous product improvement & development Secondary Glazing London reserves the right to alter any of the product specifications without notice.