

**M**aintenance  
of your  
windows and doors

# **Maintenance instructions**

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We wish to congratulate you on our new windows/doors, and hope that you will find pleasure in them for many years to come.

The manufacture of our products is based on traditional workmanship combined with high-tech production principles. The end result is a quality product, which will last for many years given proper maintenance. These maintenance instructions describe how the products delivered should be maintained and can be adjusted.

## **Natural material**

Wood is a natural product. You may thus find deviations in colour and structure as well as fine pores, very thin cracks and healthy knots with resin extraction even in products that have received final treatment.

## **Warranty**

Your new windows/doors come with a 5 year warranty. Please enquire for warranty conditions by calling us on 028 777 28288.

## **Service requests**

Before leaving the factory, all our windows/doors are carefully inspected by our quality control. But even with the strictest control, faults may occur. We will of course remedy these at no extra cost to you.

In order to avoid unnecessary costs, please ensure that the problem is not merely a simple functional problem, easily corrected by yourself with the help of this guide. If this is not the case, please contact your local dealer, which will assist you.

When filling a complaint, please give your local dealer the order number (a five-figured number) and position number, if available. At delivery a fitting instruction is enclosed together with this maintenance instruction. On the bag of the maintenance instruction a label with the order number and delivery address has been applied. Your local dealer will handle the complaint and if necessary report it to us.

# **Maintenance**

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To ensure your windows/doors a long life and problem-free functionality, products must be maintained on a regular basis as per these maintenance instructions. If in doubt, our staff at Roe Windows is always available with advice and guidance.

## **Cleaning**

Keeping the surface clean is vital. We recommend washing your windows/doors thoroughly with clean water at least twice a year. You may add a small amount of car soap. If the surface is kept clean, your windows/doors will stay presentable with long maintenance intervals. Please note that most glass detergents contain ammoniac. As ammoniac damages paint, we recommend a thorough cleansing with clean water afterwards.

## **Hardware**

We recommend you clean all dowels, catch bolts, hinges and other moveable parts using oil or grease at least once a year. However, frictional parts must not be oiled.

## **Weather strips**

Weather strips should be inspected for flexibility/durability annually (best done before winter) and coated in talc powder. Water penetration and draught is only prevented with clean and durable weather strips.

## **Glass seal**

Internal glass seals should be inspected at least annually for tightness and formation of cracks. Preventing water from penetrating the rebate is of great importance to window life.

## **Surface treatment inspection**

Keeping the surface intact is important. Product surface treatment should thus be inspected annually (for example while cleaning). Inspection is especially important with transparent colours. Any damages to the surface should be remedied as such:

Damaged spots only are sanded lightly with a fine grain sand paper (180-200 grain recommended). Please ensure that you do not sand through the base coat. With large damages, the entire frame/sash part is sanded. Remove all dust and apply two coats of transparent or covering paint in a matching colour. Please note that painting should not be done at temperatures below 8°, air humidity above 85% and with a wood moisture content of above 20%.

# Maintenance

Surface condition	Preparation	Primer/ Base Coat	End Treatment	
			Paint Colour	Staint Colour
Slightly damaged	- Washing - Gently sandpapering - Removal of any silicon remnants		2 x Gori Topcoat or other Solvent Based Topcoat	2 x Gori Topcoat or other Solvent Transparent Topcoat
Badly damaged	- Washing - Gently sandpapering - Removal of any silicon remnants	1 x Gori Primer/ Base Coat	2 x Gori Topcoat or other Solvent Based Topcoat	2 x Gori Topcoat or other Solvent Transparent Topcoat

**Always follow the paint manufacturer's recommendation.**

# Aftertreatment

Depending on your chosen type of surface treatment, we recommend the following aftertreatment for your windows/doors:

Surface	Preparation	Primer/ Base Coat	End Treatment	
			Paint Colour	Staint Colour
Untreated Victoria® Oak/ American White Oak	- Washing - Gently sandpapering - Removal of any silicon remnants	1 x Gori Primer/ Base coat	2 x Gori Topcoat or other Solvent Based Topcoat	2 x Gori Topcoat or other Solvent Transparent Topcoat
Primer	- Washing - Gently sandpapering - Removal of any silicon remnants		2 x Gori Topcoat or other Solvent Based Topcoat	2 x Gori Topcoat or other Solvent Transparent Topcoat
Grey/White Base Coat	- Washing - Gently sandpapering - Removal of any silicon remnants		2 x Gori Topcoat or other Solvent Based Topcoat	2 x Gori Topcoat or other Solvent Transparent Topcoat
End Treatment	Depending on your choice of colour, and to the weather exposure, factory finished products should be after threated/maintained. Please ensure to do this prior to any significant surface break down. You may expect the following maintenance intervals for factory finished products:  Paint colours: 5-7 years dependent on placing and construction. Stain colours: 2-3 years dependent on placing and construction.			

## Covering of elements with tape

If covering the elements only use UV-resistant tape suitable for acrylic paint (e.g. Tesa-UV-resistant tape 4438 (blue)). It is important that the tape is removed again as quickly as possible and at the latest 14 days after attachment. If the correct tape is not used or it is removed too quickly you risk damaging the coating when it is removed.

# After fitting

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## Cleaning

After the build is finished, the initial cleanig should always be done using plenty of water.

### Cleaning of windows

The easiest way to clean your windows is by using a cloth or brush and a rubber squeegee. Rinse with lukewarm water with added amonia and remove with a rubber squeegee. Wipe dry edges and lower areas with a chamois or a dry cloth. In order to preserve the window especially in areas with significant chemical, environmental impact, external cleaning should also include frames, sash and casement preserving. If the conditions of everyday window cleaning do not allow for the spill of water, or if the pane surfaces are very small, the panes may be cleansed using a normal window cleaning solution. Frames, sash and casement should be wiped with a slightly wet cloth with added cleansing agent. Under no circumstance should window labels be scraped from new windows. Please remove the labels by soaking them with water and dissolve any glue residue with benzine. During normal cleaning, please inspect the wood surface for scratches which must then immediately be repaired with repair paint.

### Glass quality

Double glazing is manufactured industrially and may have small insignificant flaws. To be entitled complaints, these flaws must be clearly visible at a distance of 1,2 meters (4 feet).

### Airing

Your new windows/doors are highly insulated and seal very tightly, ensuring you and your family a good and pleasant indoor climate. It is therefore imperative that you air sufficiently and correctly. In occupied rooms especially bedrooms, bathrooms and kitchens, moisture is created. Condensation build-up on the windows is a visible sign of too much air humidity in the room. We recommend you follow these tips on airing rooms:

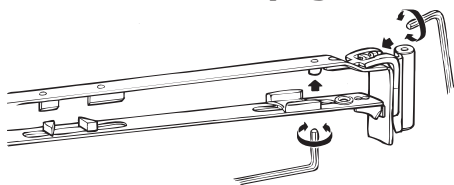
- \* In the morning all rooms should be aired for 20 to 30 mins. depending on the time of year.
- \* During the day, rooms should be aired 3 to 4 times for 10 to 15 mins.

While airing, please ensure that the windows are completely open and the central heating turned off.

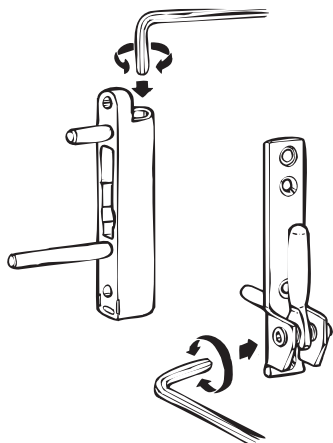
# Adjustments

All *Vrogum* hardware parts are precisely adjusted for the correct function. No hardware adjustments are necessary if the products are fitted exactly as per the fitting instructions. After fitting, changes to the building or after many years of use, you may need to adjust the hardware. Illustrated below and overleaf are your different adjustment possibilities:

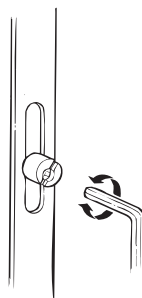
## Klosterhede/Lyngstrand/Ewitherm



Adjust the sash sideways with the adjustment screw using a 4 mm allen key.



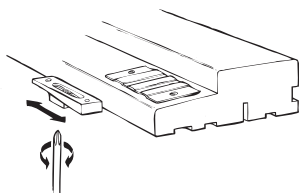
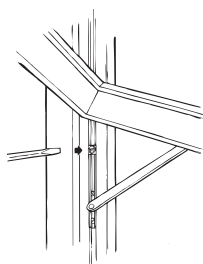
Adjust sash pressure against the weather strip by turning the sash pin.



Adjust the sash sideways and lengthways on the lower hinge. Adjustments to the frame may change sash pin tightness.

## Rosenholm/Danrose

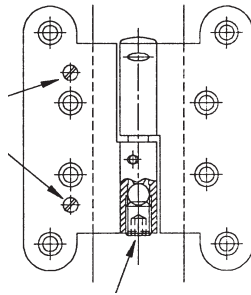
The screwdriver indicates adjustment possibilities.



# Adjustments

## Hasselbakke/Hasselbro/Danholm

Turn screws below hinge leaf for horizontal adjustment.



Turn screw for height adjustment.

Vertical:

Adjust the bottom hinge rear pivot screw up or down by 3 mm using a 6 mm allen key.

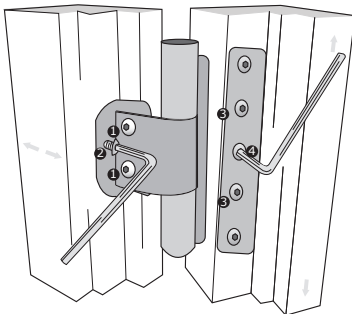
Horizontal:

Hinge side assembly screws on the frame are unfastened. Turn the 2 "hidden" screws in/out until the hinge is positioned as desired inside the door hole. Then fasten the assembly screws again.

## Kongelund

Upper/lower striking plate: On unfastening external screws and turning the middle adjustment screws using a 4 mm allen key, striking plates may be adjusted sideways to the desired position. Fasten the adjustment screws again.

Middle striking plate: If the door "rattles" when closed and not locked, the middle striking plate may also be adjusted.



Hinge:

1. Unfasten terminal screw.
2. Push safety plate towards frame.
3. Fasten terminal screw.
4. Dismantle pin.

