ultraframe

Transforming light and space

Window & Door Products

Orangery Products

Home Extension Products

Conservatory Products

Skylight Products

Maintenance Guide

For conservatories featuring the Ultraframe roof

OCT 2012 | V1

Spot Stays Overnight

INTRODUCTION

Congratulations on purchasing a conservatory featuring the market leading Ultraframe roofing system...

By choosing an Ultraframe roof you can be assured of a conservatory that is engineered to the highest of technical standards, meaning you can enjoy your new living space all year round. As a company we continue to innovate and push the boundaries of conservatory design and our systems are the only ones available on the market to feature all-important ventilation, included as standard.

With a reputation such as ours imitation is inevitable and so, to combat this problem, we have introduced the Ultraframe roof Certificate of Authenticity. The Certificate guarantees that your conservatory features an Ultraframe roof. Be sure to complete and return the registration form which you should have received from your installation company, or simply request a copy by contacting us using the web address or telephone number below.

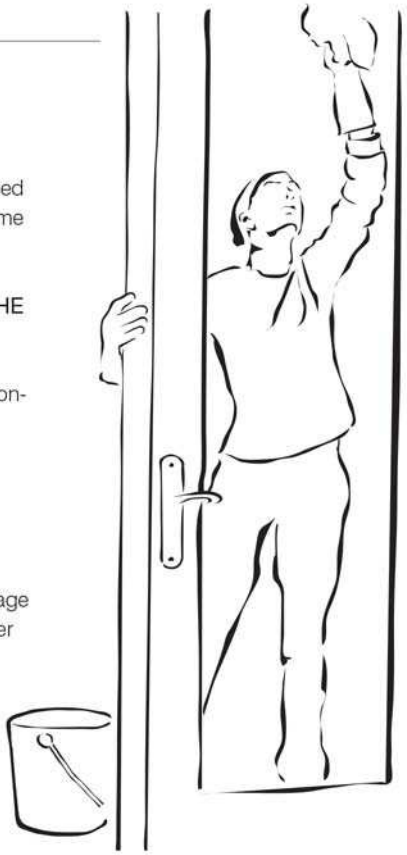
In order to enjoy your conservatory throughout every season and for many years to come, it is essential to carry out the simplest of maintenance. This guide contains general tips on how to care for your new investment but can never specifically cover every aspect of every installation - should you have any difficulties, please contact your installation company who should be able to assist.

For further information about Ultraframe or to request a Certificate of Authenticity registration form call:

0500 822340

or visit ***www.ultraframe.com***

GENERAL CLEANING



The roof and side frames of your conservatory should be washed down every four months with a soap water solution to remove grime and atmospheric deposits.

AVOID ALL SOLVENT BASED OR ABRASIVE CLEANERS ON THE ROOF AND FRAMES.

Frames only - to remove any stubborn blemishes use a strong, non-abrasive, proprietary cleaner such as cream cleanser (eg CIF).

Please Note: Never use powerwashers

Drainage

Your double glazed products are designed with an inbuilt drainage system, comprising slots within the thresholds that allow any water ingress to flow to the outside. To ensure an efficient system these slots must remain unblocked. Periodically remove dirt, clear drain holes and check drainage operation by flushing through with water.

Weatherseals

Ensure that the weatherseals fitted to your doors and windows do not become dislodged during cleaning. If this does occur simply slide the seal back into place immediately to avoid damage when the product is closed. If the weatherseals are broken or damaged and draughts can be felt, contact your installer promptly to arrange for a replacement.

Gutters & Box Gutters

In a conservatory the guttering is always laid level in accordance with BS EN 12056 Parts 1,3 & 5 Code of Practice for Drainage of Roofs. Therefore you will notice standing water in your gutter system. It is important that you clean the gutters regularly – be sure to use crawl boards as shown (to the right) if accessing a conservatory roof.

Do not walk on conservatory roofs

Ensure the crawl boards span across both glazing bars.

The crawl board must not be placed directly onto glazing material.

ENVIRONMENTAL

Condensation

Condensation occurs when water vapour comes into contact with a cold surface such as glass and the vapour turns to water droplets. Condensation can only ever be minimised and never completely eradicated. Newly constructed conservatories need an initial 'drying out' period. Many hundreds of litres of water are used during its construction, i.e. dwarf walls, concrete bases and plasterwork. In Winter they will take longer to dry out.

Ventilation

Provide natural ventilation to help minimise condensation and maintain a comfortable interior temperature whenever possible by:

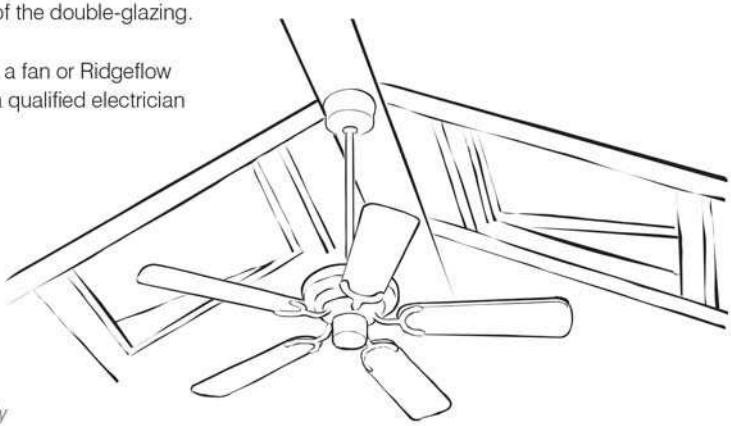
- Opening windows/doors
- Ensure trickle vents in the ridge are open at all times – slide the control to open setting
- Ensure trickle vents at the eaves (where fitted) are open at all times
- Open the roof vent (if fitted)

Be sure to consider security when leaving open an easily accessible window or roof vent.

Heating

Heating can also assist with controlling condensation and should be marginally increased in any areas where condensation is a problem. Maintain some heat in the conservatory during cold weather and if possible, place heating appliances under windows to maintain the temperature of the inside pane of the double-glazing.

If your conservatory is fitted with a fan or Ridgeflow unit which fails, always consult a qualified electrician or your installation company.



General maintenance guidance only

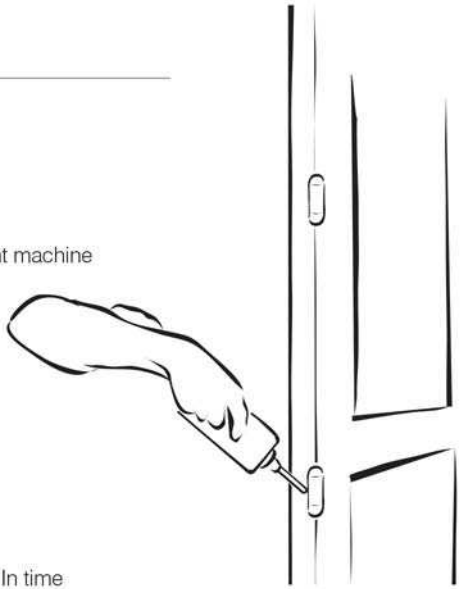
For specific advice always consult the retail installer who fitted your conservatory

Always check ***www.ultraframe-conservatories.co.uk*** *for the latest version of this guide*

MAINTENANCE

Lubrication of Hinges

For lubrication of handles, locks and hinges, etc. use light machine oil lubricant for moving parts (e.g. "3 in 1" or "WD40") and petroleum jelly if indicated on the windows/doors.



Mastic Seal

This is the material used to seal any small gaps around the edge of doors/windows. Please note that some discolouration of the mastic seal is a natural occurrence and cannot be avoided.

Brasswork

When installed, brasswork is fully protected with lacquer. In time and through normal wear and tear, this lacquer may peel or become tarnished.

Tips to refurbish your brasswork:

Protect the surrounding PVCu surfaces by masking off an area around each piece of brasswork

- Remove old lacquer with nail polish remover or paint stripper
- Clean and polish with a suitable proprietary brass polish
- Carefully relacquer with a good quality product

Anodised Gold Finish (Not Brass)

Never use abrasive cleaning agents.

Warm soapy water and a soft cloth are sufficient.

General maintenance guidance only

For specific advice always consult the retail installer who fitted your conservatory

Always check ***www.ultraframe-conservatories.co.uk*** *for the latest version of this guide*

BLINDS

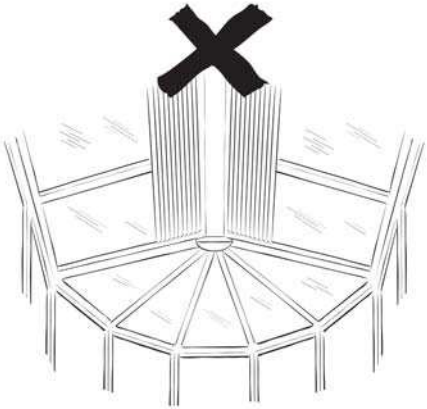
Blinds can be a useful addition to your new conservatory if it is South facing or overlooked, to provide shade and privacy. Before installing blinds please consider the following points:

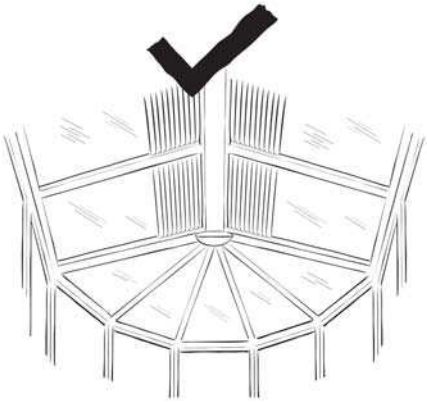
- Never cover the inside of the glazing bars with blinds (sketch A)
- The installer of the blinds will (at their risk) attach/penetrate the internal PVC claddings with fixings. Your installation company will not accept any responsibility or claims for the following problems which may occur as a result, such as:
  - Water ingress through fixings/screw attachments
  - Deflection of materials
  - Distortion of materials
- The blinds must be designed to allow hot air to disperse from between the glazing material and the blind – a space of 15mm between the two is recommended (sketch B)
- Whenever blinds are installed it is recommended that a Ridgeflow ventilation unit be installed along with an automatic roof vent to reduce the internal temperature. If your conservatory does not feature these items and you are finding the internal temperature too hot, contact your installer who can retro fit them.

We do not recommend the use of internal blinds on our PVC product Ultralite 500.

SKETCH A

SKETCH B





GLAZING CARE

The tips below apply to the glass in both the side frames and roof.
Follow these to ensure the glass in your conservatory remains clean and scratch-free.

Glass Cleaning

1. Standard 'clear' units

The glass used in most double-glazed units can be easily scratched and so we recommend that you remove hand jewellery prior to cleaning. Heavy external grime should be removed with a simple soap/water solution followed by the use of any proprietary household glass cleaner with a soft cloth. Laminated glass or glass containing Georgian bars between the sealed units is cleaned in exactly the same manner.

2. Ultraframe Conservaglass and other 'true' self cleaning glass

Conservaglass is a self cleaning glass which 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 Conservaglass. Conservaglass SB features Pilkington Activ Blue whilst Conservaglass NC utilises Saint-Gobain Bioclean neutral clear self cleaning glass.

Labels

- If any labels are still attached to the glass carefully peel them 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 detatch the label.

Activation of the self-cleaning function

- During the week after initial installation the self-cleaning property 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.

Cleaning for the first time

- 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 the normal maintenance routines (see below). When hosing, start at the top and zig-zag to the bottom. Spray at the coolest part of the day and not in direct sunlight.

Normal maintenance

Conservaglass has a special property which means that the glass stays cleaner for longer than normal glass. The more exposure the product has to both sun and rain, the cleaner it will stay, for longer. However, a number of other factors affect the time it takes for a mark to be naturally removed, such as the level of ambient pollution, atmospheric conditions (e.g. long periods without rain), orientation of the conservatory, sloping or vertical use of Conservaglass etc.

Conservaglass is not a '100% maintenance-free' product. Should the glass require occasional cleaning, ensure that only the following are used:

- A soft, clean lint-free cloth or chamois leather
- Or a clean, soft non-abrasive sponge
- Or a clean, non-metal window squeegee

GLAZING CARE

All equipment must be kept clean. This is to prevent any dirt or abrasive particles transferring from the equipment back onto the glass which may scratch or damage the coating. After cleaning, re-activation of the coating may take 5-7 days.

Cleaning products

- Clean water will normally suffice. Standard supermarket mild glass cleaning products can also be used such as Mr Muscle Window Cleaner or Windowlene Wipes for glass/shiny surfaces.
- 'Soft' water is best for cleaning glass. In hard-water areas a small amount of washing-up liquid can be used to soften water.

IMPORTANT

- 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 of Conservaglass without applying water first.

Protection during adjacent building/maintenance work

If any other works are taking place in the vicinity of Conservaglass then protect the glass 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). In the event of contamination, consult the websites listed on the back page of this leaflet for detailed advice on how to remove the offending stain.

Please retain these instructions for future reference. These instructions must be made known to anyone coming into contact with Conservaglass e.g. your window cleaner.

Saint-Gobain Bioclean
www.selfcleaningglass.com/technical-support.asp

Pilkington ActivTM
pilkingtonselfcleaningglass.co.uk/html/supplier/downloads.php

WHAT NOT TO DO:

Avoid all contact with metal objects

Do not use blades or knives when removing 'Bioclean' or Pilkington Activ' labels.

Avoid the use of all aggressive chemicals and abrasive/equipment/tools.

General maintenance guidance only
For specific advice always consult the retail installer who fitted your conservatory
Always check ***www.ultraframe-conservatories.co.uk*** *for the latest version of this guide*

GLAZING CARE

Leaded Glass Cleaning

Extra care must be taken when cleaning leaded windows so as not to dislodge the lead from the surface of the glass. Warm soapy water applied with a soft cloth is adequate for cleaning leaded glass.

PLEASE NOTE THAT EXTERNAL LEAD WILL OXIDISE. THIS IS A NATURAL PHENOMENA AND CANNOT BE AVOIDED.

Scratched Glass (Standard clear units)

Scratches can be removed with jeweller's rouge or equivalent rubbing compound. (Ask your installer for further advice)

Glass Defects

During the manufacturing process all double glazed units can be susceptible to a degree of surface damage, meaning that certain imperfections cannot be avoided, even in the most carefully controlled production environment. Such blemishes are inherent in all double-glazing and acceptable within the highest standards of the industry and are, therefore beyond our control.

We use only the very highest quality glass available, whether laminated, toughened or un-toughened, all of which conforms to the requirements of BS6262. Double glazed units produced to BS5713 and BSEN1279 (mandatory March 07), conform to the highest standards of manufacturing and the most uncompromising quality control and inspection routines.

Minor imperfections may still occur - the information below has been taken directly from a document detailing an accepted industry standard for glass (extracted from the Glass & Glazing Federation Standards):

1. Transparent glass used in the manufacture of double glazed units is identical to that used in traditional single glazing and will, therefore have a similar level of quality.
2. Both panes of the double glazed units shall be viewed from the room side, standing at a distance of two metres in natural daylight and not in direct sunlight. The area to be viewed is the normal vision area, with the exception of a 50mm wide band around the perimeter of the unit.
3. Flat transparent glass shall be deemed acceptable, if the following phenomena are neither raised or in clusters:

a. Totally enclosed seeds
b. Bubbles or blisters
c. Hairlines or blobs
d. Fine scratches not more than 25mm long
e. Minute embedded particles

4. Obtrusiveness of blemishes shall be judged by looking through the glass and not at it, under normal lighting conditions as described in paragraph 2.

Patterned Glass

The glass used originates in very large sheets and due to spacing repetition, centralisation of any design, in a specific window cannot be guaranteed. There is no correct direction for patterned glass – i.e. in general there is no 'right way up'.

Notes & Comments

Please record here:

CONSERVATORY INSTALLER/CONTACT DETAILS

Company Name:

Date Installed: (month/year)

Main contacts: Telephone No

Telephone No

Address:

Other Details:

Service History

Please record here:

eg. 19 Nov 2012 - checked weather seals and cleaned gutters.

ultraframe

Transforming light and space

www.ultraframe.co.uk

Ultraframe (UK) Ltd, Salthill Road, Clitheroe, Lancashire. BB7 1PE

Job No. 2149 CMM001 5,000 10/12 BRIGGS It is Ultraframe's policy to continually seek to improve its products, processes and services, and we reserve the right to change specifications without prior notice. Ultraframe is a trading name of Ultraframe (UK) Limited.