



# GENERAL MAINTENANCE

## Glass cleaning

When cleaning glass use soap and water to remove any external grime. To produce a better finish you can use a household window cleaner and a soft cloth. Please be aware that any jewellery worn whilst cleaning the windows could scratch the glass if it comes into contact. Removing the jewellery or wearing rubber gloves will prevent scratching. Also be careful not to drop cloths as stones or other debris picked up may also scratch the glass. Most scratches in glass can be removed with jeweller's rouge, or an equivalent rubbing compound.

## PVC-U frame cleaning

To maintain a lustrous finish, the faces of PVC-U window frames should be cleaned every three to four months with warm water and a mild liquid detergent (eg washing up liquid.) Clean with non-abrasive detergents as abrasive detergents may damage the frames.

We recommend Silversil PVC-U cream cleaner, available from Eurocell branches nationwide.

## Conservatory roof cleaning

Use the same method of cleaning for the polycarbonate roof as you would for the PVC-U frames. Clear gutters of leaves and debris to avoid obstructing drainage as this could then cause overflow problems. Wash all roof panels with a soap and water solution, every four months. This will remove any debris or other deposits. Do not use any solvent based or abrasive cleaners. Under no circumstances should anyone venture onto the roof panels of a conservatory. If access above a conservatory is required, special precautions in line with current health and safety regulations need to be taken.

## Drainage

Eurocell products are manufactured with a built-in drainage system. To ensure this system works efficiently, the drainage slots must remain unblocked. To ensure the window is draining correctly, remove any dirt or debris, clear drain holes and check drainage operation by flushing through with water.

## Weather seals

Please ensure that you do not dislodge any weatherseals. If this occurs immediately return to correct position. If the product is damaged or broken ensure a prompt replacement by contacting your installer.

## Glass defects

During the glass manufacturing process, double glazed units are susceptible to a degree of surface damage. Some of these blemishes and imperfections are unavoidable even in a controlled production environment.

Blemishes and imperfections within strict limits are deemed acceptable as they are inherent in all double-glazing. These limits are defined by the Glass and Glazing Federation (GGF). All the glass used by your installer should be of the highest standard and will conform to the requirements of the British Standard BS6262.

The following is an extract taken from the Glass and Glazing Federation (GGF) standards:

1. Transparent float 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 unit 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 obstructive or bunched:
  - ▶ Totally enclosed seeds
  - ▶ Bubbles or blisters
  - ▶ Hairlines or blobs
  - ▶ Fine scratches, not more than 25mm long
  - ▶ 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 2