

Maintenance

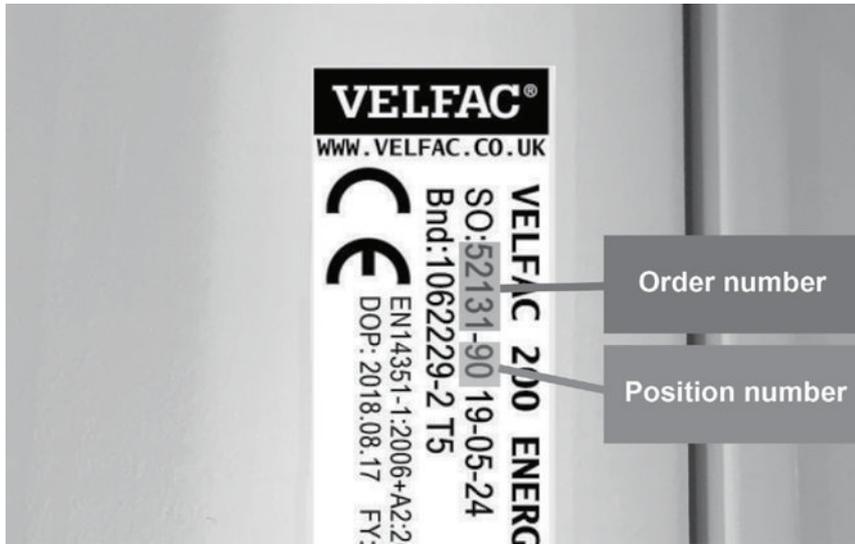
VELFAC window systems are easy to use and maintain but in order to ensure maximum lifespan it is important to maintain individual parts regularly. Please call the VELFAC customer service department on 01223 897155 for further advice if required.

The following cleaning and maintenance instructions should be carried out at least once per year. In "harsh" environments, such as if the windows are exposed to strong sunlight on south facing facades, if they are installed in a marine or industrial environment, or if you have high levels of internal humidity, VELFAC recommends checks every 6 months.

Item	Maintenance	Frequency (months)	Service life (Years)
Timber	<p>The window frame is manufactured from pine which has been coated with a 100% water-based acrylic lacquer or acrylic paint.</p> <p>The internal frame should be dusted and wiped clean regularly. Wood is a natural product containing resin. Occasionally beads of crystallised resin may form on the surface of the frame. These beads can be removed by gently rubbing with a cloth dampened with meths or other alcohol based substance.</p> <p>Some brushing with a stiff brush may be needed on external frames in order to remove any ingrained dirt. If any algae growth exists a fungicidal wash is recommended as a pre-treatment for external wood.</p>	<p>Cleaning internally: regularly</p> <p>Cleaning externally: 12 (harsh: 6)</p>	40+
Wood finish	<p>The inside and outside of the mainframe should be checked for breaches in surface treatment at least once per year. If the surface has been damaged it should be repaired promptly using a water-based diffusion open paint or lacquer to prevent the wood from absorbing moisture.</p> <p>When over-painting a balance should be maintained between increasing the paint thickness and allowing the wood to breathe. Surface preparation should be limited to localised repair and very light sanding, and thorough cleaning is usually all that is required. Ensure that none of the gaskets are painted.</p> <p>All paint should be dried and cured as thoroughly as possible prior to fully closing the sash against the frame. Fixed sashes should be removed to enable all exposed timber surfaces are painted.</p> <p>Thresholds of hardwood in VELFAC Ribo doors should be maintained as wood finish. Mahogany bottom frames in a VELFAC In tilt and turn door can be treated with a raw linseed oil without colour pigmentation.</p> <p>The external side of the flush door leaf must be painted with 100% water-based acrylic paint at least every three years to maintain the finish.</p> <p>If using masking tape, we recommend 3M Masking Tape 201E. Ensure the tape is removed as soon as possible and before the paint has dried.</p>	<p>Check: 12 (harsh: 6)</p> <p>Repair: Promptly upon identification</p> <p>Paint: 36 (harsh: 18)</p>	15+
Glazing bead	The internal glazing bead in VELFAC 200 should be cleaned using luke warm water with a few drops of mild detergent.	12	40+

Item	Maintenance	Frequency (months)	Service life (Years)
Internal gaskets	Internal gaskets should be cleaned using luke warm water with a few drops of mild detergent. They must not come into contact with paint or wood preservative, or be overpainted.	3	20+
External gaskets	External gaskets should be cleaned and inspected for any damage when cleaning the external sash.	12	20+
Glass	<p>Window glazing should be cleaned with a soft cloth or soft bristle brush and luke warm water with a few drops of mild detergent - detergents must not contain solvents or abrasives. Hard brushing, scrubbing or the use of steelwool/-wiper will produce scratches and must therefore be avoided.</p> <p>To dry the window, use a window scraper, or wipe with a slightly damp Chamois leather or fine cloth. Traces left on the glass after removing stickers or glue can be cleaned with meths or other alcohol based substances, and marks from suckers can be removed with a cleaning agent for glass ceramic hobs - care must be taken to avoid contact with other parts.</p>	Cleaning: regularly	25+
Aluminium	<p>The external window/door sash/frame is made from aluminium with a powder coated finish. It will need cleaning at least once a year with a soft cloth or soft bristle brush and luke warm water with a few drops of mild detergent.</p> <p>Black stripes from gaskets will be harder to remove, if allowed to sit for long periods and materials such as paint, wet concrete etc. must be washed off immediately.</p> <p>A scratch will not affect the durability of the sash as the aluminium will form a natural layer of oxide. Scratches in the surface treatment can be repaired with repair lacquer, but differences in colour may occur.</p> <p>If atmospheric pollution has resulted in heavy soiling of the coating, then nothing stronger than white spirit should be used. Abrasive cleaners or chemical cleaners containing ketone, esters or alkalis should not be used.</p>	Cleaning: 12 (harsh: 6)	40+ although some discolouration from weathering may occur after 20-30+
Ironmongery e.g. hinges, handles, fittings, screws...	<p>Once a year all ironmongery should be cleaned, inspected and moving parts lubricated with acid-free oil where shown in the VELFAC User Guide.</p> <p>Friction stays should be adjusted where required, but never lubricated. Gliding rails may where necessary be sprayed with a teflon-based lubricant (do not use common mineral based oil).</p> <p>On inward opening doors, the external rainscreen should at least once a year be oiled with silicone lubricant.</p> <p>In harsh environments, ironmongery must be inspected and cleaned at least 2 times per year.</p> <p>Please note: Surface corrosion is not necessarily detrimental to the operation of the ironmongery. The product warranty applies to lack of function and is conditional upon the stated maintenance instructions.</p>	Cleaning and caring: 12 (harsh 6)	25+

After Sales Service



A national system of service support ensures a fast and efficient response to any issue which may arise either during or after installation. All VELFAC windows carry a unique identity tag to enable immediate tracing of spare parts should damage occur – see above.

Failure of Window Operation

In the event of a window operation failure, excessive force should not be used to open or close the unit. If the window cannot be easily operated, check for any obstructions to the outside and remove. If the window resists closing, check for any obstructions between the moving aluminium sash and the fixed timber mainframe.

If a restrictor is fitted, it may require disengaging before the window can be fully opened. Ensure that no debris is obstructing the slide motion of the moving arm.

If the window is chain operated via electric motors, the connection between the chain and the moving sash should be inspected to verify that they remain attached. The power supply to the motor, control interface and keypads should also be checked. Do not use excess force on the window handle.

In the event of no apparent cause for an operation failure please contact VELFAC Customer Services.

Email: service@dovista.com
T: 01223 897 155

The Service department require the following as a minimum to allow the request to be actioned:

1. Your details including name, full postal address, email and telephone number
2. Description of the issue including location in the building and photo to allow access requirements to be understood.
3. A photo of the Id tag (shown above).