Arden | The forefront of timber windows & doors

Operation, Care & Maintenance Manual

February 2026 – V2 - Issue 02

Customer, Project & Product Details

Customer Name : *
Address : *
Address : *
Address : *
Post Code : *

Project Name : *
Address : *
Address : *
Address :
Post Code : *

Date Project Completed: 2025

Window products supplied:

Warwick Casement Windows ☐
Hathaway Flush Casement Windows ☐
Stoneleigh – Mock Sliding Sash Window ☐
Kinward - Vertical Sliding Sash ☐

- Weights & Pulleys ☐
- Spiral Balances ☐

Click on appropriate links to access product datasheets and specific instructions.

Stratford Door products supplied:

Single Residential Doors ☐
Double Doors ☐
Bi Fold Doors ☐

Additional Features:

Trickle Vents ☐
Hinge Restrictor ☐
Auto Latch Restrictor ☐
Lockable Elbow Restrictor ☐
Egress Easy Clean Hinge ☐
Angel Restrictor (Sliding Sash) ☐
Sash Stop Restrictor (Sliding Sash) ☐

Contents

1.0 - CARE & MAINTENANCE
TIMBER WINDOWS & DOORS

Timber is a natural material, it expands and contracts depending on the weather conditions. Timber absorbs moisture from the air, it expands in warm temperatures and contracts in cool temperatures. **This is not a defect, a fault or a warranty issue,** it is a natural and normal process in all timber products exposed to the elements.

In the same way you would expect to undertake routine maintenance of your car by topping it up with oil & checking the tyre pressures, Timber windows and doors also require care and maintenance to ensure they operate at their optimum. Any scratches or damage to painted or stained surfaces will need to be repaired urgently to protect water or insect ingress which could cause significant damage to the timber beneath; hinges may need to be adjusted several times a year, and moving parts will need to be lubricated.

REGULAR MAINTENANCE

- Cleaning of the frames must be undertaken regularly using a non-abrasive cloth, water and mild detergent. Chemical cleaning agents must not be used. Ensure all surface areas are rinsed off with clear water to remove any residue

- Regularly Inspect the external paint or stain finish and spot repair any minor areas of coating damage, scratches or open joints. This is critical to ensuring the longevity of the window and the integrity of the external coating

- Regularly clean the glass removing heavy external grime with a solution of soap and water, always using a non-abrasive soft cloth.

- At least every 12 months lubricate all hinges and handles and any other moving parts with a light oil to ensure trouble free operation.

- Weather seals and ventilators should be cleaned at least annually removing dust or grime. clean with a cloth and a solution of soap and water. Ensure that the weather seals do not become dislodged from their grooves. Should this occur, slide them back into position immediately to avoid damage when the window is closed

- Regularly check that all windows and doors open, close and lock correctly. Due to the natural contraction and expansion if timber as a result of seasonal changes in the weather, it is likely that you will need to make slight adjustments to hinges to ensure trouble free operation.

To ensure the maximum life expectancy and trouble free operation of your timber windows & doors it is important to undertake regular maintenance including cyclical redecoration of the external finish. **This is also a condition of our Warranty.**

2-0 – Minimum Requirements, Maintenance and Redecoration

Arden Windows Ltd products are manufactured to the highest standards and are supplied fully factory finished using a high performance three coat system provided by Remmers; a market leader in timber coating systems. Whilst this coating offers very long term performance against the harsh UK climate, the coating will eventually require renovation and the windows & doors will need to be repainted at some point during their life cycle.

To benefit from the Remmers factory applied coating system, and achieve the longest possible lifespan with the coating, it is essential to care for the coating finish. Nobody would dream of leaving their car dirty and unprotected for years on end, as this would of course affect the look, protection and any warranties regarding the paint work. External timber products also need regular attention in order to reduce the need to redecorate, and also to ensure life-time performance. If proper cleaning and maintenance is undertaken as described below, then the finish will last for many years without the need for renovation. This is no more difficult than when you give a car a wash and polish.

Follow the maintenance procedure below to conform to the Remmers long life system.

AS A MINIMUM REQUIREMENT

1) Cleaning of the frames must be undertaken regularly using a non-abrasive cloth, water and mild detergent. Chemical cleaning agents must not be used. Ensure all surface areas are rinsed off with clear water to remove any residue

2) If mould or algae are present these should be removed by washing with a diluted solution of household bleach (3 parts water: 1 part bleach). Rinse with clean water after washing with bleach solution. **DO THIS ONLY IF ABSOLUTELY NECESSARY**

3) Every 6 months clean coated timber surfaces with the Remmers cleaning product. Ensure residues are wiped off and allowed to dry.

4) After the above cleaning procedure using the Remmers cleaning product apply the Remmers care balsam (included in the care sets) with a soft lint free cloth.

3.0 - FURTHER RECOMMENDED BY REMMERS

A Specialist Care-Set can be purchased directly from Remmers UK ltd contact sales@remmers.co.uk this product is in addition to the suggested routine maintenance

- Cleans surface removing any damaging dirt or mould
- Restores gloss level helping improve water shedding properties of the coating system
- Provides a sacrificial coating that reduces the erosion of the factory applied coating system

REGULAR INSPECTION

Even before the cyclical redecoration of the coating it is essential to make sure that any damages are repaired promptly and that the coating is cared for in the right way. The details below lists advice and procedures regarding on the regular care and maintenance of your Timber Windows & Door coatings

OPENING OF JOINTS

Over time it is possible for joints to open up due to the differential movement between two pieces of timber at a joint. If this should happen the joint must be repaired promptly by filling any gaps and then repainting them with a suitable finish. How to do this is explained below

REPAIRING OF OPEN JOINTS

Fill any open joints with Induline AF-920 v-joint filler. This must be allowed 2 hours to dry before application of subsequent coatings. Drying is at 20 C and 60% relative humidity. This product can be obtained from Remmers UK ltd contact sales@remmers.co.uk

Induline AF-920 can be over coated with a wide range of Remmers coatings. To provide the best match to the factory applied finish it is wise to apply the same top coat finish as used in the factory. These products must be modified to make them suitable for application by brush. Remmers UK supply an additive for this purpose. Either obtain the factory applied coating finish incorporating the additive from your Arden Windows or contact Remmers directly at sales@remmers.co.uk

PHYSICAL DAMAGE TO THE COATINGS

Only when the surface of the coating becomes damaged by knocks and heavy abrasion does the protective envelope become breached. This can allow moisture ingress and degrading of the timber surface by sunlight.

SURFACE DAMAGE REPAIRS

To any damaged areas of coating sand the damaged area to try and remove any step between the damage and the rest of the sound coated surface. Once this is achieved to any bare timber apply the Induline GW-306 (in the desired shade). For opaque finishes once the GW-306 is dry, apply Remmers Sealing primer. Finally apply 2-3 coats of the relevant finish incorporating the mix and go additive. Allow 3 hours drying between coats. Drying is at 20 C and 60% relative humidity. It is vital that a suitable nylon bristle brush suitable for the application of water-borne finishes is used.

4.0 - REDECORATION OF TIMBER WINDOWS & DOORS

There is a choice of water based or solvent based systems that can be used. For opaque finishes apply Remmers Compact Opaque PU (water based) or Remmers UV Opaque Top (solvent based). For translucent finishes apply Remmers Compact Stain PU (water based) or Remmers UV Translucent Top (solvent based).

PLEASE NOTE: ARDEN WINDOWS LTD ONLY USE WATER BASED PAINT SYSTEMS IN THE MANUFACTURING PROCESS.

REDECORATION PROCEDURE

- All surfaces require a thorough clean before any coating application takes place.

2) Check for damaged coatings and rectify as follows: - Prepare by the de-nibbing of the timber surface with a p240 grade abrasive, taking care to follow the line of the grain.

3) Bring forward by applying a full coat of primer/base stain, ensuring that the end grain is also coated if exposed.

4) Once a clean and sound surface is obtained apply a coat of the appropriate Remmers maintenance product. Always use a high quality nylon bristle brush for the application of the water based products.

5) Allow 16 hours between coats for the solvent based products and 4 hours between coats for the water based products. After drying a light de-nib with a very fine abrasive paper (p240 grade or finer) may be required.

6) Apply a second coat of the appropriate Remmers maintenance product.

4.1 - REDECORATION CYCLES

Whilst it is difficult to clearly define the redecoration cycle for painted / stained Timber products due to the unique nature of each product, weather conditions and UV exposure, the below table provides a typical guide for reference.

Coating Type	Window Position	Low Exposure	Medium exposure	High Exposure
White or Light-Coloured Paint	**Set Back** **On Façade**	**10 Years** **6-8 Years**	**10 years** **6-8 years**	**2-6 years** **2-6 years**
Dark Coloured Paints or Medium and Dark Stains	**Set Back** **On Façade**	**3-6 Years** **3-6 Years**	**2-4 years** **2–4 years**	**2-3 years** **2-3 years**
High Translucent Stains such as, light oak, pine, and limba	**Set Back** **On Façade**	**3-4 Years** **2-3 Years**	**2-3 years** **2 years**	**1-2 years** **1-2 years**

	Definition	Typical Examples	Coastal Influence / Elevation	Notes / Clarifications
Low Exposure	Surfaces partially sheltered from weather; minimal UV or rain impact.	Interior doors, furniture in covered patios, doors/windows fully under eaves.	N/A	Surfaces largely protected; minimal maintenance required.
Medium Exposure	Surfaces outdoors, subject to normal weathering (rain, UV, temperature changes) but **partially protected**; not continuously wet.	Timber cladding under partial shelter, recessed windows/doors, external joinery under canopies, fences in inland climates.	Non-coastal locations, **beyond 20 miles (32 km)** from the sea.	Excludes surfaces subject to severe driving rain, standing water, or marine salt spray.
High Exposure / Severe Driving Rain	Surfaces exposed to **direct wind-driven rain**, UV, and temperature extremes; continuous wetting may occur.	South- or west-facing walls on exposed hills or ridges, gable ends, corner posts, freestanding fences, pergolas, timber exposed in open fields.	Coastal locations **within 20 miles (32 km)** of the sea, **or sites on hills, ridges, or open upland areas** where wind-driven rain is prevalent.	Surfaces **without shelter from overhangs or buildings**; maintenance frequency and protective coating requirements higher. Elevation/topography considered a **risk factor** for severe exposure, even inland.

5.0 - Hardware Care and Maintenance Guide

(Handles / Sash Lifts / Pull Rings / Letterboxes / Escutcheons)

To help you care for the hardware fitted to your products please follow the guidelines below.

Immediately after fitting and installation:

- Product should be cleaned using a soft cloth and mild soapy water then dried immediately with a clean, soft cloth.

Monthly Care and Maintenance

- Clean regularly with a soft, dry cloth or duster.
- Rubbing or wiping should be carried out in the direction of the polish lines, not across them.
- Product should be washed monthly using a soft cloth and mild soapy water then dried immediately with a clean, soft cloth - especially if fitted on or near the coast.
- Fingerprints can be removed by washing product as above.

Six Monthly Care and Maintenance

- If the product has a polished stainless steel or satin stainless steel finish then DR121 Stainless Steel Renovation Kit can be used at least every six months to help maintain this product in pristine condition. This is available from www.coastal-group.com

PLEASE NOTE:

- DO NOT use oily rags or greasy cloths when wiping the product surface.
- DO NOT use bleach, abrasive cleaners, caustic or acid based cleaning materials, or detergents containing chloride, or any other strong household cleaning products.
- DO NOT use abrasive materials, files or other hard objects against the product surface.
- This product should be protected from dust and dirt during any construction work.

6.0 - SERVICE & AFTER SALES

If you have any questions about our supplied products, or are experiencing any problems with the operation, care or maintenance of them please contact our service and after sales team for guidance and information. They will be able and more than happy to assist you.

Email: info@ardenwindows.net - Tel: 02476 237309

6.1 – Remedial / Service issue and Warranty Claim Procedure

Any claim made under this guarantee should be made directly to the Arden Windows Limited. The claim itself should be made in a letter setting out the original order number, date of delivery and address of the property, and giving a brief explanation of the problem which has led to the claim. This letter should then be sent, together with any information which will assist us regarding the problem and details of ownership of the property affected, to the registered address of Arden Windows Limited (as set out below).

FOA: Arden Windows Service Department
ADDRESS: Arden Windows Ltd, Arden House, Sparkbrook Street, Coventry, CV1 5ST

PLEASE NOTE that it is essential that the letter of claim reaches the above address on the last day of this Guarantee at the latest. Late claims will not be considered. This Guarantee applies to all Arden Windows Products installed within the United Kingdom of Great Britain and Northern Ireland. This Guarantee does not confer any rights other than those expressly set out above and does not cover any claims for consequential loss or damage. This Guarantee is offered as an extra benefit and does not affect your statutory rights.

Arden | The forefront of timber windows & doors

Product Specification

Flush Casements

Hathaway™

Life expectancy 60+ years

Sustainably sourced engineered timber. Softwood or Hardwood

Advanced environmentally responsible paint systems

Fully factory finished & glazed

Thermally efficient
U-Values 1.0 – 1.6Wm2K

Air permeability : Class 3
Wind resistance : Class 5
Water tightness : Class 6A

Acoustic attenuation up to 42dB

Top hung / Side hung / Shaped
Fully reversible (Top Swing)

BS EN ISO 9001:2016

BS EN ISO 14001:2016

Secured by Design
(Optional on request)

WinMark™ Enhanced Security
(PAS24 where requested)

Arden Windows & Doors are manufactured in the UK at our state of the art factory in Coventry

All products are supplied Factory Finished and Fully Glazed. We supply on a National basis and offer a full sub-contract installation service into new build & replacement projects.

Products fully conform to current British Building Regulations & FENSA Standards

10 YEAR PRODUCT GUARANTEE

10 YEAR HARDWARE GUARANTEE

10 YEAR WINDOWS GUARANTEE

35 YEAR FUNGUS & INSECT GUARANTEE

FENSA CHAS Constructionline BBA

T 02476 632423 E sales@ardenwindows.net ardenwindows.net

Arden | The forefront of timber windows & doors

Product Specification

Mock Sliding Sash

Stoneleigh ™

- Life expectancy 60+ years
- Sustainably sourced engineered timber. Softwood or Hardwood
- Advanced environmentally responsible paint systems
- Fully factory finished & glazed
- Thermally efficient U-Values 1.0 – 1.6Wm2K
- Air permeability : Class 3
  Wind resistance : Class 5
  Water tightness : 6A
- Acoustic glazing options
- Top hung / Side hung
  Option for openable lower sash
  Bespoke profile & horn detailing

BS EN ISO 9001:2016

BS EN ISO 14001:2016

Secured by Design
(Optional on request)

WinMark™ Enhanced Security
(PAS24 where requested)

Arden Windows & Doors are manufactured in the UK at our state of the art factory in Coventry

All products are supplied Factory Finished and Fully Glazed. We supply on a National basis and offer a full sub-contract installation service into new build & replacement projects.

Products fully conform to current British Building Regulations & FENSA Standards

PRODUCT 10 YEAR GUARANTEE · HARDWARE 10 YEAR GUARANTEE · WINDOWS 10 YEAR GUARANTEE · FUNGUS & INSECT 35 YEAR GUARANTEE

FENSA · CHAS · Constructionline · bsr

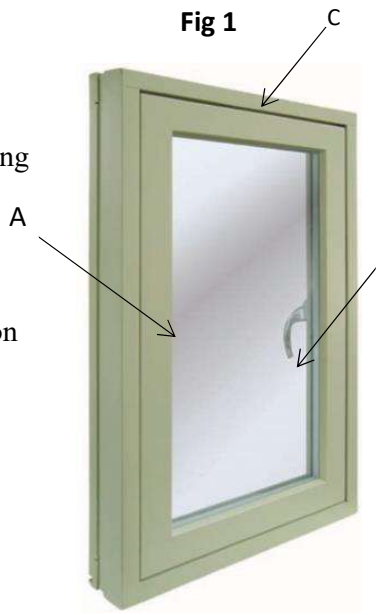
T 02476 632423 E sales@ardenwindows.net ardenwindows.net

Opening Casement Windows

(Hathaway / Warwick / Stoneleigh)

Casement windows can be Side Hung, Top Hung or Top Hung Over Fixed Windows

Fig 1



- Casement windows are generally fitted with multipoint locking er non-locking or locking handles. To open sashes ocking handles first use the provided key to key aside and keep in a safe place

- On both key locking and non-locking handles there is a button on the handle that needs to be pressed inward to allow the handle ve freely. Press this button inwards and turn the handle es so in its open position the handle points towards the indow. **Hinge Side Point A Fig 2**

- Key Locking Handle & Button **Point B Fig 2**

- When the handle is turned to 90 degrees and in the correct position the locking system will be disengaged and the sash can be pushed outward to an open position.

How to Close The Window

- To close the sashes follow the reverse procedure as detailed above.

Safety Restrictors

- Safety restrictors may have been fitted to your windows, there are a number of different types which depend on the project specification, the window type & size. Please refer to page 1 which if fitted will have a X in the box adjacent to the restrictor type fitted. **Restrictors are only fitted if requested by the customer or are required by building regulations.**
- Operation details for the installed restrictor can be accessed by clicking on the appropriate link for the restrictor on page 1 of this document. The installed restrictor will have an X in the box adjacent to the description / name.

Trickle Vents

- If Trickle vents are fitted to your windows for ventilation purposes they will be located within the head of the window frame – **Point C Fig 1.** Please see Ventilation Section

Arden | The forefront of timber windows & doors

Product Specification

Sliding Sash
Kinward ™

- **Life expectancy 60+ years**
- **Sustainably sourced engineered timber. Softwood or Hardwood**
- **Advanced environmentally responsible paint systems**
- **Fully factory finished & glazed**
- **Thermally Efficient U-Values 1.0 – 1.6Wm2K**
- **Air permeability : Class 3**
  Wind resistance: Class 7A
  Water tightness : E2400
- **Acoustic attenuation 32-42dB**
- **Spiral balance / tilt & slide or Traditional weights & pulleys**
- **Bespoke profile & horn detailing**

BS EN ISO 9001:2016

BS EN ISO 14001:2016

Secured by Design
(Optional on request)

WinMark™ Enhanced Security
(PAS24 where requested)

Arden Windows & Doors are manufactured in the UK at our state of the art factory in Coventry

All products are supplied Factory Finished and Fully Glazed. We supply on a National basis and offer a full sub-contract installation service into new build & replacement projects.

Products fully conform to current British Building Regulations & FENSA Standards

10 YEAR PRODUCT GUARANTEE · 10 YEAR HARDWARE GUARANTEE · 10 YEAR WINDOWS GUARANTEE · 35 YEAR FUNGUS & INSECT GUARANTEE

FENSA · CHAS · Constructionline · bsr

T 02476 632423 E sales@ardenwindows.net ardenwindows.net

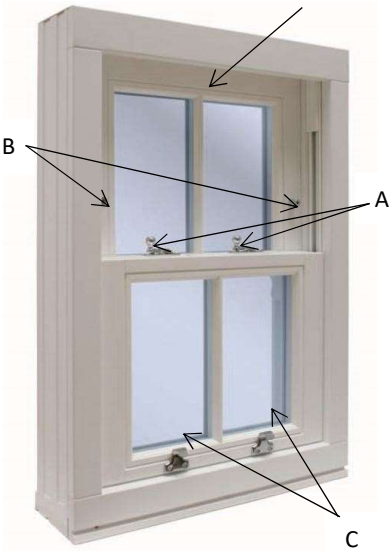
Kinward - Vertical Sliding Sash Windows Spiral Balance & Cords & Weights

Fig 1

E

D

Opening the Sashes



- Release the two Fitch catches on the meeting rail **1** if you have a locking version then please prior to releasing the flitch types and colours of flitch catch; the operat

Safety Restrictors

- Safety restrictors may have been fitted to your windows. Where fitted these will be at **Point B Fig 1** there are a different types, the type fitted will depend on the specification, the window type & size. Please refer to page 1 which if fitted will have a X in the box adjacent restrictor type fitted. **Restrictors are only fitted if by the customer or are required by building**

- The Sash Lifts or D Handle located at **point C in Fig 1** should be used to pull the lower sash upwards into an open position.

- The upper sash can be lowered using the Sash Pull Ring Located at **Point D Fig 1** of your sliding sash window

Closing the Sashes

- To close the sashes follow the reverse procedure as detailed above.

Trickle Vents

- If Trickle vents are fitted to your windows for ventilation purposes they will be located within the head of the window frame – **Point C Fig 1.** Please see Ventilation Section

Arden | The forefront of timber windows & doors

Product Specification

Single Entrance Doors

Stratford ™

Life cycle 60+ Years

Traditional timber construction or manufactured using contemporary timber composite blades.

Advanced environmentally responsible paint systems

Thermally efficient
U-Values as low as 1.0 Wm2K

Air permeability : Class 3
Wind resistance : Class 3A
Water tightness : 4

Fully bespoke aesthetic design
Extensive hardware options

Secured by design accredited
Part M compliant

BS EN ISO 9001:2016

BS EN ISO 14001:2016

Secured by Design
(Optional on request)

WinMark™ Enhanced Security
(PAS24 where requested)

Arden Windows & Doors are manufactured in the UK at our state of the art factory in Coventry

All products are supplied Factory Finished and Fully Glazed. We supply on a National basis and offer a full sub-contract installation service into new build & replacement projects.

Products fully conform to current British Building Regulations & FENSA Standards

10 YEAR PRODUCT GUARANTEE

10 YEAR HARDWARE GUARANTEE

10 YEAR WINDOWS GUARANTEE

35 YEAR FUNGUS & INSECT GUARANTEE

FENSA CHAS Constructionline BSI

T 02476 632423 E sales@ardenwindows.net ardenwindows.net

Arden | The forefront of timber windows & doors

Product Specification

Double Entrance Doors

Stratford ™

Life cycle 60+ Years

Traditional timber construction or manufactured using contemporary timber composite blades.

Advanced environmentally responsible paint systems

Thermally efficient
U-Values 1.1 – 1.8Wm2K

Air permeability : Class 3
Wind resistance : Class 3A
Water tightness : 4

Fully bespoke aesthetic design
Extensive hardware options

Secured by design accredited

BS EN ISO 9001:2016

BS EN ISO 14001:2016

Secured by Design
(Optional on request)

WinMark™ Enhanced Security
(PAS24 where requested)

Our door range also incorporates:

Single residential doors
Fire egress doors
Bi-Fold doors
Sliding patio doors

Please contact our sales team for details.

Arden Windows & Doors are manufactured in the UK at our state of the art factory in Coventry

All products are supplied Factory Finished and Fully Glazed. We supply on a National basis and offer a full sub-contract installation service into new build & replacement projects.

Products fully conform to current British Building Regulations & FENSA Standards

10 YEAR PRODUCT GUARANTEE
10 YEAR HARDWARE GUARANTEE
10 YEAR WINDOWS GUARANTEE
35 YEAR FUNGUS & INSECT GUARANTEE

FENSA CHAS Constructionline BBA

T 02476 632423 E sales@ardenwindows.net ardenwindows.net

Arden | The forefront of timber windows & doors

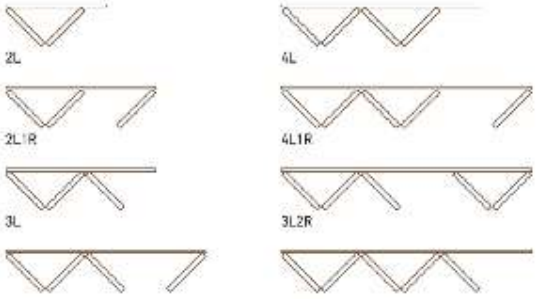
Product Specification

Bi-Fold Doors

Stratford Doors ™

- **Life expectancy 60+ Years**
- **Sustainably sourced engineered timber Softwood or Hardwood**
- **Advanced environmentally responsible paint systems**
- **Fully factory finished & glazed**
- **Featuring market leading hardware supplied by Centor®**
- **Air permeability : Class 3**
  Wind resistance : Class C3
  Water tightness : 5A
- **Thermally efficient double glazing Part L compliant**
- **Timber / aluminium or DTS cills**

Typical Bi Fold opening configurations, from two leaves upwards, include multiple left (L) and right (R) hand options



BS EN ISO 9001:2016

BS EN ISO 14001:2016

Secured by Design
(Optional on request)

WinMark™ Enhanced Security
(TS24 where requested)

Arden Windows & Doors are manufactured in the UK at our state of the art factory in Coventry

All products are supplied Factory Finished and Fully Glazed. We supply on a National basis and offer a full sub-contract installation service into new build & replacement projects.

Products fully conform to current British Building Regulations & FENSA Standards

10 YEAR PRODUCT GUARANTEE
10 YEAR HARDWARE GUARANTEE
10 YEAR WINDOWS GUARANTEE
35 YEAR FUNGUS & INSECT GUARANTEE

FENSA CHAS Constructionline BSI

T 02476 632423 E sales@ardenwindows.net ardenwindows.net

Window Restrictors

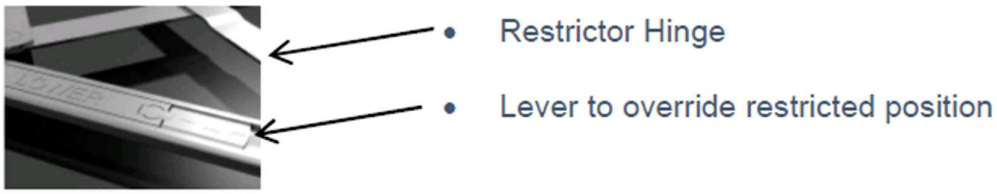
Where requested our windows are fitted with child safety restrictors to reduce the risk of falling. These restrictors restrict the opening sash of the window to approx. 100mm, most restrictors are easily and simply overridden for cleaning purposes by a responsible person. However depending on the project the restrictor may be permanent or only overridden by use of a key or tool.

Casement Window Restrictors:

Standard Restricted Hinge

If the window is fitted with a standard restricted hinge, the restrictor will engage automatically and limit the opening of the sash to approximately 100mm.

The restricted hinge mechanism will only be visible when the sash is open and looks like the picture below.



To disengage the restrictor, open the window to its restricted position, pull the sash back slightly towards you and press down on the chrome lever within the hinge. This will then disengage the restrictor and allow the sash to open beyond the 100mm limit to its desired open position.

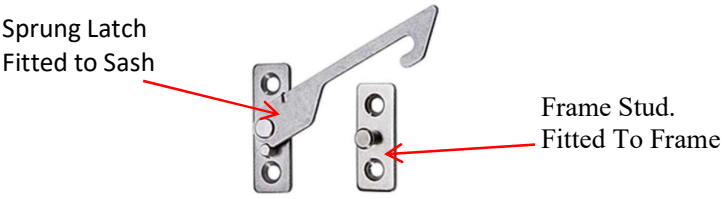
The restrictor will automatically re-engage when the window is closed.

Auto-Latch Restrictor

Auto latch (Hook & Pin) restrictors are fitted where requested to side hung casement windows. These are typically used in situations where a standard restrictor hinge is not practicable, or if the windows are fitted with butt hinges rather than friction hinges.

The Auto Latch restrictor comprises two parts which are fitted to the sash and frame. The Frame Stud is fixed to the Frame and the Latch is affixed to the opening sash. **See Fig 1**

Fig 1



It is important to familiarise yourself with the correct operation to ensure trouble free use and to make sure you know how to maintain the safety restriction and to be able to override the safety restriction where necessary for cleaning or other purposes.

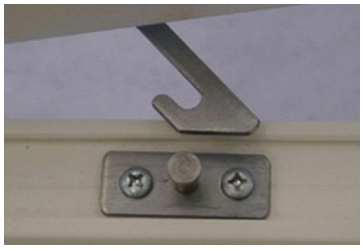
When the sash is opened the restrictor will automatically engage. The latch will locate on the Frame Stud and the sash will be restricted, allowing it to open outwards only to 100mm approx.

How to operate the restrictor:

1) From the restricted position pull the sash back towards you by 20mm approx. so the latch can be released from the frame stud

2) Move the Latch to the side so that it clears the frame stud and slowly push the sash outwards at the same time.

3) The restrictor is now disengaged and the sash can be fully opened outwards without restriction.



4) To re-engage the restrictor, simply close the sash fully. The restrictor will automatically re-engage and restrict the sash to approx. 100mm opening when reopened.

Lockable Elbow Restrictor

Fig 1

The lockable Elbow Restrictor is typically fitted to Top Hung Open Out or Bottom Hung Open Inward Windows, though it can be fitted to Side Hung Open Out windows.

Depending on the size of the window there maybe one restrictor fitted to each side of the Opening Sash. The restrictor comes in a number of lengths depending on the size of the Opening Sash and the restricted opening required.

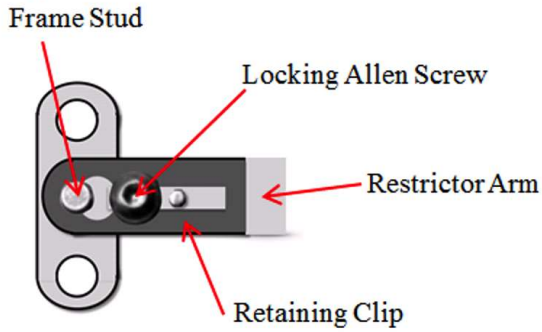
Fig 1 shows an Elbow Restrictor before being fitted to a window. One end of the restrictor with the frame stud if affixed to the frame, the other end is affixed to the opening sash.

There are a number of parts to be aware of at the locking end of the Elbow Restrictor.

These are detailed in **Fig 2** shown opposite.

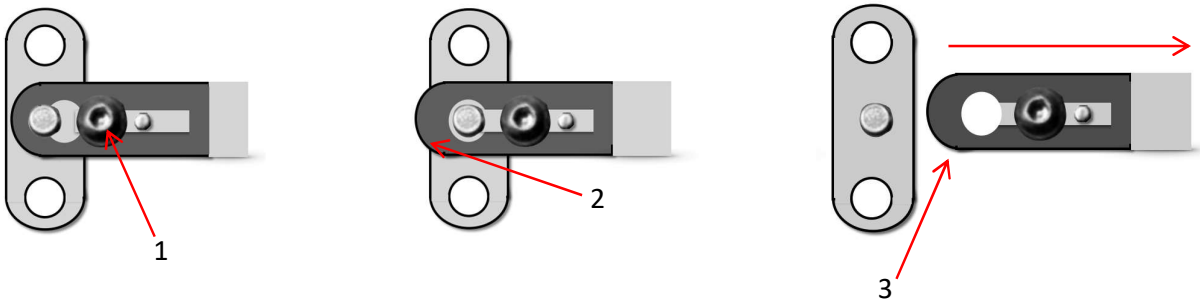
The process for unlocking and locking the restrictor is detailed below.

Fig 2



To disengage the locking restrictor, enabling the window to open fully please follow the instructions below, ensuring that this process is followed for each restrictor fitted to the window:

1 - Using a 3mm Allen Key loosen but do not remove the Locking Allen Screw
2 - Slide the retaining clip so that the frame stud becomes unlocked
3 - Lift the restrictor arm so that the frame stud decouples from the restrictor arm



4 – To re-engage the restrictors please reverse the process described above.
Ensure when re-engaged the Allen Screw is tightened and restrictors are locked and functioning correctly.

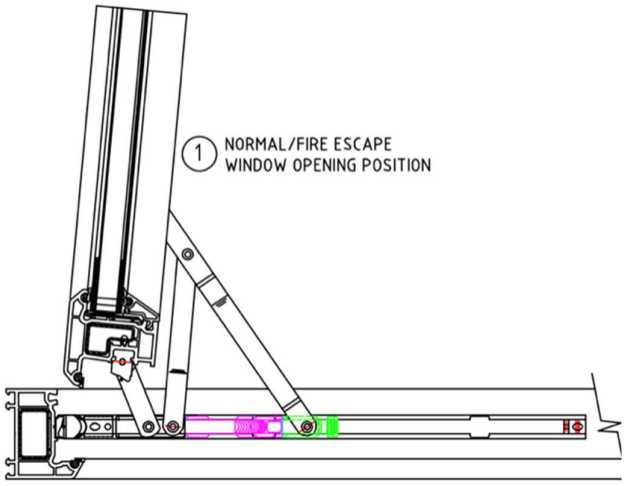
Easy Clean Egress (Fire Escape) Hinge

If the first floor of your home is no higher than 4.5m above the exterior ground level, then you will need to be able to escape the house from the first floor via egress windows to all habitable rooms (i.e. to bedrooms but not bathrooms). Where egress windows are required Arden Windows typically use an egress easy clean hinge as detailed below.

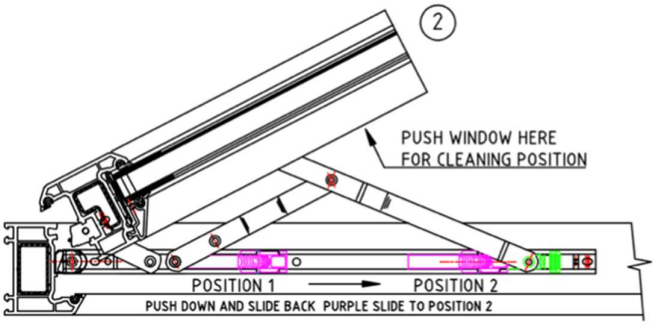
The easy clean egress hinge allows a side hung casement window to be opened fully to 90º ensuring emergency egress in the event of a fire and also incorporates a simple mechanism allowing the window to be moved into a position allowing the outside of the window cleaned from inside the building.

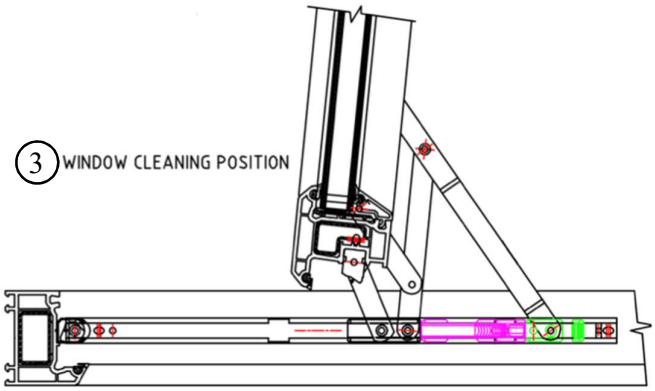
Operation of Easy Clean Egress Hinge

1 - Open the sash as normal. When fully opened the sash will open to 90 degrees.



2 - To move the window to the cleaning position, partially close pull back the purple slide to position 2 (Locating in Slots). Open as shown in figure 3 to the window cleaning position.





3 - Fully closing the window will reset the hinge to its normal / egress position. As seen in **1**

Vertical Sliding Sash Window Restrictors

Fig 1

Where fitted, restrictors to sliding sash windows will be located at the following positions on the upper sash.

The purpose of the restrictor is to provide an element of safety. With the restrictor engaged the bottom sash will only move upwards a short distance, the opening of the window will be restricted to approx. 100mm.

There are a number of Vertical Sliding Sash Restrictors available

Care of Easy Clean Egress Hinges

- Lubricate moving parts annually with a light machine oil
- Clean any debris away from the moving parts and out of the track using a soft lint free cloth.
- Operate only as instructed & as intended

Sash Stops

As seen in the picture below sash stops are cylindrical pieces of metal screwed into the upper sash of the sliding sash window. The picture shows a sash stop which has been removed from the window sash.

One sash stop will be fitted to each side of the upper sash. (See Fig 1) When the bottom sash is moved upwards the sash stops will restrict the opening, allowing it to be opened only to 100mm approx...

1) To enable the lower sash to be opened further than 100mm both sash stops need to be removed.
2) To remove the sash stops, simply insert the correct allen key, or sash stop key into the sash stop and turn anti-clockwise until the sash stop can be removed.
3) Set the removed sash stop aside and put somewhere safe.
4) Repeat this operation for the second sash stop.
5) The lower sash will now open fully without restricton.

To reinsert the Sash Stops please close the lower sash and reinsert each Sash Stop one at a time into the correct location. Using an Allen Key or Sash Stop key, turn each Sash Stop clockwise to screw it back into the upper sash. Ensuring they are not overtightend. The lower sash will once again be restricted to a 100mm apporx opening.

Fig 1

Where fitted, restrictors to sliding sash windows will be located at the following positions on the upper sash.

The purpose of the restrictor is to provide an element of safety. With the restrictor engaged the bottom sash will only move upwards a short distance, the opening of the window will be restricted to approx. 100mm.

There are a number of Vertical Sliding Sash Restrictors available

Angel Ventlock® Restrictors

As seen if Fig where restrictors are fitted to your Vertical Sliding Sash Window, there will be one fitted to each side of the upper sash. One to the left and one to the right.

1) **In its first operation** the restrictor will limit the opening of the lower sash to 100mm approx. The Angel Ventlock Restrictor will engage and the lower sash will not move beyond the restrictor.

2) **To override the restrictor**

- Lower the bottom sash so that it is free of the restrictor.
- Press the bottom of the restrictor inwards where you see the coloured dot
- Repeat this for the restrictor at the other side of the sash.

3) The lower sash can now be moved upwards beyond the restrictor.

4) The restrictor will **automatically** re-engage when the lower sash is closed.

Trickle Vents

Modern windows are very thermally efficient, and practically airtight. This reduces greatly the amount of heat lost through the window when compared to older window systems; especially single glazed windows. Whilst this is great for energy efficiency, reducing heating bills, and your carbon footprint; There is a

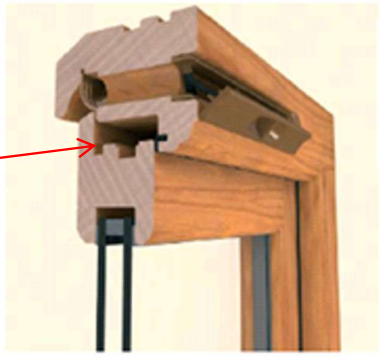
downside, the more air tight the window is, the worse the internal air quality becomes, and the more moisture can accumulate in the air thus leading to the likelihood of damp and condensation and eventually poor health for the occupants of the building.

To maintain a healthy and comfortable living environment, it is essential that your home is well ventilated. For this reason, FENSA & the UK Building Regulations suggest, and in some instances require that window manufacturers fit Trickle Vents in the frames of their windows.

WHAT ARE TRICKLE VENTS?
Trickle vents are small opening devices fitted to the frame head or opening sash in a window. These devices allow a small amount of air to pass from one side of the window to the other (Internally to External and vice versa) enabling the occupant of the building to benefit from the fresh air without having to open your window or door. Trickle vents allow the building to breathe.

Where Trickle Vents are included within our windows we want to make them as aesthetically pleasing as possible and therefore have designed our windows to accept an internally recessed Trickle Vent that does not require an external hood.

This can be seen in the adjacent photograph



Operation & Maintenance Instructions

Fig 1

Operation:

1. Open & Close by pushing the nib on deflector left or right respectively. (Point A Fig 1)
2. Deflector (Point B Fig 1) can be tilted to direct air in the desired direction
3. Do not block ventilator or external canopy/grille.

**** Keep vent open as much as possible for a healthy indoor environment ****

Maintenance:

1. Wipe Ventilator clean with a damp cloth. Frequency will depend on local conditions.
2. Clean away blockages with a soft brush. Do not lubricate.

2D-C Door Hinge Adjustment

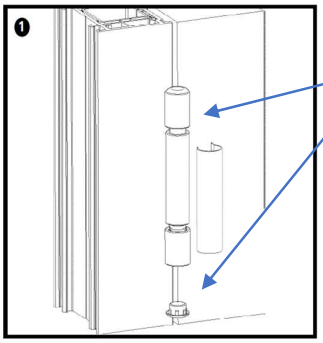
As timber is a natural material it expands and contracts depending on the weather conditions, Timber absorbs moisture from the air, it expands in warm temperatures and contracts in cool temperatures.
This is not a defect, a fault or a warranty issue, it is a natural and normal process in all timber products exposed to the elements.

In the same way you would expect to undertake routine maintenance of your car by topping it up with oil & checking the tyre pressures, Timber windows and doors also require care and maintenance to ensure they operate at their optimum. See our general care & maintenance leaflet for general details.

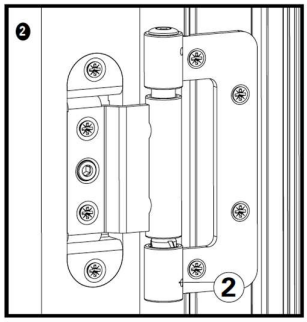
In the case of external doors, It is normal and likely that every so often the hinges need to be adjusted to ensure the door opens, closes and locks correctly. As a minimum this should form part of your annual maintenance regime but may also be required in the event that expansion or contraction of the door sash causes any

3D Door Hinge Adjustment

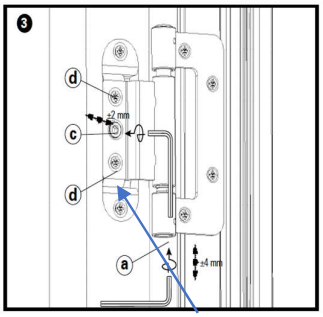
Dynamic 2D-C door hinge adjustment procedure



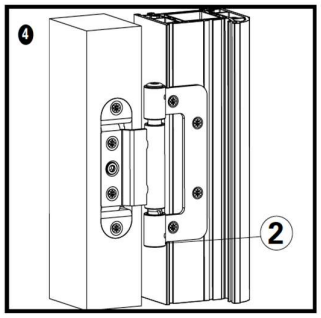
Remove the lower cap and hinge cap as shown in **Fig 1**



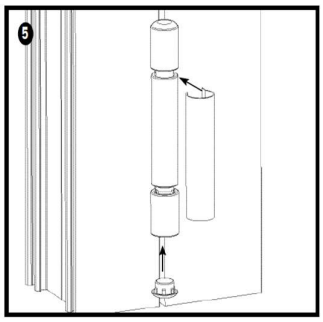
Open the door. Unscrew but **do not** remove the lower security screw marked as **2** in **Fig 2**



Horizontal adjustment
To increase or decrease the air gap between the sash and frame loosen screws d & adjust by turning screw c with a 4mm Allen key & tighten screws d when finished
Height adjustment
Adjust by turning screw a with a 4mm Allen key



Adjustments should be made as required to all hinges. Once complete and door operating correctly please tighten the security screws marked **2** in **Fig 4**



Remove the lower cap and hinge cap as shown in **Fig 5**

Further guidance can be found at the following link Arden Windows YouTube Channel a video showing how to adjust the Dynamic 2D C

How to Change a Standard Casement Window Handle

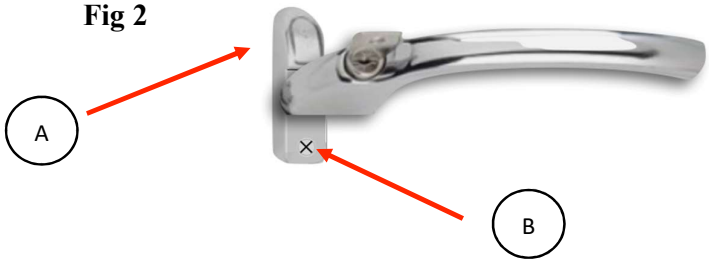
1) Start with the handle in the closed position with the handle in-line with its back-plate as shown below in Fig 1

Fig 1

2) Remove the screw cover cap using a very thin but sturdy screw driver or knife. Be very careful not to cut yourself. Set the cover cap aside in a safe place. Beneath the cover cap will be a screw.

3) If a locking handle then unlock the handle using the supplied key. Press down the handle button and move 90 degrees into the open position. If the handle is a non-locking version then just press down the button, there will be no key.

Fig 2



4) With the cover cap (A) removed and the handle in the open position revealing the secondary screw fixing point (B) please proceed to remove both screws at position A & B

5) With the screws removed and set aside safely. Place your thumb and index finger firmly at the side of the back-plate and move the Handle back into its closed position. In-line with the back-plate and engaging the locking mechanism within the window sash.

THIS ENSURES THE OPENING SASH WILL REMAIN CLOSED AND SECURE WHILST CHANGING THE HANDLE.

6) The handle may now be carefully pulled towards you disengaging it's spindle from the locking mechanism and be removed from the window.

7) **To fit a new handle** firstly ensure the spindle of the handle is correctly inserted into the gear box of the window locking mechanism, push the handle into position so the screw holes line up and then follow the above procedure in reverse from points 5 to 1

Draughty Windows

Our Windows and Doors are manufactured to the very highest standards in controlled factory conditions, and within an ISO 9001 Quality Management System. All of our window systems are successfully tested to and conform to BS 6375-1 / BS6375-2 standards. Enhanced testing is undertaken on Secured by Design and Part Q certified products where we have PAS 24:2016 certification.

Casement Windows Performance Data:

- Air Permeability - 600pa (Class 3) - BS EN 1026:2000
- Water-tightness - 250pa (Class 6A) - BS EN 1027:2000
- Wind resistance - 2000pa (Class 5) - BS EN 12211:2000

Sliding Sash Windows Performance Data:

- Air Permeability - 600pa (Class 3) - BS EN 1026:2000
- Water-tightness - 300pa (Class 7A) - BS EN 1027:2000
- Wind resistance - 2400pa (Class E2400) - BS EN 12211:2000

Determine the cause

If you are experiencing draughty windows it is important to determine the cause of the problem and where exactly the draught is coming from, as the symptoms of this issue will vary depending on weather conditions, it is not practicable or cost effective for remedial engineers to attend in every situation, therefore we would kindly ask the customer to help us determine the cause of the issue.

Things to consider:

1) If the windows are fitted with Trickle Vents it is likely that draughts will be present. This is normal, the vents are required by building regulations and are there to let air in to allow the building to breathe, draughts may be reduced by closing the vents.

2) If draughts are coming in at the junction between the outer window frame and the building structure, this is a potential issue with the installation of the window or a breakdown in the silicone seal between the window and the fabric of the building. In this instance the perimeter of the window should be resealed using a low modulus silicone.

3) If a draught is coming in around the opening sash then this is most likely to be a failure of the weather seal / gasket. Firstly please open the sash and inspect the glazing seal / gasket around the perimeter of the open sash / frame. If the seal / gasket is damaged then please contact us, we can supply replacement gasket to you and advise how to change this.

4) As timber is a natural product it expands and contracts overtime, this is normal. Occasionally this movement causes a change in the correct operation of the opening sash, this may result in the sash being difficult to open or shut or even lock. It maybe that an expansion or contraction in the timber has reduced the compression of the sash onto the gasket when the window is closed. In this instance routine maintenance procedures should be able to rectify the issue. Please speak to our aftersales team for guidance.

It is very unlikely that a draughty window would be the result of a latent defect covered under warranty. To help us to resolve your issue please provide as much photographic evidence as possible and consider the aforementioned information and suggested rectifying actions.

Condensation is <u>NOT</u> a problem created by your Windows and Doors!

What is Condensation?

Condensation occurs when warm air collides with cold surfaces, or when there is too much humidity in your home.

Too much water vapour in the air + Cold surfaces = condensation.

Condensation is especially common in winter months when your central heating is switched on in the early hours or late at night, warming the internal air.

Everyday activities like cooking, showering and drying clothes can release warm moisture into the air. When this moisture packed warm air hits a cold surface, it cools down quickly and the water is released, which turns into liquid droplets on the cold surface (CONDENSATION)

How to reduce / prevent condensation

Insulation and Ventilation are key to reducing or preventing condensation within any property. Windows and Doors are part of the solution, not part of the problem.

Practical steps to reduce condensation:

1) Fit high performance thermally efficient windows with Double Glazing. The less cold air can transfer from the outside to the inside the less likely condensation will form. Modern double glazed and triple glazed units are great at keeping the cold out. The internal glass pane stays warmer therefore warm moisture in the air is less likely to condensate on it.

2) It is best practice to have Trickle Vents fitted to windows, keeping the Trickle Vents in the open position allows for better ventilation and less build up of warm moisture rich air. More ventilation leads to less condensation.

3) When cooking, open a window in the Kitchen or turn the extractor Fan on to ventilate the room and get the warm moisture rich air out of the building.

4) When Bathing or Showering turn the extractor Fan on in the Bathroom or open a window to better ventilate the room and get the warm moisture rich air out of the building.

ISO9001:2015 Quality Management Certificate

;

interface
interface-nrm.co.uk

CERTIFICATE OF REGISTRATION

QUALITY MANAGEMENT SYSTEM:
BS EN ISO 9001:2015

This is to certify that:

Arden Windows Limited
Arden House
Sparkbrook Street
Coventry
CV1 5ST
United Kingdom

Holds Certificate No: **Q5143**
and operates a UKAS accredited Quality Management System which complies with the requirements of ISO 9001:2015 for the following scope:

Design, Manufacture and Supply / Installation of Timber Windows and Doors

For and on behalf of Interface NRM Ltd:

Dr. Gavin Jordan
Director, Interface NRM Ltd.

First Issued: **04/07/2018**
Latest Issue: **12/04/2024**
Expiry Date: **19/06/2027**

interface
interface-nrm.co.uk
UKAS MANAGEMENT SYSTEMS
4718
ISO 9001 Certified

This certificate remains the property of Interface NRM Ltd and is bound by conditions of contract and our terms of use. Certification can be validated by emailing info@interface-nrm.co.uk
Interface NRM Limited, e-Innovation Centre, University of Wolverhampton, Priorslee, Telford, Shropshire, TF2 9FT, UK. 01952 288325
www.interface-nrm.co.uk

IAF

ISO14001:2015 Environmental Management Certificate

interface
interface-nrm.co.uk

CERTIFICATE OF REGISTRATION

ENVIRONMENTAL MANAGEMENT SYSTEM:
BS EN ISO 14001:2015

This is to certify that:

Arden Windows Limited
Arden House
Sparkbrook Street
Coventry
CV1 5ST
United Kingdom

Holds Certificate No: **E6051**
and operates a UKAS accredited Environmental Management System which complies with the requirements of ISO 14001:2015 for the following scope:

Design, Manufacture and Supply / Installation of Timber Windows and Doors

For and on behalf of Interface NRM Ltd:

Dr. Gavin Jordan
Director, Interface NRM Ltd.

First Issued: **04/07/2018**
Latest Issue: **12/04/2024**
Expiry Date: **19/06/2027**

interface
interface-nrm.co.uk
UKAS
MANAGEMENT
SYSTEMS
4718
ISO 14001 Certified

This certificate remains the property of Interface NRM Ltd and is bound by conditions of contract and our terms of use. Certification can be validated by emailing info@interface-nrm.co.uk
Interface NRM Limited, e-Innovation Centre, University of Wolverhampton,
Priorslee, Telford, Shropshire, TF2 9FT, UK. 01952 288325
www.interface-nrm.co.uk

IAF

FENSA

FENSA

APPROVED
WINDOW & DOOR INSTALLATIONS

APPROVED INSTALLER

All the proof you need

This is to certify that the installation service provided by:

Arden Windows Ltd

Arden House
Sparkbrook Street
COVENTRY
CV1 5ST

has been assessed as competent to self-certify that the following type(s) of building work have been installed to meet the requirements of Regulations 4 and 7 of the Building Regulations 2010

Types of work: Replacement windows, doors, roof windows or rooflights in existing dwellings.

Chris Beedel, Director of Membership, FENSA

Arden Windows Ltd is subject to periodic surveillance and review and is licenced to use the mark of the Certification Body (FENSA).

Date of Certification: 11/07/2006

The FENSA scheme is accredited against BS EN 17065 2012
FENSA Registration Number 29966

FENSA is a UKAS accredited certification body to BS EN 17065: 2012
FENSA Limited, Newspaper House, 40 Rushworth St, London SE1 0RB
Registered in England No. 3058561

7579

FEN / CERT.CPS / V5

Secured By Design

Secured by Design

SBD

Official Police Security Initiative

Secured by Design
LICENCE HOLDER

This is to certify that

Arden Windows Ltd

of

Arden House, Sparkbrook Street, Coventry, West Midlands, CV1 5ST, United Kingdom

Holds a Secured by Design Licence. Valid in conjunction with the current schedule until

8th January 2026

Please refer to www.securedbydesign.com/member-companies/sbd-members
for the current schedule information

G. Ferg

Guy Ferguson
CEO, Police Crime Prevention Initiatives Limited Date 09/01/2025

POLICE CPI
Police Crime Prevention Initiatives