



# Maple

Windows  
& Doors

**OPERATING MANUAL**

**FOR CARE AND**

**MAINTENANCE**

Care and Cleaning 3-4

*Outward Opening Windows*

Operation 5

Non-locking handles 5

Locking handles 6

Restricted friction hinge 6

Egress friction hinge 7

Restrictors 8

FSV child restrictor 9

Tilt and turn operation 10

Vertical slider operation 11

Front door operation 12

Rear door operation 13

Door locks 14

Twin French doors 15

Although designed and constructed to require a minimum of maintenance, Astraseal windows, doors and patio doors will require occasional cleaning – dirt build-up and atmospheric pollutants would obviously cause minor appearance changes that cleaning will remove.

## PVC-u and Rubber Components

PVC-u frames are chemically stabilised to prevent discolouration and should only need an occasional external wash with warm water and detergent. This can be done using a sponge when you clean the glass and is purely to remove grime and airborne dirt. Stubborn marks can be removed using a small amount of PVC-u cream cleaner. We recommend that the frames be cleaned at least once a year. The internally surfaces of the PVC-u can be soiled by cigarette smoke, cooking, etc. Such stains are easily removed using a PVC-u cream cleaner. After washing and rinsing, the PVC-u frame should be dried with a lint-free cloth and polished to a light sheen using an anti-static spray surface cleaner. The drainage channels located in the frame should be kept clear at all times. To remove paint spots (or similar) only White Spirit should be used. Stronger petroleum-based solvents should NOT be used without guidance – contact Astraseal first. Never use bleach, scouring powder or any harsh substance on any part of the windows.

## Handles

- Window and door handles require no maintenance other than occasional cleaning with warm water and detergent.
- Never use bleach, ammonia or other 'aggressive' substances.
- After washing, dry and then polish with a proprietary surface cleaner or spray polish.

## Gearing Mechanism

- Any visible gearing components on the opening part of the window (the Sash) should be cleaned with lint-free cloth to remove any dirt or grit that may build up – particularly in industrial or heavy traffic areas.
- The gearing may be washed with a solution of pure detergent and warm water, dried and then wiped over with a clean, very lightly oiled cloth to provide a lubricated surface.
- Never clean with metal or abrasive cleaner as this would damage the protective coating on the gearing and lead to discolouration and corrosion.

## Glass

Astraseal double glazed units are manufactured using high quality float or safety glass. This glass should be cleaned using a solution of warm water and detergent, rinsed with clear water, dried using a chamois cloth and polished using a proprietary glass cleaner and a lint-free cloth.

Never use abrasive cleaners on glass.

**CAUTION:** When moving the window, always push on the frame of the window sash. **DO NOT** apply force to the glass unit.

## Condensation

Modern buildings are designed to eliminate draughts and do not have the natural ventilation that some older houses have with their chimneys and ill-fitting doors and windows.

Houses, which have been completely sealed by the installation of cavity walls, loft insulation, double-glazing and draught proofing throughout are likely to become moisture traps.

In such cases, condensation is a ventilation problem. Providing the rooms are heated normally, the solution will probably be found by providing controlled ventilation.



In the case of older, 'unsealed' buildings, the dominant factor is likely to be the indoor temperature.

Additional heat or the introduction of localised heat near the windows may help.

# Outward Opening Windows

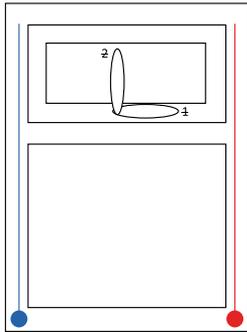


FIG.1

## Operation

Some windows will be fitted with lockable handles; others will be fitted with non-locking handles.

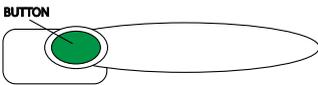
In all cases, with the sash closed and with the handle in position 1 (see Fig. 1), the window is secure.

To open the sash, depress the button on the handle and turn the handle through to 90° to position 2 (see FIG.1) and push the sash outwards.

To close and secure the sash, simply close the sash and return the handle to the horizontal position (position 1)

Windows may be fitted with an adjustable ventilator. If so it is opened and closed by two pull cords.

By pulling the cord with the **BLUE** end, the vent will open. The **RED** cord will close the vent.



## Non-locking handles

A number of windows may be fitted with a non-locking handle with a green push button; this Green button is to indicate that the window will open a full 90° to permit escape in the event of an emergency.

# Outward Opening Windows



The windows that can be used in the event of an emergency may also have a small self-adhesive sticker, attached to the window adjacent to the handle, showing a running man on a GREEN background and a lock covered by a RED cross - see FIG.3

The green man symbol indicating that the window may be FIG.3 used as an escape route in the event of an emergency.

FIG.2 shows a typical handle, detailing the position of the push button.

## Locking handles

If the window is fitted with a locking handle, the handle may be locked by inserting a key into the lock and turning the key as far as possible.

To unlock insert the key and rotate in the opposite direction.

FIG.4 shows a typical handle, detailing the position of the push button and lock.

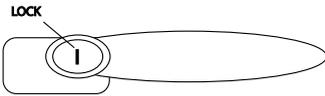


FIG.4

## Restricted Friction Hinge

This hinge is designed for safety and to permit only limited opening of the window until the householder operates the limiter. (see FIG.5)

1. It is a simple operation to fully open the window. Once the initial limited opening is reached, locate the small 'PRESS' lever on the bottom hinge.
2. Slightly close the window and depress the 'PRESS' lever, the window can now be opened to its full extent and will lock in the open position.
3. To close the window, depress the 'PRESS' lever and close the window. As the window is closed, the restrictor device that limits the opening of the window will automatically reset.

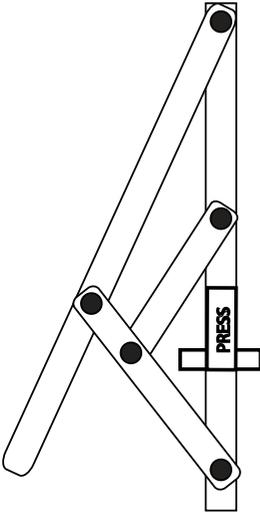


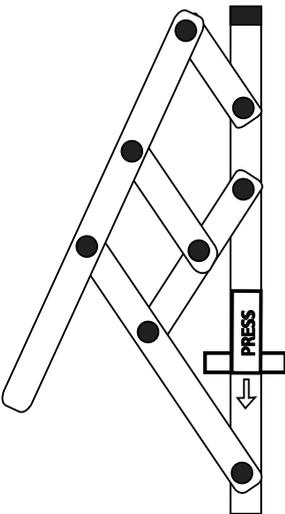
FIG.5

## Egress Friction Hinge (with easy-clean option)

This hinge is designed to provide maximum opening for escape in the event of an emergency and to permit the cleaning of the outside of the unit from the inside of the property. (see FIG.6).

In order to clean the outside of these windows, simply follow these instructions:

1. Fully open the window and locate the small 'PRESS' levers on the top and bottom hinge.
2. Depress the 'PRESS' lever on the bottom hinge and slide the window slightly in the direction of the arrow



# Outward Opening Windows

FIG.6

displayed on the 'PRESS' lever. Repeat this operation for the 'PRESS' lever on the top hinge.

Using both hands, slide the window evenly across the frame to gain access to clean the outside of the window.

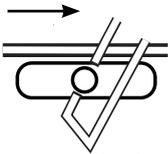
To reset the hinges to their normal operating mode,

3. simply slide the window back across to its original
4. position and close the window.

**CAUTION:** When moving the window, always push on the frame of the window sash. **DO NOT** apply force to the glass unit.

## Restrictors

Windows may be fitted with a spring activated restrictor arm to prevent the window from opening more than a limited distance.

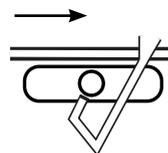


### *Restrictor Style A*

To disengage the window restrictor mechanism, open the window sash until the restrictor pin is in line with the opening in the restrictor arm. Push the restrictor arm across so that the

restrictor pin passes through the

FIG.7 opening in the restrictor arm (see FIG.7). The window sash can now be fully opened.



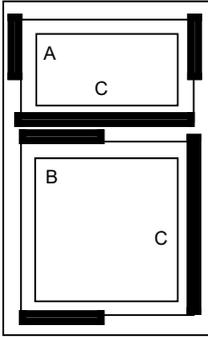
### *Restrictor Style B*

With both styles of restrictor, when you close the window sash, the restrictor arm will automatically reset on the restrictor pin.

This will restrict the opening of the window sash the next time that it is opened.

# Outward Opening Windows

## Lubrication



Friction stays (hinges) are located at point 'A' on a top hung window sash and at point 'B' on a side hung window sash (see FIG.8). The pivot pins and joints should be lubricated once a year using a light oil or oil spray. At no time should you oil the friction device.

The moving part of the multi-point locking mechanism at point 'C' should be lubricated at least once a year to keep them resistant to wear and in good condition. The moving parts should be lubricated using a light oil or spray. Always wipe any excess oil

from the plastic or rubber components of your window.

FIG.8

## Tilt and Turn Operation

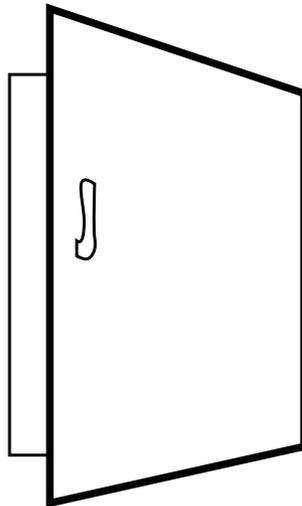
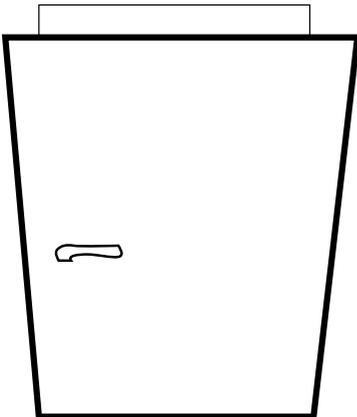
Note: Astraseal tilt and turn windows come with two types of handles, those being locked and non-locking.

Your handle should be initially facing downwards. This is the closed position and if you have a locking handle you can lock and unlock and this point.

With the window unlocked, you can turn the handle 90° so it is facing up, this will be the turn position. Now the window can be opened sideways which will allow for cleaning.

**IMPORTANT NOTE:** Before making any changes to the window you must first close it and return the handle to the closed position, then move the handle completely to the position required and move the window. Failing to place the handle correctly will encounter in the device releasing all locks, hence the failsafe device will not work.

To close the window up again just push the window to and return the handle to the downward home position.



# OBV Child Restrictor

## Features

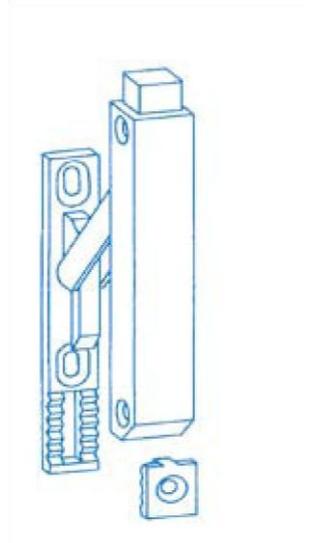
- Prevents the tilt and turn operating in the turn mode
- Allows the window to open in the tilt mode whilst remaining locked
- Can be left unlocked allowing full use of the tilt and turn window

## Maintenance

The OBV restrictor has no user serviceable parts and only requires cleaning with a soft dry cloth

## Operation

- To disable the lock, depress the square button at the top of the device and disengage the arm from the latch which is fixed to the window frame. When the window is closed, the OBV will reset.



OBV Child Restrictor

## Part One - Opening the window

- Insert the key into the sash lock and turn 180° to unlock. Remove the key.

- Turn the sash lock lever handle 180° anti-clockwise to disengage locking system.
- The bottom sash can now be lifted using the sash lift handles located at the bottom.
- You can now put your hands through and reach the sash lift handles located on the outside of the top sash, which you should pull down.
- You can now alter the heights of the sashes according the required ventilation.

### Part Two - Closing the window

- Push the top sash all the way up and the bottom sash all the way down.
- Turn the sash lock lever handle 180° clockwise to re-engage the locking system.
- Insert key and turn 180° to lock. Remove the key.

### Part Three - Opening the window for cleaning

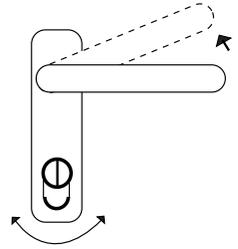
- Open the windows as described in part one.
- Push the buttons on the top of the bottom sash towards each other. These are the tilt latches.
- Tilt the sash towards you gently until it comes to a stop.
- Push the buttons on the top of the sash and tilt it towards you once again.

### Part Four - Closing the window after cleaning

- Push the top sash back in. You will need to push the tilt latches towards each other again in order to lock the sash into the frame.
- Push the bottom sash back in, once again pushing the tilt latches towards each other.
- Close as described in part two.

### Front Door - to lock the door from the outside

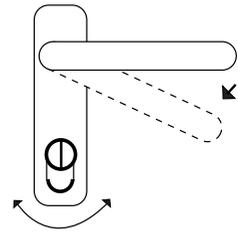
- Close the door and lift the handle as far as it will go to engage the multi-point locking mechanism.
- Return the handle to the horizontal position, insert and turn the key fully to lock the door.
- Reverse the key, half a turn to remove from the lock.
- The door is now locked.



### Front Door - to unlock the door from the outside

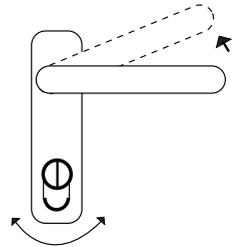
- Place the key in the lock and turn fully to unlock. Press down on the door handle to disengage the multi-point locking mechanism and return the handle to the horizontal position.
- Turn the key to retract the latch.
- Push on the door to open.

*The handle does not operate the latch from the outside.*



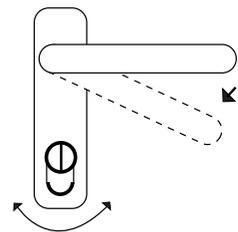
### Front Door - to lock the door from the inside

- Close the door and lift the handle as far as it will go to engage the multi-point locking mechanism.
- Return the handle to the horizontal position, insert and turn the key fully to lock the door.
- Reverse the key, half a turn to remove from the lock.
- The door is now locked.



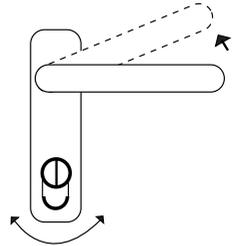
### Front Door - to unlock the door from the inside

- Place the key in the lock and turn fully to unlock.
- Press down on the door handle to disengage the multi-point locking mechanism and the latch.
- The door will now open.



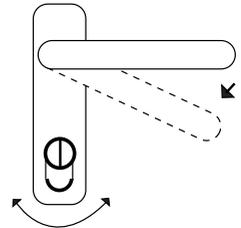
## Rear Door - to lock the door from the outside

- Close the door and lift the handle as far as it will go to engage the multi-point locking mechanism.
- Turn the key fully to lock the door.
- Reverse the key half a turn to remove from the lock.
- The door is now locked.



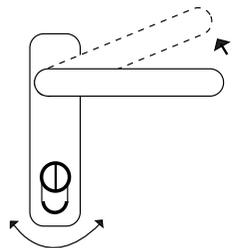
## Rear Door - to unlock the door from the outside

- Place the key in the lock and turn fully to unlock.
- Press down on the door handle to disengage the multi-point locking mechanism.
- The door will now open



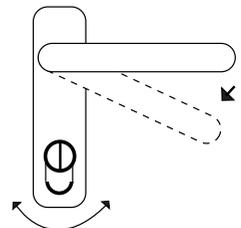
## Rear Door - to lock the door from the inside

- Close the door and lift the handle as far as it will go to engage the multi-point locking mechanism.
- Turn the key fully to lock the door.
- Reverse the key, half a turn to remove from the lock.
- The door is now locked.



## Rear Door - to unlock the door from the inside

- Place the key in the lock and turn fully to unlock the mechanism.
- Press down on the door handle to disengage the multi-point locking mechanism.
- The door will now open.





Remember that in the event of an emergency, precious time can be lost while you search for your front door keys so please keep them handy at all times!

# Twin French Doors

## Simple advise to get the best operation from your door

### locks



### Don't

1. Operate the lock and leave the mechanism exposed while the door is open and then try to close the door.
2. Strain the moving parts of the locking mechanism.
3. Use abrasive material or cleaners on the handle.
4. Try to force the handle down without unlocking the mechanism as previously described.



### Do

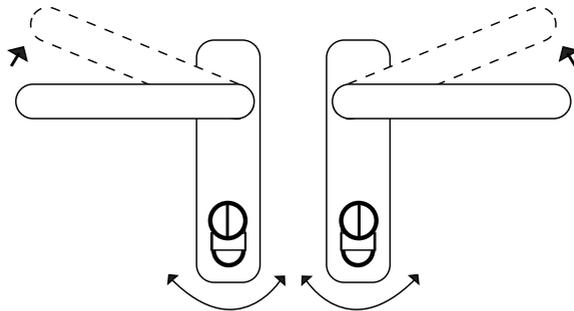
1. Remember that your front and rear doors are a means of escape in an emergency. Always ensure that the door keys are readily available at all times.
2. If cleaning the handle is required, only use warm soapy water.
3. Always operate the doors locks as per the instructions each time you use the door to maintain your door security.

The locking mechanisms on these doors operate in a similar manner to the rear doors described in this leaflet with one significant difference.

Twin French doors have a locking mechanism attached to both opening sections of the door, however one section must be closed and locked before the second section can be closed and locked.

Where twin French doors have been installed, there is unfortunately no standard as to which section of the door needs to be closed and locked first. This depends on the design of the property.

Example: How to lock a twin French door where the left-hand section closes first:



## To lock the doors from the inside

- Close the door sash without the multi-lock gearing first and lift the handle as far as it will go to engage the shoot-bolt locking mechanism.
- Turn the key fully to lock this section of the door.
- Reverse the key half a turn to remove from the lock. This section of the door is now locked.
- Now close the other section of the door and lift the handle as far as it will go to engage the multi-point locking mechanism.
- Turn the key fully to lock this section of the door.
- Reverse the key half a turn to remove from the lock.
- The whole of the twin French door is now fully locked.

**IF YOU HAVE ANY PROBLEMS WITH  
THE WINDOWS OR DOORS  
INSTALLED IN YOUR HOME**

**PLEASE CALL: 020 8556 8637**

**Maple Windows & Doors**

**87 Brunner Road**

**London E17 7NW**

**[Sales@maple-windows.co.uk](mailto:Sales@maple-windows.co.uk)**

**PLEASE KEEP THIS MANUAL IN A  
SAFE PLACE FOR FUTURE REFERENCE**

