

# STORMSURE WINDOWS FITTING & FIXING GUIDELINES



**CAUTION SAFETY:** Large windows and glass units are heavy and may be hazardous. Great care **MUST** be taken to avoid injury during manual handling and particular precautions are required when working at height. The following instructions and recommendations must be followed. Failure to do so may affect the guarantee and the long term performance of the window and glazing.



**STANDARD**



On the 1st July 2013, the Construction Products Directive (CPD) became the Construction Products Regulations (CPR), making it compulsory for all glazed windows to be CE marked.

All JELD-WEN factory glazed windows from 1st July 2013 will carry the CE mark in line with these requirements.

## 1 Installation

Windows can be fitted either during the course of construction or fitted into preformed openings at a later stage.

Building-in windows during the course of construction should be avoided if possible, if however this is not possible, the materials adjacent to the opening should not be fitted tightly in order to prevent distortion of the frame. Side tolerances should not exceed 10mm on each side.

When not building-in, openings can be formed using either proprietary templates or site constructed templates, these templates should produce openings that are between 10mm to 20mm larger than the overall actual window size.

Fully finished windows should be installed into preformed openings.

Lintels should be positioned clear of the window head as windows must not be used for load bearing. Pre-formed openings should be larger than the frame that will be fitted into them. A tight fit could cause distortion of the frame. A clearance of at least 5mm should be provided all around the frame, however, clearances more than 15mm will be difficult to seal after the frame is installed. Building Regulations require the installation to achieve air tightness. We recommend the Illbruck i3: system for high levels of air tightness. There should be a correctly installed damp proof course around all the openings to prevent moisture moving from the outer construction to the inner construction.

There should be adequate insulation fitted between the inner and outer construction to reduce heat loss at the window openings. The window should be positioned in the opening such that it covers at least 30mm of the insulation.

### NOTE:

- Proprietary insulating products may have particular requirements for installation. In these cases follow the manufacturer's recommendations.
- When installing windows into timber frame constructions, care must be taken to allow for differential movement between the external construction and the timber frame and for fire stopping at the window opening.

Windows should be fitted without distortion.

They should be levelled and upright and the position checked with a spirit level.

Windows should be secured in the openings by fixings at each side positioned approximately 150mm from the top and bottom of the window and then at no more than 450mm centres in between. Fixings are not required at the top and bottom for frame widths up to 1800mm, for wider frames up to 3600mm, a central fixing will be required.

When securing the frame care must be taken not to distort the components as this could impair the operation of the window.

JELD-WEN exterior joinery is treated with an approved wood preservative and protected against wood decaying fungi. The active ingredients are tebuconazole and propiconazole. Preserved wood should not be cut or otherwise reworked as this will expose un-preserved wood. Any surface which is exposed by cutting or drilling must be retreated with an HSE approved cut end preservative. Follow the instructions for safe use on the manufacturers 'safety data sheet'.

## 2 Finishing: staining or painting

Fully finished windows are sprayed with Hi-Build paint or Hi-Build stain. If windows are supplied primed or base coat stained then as soon as these products are exposed to the elements they are at risk.

Under normal building conditions primed windows require an undercoat and top coat of paint within three months and if basecoat stained then an application of medium to high build stain within one month of exposure. If primed and in particular basecoat stain finishes have deteriorated because of prolonged exposure, the surface must be properly prepared, and re-primed before finishing and a knotting solution should

be applied over any visible knots. Take care not to paint over any form of weatherstrip as this will adversely affect the performance.

## 3 Maintenance of windows

Regular maintenance of the paint or stain finish of the frame is essential for the long term performance of all the components of your windows. The period between maintenance checks will vary depending on the type of paint or stain finish and also the local conditions for the site.

Make regular checks to ensure that drainage holes, channels and spaces are kept clear. Use a soft flexible brush or pipe cleaner with care to remove obstructions.

Exterior and interior of frames should be wiped with a damp cloth 2-3 times a year.

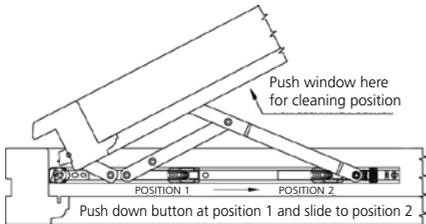
With modern factory applied paints and stains, a recoating cycle is recommended in accordance with the conditions of the guarantee. Refer to [www.jeld-wen.co.uk](http://www.jeld-wen.co.uk) for more information.

Hinges and other hardware must never be painted, and must be kept clean and lightly lubricated at all times. Use Vaseline or neutral oil. Keep rivets and moving parts lightly lubricated. Lubricate at least once a year, in coastal areas and/or places with high pollution, clean and lubricate more often.

## 4 Operating optional hinge types

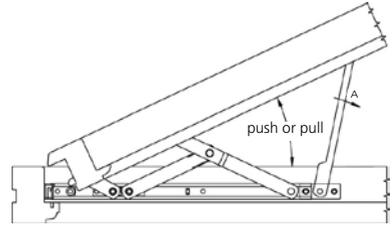
### Fire egress projecting hinge

- This hinge operates as standard to the fire escape position. To move into cleaning position, partially close the sash then push down button and slide to position 2 (ensure it is located in the slots). Push the sash open.
- To re-set the sash to the fire escape setting, fully close then fully open the sash.



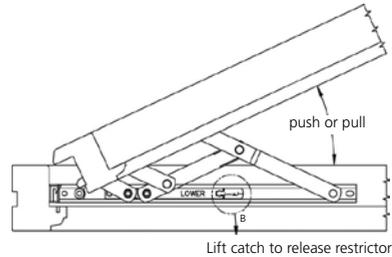
### Side hung operation

- Gently 'pull' the restrictor arm 'A' towards you and push sash open.



### Projecting hinge with integral restrictor

- Gently 'lift' the restrictor catch 'B' to disengage restrictor and push the sash open. The restrictor automatically re-engages when the window is returned to the fully closed position.
- To release pull the sash slightly in from the fully restricted position.



### Projecting hinge with hook restrictor

- Can also be used with butt hinges.
- Restrictor prevents the sash opening more than 100mm initially. The location may not be the same as shown for all hinge types.
- To release pull the sash slightly in from the fully restricted position.

### Top hung operation

- Gently 'lift' the restrictor arm 'A' to disengage restrictor and push sash open. Some top hung sashes will have a restrictor fitted to both sides.

## 5 Re-glazing

In the event of a breakage, glass units must be replaced with compatible double or triple glazed units to maintain the thermal performance of the building. Please check with JELD-WEN for glass unit specification to ensure the correct units are provided by your glazing contractor.

For glazing instructions please go to [www.jeld-wen.co.uk](http://www.jeld-wen.co.uk)

## 6 Guarantees

In keeping with our quality policy JELD-WEN offers the following guarantees on its products. These guarantees are subject to JELD-WEN UK Terms and Conditions of Sale. Defects that are caused in whole or in part by failure to adhere to JELD-WEN UK recommendations relating to storage, handling, installation, decoration, glazing and maintenance, are not covered by these guarantees



**10 year guarantee against manufacturing defects**



**10 year guarantee on insulating glass units**  
Where windows are supplied factory glazed, all elements of the glazing system are covered by this guarantee



**40 year guarantee against rot and fungal attack on all softwood timber components**



**10 year guarantee on factory painted pastel colours**



**6 year guarantee on factory stained finished products**

Exceptional wear and tear of hardware through extreme use is not covered. JELD-WEN will accept no responsibility for products cut down in size after receipt, or when utility or structural strength is impaired in fitting or application of hardware.

Hinges and other hardware must never be painted, and must be kept clean and lightly lubricated at all times. Use Vaseline or neutral oil. Keep rivets and moving parts lightly lubricated. Lubricate at least once a year, in coastal areas and/or places with high pollution, clean and lubricate more often.

The fitting instructions where supplied must be followed and the assembly, fitting procedures described must be strictly adhered to. Copies of product fitting instructions are available for download from [www.jeld-wen.co.uk](http://www.jeld-wen.co.uk)

All joinery shall be installed correctly in accordance with normal trade practices and adequately maintained in service.

In case of replacement windows, reveals must be sterilised before new joinery is fixed.

All undecorated joinery supplied in the white must be suitably primed or stained without delay after receipt, all joinery supplied primed must receive further coats (undercoat and top coat) of paint within three months of purchase, and one month if basecoat stained. If primed and in particular basecoat stain finishes have deteriorated because of prolonged exposure, the surface must be properly prepared, and re-primed before finishing and a knotting solution should be applied over any visible knots. Take care not to paint over any form of weatherstrip as this will adversely affect the performance.

Any surfaces subsequently cut, particularly those exposing end grains, must be brush coated with preservative and if required for paint finish must also be primed before the joinery is fixed in position in accordance with British and European Standards.

Standard insulating glass units must not be used in areas of high humidity, e.g. swimming pools or similar. They should also not be used within 300mm from a door or within 800mm of the floor, for these areas the glass must be toughened. Contact JELD-WEN if in doubt for your particular installation.

The decorative finish applied to external joinery and cladding, must be maintained in service and moisture must not be allowed to penetrate into the timber throughout its life.

Regular maintenance of the paint or stain finish of the frame is essential for the long-term performance of all the components of your timber windows. The period between maintenance checks will vary depending on the type of paint or stain finish and also the local

## 6 Guarantees (continued)

conditions for the site. External joinery must be cleaned at a maximum of six monthly intervals using a mild non-abrasive cleaner and soft cloth. Both internal and exterior faces should be cleaned.

Make regular checks to ensure that any drainage holes, channels and spaces are kept clear. Use a soft flexible brush or pipe cleaner with care to remove obstructions.

Finished joinery is guaranteed against blistering, cracking, flaking or erosion excluding natural resin exudation and movement around knots.

Annual inspection should be made and touching up carried out as necessary in areas of wear and tear (for example, exposed areas of window sills or where paint film has been breached).

Guarantees to the finished product are also on condition that:

- No Physical or chemical damage to the window or coating has occurred
- No repairs or alterations to the surrounding buildings have occurred which are detrimental to the joinery performance
- No failure of the coating has occurred caused by failure of ancillary products, or glazing
- No damage to the coatings has occurred prior to, or during installation
- No damage to the coating has occurred, caused by bad maintenance of the building or poor design of the building

## 7 Performance

Windows meet the requirements of BS6375: Part 1: 2004 Performance of windows and doors, achieve an exposure rating of 2000pa, an air permeability of Class 4 and meet the requirements of BS6375: Part 2: 1987 Operation and strength performance.

Windows are available upon request tested to PAS 24: 2012 meeting the requirements of the Secured by Design police initiative scheme.

## 8 Care of windows on site

Any shrink wrapping or other protective packaging should be kept in place as long as possible.

Unglazed and unfinished, windows should be stored under cover, preferably inside a building. If they are stored outside they should be kept clear of the ground on level bearers and protected from dampness and sunlight with a tarpaulin. Polythene sheets should not be used as this can act as a greenhouse and encourage hot, humid conditions.

There should be space for air to circulate around the windows.

Factory finished and/or glazed windows need extra care to avoid damage to the painted surfaces or glass breakage. They should be stored vertically to prevent water accumulating on top of the glazing units.

When being removed from storage windows should be lifted, not dragged. They should be lifted by the main frame and carried in a vertical position to avoid distortion.

## 9 Building Regulations

Your building designer should ensure compliance with these requirements. If you are in any doubt contact either them or JELD-WEN for advice on the correct specification for your application.

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All Bar SDL Casement



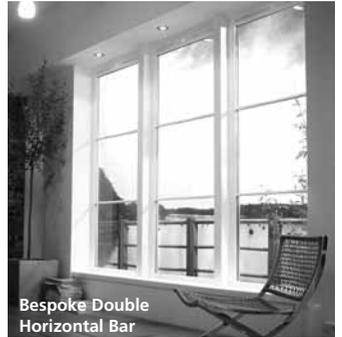
Regency



Cottage



Victorian Bar



Bespoke Double Horizontal Bar



Oak Casement