

New Development Homeowners Guide



Now with maintenance subscriptions for Extendable Warranties

Please note, it is the homeowner's responsibility to register the maintenance subscriptions, in order to qualify for the extended warranty by:



01942 843 586

sales@pearlwindows.co.uk

www.pearlwindows.co.uk

Homeowners Guide

Maintenance Subscription



When it was launched in 2018 our online “**Extendable**” **warranty registration scheme** was, at the time, a ground-breaking industry first. We are pleased to say, with continued development, our warranty scheme is now even better. For consumer usage, the extendable warranty is directed to the hardware manufacturers for the products detailed in this document. Now encompassed with our maintenance programme, we can offer you peace of mind, knowing that once you’ve signed up for our maintenance package, your new windows can be extended up to 10 years, mechanical parts only. This is inclusive of the 2 years covered for parts and labour, under the NHBC - 10 years in total.

The extended warranty is subject to a monthly subscription of **£19.99**, which includes 2 free services annually, in accordance with the maintenance schedules, and terms and conditions, set out by the hardware manufacturers. The registration must be done within **90 days after the CML date**, details of which will be in your handover pack on the front of your Homeowner Guide.

To complete your registration and standing order form, please complete our application forms by following the links below:

qr.pearlwindows.co.uk/warranty-application-form

qr.pearlwindows.co.uk/standing-order-form

These links will take you to the landing pages, where all applications can be completed and submitted electronically.

Please be sure you read all the information provided, including terms and maintenance guidelines. Please note that all subscription costs and maintenance engineer charges are subject to review annually. Any increase in costs to you the consumer will be notified to you in writing 3 months prior to them being implemented.

Product and Warranty

The Homeowner Guide outlines the complete warranty policy together with links to CGI Videos on how we will maintain your new windows and doors. The Product Warranty is for fabricated products and externally fabricated products where manufactured to the agreed specification. This does not cover the Installation, or 3rd party, group-bought items purchased directly from other suppliers by the house builder. The extendable warranty is a reassurance provided by the hardware manufacturer and associated supply partners, please ensure you keep photographic evidence that in the event of a product failure, this can be forwarded to the hardware manufacturer for assessment and efficiency to process (Please note, following the 2-year parts and labour coverage any visits arranged for replacement parts would be subject to an hourly rate of £45 per hour on-site, plus travelling time at the same rate). All communication with regard to servicing and mechanical parts must be emailed to: **customerservices@pwsnewbuild.co.uk**

Acceptance and compliance with the terms of the maintenance program must be adhered to in order to ensure you stay within the scheme rules for your extended warranty. To register your acceptance please scan the QR Code found inside the window and follow the instructions in the “maintenance” TAB.

Terms

When using our maintenance subscription service, we collect personal information about you. Our customer service team will also see this data. For further information about your data and how it is stored, please take some time to read our Privacy Policy. By registering for this Service, you accept the Terms & Conditions of sale and maintenance and acknowledge that you have read the Privacy Policy.

Homeowners Guide Maintenance Scheme



For the first time in the UK, your windows and doors have a unique QR Code. This creates a VIN number specifically for each product within your home. With the continuous development of our IT Portal, we have now managed to incorporate a full cloud-based maintenance system, in conjunction with launching a servicing programme to the consumer, we can now create a full-service history for your new windows and doors.

Why choose a maintenance plan

Like any moving part, they need attention periodically, the same as your car needs a service, or your boiler would need servicing and replacement parts over its lifetime. The moving parts within your windows and doors need the same love and attention for them to stay at their optimum performance. Failure to do so, will not only limit the life expectancy of these parts but will compromise any warranty by not maintaining them over time.

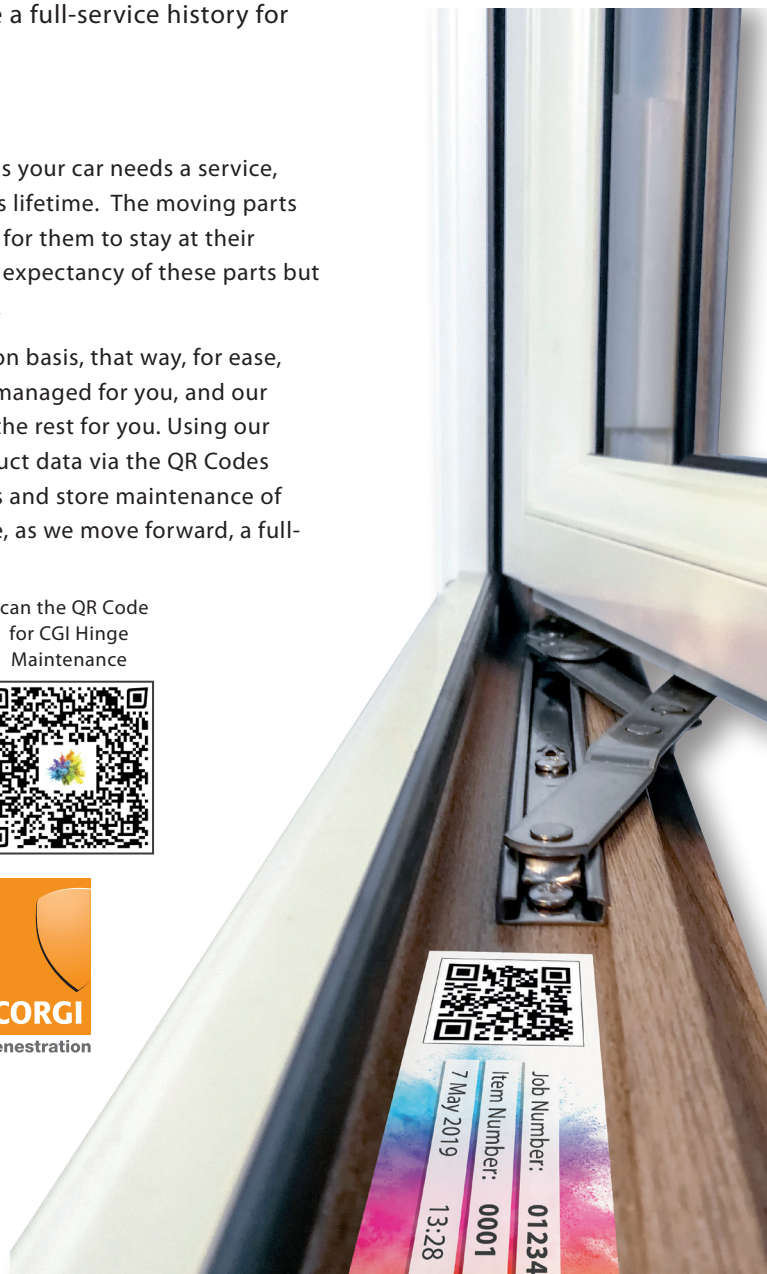
Our new maintenance plan has been put together on a subscription basis, that way, for ease, you can rest assured that your 6 monthly service intervals will be managed for you, and our team of experienced customer care and on-site engineers will do the rest for you. Using our unique cloud-based software, our engineers can access your product data via the QR Codes within your windows and doors. They will be able to register visits and store maintenance of each item together with making notes on our system, we will have, as we move forward, a full-service history of your windows and doors.

From the date of your subscription, you will be given 6 monthly appointments thereafter the registration date, these will normally take place on either side of your anniversary date (remember you have 90 days from the CML date in which to sign up to this). Your appointments will be managed via email notifications. If you need to cancel an appointment, this must be done by giving 48 hours' notice during working hours 8:30am to 5:00pm, by emailing: customerservices@pwsnewbuild.co.uk Any service cancellations without notice may result in a charge for that call out.

Mechanical failures

Should you encounter any defect with your mechanical products you must provide a full description of the complaint including photographic evidence of the issue in question, together with a photograph of the QR Code on the same window or door, and send it immediately to the customerservices@pwsnewbuild.co.uk for assessment, this information will be assessed and replied to you within 48 hours.

Scan the QR Code
for CGI Hinge
Maintenance



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Homeowners Guide Maintenance Policy



Extendable Product Warranty Servicing, how the process works

The extendable warranty options are in addition to our standard warranty policy offering, part of our “Cloud-based” operating software. The Homeowner has the option to extend their mechanical warranty directly with the hardware manufacturers for 10 years. (This is inclusive of the initial 2-year parts and labour term for NHBC). On house completion you will be given a Homeowners Guide (subject to terms & conditions of sale), this will include a QR Code link to an “e” version of The Homeowner Guide, the rules and guidance of which need to be adhered to for the extended warranties to be valid.

For the extended warranty to be validated you must be registered to our maintenance programme, and complete, in full, the service application form here qr.pearlwindows.co.uk/warranty-application-form/ together with the standing order form here qr.pearlwindows.co.uk/standing-order-form/

It is the homeowners responsibility to register and complete the registration online within 90 days after the CML date. Once completed online this triggers the extended warranty, as you would see with any white goods or TV purchase. This in no way affects the standard warranty offered at the point of sale by the window manufacturer, however, this does allow the homeowner the comfort of a long-term backup direct from a select group of international hardware manufacturers. Subject to our standard warranty, terms and conditions of sale. Our customer care team will diarise your annual servicing from the date of approval of your

application, sending confirmation to the email address you have provided. Any cancellation of service dates must be done so in writing within 48 hours of your upcoming appointment. Failure to do so may result in an additional charge for a rescheduled visit. To keep within the warranty policies, a new appointment must have been arranged with our customer service and completed no later than 1 month following the 6 month service interval date. Failure to do so could result in the policy and warranty being terminated. All parts are subject to maintaining the products within the service dates dictated to us by the hardware manufacturers to stay within the warranty terms and conditions.

Using our “cloud-based” system, our service engineers will record the maintenance via the QR Code fitted to the inside of your windows, our service engineers will record each time we carry out maintenance on your products. Your products will be maintained at 6 monthly intervals, which are triggered from the date of your approved application and account set up. We work to the nearest date on either side of the 6 month anniversary to carry out this work.

Please note: Following the initial 2 year NHBC coverage the extended warranty covers parts only. To take up this option it is the Homeowners responsibility to ensure registration has been completed within 90 days of the date from the CML date, failure to do so means exemption from the extended warranty policies.

- **10 Year Mechanical Warranty on Pro Secure Door Hinge**
- **5 years for plated finish Pro Secure Door Hinge**
- **10 Year Coating Warranty on Marine Grade Stainless Steel Chrome and Gold Door Handles**
- **10 Year Coating Warranty on Marine Grade Stainless Steel Chrome and Gold Letter Plates**

- **10 Year Mechanical Warranty on Kenrick Sentinel**
- **10 Year Mechanical Warranty on Door Cylinders**
- **10 Year Mechanical Warranty on Door Locks**
- **Following the first 2 years from registration; all extended is warranty is parts only, labour is chargeable and not part of the mechanical warranty.**

Acceptance and compliance with the terms of the maintenance program must be adhered to in order to ensure you stay within the scheme rules for your extended warranty. To register your acceptance please scan the QR Code found inside the window and follow the instructions in the “maintenance” TAB.

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Homeowners Guide

Product Warranty – Hardware



IMPORTANT INFORMATION PLEASE READ CAREFULLY

Having registered for your “New Maintenance Program”, to conform with the terms and conditions set out by the individual manufacturers involved in this process, it’s imperative you follow the maintenance guidelines of “ALL” mechanical and coated products. To do this is simple, by ensuring the availability of your products to be serviced within the recommended 6 month service intervals.

Failure to do so can result in any or all warranties being void if not maintained within the guidelines set out by the hardware manufacturers.

You’re mechanical / hardware, in normal use, is under warranty for 2 years (from the CML date) from any fault which appears, and which is due to defective materials or workmanship, this does not include any failures due to misuse or mishandling. If such a fault occurs, we will make good such hardware (by repair or replacement at our discretion) free of charge following a satisfactory site inspection and report. If an identical product is not available, an alternative will be provided.

That warranty of the replacement product will last for the remainder of the period of the original product warranty, in respect of the original CML date - that is from the date of the original purchase and not from the date of receipt of the replacement product. This warranty applies to the original retail purchaser from the date of the original retail purchase and is not transferable - proof of purchase is required at all times (this is not a rolling warranty on replacement parts).

This guarantee applies only to the hardware referred to above and excludes any installation works and any indirect or consequential costs arising whether from the use, replacement, or repair of these materials or otherwise.

This warranty does not apply to:

- Normal wear and tear.
- Any materials that have been the subject of accidental damage, damage by misuse, or damage through assembly or installation.
- Where written notice of a fault is not provided by the customer to Said Company promptly after the customer is or ought reasonably to have been aware of it.
- Any products supplied outside the United Kingdom and Republic of Ireland.
- Any product where payment in full has not been received by Said Company.
- Any 3rd party group purchases by the house builder.

This warranty applies only to the hardware referred to above and excludes any installation works and any indirect or consequential costs arising whether from the use, replacement, or repair of these materials or otherwise.

In relation to customers purchasing products from said company in the course of business, this warranty is in lieu of and shall, so far as legally possible, replace and exclude all common law, statutory or other warranties or conditions whether express or implied. Save as specifically mentioned above, the said company does not accept any liability, whether in tort or contract or whatsoever or howsoever arising. This warranty does not, in any way, affect the statutory or other rights of a consumer.

There are two identifiable areas of responsibility in the Customer Care process. The Consumer’s responsibility is:

- To provide adequate information to enable an accurate assessment
- To facilitate reasonable access to their property during normal working hours, for both inspection and remedial work
- Provide a full description of the complaint including photographic evidence of the issue in question, together with a photograph of the QR Code on the same window or door, send immediately to the customerservices@pwsnewbuild.co.uk for assessment, this information will be assessed and replied back to you within 48 hours.
- To give the correct information which includes the following:
 - Full name and address
 - Best daytime contact numbers
 - Location of faulty item within the property (i.e. Bathroom, Front Bedroom etc. Any access restrictions inside and outside.)

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Homeowners Guide

Registering for your extendable warranty



To register your warranty simply scan the QR code on any of your windows and you will be led to a screen where you will find the job number, manufacture date, customer name, and reference. You will also be given the final date on which you can register for the extendable warranty scheme as well as the date that the initial 2 year warranty expires.

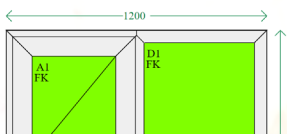
Job Number N11897 **Manufacture Date** 31/12/2023 **Customer** PWS New Build Division LTD **Reference** QR TEST JOB

Warranty

The initial 2 years parts and labour warranty will expire on **Friday 16th August 2024**

You have until **Friday 5th April 2024** (80 days) to register for our extendable warranty scheme. [Please read our Homeowner Guide \(subject to change\) for full terms & conditions](#)

Register Now

Items	1 of 4								
	<table border="1"><tr><td>Product Name</td><td>Linair Sculpt Casement</td></tr><tr><td>Colour</td><td>White</td></tr><tr><td>Dimensions</td><td>1200 x 1200 mm</td></tr><tr><td>Location</td><td>--</td></tr></table>	Product Name	Linair Sculpt Casement	Colour	White	Dimensions	1200 x 1200 mm	Location	--
Product Name	Linair Sculpt Casement								
Colour	White								
Dimensions	1200 x 1200 mm								
Location	--								

Extended Warranty Registration

[Please read our Homeowner Guide \(subject to change\) for full terms & conditions](#)

First Name

Last Name

Email

I acknowledge the terms and conditions as laid out in The Homeowner Guide (subject to change) for our new windows and doors.

I agree to abide by the maintenance guidelines together with the terms and conditions set out from the hardware manufacturer, in order to stay within the warranty policies set out in The Homeowner Guide.

Signature

Please sign in the box below using as much of the space possible

Simply register by filling in the form with your name, email, and signature. You will also acknowledge the terms and conditions as laid out in The Homeowner Guide (subject to change) for our new windows and doors as well as agree to abide by the maintenance guidelines together with the terms and conditions set out by the hardware manufacturer, to stay within the warranty policies set out in The Homeowner Guide.

This way everything is on record and we can make sure the correct procedures are followed.

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Homeowners Guide

Service and maintenance on your windows and doors



Once you have registered for the extendable warranty scheme, you're 6 monthly appointments will be scheduled for you by our customer care team, you will be forwarded a diary invitation, all appointments can be uploaded to your calendar in your phone or tablet.

During your appointments our Service Engineers will carry out the scheduled maintenance for you, each individual window is recorded via the cloud and stored to the original job file electronically, as we continue to service your products, we build up a service history and diagnostics over the duration of the service intervals.

Job Number 524160 Manufacture Date 31/12/2023 Customer Pearl Window Systems Ltd Reference QR TEST JOB

Warranty

The initial 2 years parts and labour warranty will expire on **Friday 16th August 2024**

You have registered for our extended warranty scheme.

The next service & maintenance must be completed by **Friday 16th February 2024** (31 days)

[Record Service & Maintenance Now](#)

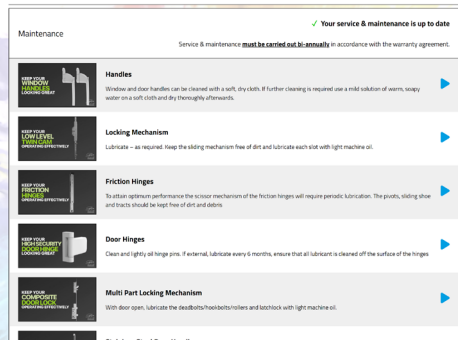
Service & maintenance **must be carried out bi-annually** in accordance with the warranty agreement. Please refer to the maintenance section below for instructions on how to perform the required maintenance.

[Add service & maintenance reminder to your calendar.](#)

Example service record: Each products purchased through us is listed and will appear as seen here. From here, our engineers will have a range of boxes to tick to confirm the service and maintenance have been undertaken on each of the windows and doors, together with any specific note related to that individual item.

Once each service is completed, you will then be asked to sign digitally on screen to submit the information and satisfaction note for our records.

Job Number 524160 Manufacture Date 31/12/2023 Customer Pearl Window Systems Ltd Reference QR TEST JOB



Extended Warranty Service & Maintenance

Please tick and confirm that servicing and maintenance has been carried out in accordance with the warranty agreement.

Please refer to the maintenance section for instructions on how to perform the required maintenance. [Please read our Homeowner Guide \(subject to change\) for full terms & conditions](#)

Item	Handles	Locking Mechanism	Hinges	Steel Handles	Cylinders	Tracks	Locking Mechanism	Letterplate
Item 1 600 x 900 mm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					

Job Number 524160 Manufacture Date 31/12/2023 Customer Pearl Window Systems Ltd Reference QR TEST JOB

Warranty

The initial 2 years parts and labour warranty will expire on **Friday 16th August 2024**

You have registered for our extended warranty scheme.

✓ Your service & maintenance is up to date

Service & maintenance **must be carried out bi-annually** in accordance with the warranty agreement. Please refer to the maintenance section below for instructions on how to perform the required maintenance.

[Add service & maintenance reminder to your calendar.](#)

When your maintenance is complete, when you scan the QR Code you will see a screen telling you that your maintenance is up to date and information on your next maintenance check. You are also able to add this to your calendar.

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Homeowners Guide

Mila product warranty



Mila recommends twice yearly maintenance of all window hardware. Regular maintenance of mechanical components will reduce wear and tear and prolong serviceable life.

The below recommendations assume that the window has been made and installed to a standard not less than that set out in the appropriate standard code/code of practice and that all operations function correctly.

ADJUSTMENT

In order to maintain correct cavity dimensions or weather-seal compression, adjustment is provided within most hardware.

FRICION STAYS – TWICE YEARLY MAINTENANCE

All friction stays with sliding shoes, which travel along a track, must be kept clear of dirt, debris and obstructions at all times. Use a soft, damp cloth with a mild solution of warm soapy water to clean the friction stay, then dry thoroughly afterwards. For optimum performance lubricate all pivot points with a light (low viscosity) engineering oil.

WINDOW HANDLES – TWICE YEARLY MAINTENANCE

Window and door handles can be cleaned with a soft, dry cloth. If further cleaning is required use a mild solution of warm, soapy water on a soft cloth and dry thoroughly afterwards.

TBT LOCKING MECHANISM* – TWICE YEARLY MAINTENANCE

Locking mechanisms and strikers should be wiped down with a soft cloth, and a smear of petroleum jelly should be applied to locking points (i.e. mushroom cams and strikers). Silicone spray should be applied to all moving parts.

*inc. espags, shootbolts, multi-point door locks and TBT / TNT gearing.

CAUTION

To prolong the serviceable life of your hardware, care must be taken not to scratch or damage the surfaces of the hardware, particularly decorative furniture, during maintenance/cleaning. Always use soft cloths for cleaning – do not use wire wool or scouring agents. Never use solvent-based lubricants (such as WD40) or abrasive cleaning agents. All residues of old lubricants should be removed prior to maintenance.

REMEDIAL MAINTENANCE

Remedial maintenance resulting from mechanical or operational difficulties should only be undertaken by an approved maintenance engineer. Unauthorised remedial maintenance may invalidate your warranty. A check on the tightness and security of all fixing screws by an approved engineer is recommended every 5 years.

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Homeowners Guide

Casement windows operation and maintenance examples



OPEN OUT WINDOWS

Our windows may be opened outwards to any angle, and are fitted with friction hinges that hold it in any desired position when open, subject to size limitation.

The locking mechanism fitted to the opening edge of the window engages with slotted 'keeps' fitted to the outer frame. The secondary slot within the keep enables the window to provide a 'night vent' position, with the window only slightly open whilst providing ventilation, excluding flush sash.

NB: Accessible windows should not be kept in the 'night vent' position when the house is unoccupied.

To open, turn the key if fitted, then push the button in the centre and whilst pressed, turn the handle through 90° to unlock the handle. To close, simply turn the handle back the other way until it engages with the lock. Once closed, turn the key to lock the window and remove it to keep somewhere safe nearby.

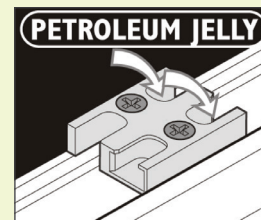
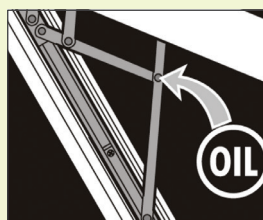
Scan the QR Code for lock mech CGI Maintenance



Scan the QR Code for CGI Hinge Maintenance



MAINTENANCE



FRICION HINGES

To attain optimum performance the scissor mechanism of the friction hinges will require periodic lubrication. The pivots, sliding shoe and tracts should be kept free of dirt and debris.

LUBRICATION – AS REQUIRED

Oil all pivot points (one drop per pivot is sufficient) and wipe away excess.

SENTINEL EASY FIT LOCKING MECHANISM

Lubricate – as required. Keep the sliding mechanism free of dirt and lubricate each slot with light machine oil.

KEEPS

Lubricate the slots of the keeps with petroleum jelly as required.

HANDLES – (ESPAGNOLETTE LOCKING)

Clean and lightly oil moving parts.

Please note: Images shown are for representation purposes only.

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Homeowners Guide

Tilt and Turn windows operation and maintenance examples



Our versatile tilt and turn windows are fitted with 'tilt before turn' (TBT) handles for safety reasons – ensuring the window cannot be easily opened by children. This style of window is capable of two modes of operation:

- Tilt mode for ventilation.
- Turn mode for cleaning and emergency exits.

As the name suggests, the tilt mode must be performed prior to turning the window – however, these windows may also be supplied in 'tilt before turn' mode where the sequence is reversed.

If you are in any doubt as to the sequence of operation for your windows, please contact your installer.

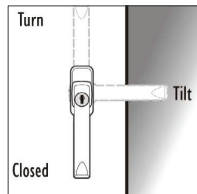
NB: The window must always be fully closed before changing the handle's position.

To operate the window, the handle should be in one of three positions: Closed, Tilt or Turn.

If fitted, turn the key to unlock the window.

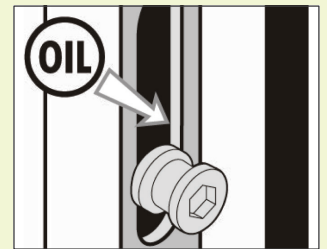
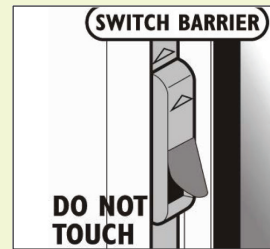
To select Tilt mode, rotate the handle through 90° from downwards to horizontal, and pull the window inwards towards you. The bottom of the window will remain hinged to the frame, while the top tilts inwards to allow ventilation. When the key is removed, it is not possible to open the window fully.

To select Turn mode, close the window and rotate the handle through another 90° until it points upwards, then pull the window inwards. The side will now remain hinged to the frame while the window will open inwards to any desired position.



Scan the QR Code for lock mech CGI Maintenance

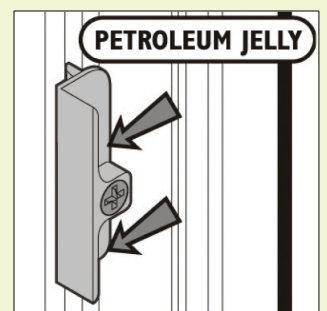
MAINTENANCE



The switch barrier projecting from the locking mechanism, adjacent to the handle, is a safety device. It ensures that only one mode ('tilt' or 'turn') can be selected at any one time, by securing the handle into the selected mode, while the window is open.

Avoid pressing the switch barrier as this action releases the handle and could allow it to be inadvertently rotated to the alternative mode, resulting in the window disengaging from its gear.

Always firmly close the window before changing the handle position.



TBT locking mechanism
Keep sliding mechanism free of dirt as lubricate each slot with light machine oil as required.

KEEPS

Lubricate the faces of the keeps with petroleum jelly as required.

HANDLES

Clean and lightly oil moving parts.

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Homeowners Guide Door Maintenance Examples

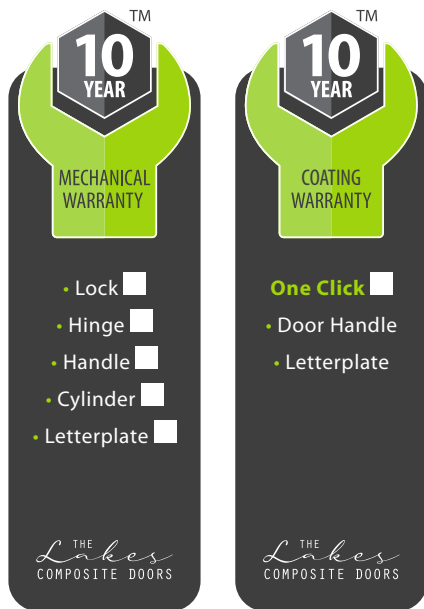
Marine grade stainless steel door handles



To maintain this product's appearance, simply wipe over with a lemon-based, very mild soap solution and a soft cloth once a month or every 2 weeks in areas of high sea salt such as coastal areas.

DO NOT: Wipe over with a strong cleaning detergent or any cloth that may scratch the surface of the door handle.

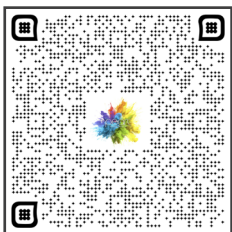
To register your warranty, please visit:
www.mila.co.uk/register-your-product.



 Wipe highlighted area



Please note: Images shown are for representation purposes only.



Scan the QR Code for a full CGI maintenance video

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Homeowners Guide

Door Maintenance Examples

Marine grade stainless steel letterplates

To maintain this product's appearance, simply wipe over with a lemon based very mild soap solution and a soft cloth once a month or every 2 weeks in areas of high sea salt such as coastal areas.

DO NOT: Wipe over with a strong cleaning detergent or any cloth that may scratch the surface of the letterplate.

To register your warranty, please visit:
www.mila.co.uk/register-your-product.

10 YEAR
MECHANICAL WARRANTY

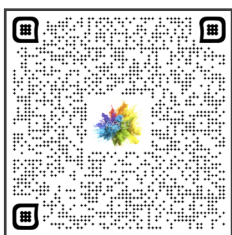
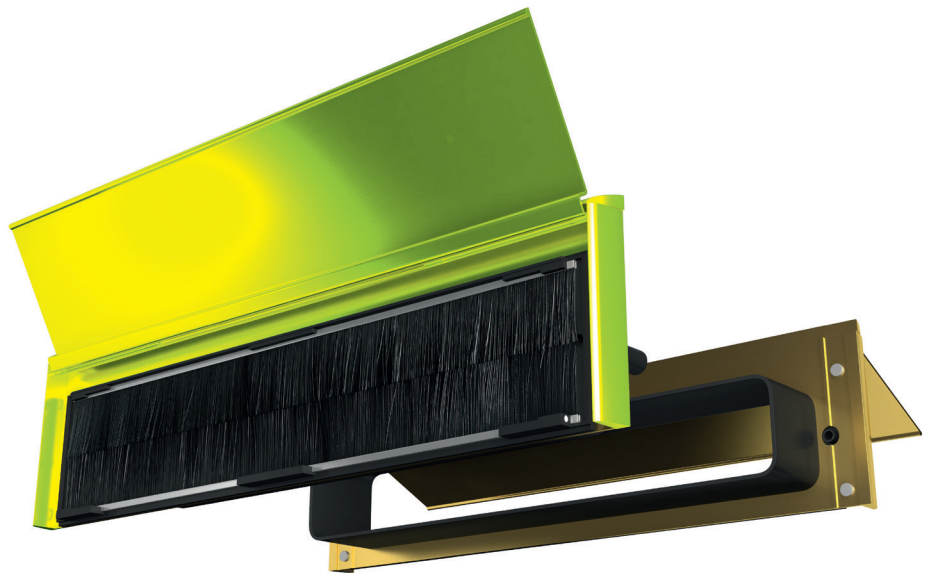
- Lock
- Hinge
- Handle
- Cylinder
- Letterplate

10 YEAR
COATING WARRANTY

- One Click
- Door Handle
- Letterplate

THE LAKES COMPOSITE DOORS

 Wipe highlighted area



Scan the QR Code for a full CGI maintenance video

Please note: Images shown are for representation purposes only.

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Homeowners Guide

Door Maintenance Examples

Cylinders



To maintain this product's appearance, simply wipe over with a lemon-based very mild soap solution and a soft cloth once a month or every 2 weeks in areas of high sea salt such as coastal areas.

- Wipe highlighted area
- Lubricate highlighted area with silicon based oil or graphite

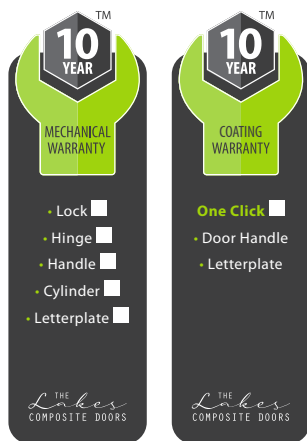


DO NOT: Wipe over with a strong cleaning detergent or any cloth that may scratch the surface of the cylinder.

To register your warranty, please visit:
www.uapcorporate.com/register.

The cylinder comes with a key fob which includes a serial number. Customers can register the cylinder on our website to activate their 10 year warranty.

Registering is simple. If you are registering a UAP cylinder, on your cylinder keys will be a key ring. Simply enter the serial number on the key ring and fill out your details.



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Door Maintenance Examples

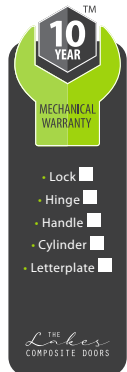
Multipoint locks



To maintain this product's appearance, simply wipe over with a lemon based very mild soap solution and a soft cloth once a month or every 2 weeks in areas of high sea salt such as coastal areas.

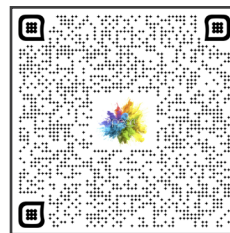
DO NOT: Wipe over with a strong cleaning detergent or any cloth that may scratch the surface of the lock.

To register your warranty, please visit:
www.uapcorporate.com/register.

Registering is simple. If you are registering a Fullex lock, simply fill in the form on the website to register your 10 year Fullex Lock mechanical warranty.



-  Wipe highlighted area
-  Lubricate highlighted area with silicon based oil or graphite



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Operation instructions

residential doors

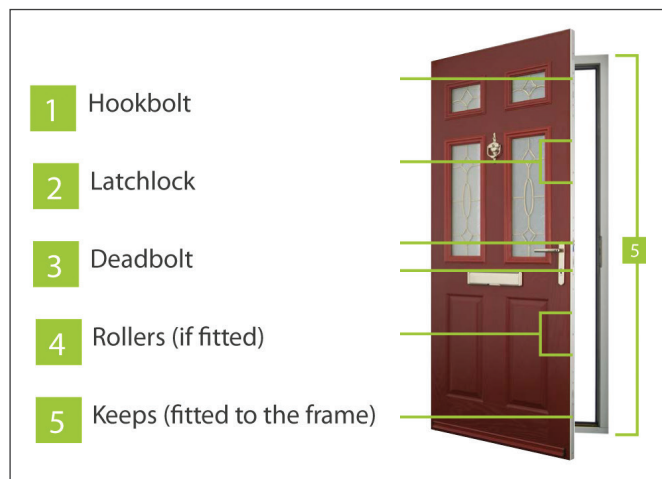


Our PVCu doors are available in a variety of styles and operations.

Doors may be fitted with level/pad handles that limit outside opening by use of a key, or twin hookbolts and a single deadbolt combination with latch a lock. In addition, up to 4 rollers may be present. All locking points engage in keeps fitted to the jamb. The top and bottom deadbolts, hookbolts and rollers (if fitted) are engaged by lifting the handle.

TO LOCK

- 1 Close the door – catch engaged.
- 2 Lift the handle or pad to engage the top and bottom deadbolts/hookbolts/rollers.
- 3 Insert key and turn to engage centre deadbolt and fully lock. If the key will not turn, lift the handle or pad to maximum.



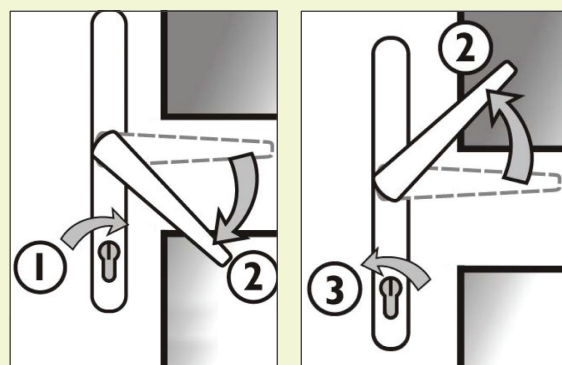
Please note: Images shown are for representation purposes only.

TO UNLOCK

- 1 Inset the key and turn to unlock
- 2 Press handle or pad down to disengage top and bottom deadbolts/hookbolts/rollers.
- 3 With level handle, door will open.
- 4 With pad handle, continue to turn key to open.

MAINTENANCE

Lubricate the locking mechanism, handles and hinges if required but DO NOT add additional lubricant to the lock cylinder as this is packed with special grease.



TO UNLOCK

Clean and lightly oil external moving parts.

LOCKING MECHANISM

With door open, lubricate the deadbolts/hookbolts/rollers and latchlock with light machine oil.

HINGES

Clean and lightly oil hinge pins. If external, lubricate every 6 months, ensure that all lubricant is cleaned off the surface of the hinges.

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Bi-fold doors

operation instructions



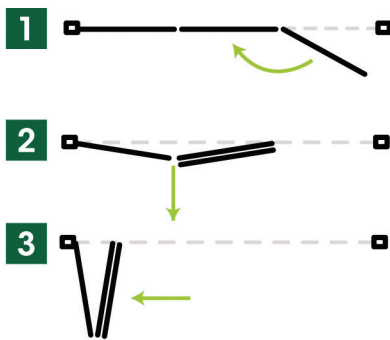
Our range of bi-folding doors is available in configurations from 2 to 7 panes, opening in or out. Your bi-fold will either be a Standard or ModLok bi-fold – the difference can be seen in the end panel of the door, as shown to the right.



If your bi-fold is a Standard model, you must be sure to open the master door first – if you try to open the slave door, you are at risk of straining the lock.

If your bi-fold is a ModLok™ model, you will be unable to open the slave door first – the master door handle is the only one that can be opened first.

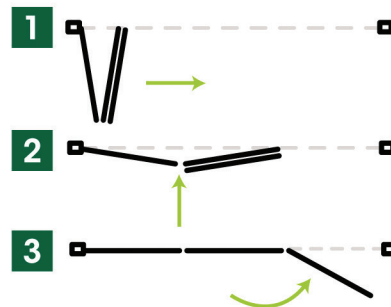
OPENING OPERATION



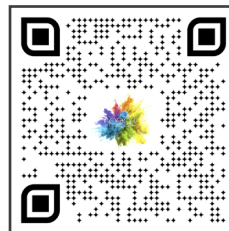
Before step 2, the door must be fully engaged with magnets.

Please note: Images shown are for representation purposes only.

CLOSING OPERATION



Before step 2, locking mechanism must be fully engaged.



Scan the QR Code for a demonstration on how to operate your Bi-folding Door

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Homeowners Guide

Do's and don'ts



The following section indicates simple best practice 'do's and don'ts to ensure the continual optimum performance of your windows and doors.

DO

- ✓ Clean the glass regularly with a good quality liquid spray glass cleaner.
- ✓ Frequently wash down the PVCu frames with warm soapy water and wipe dry.
- ✓ Only use cleaning materials that do not impair anti-corrosion properties of the surface coatings.
- ✓ Use cream cleaner for isolated stubborn stains on white PVCu only. Apply with a damp cloth using minimal pressure.
- ✓ Ensure drainage slots are unblocked and free from dirt and debris.
- ✓ Keep all tracks clear of dust and debris in order to reduce wear and tear on sliding parts.
- ✓ Check all fire escape hardware annually for wear and tear and a consistent fit.
- ✓ Ensure conservatory gutters and their outlets are kept clear of leaves and debris to ensure unobstructed flow.
- ✓ All moving mechanical parts are lubricated – hinges, locks and keep plates will benefit from a small application of light oil at least once a year.
- ✓ Replace damaged or worn parts with original The Signature Collection parts.

DO NOT

- ✗ Use any type of bleach, solvent (e.g. white spirit, methylated spirits, nail varnish remover) or adhesives.
- ✗ Use abrasives or brass cleaner on furniture: handles, door knockers and letter plates.
- ✗ Use glass cleaner on the PVCu frame.
- ✗ Use a ladder when cleaning your conservatory roof, always use a crawler board to evenly distribute your weight.
- ✗ Use abrasive paste or cream cleaners on any PVCu frame.
- ✗ Use high pressure or steam cleaners.
- ✗ Use any abrasive paper, such as sandpaper.
- ✗ Use excessive loads on the windows and doors.
- ✗ Lean ladders against conservatory guttering.
- ✗ Paint or try to remove paint.
- ✗ Use any unspecified tools.
- ✗ Use abrasive or solvent-based cleaners on self-cleaning glass.

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Homeowners Guide

Cleaning



Our products require a minimal amount of care in order to give you trouble-free operation and remain in optimum condition for many years to come. The following information will show you the most effective to clean your The Signature Collection windows, doors and roofs.

STANDARD PVCU FRAMES

- Wash frames with a soap and water solution (dilute washing up liquid is fine) every four months to avoid the build-up of grime and atmospheric deposits.
- For stubborn stains, use a nonabrasive PVCu liquid cleaner. Use sparingly and buff to shine.
- Avoid solvent-based cleaners and take care not to disturb any sealants.

COLOURED FOILED PVCU FRAMES

- Only use a soap and water solution to clean woodgrained or foiled windows.
- Never use cleaning fluid or solvent-based cleaners.
- Minor scratches can be repaired using a matching RAL touch-up pen.

GLAZED UNITS

- Remove all hand jewellery prior to cleaning to avoid scratching.
- Remove any heavy external grime with a soap and water solution first.
- Use any proprietary household cleaner, apply with a soft cloth and buff to a shine.
- Glass fitted with Georgian bars may be cleaned in exactly the same way.

LEADED GLASS

- If leaded strips are bonded to the glazed unit, take extra care as excessive pressure may dislodge the lead from the glass surface.
- Use a soft cloth with warm soapy water, applied with moderate pressure.
- Note that external lead will oxidise. This is a natural phenomenon and cannot be avoided.

CONSERVATORY OR PORCH ROOFS

- Never try to walk on a conservatory roof – always use crawl boards to spread the load if you should need to access the roof.
- Never lean ladders against PVCu frames, gutters or glass as this may result in damage.
- Keep all gutters and outlets clear of leaves and other debris to maintain efficient operation.

SELF CLEANING GLASS

- Do not use abrasive or solvent-based cleaners on the external glazing surface as the self-cleaning properties may be affected.
- Use a soft cloth with warm soapy water and buff to a shine.
- A proprietary household cleaner may be used on the inside of the glass.

POLYCARBONATE

- Clean in a similar manner to PVCu frames, removing grime and atmospheric deposits every four months to avoid build-up.

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Condensation



Water vapour is naturally present in the atmosphere. The water vapour remains undetectable while floating in warm air – but upon contact with cold surfaces such as windows, condensation occurs as the vapour turns into water droplets.

Traditional house construction allowed the escape of water vapour through natural ventilation, including open flues of coal fires, air bricks and ill-fitting windows and doors – however the drive to conserve energy and reduce heating costs has led to the sealing of homes, resulting in trapped water vapour and increased problems of condensation.

With The Signature Collection's highly energy efficient windows and doors, condensation can even form on the outside face of a double glazed unit, due to the outside surface being much colder than the inside – this is perfectly normal and nothing to worry about.

VENTILATION

Provide ventilation in your home wherever possible by:

- Opening a window (please bear security in mind when leaving open an easily accessible window).
- Fitting a ventilation or extraction unit in the kitchen and bathroom.
- Fitting wall vents to provide airflow.

HEATING

Maintain some heat in the house during cold weather and marginally increase the temperature in areas where condensation is a particular problem.

If possible, fit radiators under windows to maintain the temperature of the inside pane of your double glazing.

An electric dehumidifier can help in problem areas by extracting excess vapour from the air.

VENTILATION

Water vapour will easily drift from its originating point due to the convection currents in your home.

To avoid this:

- Keep internal doors to kitchen and bathroom areas closed and draught-sealed where possible.
- Ensure bedrooms are ventilated at night to provide air movement. If doors must be closed, install a ventilation grille in or above the door.
- To ensure airflow in the vicinity of windows, curtains should be a minimum of 150mm (6") away from the window, with suitable gaps at the top and bottom.

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Homeowners Guide

General maintenance



LUBRICATION

- All moving parts require periodic lubrication, and your The Signature Collection windows and doors are no exception.
- For hardware and opening mechanisms, use light machine oil.

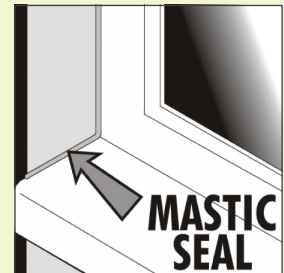
DRAINAGE

- All The Signature Collection glazed products are designed with an in-built drainage system, comprising of slots within the lower thresholds that allow any water ingress to flow on the outside. To ensure an efficient system, these slots must remain unblocked.
- Periodically remove dirt, clean drain holes and check the drainage operation by flushing through with water.

MASTIC SEAL

The mastic seal is the waterproof seal found around your doors and windows.

Please note that some discolouration of the seal is a natural occurrence and cannot be avoided.



Please note: Images shown are for representation purposes only.

HANDLES AND HARDWARE

Your new stainless steel handles and letter plates are to be cleaned monthly with a moist cloth and not with any form of cleaning agents, use of anything other than a moist cloth will void the warranty process.

Security

Our windows, doors and roof have been specifically designed to include a number of security features to protect your home and family against intrusion.

Remember: Prevention is better than cure. We recommend the following sensible security precautions should also be taken:

- Never leave a window or door open when your home is unattended.

- Lock all windows whenever they are in the closed position and remove all keys.
- To provide adequate means of escape in an emergency, locate keys adjacent to the window but out of external view.
- When leaving the house unattended at night, ensure door handles are fully lifted and that the keys are turned, in order to throw and lock all deadbolts and shootbolts for full security.

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Homeowners Guide

Glazing information



Glass imperfections All double and triple glazed units are susceptible to a degree of surface damage during the manufacturing process. Certain imperfections in the glass cannot be avoided, even in the most carefully controlled production environment.

OTHER GLAZING INFORMATION

Your installer has used only the highest quality float glass available, whether laminated, toughened or annealed, which conforms to the requirements of BS 6262.

Double glazed units produced to BS 7513 conform to the highest manufacturing standards and the most uncompromising quality control and inspection routines.

Patterned glass originates in very large sheets and due to spacing repetition, centralisation of any design in a specific window cannot be guaranteed.

Extracted from the Glass and Glazing Federation Standards.

Such blemishes and imperfections are therefore beyond our control, but are considered acceptable by even the most rigorous industry standards – we would like to draw your attention to the following extract from an industry-accepted standard in relation to glass:

- 1 Transparent glass used in the manufacture of double glazed units is identical to that used in traditional single glazing and will therefore have a similar level of quality.
- 2 Both panes of the double glazed unit shall be viewed from the room side, standing at a distance of two metres (6'6") in natural daylight and not in direct sunlight. The area to be viewed is the normal vision area, with the exception of a 50mm (2") wide band around the perimeter of the unit.
- 3 Flat transparent glass shall be deemed acceptable if the following phenomena are neither obtrusive nor bunched:
 - Totally enclosed seeds
 - Bubbles or blisters
 - Hairlines or blobs
 - Fine scratched, not more than 25mm (1") long
 - Minute embedded particles
- 4 Obtrusiveness of blemishes shall be judged by looking through the glass and not at it, under normal lighting conditions as described in point 2.

6 great reasons to choose Pearl Windows

- Innovative** – The only entirely new PVCu window and door frame system to be developed in the last 10 years.
- Energy efficient** – Designed from scratch to achieve the pinnacle of thermal performance and retain more heat in your property.
- Safe and secure** – Engineered with built-in security features and approved by independent testing facilities.
- Lead free** – All The Signature Collection frames are extruded using materials that are 100% lead free.
- Quality assured** – Backed with ISO 9001 accreditation for your peace of mind.
- Guaranteed** – All The Signature Collection frames are guaranteed to not warp, split or discolour for a minimum of 10 years.

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Homeowners Guide

Insulating glass units

10 year warranty



- 1 If within ten years from the date of despatch from our works, the unbroken double glazed unit is, through faulty manufacture, affected by material visual obscuration because of condensation or dust collection within the double glazed unit, we will, subject to compliance with our claims procedure supply a replacement unit. This warranty does not cover consequential damage or loss arising from the glazing of a replacement unit except insofar as the restoration of such damage or loss falls within the rights of the owner/occupiers' common law or statute.
- 2 Any claim under this warranty is subject to our representative being afforded a reasonable opportunity to inspect the unit concerned before deglazing. If on inspection it is determined that the unit was not of faulty manufacture, you may be required to pay the cost of inspection.
- 3 If a replacement unit is supplied it will be our standard type of product at the time of replacement, and it will be delivered to our customer's normal place of business. This warranty applies to replacement units up to the limit of the warranty period covering the original unit or up to twelve months from the date of the replacement, whichever is later.
- 4 This warranty applies only to the manufacturer's units installed in normal building service conditions within the United Kingdom and the Republic of Ireland.
- 5 This warranty excludes: Units that have not been handled, stored, installed and maintained completely in accordance with the glazing instructions laid down in the Glass and Glazing Federation glazing manual, and the frame is not to the recommended dimensions. Units used in service conditions such as (but without limitation) use in transport vehicles, ships or temperature cabinets or use at altitude over 800 metres or transportation of units over such elevation unless the warranty has been specifically extended in writing to cover the

relevant special service. Units displaying the optical phenomenon, occasionally known as "Brewsters Fringes". Units being installed in timber frames with a moisture content of more than 19%. The units failure due to frames and unit perimeter sealing compound not being maintained in good condition.

- 6 This warranty is not meant to be part of any contract of sale but is meant to offer its recipient rights additional to those given to him by any contract of sale at common law. Accordingly, although the scope of this warranty itself is limited by the terms of paragraphs 1 – 5 so that any persons to whom it is offered must accept it on those terms or reject it entirely, any limitations imposed by those paragraphs alone are not meant to take away any rights enjoyed or reduce any obligation owed independently of this warranty.

Visual Quality Standard for installed insulating glass units constructed from flat transparent glass – GGF guides

- 1 Transparent glass used in the manufacture of insulating glass units is identical to that used traditionally for single glass and will, therefore, have a similar level of quality.
- 2 Both panes of the sealed unit shall be viewed at right angles to the glass from the room side at a distance of 2 metres in natural daylight and not in direct sunlight (3 metres distance for toughened glass). The area to be viewed is the normal vision area, with the exception of a 50mm wide band around the perimeter of the unit.
- 3 Flat transparent glass, including laminated or toughened (tempered) glass shall be deemed acceptable if the following phenomena are neither obtrusive nor bunched: Totally enclosed seeds, bubbles or blisters, hairlines or blobs; fine scratches not more than 25mm long; minute embedded particles.

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Homeowners Guide

Insulating glass units

10 year warranty



The Obtrusiveness of blemishes shall be judged by looking through the glass, not at it, under lighting conditions as described in section 2.

- 4 When thermally toughened (tempered) glass is viewed by reflection, the effect of the toughening process may be seen under certain lighting conditions. The visibility of surface coloration or patterns does not indicate deterioration in the physical performance of the toughened glass. Because of the nature of the toughening process, distortion will be accentuated when the glass is viewed in reflection or incorporated in insulating glass units.
- 5 Visible double reflection can occur under certain lighting aspect conditions, especially when viewed from an angle. This is an optical phenomenon arising from multiple surface reflections in sealed units.
- 6 The manufacture of flat laminated glass does not usually affect the visual quality of the glass incorporated in insulating glass units. However, the faults generally accepted in paragraph 6 may be increased in number by the fact that several layers of glass are used in the production of laminated glass. When viewed under certain light conditions, insulating glass units incorporating clear or tinted flat laminated glass may show a distortion effect caused by reflection on the multiple surfaces of the component of the laminated glass.
- 7 Brewsters Fringes
The appearance of the optical phenomenon known as Brewsters Fringes is not a defect in the glass and can occur with any glass of high optical and surface quality. This phenomenon is a result of the high quality now being achieved worldwide by modern methods of glass manufacture.

Brewsters Fringes occur if wave lengths of light meet up with each other when they are exactly 180° out of phase, an example of the phenomenon known to physicists as the interference of light. The effect

is similar to, although usually much smaller than the fringes sometimes seen in toughened glass windscreens.

In the case of insulating glass installations, Brewsters Fringes only occur when the surfaces of the glass are flat and the two panes of glass are parallel to each other, i.e. when the light transmission properties of the installation are of a very high order.

The fringe effect appears when incident light from the sun meets light reflected from one of the surfaces of the insulating glass in such a way that they are 180° out of phase and cancel each other out, thereby giving rise to a fringe effect, small in area on the glass when viewed from a particular angle. Alternatively, different parts of the incident solar radiation may be refracted through the glass and end up being 180° out of phase.

This phenomenon is not a defect of the product, being dependent upon the laws of physics and not on the quality of the insulating glass. In fact, it arises because modern glass made by the float process is flat, and therefore, free of the distortion inherent in sheet glass.

The occurrence of Brewsters Fringes is in its nature rather like (though very much more rare than) the fact that under certain conditions, the observer will see a reflection of himself in any window or door – and no-one could claim that this was a defect of glass.

NOTE: PATTERNED GLASS – The above criteria do not apply to Patterned Glass as, due to the method of manufacture, imperfections, such as seeds and bubbles, are deemed to be perfectly acceptable.

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White PVCU frame warranty



We guarantee our white PVCU frames in normal use for 10 years (from the date of despatch) from any fault that appears and which is due to defective materials or workmanship.

If such a fault occurs, we will make good such PVCU frames (by repair or replacement at our discretion) free of charge following a satisfactory site inspection and report.

If an identical product is not available an alternative will be provided.

This guarantee applies only to the PVCU frames referred to above and excludes any installation works and any indirect or consequential costs arising whether from the use, replacement or repair of these materials or otherwise.

We guarantee that The Signature Collection frames are colourfast in accordance with the current British Standards methods of measurement and will not exceed grade 3/4 on the 'Greyscale'.

This guarantee does not apply to:

- Normal wear and tear.
- Any materials which have been the subject of accidental damage, damage by misuse or damage through assembly or installation.
- Where written notice of a fault is not provided by the customer to Said Company promptly after the customer is or ought reasonably to have been aware of it.
- Any products supplied outside the United Kingdom and Republic of Ireland.
- Any product where payment in full has not been received by Said Company.

This guarantee is given for the benefit of both customers purchasing frames from us in the course of a business or as a consumer.

IN RELATION TO CUSTOMERS PURCHASING PRODUCTS FROM SAID COMPANY IN THE COURSE OF BUSINESS THIS WARRANTY IS IN LIEU OF AND SHALL SO FAR AS LEGALLY POSSIBLE REPLACE AND EXCLUDE ALL COMMON LAW, STATUTORY OR OTHER WARRANTIES OR CONDITIONS WHETHER EXPRESS OR IMPLIED. SAVE AS SPECIFICALLY MENTIONED ABOVE, THE SAID COMPANY DOES NOT ACCEPT ANY LIABILITY, WHETHER IN TORT OR CONTRACT OR WHATSOEVER OR HOWSOEVER ARISING.

THIS WARRANTY DOES NOT IN ANY WAY AFFECT THE STATUTORY OR OTHER RIGHTS OF A CONSUMER.

Acceptance and compliance with the terms of the maintenance program must be adhered to in order to ensure you stay within the scheme rules for your extended warranty. To register your acceptance please scan the QR Code found inside the window and follow the instructions in the "maintenance" TAB.

Terms

When using our maintenance subscription service, we collect personal information about you. Our customer service team will also see this data. For further information about your data and how it is stored, please take some time to read our Privacy Policy. By registering for this Service, you accept the Terms & Conditions of sale and maintenance and acknowledge that you have read the Privacy Policy.

Homeowners Guide

Guidelines for the inspection of foiled product



Pearl Windows has quality as its core value in terms of products being manufactured and supplied to its customers and the industry.

Manufactured in a bespoke foiled window factory following new systems that go over and above what would be seen as industry standard in terms of quality control. Such a practice has never been more important and essential when it comes to stocking, producing and supplying foiled products to the industry.

However, given the nature of supply, manufacture, transportation and installation of windows and door products it is impossible to totally eradicate the possibility of slight blemishes and marks to the surface finish of those products. Even though we strive for perfection we have to accept that such imperfections can be considered acceptable within our industry.

We would ask that everyone plays their part in contributing to achieving the best possible quality standard and identify two key areas:

- Inspection of products before despatch.
- Inspection of products on receipt by the customer

Care should always be taken when handling foiled products over and above what would be normally required for non-foiled products. This is paramount in the bid to prevent accidental damage to such high-premium products.

INSPECTION METHOD

Although not specifically aimed at foiled products the method of inspection that should be adopted when inspecting is covered within BS7722:2010. This is deemed an acceptable method to determine whether a slight imperfection is acceptable or not.

BS7722 DETERMINATION OF THE APPEARANCE

The appearance is determined by viewing by normal or corrected vision at a range of 1m, in 45° north sky light perpendicular to the surface.

This is to say that foiled products should be inspected at an angle of 45° such that the light hits and reflects off the profile at a distance of 1m.

When products are viewed in the manner above and there are no visible defects evident – they are therefore deemed acceptable.

Note: ALL PRODUCTS should be inspected with regard to the above

Note: All non-conformances must be reported back to the factory Quality Department.

It is of vital and of the upmost importance that at no stage during the sale, manufacture and supply/ fitting of products to the customer should “Quality” be compromised or over-looked.

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10 year product warranty for foiled products



PVCu foiled frames, manufactured by The Signature Collection, carry a warranty of ten years against defects and discolouration. Liability concerning claims arising is limited to the free replacement of the frame which is defective, other direct, indirect, consequential charges and loss of profits are not accepted.

The foiled surface of a The Signature Collection frame has a colourfastness to din reference 54001, which states the colour will not fall below grade 3 of the 'Greyscale'. Foiled frames must be manufactured and installed with due consideration given to increased heat gain and thermal movement and The Signature Collection guidelines.

The warranty is granted subject to the following conditions:

- The installation shall be restricted to the area of Middle and Northern Europe (North of latitude 46 degrees North) and mainland Italy at elevations below 1800 metres above sea level.
- The frame should not be submitted to a sustained temperature greater than 50°C.
- Notice of claims shall be given in writing to Said Company at its corporate address within 7 days of discovery of the said defect.
- The customer is obliged to supply all documents concerning the non-conforming product.
- The claimant shall allow reasonable access for the inspection and rectification (if

any) of the installation.

If faults occur:

- We will, using all reasonable skill, care and diligence, make good such frame (by repair or replacement at our discretion) free of charge following a satisfactory site inspection and report.
- If an identical product is not available an alternative of similar or higher specification will be provided.
- The warranty applies to the frame referred to above and excludes any installation works or any indirect or consequential costs arising whether from use, replacement or repair of these materials or otherwise.
- If a representative from The Signature Collection has made a site visit and the claim is not justified then all costs incurred will be re-charged accordingly.

Technical points:

- It is extremely important to provide adequate ventilation through all frames allowing for a constant airflow.
- Install the products at normal ambient temperatures between 5°C and 25°C.
- Ensure products are not left in direct sunlight prior to fixing and stored flat and undercover.
- Ensure The Signature Collection recommended fixing centres are observed for coloured frames.

The warranty does not apply to:

- Normal wear and tear.
- Any materials which have been the subject of accidental damage, damage by misuse or damage through assembly or installation.
- Any product when payment in full has not been received by Said Company.
- Products that have not been installed to The Signature Collection Technical Recommendations.

This warranty is given for the benefit of both customers purchasing products from us in the course of a business or as a consumer.

In relation to customers purchasing products from Said Company in the course of business, this warranty is in lieu of and shall so far as legally possible replace and exclude all common law, statutory or other warranties or conditions whether express or implied.

As specifically mentioned above, the Said Company does not accept any liability, whether in tort or contract or whatsoever or howsoever arises. This warranty does not in any way affect the statutory or other rights of a consumer.

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Technical information



WHITENING OF RENOLIT EXOFOL MX AND RENOLIT EXOFOL PX IN CONTACT WITH SUNSCREEN OR OTHER LOTIONS AND CREAMS

When the acrylic surface comes into contact with sunscreen or other lotions and creams, and is then exposed to UV radiation from the sun, a reaction takes place that is irreversible.

The chemicals in the sun creams penetrate the acrylic surface of the foil. The reactive Titanium Dioxide and additional micro-particles in the cream cause a scattering of the light, making it appear milky or White.

It is recommended that the foil surface is cleaned immediately when it has become contaminated with cream.

There is no cleaner that cures the problem as each time the marks will reappear with time.

Possibly cleaning every time the marks reappear may make them disappear completely over longer periods of time, but we cannot recommend any cleaners that will not affect the foil and its weathering performance.

The damage caused by the cream is not covered by the warranty, as sun cream on the foil would be considered to be an external chemical influence, as would the use of any non-recommended cleaners.

We recommend that after application of sun cream or any other cream to wash hands thoroughly and if any cream does get onto the surface of the foil to wash off immediately with warm, soapy water.

This technical information sheet represents our latest state of knowledge and shall inform without obligation. The herein-stated details do not release the manufacturer using our films from their own inspections and tests, which must correspond with the relevant national guidelines for its intended purpose. It is the duty of the customer to determine if the purchased product is suitable for its intended purpose.

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New Development Homeowners Guide



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