



 sovereign group limited



User Guide

# Welcome

VEKA products and service have an unrivalled reputation amongst local and health authorities, ALMOs and housing associations, architects and specifiers as well as domestic fabricators and installers throughout the UK and Ireland.

We manufacture and install our own high quality window and door systems in the UK and aim to give you the personal touch, paying particular attention to our Partners' Clients.

Your new windows and doors have been designed, manufactured and installed to very high standards.

We have created this User Guide to help you get the very best from your windows and doors and look after them to keep them working and looking good for many years.

Please take a few minutes to read this document and keep it in a safe place for future reference.

For a copy of this document in another language or large print, please do not hesitate to contact us.

## Contents

- 1 Tilt and Turn Window
- 2 Casement Window
- 3 Casement Window
- 4 Vertical Sliding Sash Window
- 5 Entrance Door
- 6 Ventilation
- 7 Cleaning and Maintenance of Products
- 8 Need to Know



## Tilt and Turn Windows



### Handles

Your Tilt and Turn Window has been fitted with key locking handles - to lock/unlock, simply insert the key and turn 90 degrees. The handle allows the window to function in three modes, Locked, Tilt for partial opening for ventilation and Turn which enables the window to fully open inwards for cleaning. To operate this correctly, follow the instructions below.



#### 1. Lock Window

Place key in handle and turn 90 degrees.



#### 2. Tilt Window

Turn handle 90 degrees and pull handle inwards; the window will hinge from the bottom and leave a gap for ventilation at the top.



#### 3. Turn Window

Turn the handle a further 90 degrees and pull handle inwards, the whole sash will hinge from the side enabling cleaning.



## Casement Window

### Handles

Your casement window has been fitted with push button locking type for optimum security, for ease of operation follow the instructions below. A green button indicates a designated fire escape window.



1. To lock/unlock window insert Key and turn 90 deg.



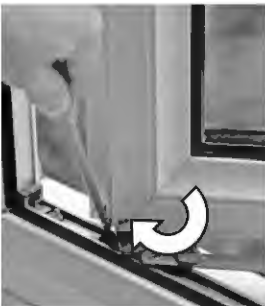
2. Remove Key and press button in with thumb.



3. Turn Handle 90 deg. and push window open. To lock reverse steps 3 and 2.

### Hinges

The hinges allow the window to open smoothly; some stays are designed to aid your cleaning. To operate the stays follow the instructions below.



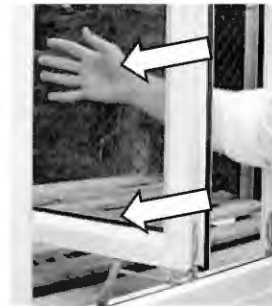
#### Adjustment

Locate the adjustment screw and turn clockwise to increase friction.



#### Easy Clean 1

Locate the "Easy Clean" button, depress and move 5mm, repeat on opposite Hinge.



#### Easy Clean 2

Slide the sash in directions of arrows. To reset the hinges push back sash until "Easy Clean" button relocates.

## Casement Window

### Fire Egress

Your Casement Window may be fitted with fire egress stays to allow escape in emergency; a green button indicates a designated fire escape window.



1. The Fire egress window can be identified by the handle with a green button.



2. Locate the "Egress Stay" button, depress and move 5mm, repeat on opposite Hinge.



3. Slide the sash in directions of arrows. This will allow an adequate opening to escape.

### Restrictor

The Restrictor (when fitted) is fitted for safety and can be operated as shown below.



1. Locate the restrictor either to the bottom or side of the opening sash.



2. Push the restrictor arm in direction of arrow to disengage.



3. The sash will open - to close simply close the sash, the restrictor will automatically engage.

## Vertical Sliding Sash Window

The Vertical Sliding Sash Window has been designed with original features to mimic its Georgian original but with many new design qualities.

### To lock/unlock and clean



To lock/unlock simply locate the turn catch on top of the mid rails halfway down the window. Depending on the width of the window there may be one or two Catches.

### Cleaning

Slide bottom panel upwards. Locate knob/catch either end of sash panel, pull towards each and panel will hinge towards you to enable clearance for cleaning. Note, if restrictors are fitted to the top panel these will require depressing to allow the bottom panel up.

### Cleaning

Slide top panel down as shown, repeat pulling in knob/catches and upper panel will hinge in towards you for cleaning. Reverse operation to replace panels back into slide mode.



## Entrance Door

Your entrance door has been fitted with a very high specification of Security which is easy to use.

### To unlock



1. To lock/unlock insert key and turn 180 deg.



2. Open the door by turning the lever down and pushing out.



3. To close pull door in until latch strikes.

### To Lock



1. To lock the door ensure it is closed.



2. Lift the lever handle upwards.



3. Turn key 180 deg. to securely lock the door.

## Ventilation

### Ventilation

Your products may have been fitted with ventilation controls to comply with Building Regulations and provide a background air cycle which will assist against condensation.

Overhead ventilation includes knob control or cord control.



1. Identify control and push sideways to open.



2. Pivot control to direct airflow up or down.



3. Locate the two control cords; pulling either cord will open and close the ventilator.

### Casement Window Ventilation



1. Remove key and press button in with thumb.



2. Turn handle 90 deg. and push window open about 12mm (1/2 inch).



3. Turn handle back 90 deg. The window locks will locate into secondary keep position.\*

\*Note this is not a secure position even when key locked.



## Cleaning & Maintenance

The cleaning of both gaskets and profile sections should be carried out periodically to maintain the appearance. Failure to do this will not affect the performance of the products but will spoil their appearance.

Stains that are not removable with soapy water may be removable using a domestic non-abrasive cream cleaner. However, these should not be used to excess as they may affect the gloss finish.

For PVC-U products with decorative finishes, e.g. woodgrain, the supplier's advice should be sought as to which products are suitable for attempting to remove stubborn stains. On no account should any solvent based cleaners be used without prior approval from the supplier, as some of these may seriously affect the profiles.

### Net Curtain Hooks and pvc windows

We recommend the use of self-adhesive hooks wherever possible (suitable hooks are supplied by Tesa UK Ltd). Where it is not possible or practicable to use adhesive hooks, the use of screw-in hooks is possible. In using such hooks the following guidelines must be followed: Hooks must be made of stainless steel or other rust resistant material. Prior to attaching the hooks pilot holes must be pre-drilled in the profiles. Pilot holes must be at least 25mm away from any welds in the outer frame, extreme care must be taken to ensure there is no cracking caused around the weld area. Hooks must not be screwed any deeper than 10 mm into the profile to ensure they do not penetrate into the reinforcement chamber (this will invalidate any and all guarantees).

The hardware used on PVC-U products is likely to require some simple lubrication during its lifetime.

It is likely that the PVC-U frame will outlast all the other components such as double glazed units, hardware and gaskets. All these items can be replaced by experienced personnel.

If a PVC-U frame is scratched or damaged in an unsightly position it may be possible to affect a repair. In these cases it is advisable to contact the supplier.



## Need to Know

### PVC-U

PVC-U has been used successfully in the manufacture of windows and doors for over 50 years and is an ideal to maintain a pristine appearance by occasional cleaning and dispenses the need to paint.

The PVC-U products have bespoke locking and ventilation systems that offer the highest of security and function. In addition to this the high performance seals that give optimum performance against bad weather.

All the products are tested independently to rigorous performance levels which assure confidence in the products fitted.



### Condensation

#### What is condensation?

The air in our homes contains water which is usually invisible, a typical example is a boiling kettle where the steam cloud eventually disappears due to the air absorbing the moisture.

When the air in your house absorbs a large amount of water, it can reappear as condensation on cold surfaces which can be on your doors or windows. This only occurs when the outside temperature has dropped considerably.

#### How do I control condensation?

To control the condensation, there are some simple rules. The air in your house requires replacing and circulating regularly; this can be done by using the Trickle ventilators above the windows or by placing your windows in a ventilation position on a daily basis. These operations can be found on the previous pages.



Glass and Glazing Federation

For additional information you may obtain a handy booklet printed by The Glass and Glazing Federation at the following address:

#### Glass and Glazing Federation

44-48 Borough High Street

London

SE1 1XB

Tel:0870 042 4255

e-mail: [info@ggf.org.uk](mailto:info@ggf.org.uk)

Web site : [www.ggf.co.uk](http://www.ggf.co.uk)



## Service Record/Contacts

The Service Record is for you to complete and will ensure the Service Engineer can act quickly and have a full History of the Installation should any problems arise.

Name of Customer	
Installation Address	
Windows fitted by:	
Date of Installation	

In Partnership with



**sovereign group limited**

specialising in PVCu windows & doors to the public sector

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