

Arden

The forefront of timber
windows & doors

Operation, Care & Maintenance Manual

January 2024 – V3 - Issue 02

This document is for information purposes only

Customer, Project & Product Details

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

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

Date Project Completed: **.**.2024

Window products supplied:

- [Warwick Casement Windows](#)
- [Hathaway Flush Casement Windows](#)
- [Stoneleigh – Mock Sliding Sash Window](#)
- [Kinward - Vertical Sliding Sash](#)
- [Weights & Pulleys](#)
 - [Spiral Balances](#)

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

Stratford Door products supplied:

- [Single Residential Doors](#)
- [Double Doors](#)
- [Bi Fold Doors](#)

Additional Features:

- [Trickle Vents](#)
- [Hinge Restrictor](#)
- [Auto Latch Restrictor](#)
- [Lockable Elbow Restrictor](#)
- [Egress Easy Clean Hinge](#)
- [Angel Restrictor \(Sliding Sash\)](#)
- [Sash Stop Restrictor \(Sliding Sash\)](#)

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- [How to change a Standard Casement Window Handle](#)
- [Draughty Windows](#)
- [Condensation](#)

Certification

- [ISO 9001:2015](#)
- [ISO 14001:2015](#)
- [FENSA](#) – (Only applicable to residential replacement projects installed by Arden)
- [Secured by Design](#) – (Only applicable to SBD Specified Projects)

PRODUCT GUARANTEE

Customer Name : ***

Project Name : ***

SUBJECT TO THE CONDITIONS SET OUT BELOW ANY WINDOWS, DOORS, DOUBLE GLAZING* AND IRONMONGERY* MANUFACTURED OR SUPPLIED BY ARDEN WINDOWS LIMITED (“YOUR ARDEN WINDOWS PRODUCTS”) ARE GUARANTEED FOR 10 YEARS FROM THE ** AGAINST DEFECTIVE JOINERY, MATERIALS OR WORKMANSHIP OF ARDEN WINDOWS LIMITED.**

IN ADDITION, ANY JOINERY TREATED WITH THE REMMERS INDULINE GW-306 WATER BASED PRIMER PROCESS WHICH DETERIORATES AS A RESULT OF SOFT ROT, BLUE STAIN FUNGAL OR INSECT ATTACK WITHIN 35 YEARS FROM THE DATE OF PURCHASE WILL BE REPLACED FREE OF CHARGE.

***In respect of Ironmongery and Glass only – our guarantee covers fitting in the first year only and for the following 9 years we guarantee parts only.**

During the relevant guarantee period your Arden Windows Products will be repaired or have parts replaced free of charge **provided that:**

- The defects are notified to Arden Windows Limited in accordance with the claims procedure outlined below;
- Your Arden Products have been fitted, glazed, maintained and cared for during the guarantee period in accordance with our “Operating, Care & Maintenance Instructions” and where applicable our “Glazing Instructions” provided to you with each delivery of Arden Windows Products (the current versions of these leaflets are available from our website: www.ardenwindows.net);
- Repairs have not been attempted other than by our service staff or by contractors authorised by Arden Windows Limited in writing;
- Where we are contracted to supply only, you are responsible for ensuring that any surfaces subsequently cut or damaged exposing bare timber and/or end grain, must be given two liberal brush or spray applications of preservative solution and primed or base coat stained prior to installation in accordance with our “Fitting, Operating, Care & Maintenance Instructions” (as described above including criteria regarding application of top coat). This is particularly important where cill horns are cut off on site;
- All joinery shall be installed correctly in accordance with normal trade practices and all surface coatings are adequately maintained in accordance with our “Operating, Care & Maintenance Instructions” (as described above);
- In supply only contracts, we are not liable for any loss or damage, such as warping, twisting and buckling effects to frames and sashes, that arise from installation practices that do not comply with our ‘Fitting, Operating, Maintenance and Care Instructions’ and our ‘Glazing Instructions’ (as described above);
- All double-glazing units supplied by us, whether they be glazed-in at our works or sold separately for on-site installation into other Arden Products, shall be glazed-in and maintained in service in accordance with our ‘Fitting, Operating, Care & Maintenance Instructions’ and ‘Glazing Instructions’ (as described above) and normal trade practice. Moisture shall not be allowed to penetrate the glazing system sufficiently to affect the long-term performance of the perimeter seal of the double-glazing unit;
- All factory fitted ironmongery shall be properly maintained in accordance with our ‘Fitting, Operating, Care & Maintenance Instructions’ (as described above). You are responsible for cleaning and lubricating all fitted ironmongery (to remove accumulated dust and debris from follow-on trades work) prior to handover to the final end-user.

THE FOLLOWING ITEMS ARE NOT COVERED UNDER THIS GUARANTEE:

- Products supplied by us in an unfinished state i.e. clear base coat only or where no paint or stain coats have been applied prior to delivery;
- Products that have been altered, amended, adapted, painted or stained, using hardware, finishes, or any other changes made that are not in accordance with the materials, finishes or methodologies stated in the Operating, Care & Maintenance Information provided by Arden Windows, unless previously approved in writing.
- Damage, defect or visual changes caused by sap migration and exudation. Sap exudation is an inherent occurrence in timber and cannot be prevented.
- Any breakages of glass or scratched glass not reported within 48 Hours of delivery.
- Damage, defect or loss caused by any materials and/or workmanship not supplied by Arden Windows. We shall not be liable for the acts or omissions of third parties.
- Products not maintained in accordance with our ‘Fitting, Operating, Care & Maintenance Instructions’ and ‘Glazing Instructions’ (as described above)
- Dark colours may be subject to a reduced warranty period of 5 years. Please contact Arden Windows if you are unsure as to whether the reduced warranty will apply to your chosen colour.
- Slim-line Double Glazed Units are supplied on a reduced warranty period of 5 Years

CLAIMS PROCEDURE:

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

PLEASE NOTE that it is essential that the letter of claim reaches the above address on the last day of this Guarantee at the latest. Late claims will not be considered. This Guarantee applies to all Arden Windows Products installed within the United Kingdom of Great Britain and Northern Ireland.

This Guarantee does not confer any rights other than those expressly set out above and does not cover any claims for consequential loss or damage.

This Guarantee is offered as an extra benefit and does not affect your statutory rights. Additional written copies of this Guarantee can be obtained by writing to the address below. Please include a stamped and self-addressed

T 02476 632425
E info@ardenwindows.net
ardenwindows.net

Arden Windows Limited
Arden House, Sparkbrook Street
Coventry, CV1 5ST

envelope for each copy of the Guarantee requested.

ArdenCare

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

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

ArdenCare Packs

To assist with caring for your products a number of **Care Packs** are available for purchase from the Arden After-sales Team.

Pack 1 is a general timber window maintenance & hospital kit.

Pack 2 is a water based care product for Painted & Stained timber windows that revitalises the finish, provides additional protection from weathering and if used regularly can extend the renovation cycle of the finish.

ArdenCare Pack 1 - £50

- 1 x Window Handle
- 1 x Trickle Vent
- 1 x 5m of Gasket (Weather Seal)
- 1 x Can of light machine oil
- 1 x Pot of Touch up Paint

ArdenCare Pack 2 - £40

- 1 x 250ml Cleaner
- 1 x 250ml Balm
- 2 x Special Cloths

If packs 1 & 2 are purchased together at the same time we will provide these at a reduced combined cost of £80. (All prices include VAT)

ArdenCare - Maintenance Plan

To assist the end user to ensure products are kept in prime condition and fulfil their life expectancy, for a reasonable monthly fee Arden offers an inspection and maintenance service whereby one of our technicians will visit your property once or twice per year to inspect the products supplied by us. They will adjust hinges, lubricate moving parts, replace any faulty parts (covered under warranty) and repair any minor damage to the frame coatings.

Any work required due to damage, broken hardware, or glass issues not covered under warranty will be costed for and if the work is approved a later date agreed for us to attend to undertake the

repairs. As an **ArdenCare** member any such works would attract a discount from our standard rates.

Once signed up Customers will be required to call our after sales department to arrange their annual or bi-annual maintenance calls at a time convenient to them. Our normal working hours and Monday to Friday 8am-4pm, we do not work weekends or evenings.

There are two options to consider:

Tier 1 - £15 per month for us to undertake maintenance once per year

Tier 2 - £25 per month for us to undertake maintenance twice per year

General Conditions:

- Payments are to be made monthly by DD and must commence within the first 6 months of installation, the 1st visit will only be available from month 13 of the policy start date.
- Should payments not be made, or if the DD is cancelled, the policy becomes immediately null & void. No refunds or rebates will be given for any reason.
- Direct debits will remain in place indefinitely until cancelled by the customer. It is the responsibility of the customer to arrange annual or bi-annual inspections with our aftersales department.
- No refunds or rebates will be given or considered in the instance that the customer fails to arrange annual or bi-annual inspections. Visits will not be rolled into subsequent years.
- In the event where AWL have agreed to attend to undertake maintenance, repairs or other works on a specific date, and the customer cancels within 24 hours of the appointment, or fails to attend, or allow access as arranged. We reserve the right to charge the customer an abortive fee equivalent to the cost of our fuel and labour time spent in attending the abortive call.

Please contact us:

To enquire about, purchase a Care Pack, or sign up to one of our ArdenCare maintenance packages please contact our after sales team.

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

CARE & MAINTENANCE TIMBER WINDOWS & DOORS

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

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

REGULAR MAINTENANCE

- Cleaning of the frames must be undertaken regularly using a non-abrasive cloth, water and mild detergent. Chemical cleaning agents must not be used. Ensure all surface areas are rinsed off with clear water to remove any residue
- Regularly Inspect the external paint or stain finish and spot repair any minor areas of coating damage, scratches or open joints. This is critical to ensuring the longevity of the window and the integrity of the external coating
- Regularly clean the glass removing heavy external grime with a solution of soap and water, always using a non abrasive soft cloth.
- At least every 12 months lubricate all hinges and handles and any other moving parts with a light oil to ensure trouble free operation.
- Weather seals and ventilators should be cleaned at least annually removing dust or grime. clean with a cloth and a solution of soap and water. Ensure that the weather seals do not become dislodged from their grooves. Should this occur, slide them back into position immediately to avoid damage when the window is closed
- Regularly check that all windows and doors open, close and lock correctly. Due to the natural contraction and expansion of timber as a result of seasonal changes in the weather, it is likely that you will need to make slight adjustments to hinges to ensure trouble free operation.

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

REDECORATION CYCLES

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

COATING TYPE	WINDOW POSITION	MODERATE CLIMATE	HARD CLIMATE	EXTREME CLIMATE
WHITE & LIGHT COLOURED PAINT	SET BACK	10 YEARS	7 YEARS	7 YEARS
	ON FACADE	8-10 YEARS	4-7 YEARS	4-6 YEARS
DARK COLOURED PAINTS & STAINS	SET BACK	6-8 YEARS	4-6 YEARS	2-3 YEARS
	ON FACADE	4-6 YEARS	4-6 YEARS	2-3 YEARS
LIGHT STAINS & TRANSLUCENTS	SET BACK	3-4 YEARS	2-3 YEARS	1-2 YEARS
	ON FACADE	2-3 YEARS	2-3 YEARS	1-2 YEARS
Moderate Climate : Non Coastal Areas & Ground Floor				
Hard Climate : Within 1/2 mile of coast, 2nd floor or above or hillside				
Extreme Climate : High altitude or exposed coastal areas.				

SERVICE & AFTER SALES

If you have any questions about our supplied products, or are experiencing any problems with the operation, care or maintenance of them. Please contact our service and after sales team for guidance and information.

They will be able and more than happy to assist you.

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

Timber Window and Door finishes Care, Maintenance and Redecoration

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

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

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

AS A MINIMUM REQUIREMENT

- 1) Cleaning of the frames must be undertaken regularly using a non-abrasive cloth, water and mild detergent. Chemical cleaning agents must not be used. Ensure all surface areas are rinsed off with clear water to remove any residue
- 2) If mould or algae are present these should be removed by washing with a diluted solution of household bleach (3 parts water: 1 part bleach). Rinse with clean water after washing with bleach solution. **DO THIS ONLY IF ABSOLUTELY NECESSARY**
- 3) Every 6 months clean coated timber surfaces with the Remmers cleaning product (included in the care sets). Ensure residues are wiped off and allowed to dry.
- 4) After the above cleaning procedure using the Remmers cleaning product apply the Remmers care balsam (included in the care sets) with a soft lint free cloth.

FURTHER RECOMMENDED BY REMMERS

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

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

REDECORATION CYCLES

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	ON FACADE	2-3 YEARS	2-3 YEARS	1-2 YEARS
Moderate Climate : Non Coastal Areas & Ground Floor				
Hard Climate : Within 1/2 mile of coast, 2nd floor or above or hillside				
Extreme Climate : High altitude or exposed coastal areas.				

REGULAR INSPECTION

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

OPENING OF JOINTS

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

REPAIRING OF OPEN JOINTS

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

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

PHYSICAL DAMAGE TO THE COATINGS

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

SURFACE DAMAGE REPAIRS

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

REDECORATION OF TIMBER WINDOWS & DOORS

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

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

REDECORATION PROCEDURE

- All surfaces require a thorough clean before any coating application takes place.
- 2) Check for damaged coatings and rectify as follows: - Prepare by the de-nibbing of the timber surface with a p240 grade abrasive, taking care to follow the line of the grain.
- 3) Bring forward by applying a full coat of primer/base stain, ensuring that the end grain is also coated if exposed.
- 4) Once a clean and sound surface is obtained apply a coat of the appropriate Remmers maintenance product. Always use a high quality nylon bristle brush for the application of the water based products.
- 5) Allow 16 hours between coats for the solvent based products and 4 hours between coats for the water based products. After drying a light de-nib with a very fine abrasive paper (p240 grade or finer) may be required.
- 6) Apply a second coat of the appropriate Remmers maintenance product.

Hardware Care and Maintenance Guide

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

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

Immediately after fitting and installation:

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

Monthly Care and Maintenance

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

Six Monthly Care and Maintenance

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

PLEASE NOTE:

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

SERVICE & AFTER SALES

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

Flush Casements Hathaway™

Life expectancy 60+ years

Sustainably sourced engineered timber. Softwood or Hardwood

Advanced environmentally responsible paint systems

Fully factory finished & glazed

**Thermally efficient
U-Values 1.0 – 1.6Wm2K**

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

Acoustic attenuation up to 42dB

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



BS EN ISO 9001:2016



BS EN ISO 14001:2016



Secured by Design
(Optional on request)



WinMark™ Enhanced Security
(iPAS2+ where requested)

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

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

Products fully conforms to current British Building Regulations & FENSA Standards



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Coventry, CV1 5ST

Mock Sliding Sash Stoneleigh™

Life expectancy 60+ years

Sustainably sourced engineered timber. Softwood or Hardwood

Advanced environmentally responsible paint systems

Fully factory finished & glazed

**Thermally efficient
U-Values 1.0 – 1.6Wm2K**

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

Acoustic glazing options

**Top hung / Side hung
Option for openable lower sash
Bespoke profile & horn detailing**



BS EN ISO 9001:2016



BS EN ISO 14001:2016



Secured by Design
(Optional on request)



WinMark™ Enhanced Security
(PAS24 where requested)

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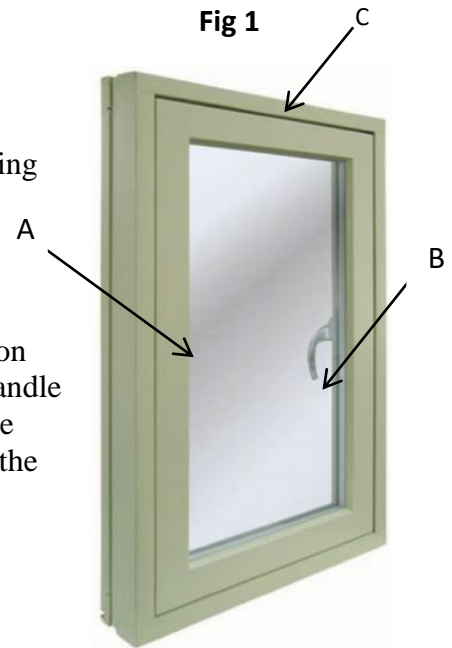
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Arden Windows Limited
Arden House, Sparkbrook Street
Coventry, CV1 5ST

Opening Casement Windows (Hathaway / Warwick / Stoneleigh)

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

- Casement windows are generally fitted with multipoint locking either non-locking or locking handles. To open sashes with key locking handles first use the provided key to unlock the handle. Set the key aside and keep in a safe place
- On both key locking and non-locking handles there is a button on the handle that needs to be pressed inward to allow the handle to move freely. Press this button inwards and turn the handle 90 degrees so in its open position the handle points towards the hinge side of the window. **Hinge Side Point A Fig 2**



- Key Locking Handle & Button
Point B Fig 2

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

How to Close The Window

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

Safety Restrictors

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

Trickle Vents

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

Sliding Sash Kinward™

Life expectancy 60+ years

Sustainably sourced engineered timber. Softwood or Hardwood

Advanced environmentally responsible paint systems

Fully factory finished & glazed

**Thermally Efficient
U-Values 1.0 – 1.6Wm2K**

**Air permeability : Class 3
Wind resistance: Class 7A
Water tightness : E2400**

Acoustic attenuation 32-42dB

**Spiral balance / tilt & slide or
Traditional weights & pulleys
Bespoke profile & horn detailing**



BS EN ISO 9001:2016



BS EN ISO 14001:2016



Secured by Design
(Optional on request)



WinMark™ Enhanced Security
(PAS24 where requested)



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T: 02476 632423 E: sales@ardenwindows.net

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T 024

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Arden House, Sparkbrook Street
Coventry, CV1 5ST

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

Opening the Sashes

- Release the two Fitch catches on the meeting rail **Point A Fig 1** if you have a locking version then please using the supplied key prior to releasing the fitch There are a number of different types and colours of operation of them are essentially the same.

Safety Restrictors

- Safety restrictors may have been fitted to your windows. Where fitted these will be at **Point B Fig 1** there are a number of different types, the type fitted will depend on the project specification, the window type & size. Please refer to page 1 which if fitted will have a X in the box adjacent to the restrictor type fitted. **Restrictors are only fitted if requested by the customer or are required by building regulations.**
- The Sash Lifts or D Handle located at **point C in Fig 1** should be used to pull the lower sash upwards into an open position.



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

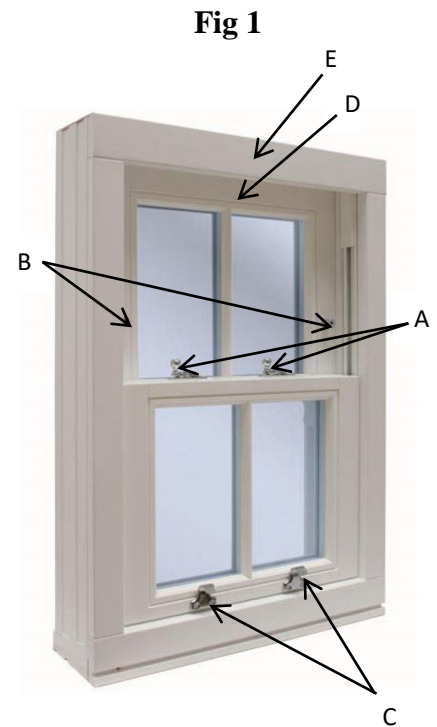


Closing the Sashes

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

Trickle Vents

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



Single Entrance Doors Stratford™

Life cycle 60+ Years

Traditional timber construction or manufactured using contemporary timber composite blades.

Advanced environmentally responsible paint systems

Thermally efficient
U-Values as low as 1.0 Wm2K

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

Fully bespoke aesthetic design
Extensive hardware options

Secured by design accredited
Part M compliant



BS EN ISO 9001:2016



BS EN ISO 14001:2016



Secured by Design
(Optional on request)



WinMark™ Enhanced Security
(PAS24 where requested)

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

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

Products Fully conform to current British Building Regulations & FENSA Standards.



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T: 02475 632423
E: info@ardenwindows.net
ardenwindows.net

Arden Windows Limited
Arden House, Sparkbrook Street
Coventry, CV1 5ST

Double Entrance Doors Stratford™

Life cycle 60+ Years

Traditional timber construction or manufactured using contemporary timber composite blades.

Advanced environmentally responsible paint systems

**Thermally efficient
U-Values 1.1 – 1.8Wm2K**

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

**Fully bespoke aesthetic design
Extensive hardware options**

Secured by design accredited



BS EN ISO 9001:2016



BS EN ISO 14001:2016



Secured by Design
(Optional on request)



WinMark™ Enhanced Security
(PAS24 where requested)

Our door range also incorporates:

Single residential doors

Fire egress doors

Bi-Fold doors

Sliding patio doors

Please contact our sales team for details.

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

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

Products Fully conform to current British Building Regulations & FENSA Standards.



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Bi-Fold Doors Stratford Doors™

Life expectancy 60+ Years

Sustainably sourced engineered timber Softwood or Hardwood

Advanced environmentally responsible paint systems

Fully factory finished & glazed

Featuring market leading hardware supplied by Centor®

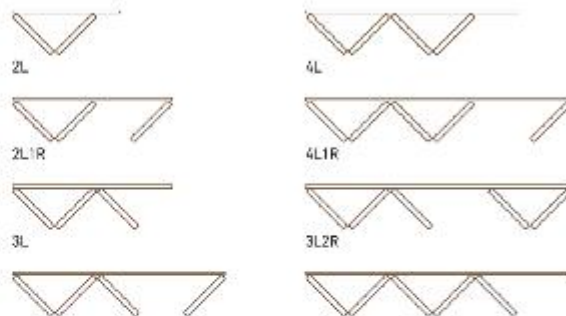
**Air permeability : Class 3
Wind resistance : Class C3
Water tightness : 5A**

**Thermally efficient double glazing
Part L compliant**

Timber / aluminium or DTS cills



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



BS EN ISO 9001:2016



BS EN ISO 14001:2016



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(Optional on request)



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Window Restrictors

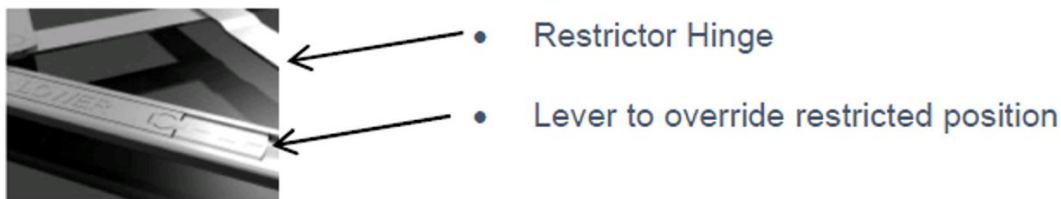
Where requested our windows are fitted with child safety restrictors to reduce the risk of falling. These restrictors restrict the opening sash of the window to approx. 100mm, most restrictors are easily and simply overridden for cleaning purposes by a responsible person. However depending on the project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

Casement Window Restrictors:

Standard Restricted Hinge

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

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



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

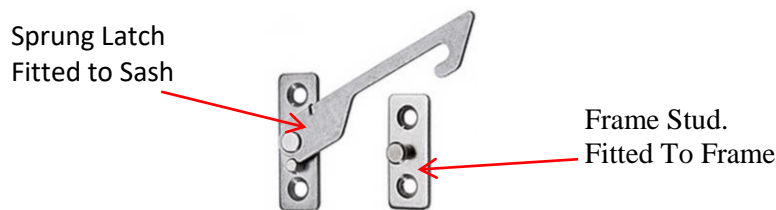
The restrictor will automatically re-engage when the window is closed.

Auto-Latch Restrictor

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

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

Fig 1



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

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



How to operate the restrictor:

- 1) From the restricted position pull the sash back towards you by 20mm approx. so the latch can be released from the frame stud
- 2) Move the Latch to the side so that it clears the frame stud and slowly push the sash outwards at the same time.
- 3) The restrictor is now disengaged and the sash can be fully opened outwards without restriction.
- 4) To re-engage the restrictor, simply close the sash fully. The restrictor will automatically re-engage and restrict the sash to approx. 100mm opening when reopened.



Lockable Elbow Restrictor

Fig 1



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

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

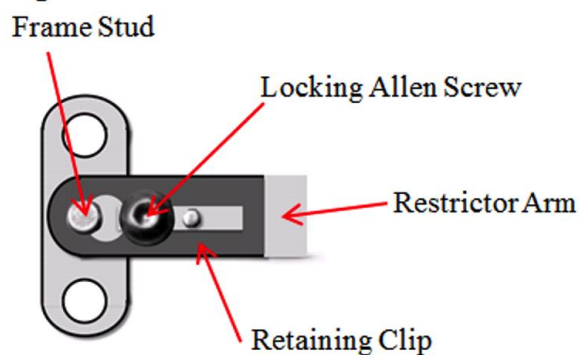
Fig 1 shows an Elbow Restrictor before being fitted to a window. One end of the restrictor with the frame stud if affixed to the frame, the other end is affixed to the opening sash.

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

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

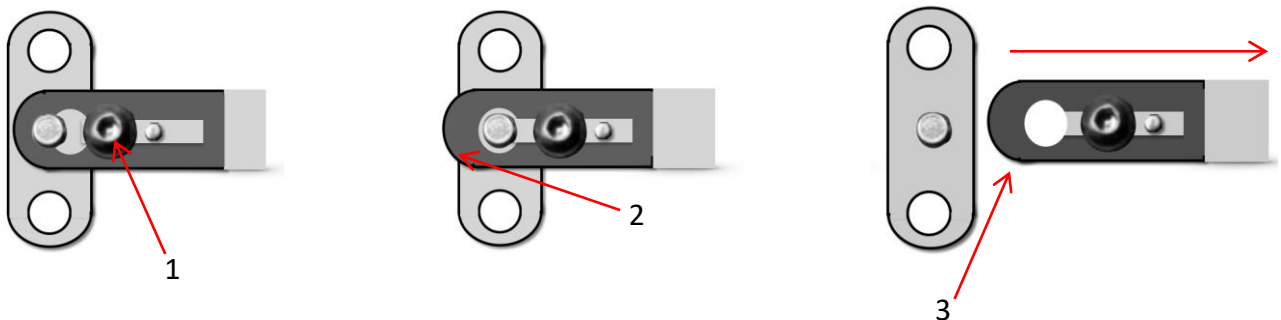
The process for unlocking and locking the restrictor is detailed below.

Fig 2



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

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



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

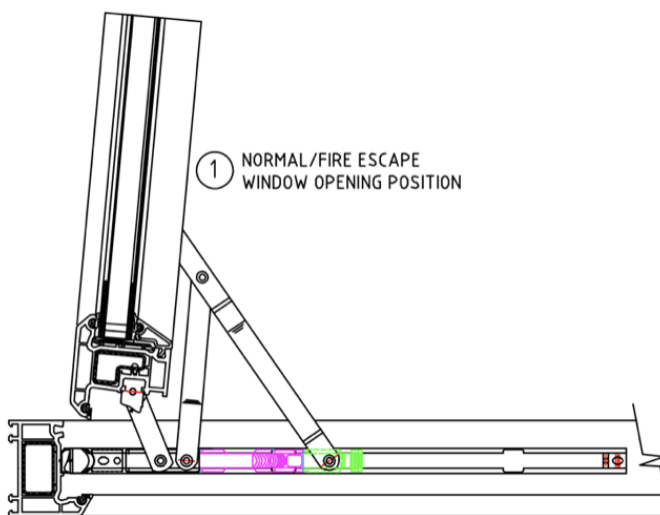
Easy Clean Egress (Fire Escape) Hinge

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

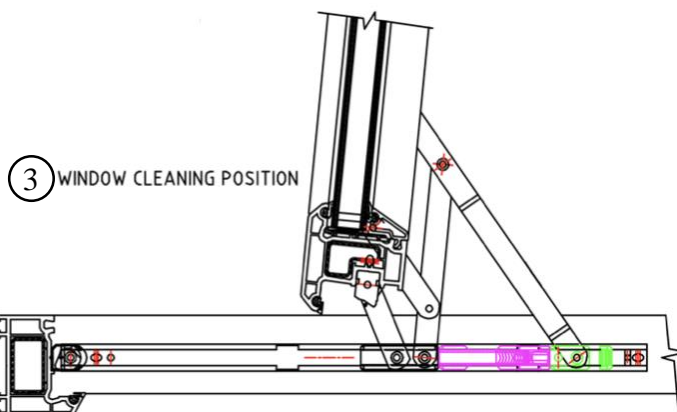
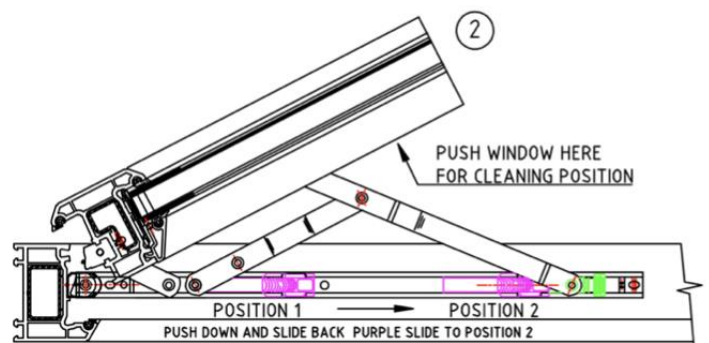
The easy clean egress hinge allows a side hung casement window to be opened fully to 90° ensuring emergency egress in the event of a fire and also incorporates a simple mechanism allowing the window to be moved into a position allowing the outside of the window cleaned from inside the building.

Operation of Easy Clean Egress Hinge

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



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



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

Vertical Sliding Sash Window Restrictors

Fig 1



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

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

There are a number of Vertical Sliding Sash Restrictors available

Care of Easy Clean Egress Hinges

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

Sash Stops

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



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

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

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

Fig 1



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

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

There are a number of Vertical Sliding Sash Restrictors available

Angel Ventlock® Restrictors

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

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



- 2) **To override the restrictor**

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



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

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



Trickle Vents

Modern windows are very thermally efficient, and practically airtight. This reduces greatly the amount of heat lost through the window when compared to older window systems; especially single glazed windows. Whilst this is great for energy efficiency, reducing heating bills, and your carbon footprint; There is a downside, the more air tight the window is, the worse the internal air quality becomes, and the more moisture can accumulate in the air thus leading to the likelihood of damp and condensation and eventually poor health for the occupants of the building.

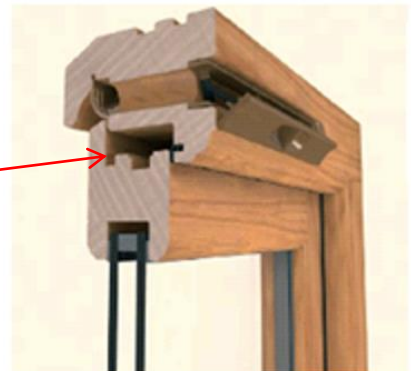
To maintain a healthy and comfortable living environment, it is essential that your home is well ventilated. For this reason, FENSA & the UK Building Regulations suggest, and in some instances require that window manufacturers fit Trickle Vents in the frames of their windows.

WHAT ARE TRICKLE VENTS?

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

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

This can be seen in the adjacent photograph



Operation & Maintenance Instructions

Fig 1



Operation:

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

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

Maintenance:

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

2D-C Door Hinge Adjustment

As timber is a natural material it expands and contracts depending on the weather conditions, Timber absorbs moisture from the air, it expands in warm temperatures and contracts in cool temperatures.

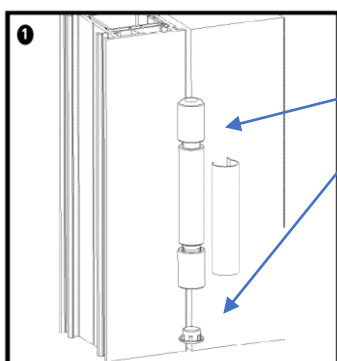
This is not a defect, a fault or a warranty issue, it is a natural and normal process in all timber products exposed to the elements.

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

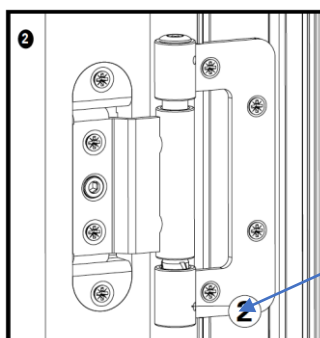
In the case of external doors, It is normal and likely that every so often the hinges need to be adjusted to ensure the door opens, closes and locks correctly. As a minimum this should form part of your annual maintenance regime but may also be required in the event that expansion or contraction of the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

3D Door Hinge Adjustment

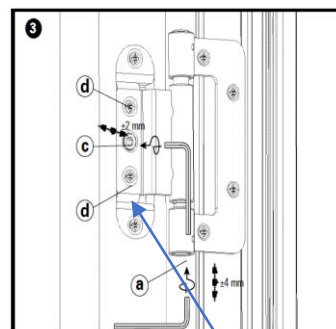
Dynamic 2D-C door hinge adjustment procedure



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



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

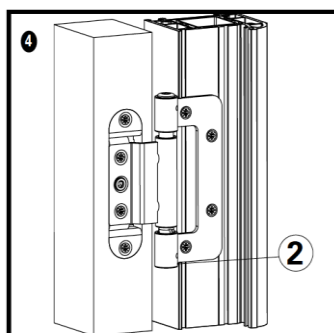


Horizontal adjustment

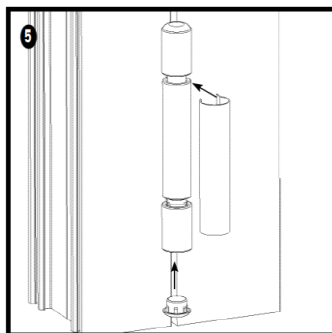
To increase or decrease the air gap between the sash and frame loosen screws **d** & adjust by turning screw **c** with a 4mm Allen key & tighten screws **d** when finished

Height adjustment

Adjust by turning screw **a** with a 4mm Allen key.



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



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

Further guidance can be found at the following link [Arden Windows YouTube Channel](#) a video showing how to adjust the Dynamic 2D C Hinge.

Hinge Adjustment

There are two methods of adjustment for the door hinges:-

Vertical Adjustment

Vertical adjustment is achieved by using a 2.5mm Allen key to turn the adjuster screw up or down which can be located on the inside of the underside of the hinge knuckle. Turning the adjuster screw clockwise will raise the door leaf and turning the adjuster screw anticlockwise will lower the door leaf.

Notes

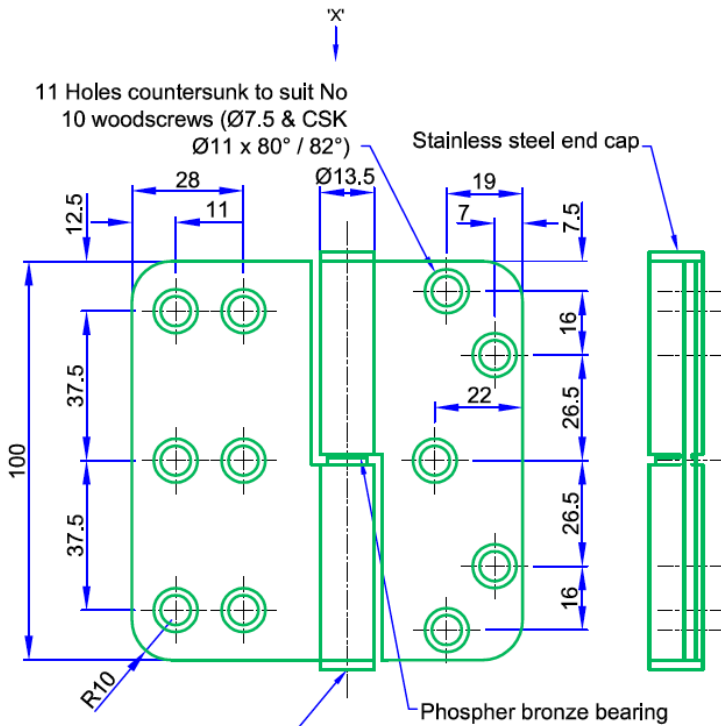
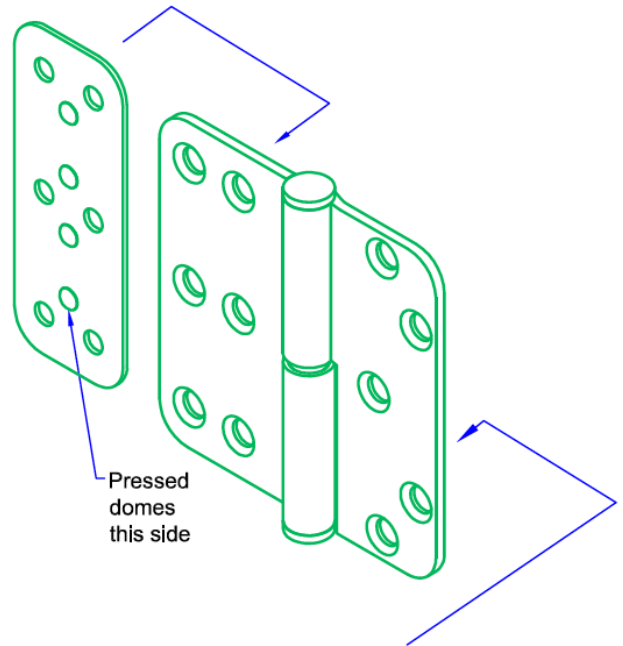
All hinges should be adjusted so that the weight of the door leaf is spread evenly across all of the hinges. Failure to do this could result in the bearing surfaces of the hinges wearing unevenly and the door dropping as a result.

Once the door leaf height has been set, the hinge pin can then be locked off by tightening the grub screw which can be found at the back of the door frame hinge leaf knuckle. Use a 2.5mm Allen key to lock off the grub screw.

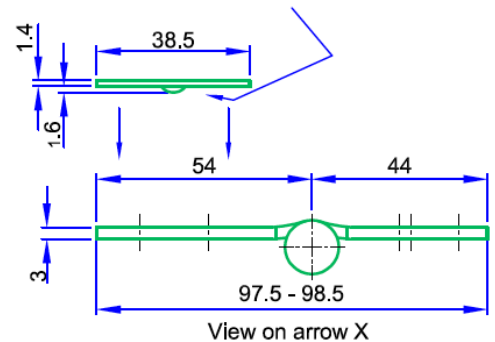
Lateral Adjustment

Lateral adjustment is achieved by the use of the "rocker plate". The rocker plate should be fitted so that it is situated in between the door frame and the hinge leaf with the pressed domes on the plate facing the hinge leaf and not the door frame.

The pressed domes then create a "rocker" situation which can be achieved by the tightening and slackening off of the hinge fixing screws. Creating this "rocker" condition means that the door can be adjusted laterally.



Hinge rocker plate is fitted behind the door frame hinge leaf with the pressed domes coming into contact with the back of the hinge leaf and not the timber of the door frame



How to Change a Standard Casement Window Handle

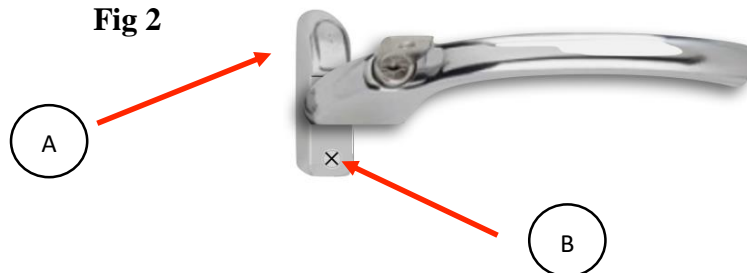
- 1) Start with the handle in the closed position with the handle in-line with its back-plate as shown below in Fig 1

Fig 1



- 2) Remove the screw cover cap using a very thin but sturdy screw driver or knife. Be very careful not to cut yourself. Set the cover cap aside in a safe place. Beneath the cover cap will be a screw.
- 3) If a locking handle then unlock the handle using the supplied key. Press down the handle button and move 90 degrees into the open position. If the handle is a non-locking version then just press down the button, there will be no key.

Fig 2



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

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

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

- 6) The handle may now be carefully pulled towards you disengaging it's spindle from the locking mechanism and be removed from the window.
- 7) **To fit a new handle** firstly ensure the spindle of the handle is correctly inserted into the gear box of the window locking mechanism, push the handle into position so the screw holes line up and then follow the above procedure in reverse from points 5 to 1

Draughty Windows

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

Caseament Windows Performance Data:

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

Sliding Sash Windows Performance Data:

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

Determine the cause

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

Things to consider:

- 1) If the windows are fitted with Trickle Vents it is likely that draughts will be present. This is normal, the vents are required by building regulations and are there to let air in to allow the building to breathe, draughts may be reduced by closing the vents.
- 2) If draughts are coming in at the junction between the outer window frame and the building structure, this is a potential issue with the installation of the window or a breakdown in the silicone seal between the window and the fabric of the building. In this instance the perimeter of the window should be resealed using a low modulus silicone.
- 3) If a draught is coming in around the opening sash then this is most likely to be a failure of the weather seal / gasket. Firstly please open the sash and inspect the glazing seal / gasket around the perimeter of the open sash / frame. If the seal / gasket is damaged then please contact us, we can supply replacement gasket to you and advise how to change this.
- 4) As timber is a natural product it expands and contracts overtime, this is normal. Occasionally this movement causes a change in the correct operation of the opening sash, this may result in the sash being difficult to open or shut or even lock. It maybe that an expansion or contraction in the timber has reduced the compression of the sash onto the gasket when the window is closed. In this instance routine maintenance procedures should be able to rectify the issue. Please speak to our aftersales team for guidance.

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

Condensation is **NOT** a problem created by your Windows and Doors!

What is Condensation?

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

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

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

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

How to reduce / prevent condensation

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

Practical steps to reduce condensation:

- 1) Fit high performance thermally efficient windows with Double Glazing. The less cold air can transfer from the outside to the inside the less likely condensation will form. Modern double glazed and triple glazed units are great at keeping the cold out. The internal glass pane stays warmer therefore warm moisture in the air is less likely to condensate on it.
- 2) It is best practice to have Trickle Vents fitted to windows, keeping the Trickle Vents in the open position allows for better ventilation and less build up of warm moisture rich air. More ventilation leads to less condensation.
- 3) When cooking, open a window in the Kitchen or turn the extractor Fan on to ventilate the room and get the warm moisture rich air out of the building.
- 4) When Bathing or Showering turn the extractor Fan on in the Bathroom or open a window to better ventilate the room and get the warm moisture rich air out of the building.

ISO9001:2015 Quality Management Certificate



CERTIFICATE OF REGISTRATION

QUALITY MANAGEMENT SYSTEM: BS EN ISO 9001:2015

This is to certify that:

Arden Windows Limited

Arden House
Sparkbrook Street
Coventry
CV1 5ST
United Kingdom

Holds Certificate No: 5143
and operates a UKAS accredited Quality Management System which complies
with the requirements of ISO 9001:2015 for the following scope:

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

For and on behalf of Interface NRM Ltd:

A handwritten signature in black ink, appearing to read "Gavin Jordan".

Dr. Gavin Jordan
Director, Interface NRM Ltd.

First Issued: **04/07/2018**
Latest Issue: **28/05/2021**
Expiry Date: **19/06/2024**



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



ISO14001:2015 Environmental Management Certificate



CERTIFICATE OF REGISTRATION

ENVIRONMENTAL MANAGEMENT SYSTEM: BS EN ISO 14001:2015

This is to certify that:

Arden Windows Limited

Arden House
Sparkbrook Street
Coventry
CV1 5ST
United Kingdom

Holds Certificate No: **6051**

and operates a UKAS accredited Environmental Management System which
complies with the requirements of ISO 14001:2015 for the following scope:

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

For and on behalf of Interface NRM Ltd:

Dr. Gavin Jordan
Director, Interface NRM Ltd.

First Issued: **04/07/2018**
Latest Issue: **28/05/2021**
Expiry Date: **19/06/2024**



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



FENSA



APPROVED INSTALLER

All the proof you need

This is to certify that the installation service provided by:

Arden Windows Ltd
Arden House
Sparkbrook Street
COVENTRY
CV1 5ST

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

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



Chris Beedel, Director of Membership, FENSA

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

Date of Certification: **11/07/2006**

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



7579

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

FEN / CERT.CPS / V5

Secured By Design

SECURED BY DESIGN LICENCE HOLDER

THIS IS TO CERTIFY THAT

Arden Windows Ltd

OF

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

HOLDS A SECURED BY DESIGN LICENCE
VALID IN CONJUNCTION WITH THE CURRENT SCHEDULE UNTIL

8th January 2025

PLEASE REFER TO [HTTPS://WWW.SECUREDBYDESIGN.COM/MEMBER-COMPANIES/SBD-MEMBERS](https://www.securedbydesign.com/member-companies/sbd-members)
FOR THE CURRENT SCHEDULE INFORMATION


GUY FERGUSON
CEO, POLICE CRIME PREVENTION INITIATIVES LIMITED


Secured by Design
Official Police Security Initiative

9th January 2024

DATE