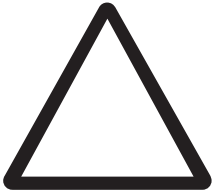


### CAUTION



**SAFETY:** Large windows and glass units are heavy and may be hazardous. Great care **MUST** be taken to avoid injury during manual handling and particular precautions are required when working at height.

The following instructions and recommendations must be followed. Failure to do so may affect the guarantee and the long term performance of the window and glazing.

### WARNING

Where windows are supplied unglazed, balances **MUST** be tensioned immediately after glazing. See 'K' balance adjustment instructions - failure to do so may result in injury and may invalidate guarantees.

Ref EJ\_M\_0001\_B



## Fitting and Fixing Guidelines for

### Glazed Sliding Sash Windows

## A Guarantees

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

**10 10-year guarantee against manufacturing defects**

**10 10-year guarantee on insulating glass units**  
Windows glazed on site are not covered by this guarantee. Where windows are supplied factory glazed all elements of the glazing system are covered by this guarantee. Only insulating glass units supplied by JELD-WEN UK are covered by this Guarantee, these are stamped and identified accordingly.

**30 30-year guarantee against fungal attack**  
Against rot and fungal attack on all external timber components.

**10 10 year guarantee on Hi-build factory painted external joinery**

**6 6 year guarantee on Hi-build factory stained external joinery**

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

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

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

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

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

All undecorated joinery supplied in the white must be suitably primed or stained without delay after receipt and all joinery supplied primed must receive further coats (undercoat and top coat) of paint within six

months of purchase. If primed, and in particular basecoat stain finishes have deteriorated because of prolonged exposure, the surface must be properly prepared and re-primed before finishing. Knotting solution should be applied over any visible knots on primed or part finished painted products. Those products supplied with a basecoat stain need either a second basecoat, or an application of medium to high build stain within 3 months of exposure.

These are the minimum requirements and further finishing coats must be applied to the manufacturers' recommendations to afford full protection.

Take care not to paint over any form of weather stripping, as this will adversely affect their performance.

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

Standard insulating glass units must not be used in areas of high humidity, e.g. swimming pools or similar. They should also not be used within 300mm from a door or within 800mm of the floor. Contact JELD-WEN if in doubt for your particular installation or refer to Page 08 of JELD-WEN's Timber Window Technical Specification Guide available upon request (Tel 0845 122 2890) or as a download from [www.jeld-wen.co.uk](http://www.jeld-wen.co.uk)

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

Regular maintenance of the paint or stain finish of the frame is essential for the long-term performance of all the components of your timber windows. The period between maintenance checks will vary depending on the type of paint or stain finish and also the local conditions for the site. External joinery products must be cleaned at a maximum of six monthly intervals using a mild non-abrasive cleaner and soft cloth. Both internal and exterior faces should be cleaned.

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

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

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

Guarantees to the finished product are also on condition that:

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

Further installation and handling information is available by downloading a copy of JELD-WEN's Timber Windows Technical Specification Guide at [www.jeld-wen.co.uk](http://www.jeld-wen.co.uk)

## B Performance

When tested in accordance with BS6375: Part 1: 2004 Performance of windows and doors, Classification for weather tightness and guidance on selection and specification.

Vertical Sliding Sash windows achieve an exposure rating of 2000pa and meet the requirements of BS6375: Part 2: 1987 Operation and strength performance.

## C Care of windows on site:

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

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

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

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

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

## D Sashstops

To ensure trouble free operation of this vertical slider frame it is most important that stops fitted within jamb liners are not removed.

## Building Regulations

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

## E Installation

Fully finished windows should be installed into preformed openings. Base coated or primed windows can be "built-in" and used as a template around which the outer construction (i.e. brickwork) can be formed.

Lintels should be positioned clear of the window head as windows must not be used for load bearing.

Preformed openings should be larger than the frame that will be fitted into them. A tight fit could cause distortion of the frame. A clearance of at least 5mm should be provided all around the frame, however, clearances more than 15mm will be difficult to seal after the frame is installed. Building regulations require the installation to achieve air tightness.

There should be a correctly installed damp proof course around all openings to prevent moisture moving from the outer construction to the inner construction.

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

### NOTE:

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

Windows should be fitted without distortion. They should be levelled, and upright. The position should be checked with a spirit level.

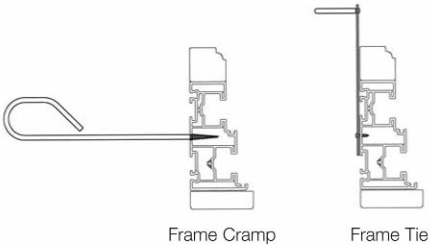
## Fitting and Fixing Guidelines for

### Glazed Sliding Sash Windows

Windows should be secured in the openings by fixings at the jambs positioned approximately 150mm from the head and sill and then at no more than 450mm centres in between. Fixings are not required at the heads and sills up to frame widths of 1800mm. For wider frames up to 3600mm a central fixing will be required.

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

Fixings appropriate to the method of installation should be used, i.e. frames cramps, screws and plugs or fixing brackets.



Windows are supplied pre-glazed with sashes fitted or separate from the frame to ensure manual handling is safe and practical.

NB. Care should be taken to ensure separate glazed sashes are fitted to the correct frame.

## F Finishing: Staining or Painting

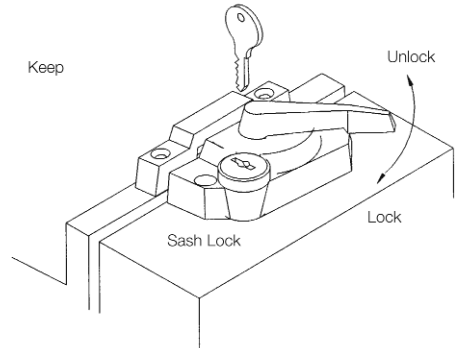
Standard JELD-WEN external joinery products are supplied either base coat stained or primed. Fully finished products are sprayed with Hi-Build Paint or Hi-Build Stain.

As soon as these primed or stained joinery products are exposed to the elements they are at risk. Under normal building conditions primed windows require an undercoat within 6 months. Those with stain base coat require either a second base coat, or an application of a medium to high build stain within 3 months of exposure. These are the minimum requirements and further finishing coats that will need to be applied to manufacturers' recommendations to afford full protection.

If primed, and in particular base coat stain finishes have deteriorated because of prolonged exposure, the surface must be properly prepared and re-primed before finishing.

## G Sash Lock Operation

Ensure sashes are correctly aligned before operating the sash lock.

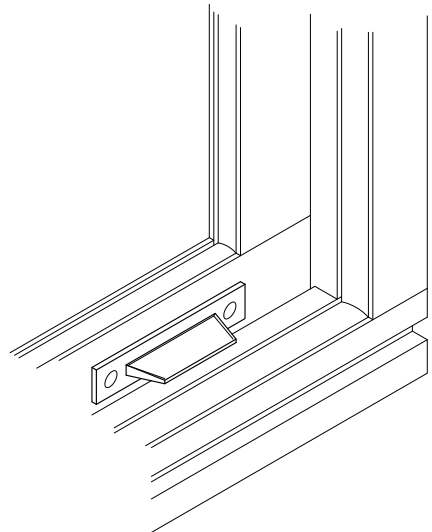


**WARNING:** If the Sash balances are not adjusted the upper sash may fall quickly when the sash lock is released. See Section K

## H Sash Lifts

Window Sash lifts are supplied, in the same finish as the lock, loose in pairs for on site fixing.

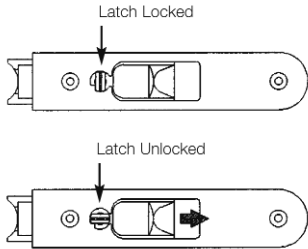
Screw fix the sash lifts as shown.



## I Sash Tilt Operation

To tilt the sash for cleaning raise the bottom sash clear of the sill profile. Pull both slide latches to the centre of the sash and tilt back onto the tilt restrictors. Control the sash with both hands during this operation.

To replace the sash, reverse the above procedure ensuring that both slide latches are fully engaged.



To tilt the top sash firstly ensure the bottom sash is tilted in. Pull the top sash down to operate the slide latches.

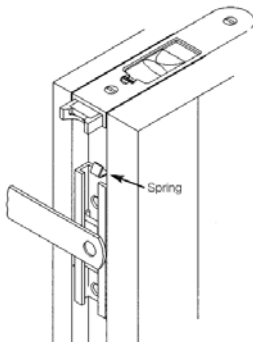
## J Tilt Restrictor

Releasing the Tilt Restrictor for balance adjustment or window maintenance only.

To release the tilt restrictor for balance adjustment support the sash and push the stainless steel bar upwards whilst depressing the small spring into the groove.

Take care not to bend the stainless steel bar when disengaged.

This release mechanism must not be used during normal operation. Refitting is the reverse of removal.



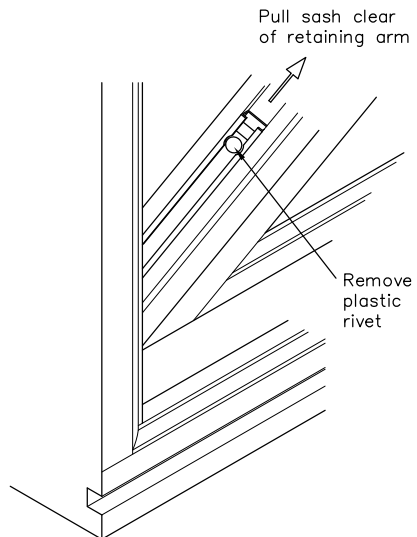
## Removing Sashes

To remove the sashes from the Vertical Sliding window tilt the lower sash so that it is retained by the tilt restrictor. Lower the upper sash and tilt it inwards so that it rests on the lower sash. Using a flat blade screwdriver or thin knife remove the plastic rivets that link the retaining sleeve on the sash to the retaining arm that is secured in the pivot shoe.

Keep the rivets to secure the sashes when they are replaced. With the rivets removed the sashes can slide away from the retaining arms. To remove the lower sash, first release the restrictor arms then repeat the process described above.

To replace the sashes slide the retaining sleeves over the retaining arms and replace the plastic rivets.

Note. There is a small rod in the centre of the plastic rivets that splays the stem of the rivet and helps it to be retained when in position. To replace the rivet this rod will need to be pushed out of the stem to allow the rivet to be inserted and then pushed back inside to splay the stem and secure the rivet.



## Fitting and Fixing Guidelines for

### Glazed Sliding Sash Windows

## K Balance Adjustment

Note: Balances are preset to accommodate the weight of the sash, but friction, created by the installation, may require further minor adjustment. A correctly balanced sash has a smooth movement in both directions.

**WARNING:** For unglazed, first refer to glazing section N.

Balances **MUST** be fully tensioned immediately after glazing. Until they are tensioned the balances will not support the sashes and the upper sash could fall quickly if the sash locks are opened.

The installer is responsible for any tension adjustments that may be required before use.

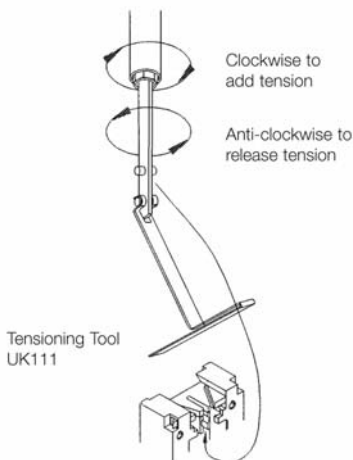
To adjust the tension on spiral balances; Attach the tensioning tool to the bottom pin and remove the rod from the pivot shoe. Allow the rod to retract to within approximately 50mm of the end of the tube.

To release tension rotate the balance one turn anti-clockwise.

To add tension rotate the balance one turn clockwise.

Reconnect the balance to the pivot shoe and check the operation of the sash. Repeat adjustment if necessary.

To access the pivot shoes the sashes must be tilted inwards with the tilt restrictor released. (See previous sections)



## L Maintenance of windows and glazing materials

Regular maintenance of the paint or stain finish of the frame is essential for the long term performance of all the components of your timber windows. The period between maintenance checks will vary depending on the type of paint or stain finish and also the local conditions for the site. Check any finish guarantees you may have for further information.

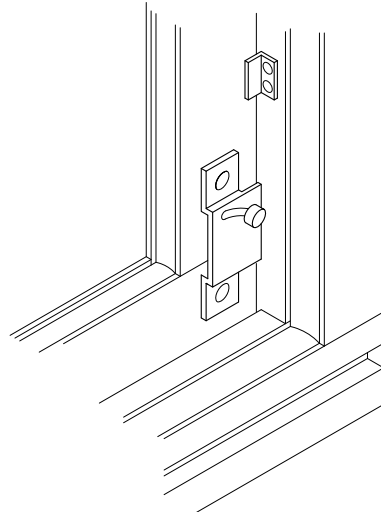
Make regular checks to ensure that drainage holes, channels and spaces are kept clear. Use a soft flexible brush or pipe cleaner with care to remove obstructions.

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

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

## M Optional opening restrictor to lower sash

Fit the restrictor to the stile of the lower sash, as illustrated, so that it is about 4mm from the jamb and 10mm from the sill. Raise the lower sash so that the opening is not more than 100mm and mark the position of the angle plate on the jamb. Fix the angle plate at the marked position so that it is approx 2mm from the sash stile and passes through the restrictor when it is released.



# N Insulating Glass Units

IGU's should comply with BS EN 1279.

## Safety Glazing

Where glazing is vulnerable to human impact it should be designed to resist breaking or if it breaks it should break safely.

Further advice on safety glazing can be obtained from;

England and Wales, Approved Document N:  
1998 edition incorporating 2000 amendments

Scotland, BS 6262:Part 4:2005

Northern Ireland, Technical Booklet V: 2000 and  
Amendment Booklet AMD3: 2006

Toughened glass should be marked BS 6206 class A  
or B or BS EN 12150 class 1 or 2.

Laminated glass should be marked BS 6206 class A  
or B or BS EN 14449 class 1 or 2.

Glazing should be in accordance with BS 6262:1982  
BS 8000:Part7: 1990 and BRE Digest 453.

## Preparation

Remove all beads from the window making a mark on the inside of the rebate and corresponding bead which will help you to replace them in the same position when you glaze the window.

Pencil mark each bead on the outside with the fixing pin positions at no more than 50mm from each end and spaced at a maximum 150mm along the length of the bead. These pencil marks will show you where to position the pins when pinning the bead.

Remove all dust, grease and loose materials from the rebate. Any moisture on the timber should be wiped off using a clean paper towel or other absorbant material to give a dry surface.

Check the condition of any primer or basecoat stain on the frame in particular the rebate and glazing surface of the beads. If the rebates are unfinished then they must be coated with a basecoat stain, primer or timber sealer before glazing can proceed. If the window has been exposed to the elements for a prolonged period and shows sign of weathering, the frame including the rebate and beads should be re-primed or stained before glazing. Note that every sash has drainage holes at the ends of the bottom rail adjacent to the joint with the vertical sash stile.

IT IS PARTICULARLY IMPORTANT THAT THIS DRAINAGE HOLE IS CLEAR AND REMAINS UNOBSTRUCTED DURING THE GLAZING PROCESS.

Check that the unit fits into the frame and can be centralised by standing the unit on setting blocks so that there is a 5mm clearance at the bottom of the unit. The spacer bar should ideally be slightly below the sightline.

## Drained and Vented Glazing

The windows are designed to be glazed using a drained and vented system.

### IGU SIZE

- The Insulating Glass Unit (IGU) should be sized such that there is a nominal 5mm clearance between the edge of the IGU and the glazing rebate platform all around.
- To determine the correct size for the IGU, measure the tight rebate size in both height and width and deduct 10mm from both.

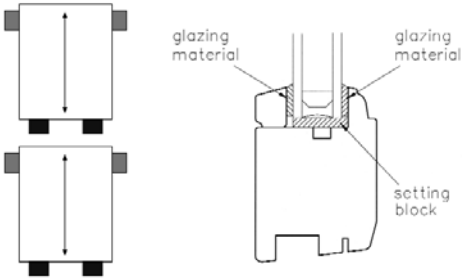


## Fitting and Fixing Guidelines for

### Glazed Sliding Sash Windows

#### SETTING AND LOCATION BLOCKS

- To maintain the 5mm clearance around the IGU and the rebate platform the IGU should be supported on setting blocks at the bottom and positioned using location blocks in other places.
- When properly fitted setting and location blocks should completely span the clearance between the edge of the IGU and the rebate platform.



#### GLAZING SEALS

- The width of the glazing rebate is such as to allow up to 3mm of glazing material either side of the IGU. This glazing material can be either load bearing foam or mastic tapes or non-load bearing sealants. Non-load bearing materials will require distance pieces to maintain the correct thickness of sealant throughout the glazing process.
- The glazing material should be applied to both faces of the IGU (i.e. between the rebate upstand and the IGU and between the IGU and the bead.)
- Some types of glazing material can be applied in-line with the top of the rebate upstand or bead while others will need to have excess material trimmed or cleaned away so as to shed water.
- Place the bottom bead in position first and apply pressure while pinning the bead to compress the glazing material.
- Fix the bead in position with non-rusting pins at no more than 50mm from each corner and at no more than 150mm between pins.
- Place the side and then top beads and fix as above.

Immediate tensioning of the balances is now required.  
Refer to Section K – Balance Adjustment

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