

CARE & AFTERSALES

Cristal Composite Door Maintenance Guide

Thank you for investing in our products. Your Cristal composite door has been designed, manufactured and installed to the highest possible standards and is virtually maintenance free. However, to retain its smart appearance and ease of operation, a small amount of care and attention is necessary. Please take a few moments to read this guide to ensure you receive many years of trouble-free service.

Important – please read

Failure to adhere to any of the conditions may invalidate your warranty with the supplying manufacturer.

In particular, **never use WD-40 inside the lock** – use **graphite powder or a specialist lock lubricant** in the keyhole instead.

Regular Cleaning (Monthly)

- **Door surface:** wash with warm soapy water (washing-up liquid is suitable) and wipe dry with a soft cloth. Clean at least once per month – more often if the door is exposed to dirt, salt or other contaminants.
- **uPVC frames:** avoid all solvent-based or abrasive cleaners. Wash the door frames with warm soapy water and a soft cloth every four months to remove grime and atmospheric deposits. Take care not to disturb the sealants where the edge of the frame meets the wall.
- **Glass:** take care when cleaning decorated glass, as excessive pressure may dislodge the design from the glass surface. All you need is warm soapy water and a soft cloth.
- **Gloss finish:** to sustain the gloss finish, apply 2–3 coats of a suitable maintenance lacquer every 6–12 months.

Lubrication & Moving Parts (Every 6 Months)

- **Hinges & moving mechanisms:** open the door, place an old sheet underneath, and apply a silicone spray to moving parts (not the lock cylinder). Fixings may need to be tightened and the product adjusted to ensure satisfactory operation.
- **Lock cylinder:** use graphite powder or a specialist lock lubricant in the keyhole – **not WD-40**. Insert the key and turn it 10–15 times to distribute the lubricant. WD-40 displaces water but is not a long-term lubricant.
- **External hardware:** clean routinely and lubricate moving parts at least twice a year. This is particularly essential within a 25-mile radius of coastal areas, or close to building sites or large industrial areas, where more frequent cleaning may be required to prevent corrosive contaminants building up.

Operational Tips

- Always **fully engage the handle and locking mechanism** when closing the door – lift the handle to engage the top and bottom hooks. This helps maintain structural stability, reduces thermal movement and prevents the door sitting only on the latch. **This is part of the security and warranty of your door.**
- Doors left sitting only on the latch can move and distort over time – particularly in the temperature extremes the UK now experiences – and this is one of the most common causes of avoidable service calls. Lifting the handle every time you close the door only takes a second and keeps your door operating as it should.

Inspection & Adjustments (Yearly or As Needed)

- **Weather seals and drainage:** your composite door has an in-built drainage system of slots and drain holes in the bottom threshold that allow water to flow outside. These must remain unblocked – every 6 months, remove dirt, clear the drain holes and flush through with water. If a weatherseal becomes dislodged from its groove, slide it back into position immediately to avoid damage when the door is closed.
- **Hinge and lock keep screws:** check for tightness and adjust if the door begins to sag or rub.

What to Avoid

- X Aggressive cleaning methods, abrasive cleaners or scouring pads on the surface of the door
- X High-pressure power washers or steam cleaners
- X Bleach or solvents of any type (white spirit, methylated spirit, cellulose thinners, acetone / nail varnish remover) or PVC cleaners
- X Adhesives or tack of any type for temporary protection or fixing seasonal decorations
- X Excessive-length key chains – avoid contact with these and any other sharp objects you may be carrying
- X **WD-40 inside locks** – not a suitable long-term lubricant

Summary Maintenance Schedule

FREQUENCY	TASK
Monthly	Clean the door surface and hardware with warm soapy water and a soft cloth
Every 6 months	Lubricate moving parts (silicone spray) and the lock cylinder (graphite powder); clear drainage slots and flush through with water
Annually	Inspect seals, hinges and drainage; tighten hinge and lock keep screws; re-apply maintenance lacquer (every 6–12 months)

Why This Matters

Following these simple steps will help ensure your composite door **keeps looking great** with minimal effort, **operates smoothly** for years, **maintains its security and insulation performance**, and **protects your warranty** and the longevity of the door.

Questions about caring for your door?

We're always happy to help. Call us on **01252 810777** or email **sales@crystalwindows.co.uk**, and visit www.crystalwindows.co.uk for more information and brochure downloads.