

CARE & AFTERSALES

Cristal uPVC Window & Door Maintenance Guide

Thank you for investing in our products. Your new uPVC windows and doors from Cristal Windows have been designed, manufactured and installed to the highest possible standards and are virtually maintenance free. This guide covers uPVC windows, uPVC residential doors and uPVC patio sliding doors. To retain their smart appearance and smooth 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 in any lock, cylinder or hardware** – use a light machine oil or specialist hinge lubricant on window and door hardware, and **graphite powder or a specialist lock lubricant** in door lock cylinders. Never force a stiff handle or lock, and **never paint, seal or apply silicone over the frames, hinges or gaskets**.

Regular Cleaning (Monthly)

- **Frames, sashes and door panels:** 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 exposed to dirt, salt or other contaminants. Never use solvent-based or abrasive cleaners, which can permanently dull the surface. Take care not to disturb the sealants where the edge of the frame meets the wall.
- **Glass:** clean with warm soapy water or a proprietary glass cleaner and a soft, lint-free cloth. Take care with any leaded, Georgian or decorative glass, as excessive pressure may disturb or dislodge the design.
- **Cills, thresholds and rebates:** wipe out the window cills, the low door thresholds and the rebates where the sash or door meets the frame to remove grit and debris. This keeps the seals clean and helps the drainage system work as intended.
- **Gaskets and weather seals:** wipe the rubber weather seals with a damp cloth only. Avoid oils, solvents and silicone sprays, which can cause the rubber to swell or perish over time.

uPVC Windows – Moving Parts (Every 6 Months)

- **Hinges and friction stays:** wipe clean, then apply a light machine oil or a specialist hinge lubricant to the moving points. This keeps the sash swinging freely and stops the hinges stiffening or squeaking.
- **Locking mechanism:** with the window open, apply a light oil or PTFE/silicone lubricant to the locking points, keeps and rollers along the edge of the sash, then operate the handle several times to distribute it. Do not use WD-40 (it is not a long-term lubricant and attracts dirt), do not over-oil, and keep lubricant off the gaskets and glass.
- **Handles and shoot bolt locking mechanisms:** check that handle screws are tight and lubricate the handle spindle so it turns smoothly. Never force a handle that feels stiff, lubricate first and, if it remains difficult, contact us.

uPVC Doors – Moving Parts (Every 6 Months)

- **Multipoint locking mechanism:** open the door, place an old sheet underneath, and apply a silicone spray to the moving parts along the edge of the door (the hooks, rollers and bolts), but not the lock cylinder. Operate the handle several times to distribute it, and keep the lubricant off the gaskets and glass.
- **Hinges:** wipe clean and apply a light machine oil or silicone spray to the moving points. Fixings may need to be tightened and the door adjusted over time to ensure satisfactory operation, contact us rather than attempting to reposition the hinges yourself.
- **Lock cylinder:** use graphite powder or a specialist lock lubricant in the keyhole, not WD-40. Insert the key and turn it 10 to 15 times to distribute the lubricant. WD-40 displaces water but is not a long-term lubricant and can gum up the cylinder over time.

- **Letterplate and door furniture:** wipe clean and check that the letterplate, knocker, handle and any spy-hole are secure and their screws are tight. Lubricate the handle spindle lightly so it operates smoothly.

uPVC Patio Sliding Doors – Moving Parts (Every 6 Months)

- **Tracks and runners:** this is the single most important task for a sliding door. Keep the bottom track completely clear of grit, sand and debris by brushing or vacuuming it out and wiping it clean. Grit left in the track wears the rollers, damages the seals and makes the door stiff and heavy to slide.
- **Rollers and wheels:** apply a light silicone lubricant along the clean track so the door glides smoothly. Do not use grease or heavy oil, which trap grit. The rollers are height-adjustable, so if the door begins to run stiffly or catch, contact us to adjust them rather than forcing the door.
- **Locking mechanism:** apply a light oil or PTFE/silicone lubricant to the hook bolts and keeps, then operate the handle several times to distribute it. Always engage the lock fully when the door is closed.
- **Brush and pile seals:** wipe the brush weather-pile seals clean with a soft brush. If a seal becomes dislodged or flattened, contact us, do not pull or trim it.

Operational Tips

- **Windows:** always **fully engage the locking mechanism** when closing the window. Push the sash gently to the frame and turn the handle to its locked position so all the locking points engage, and support the sash rather than letting it slam.
- **Doors:** always **lift the handle fully to engage the top and bottom hooks** before turning the key to lock. A door 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 takes a second and keeps the door operating as it should.
- **Patio sliding doors:** slide the door smoothly using the handle and **never force a door that is sticking**. A stiff slide almost always means the track needs cleaning or the rollers need adjusting. Engage the lock fully when the door is closed.

Inspection & Adjustments (Yearly or As Needed)

- **Weather seals and drainage:** your windows and doors have built-in drainage slots and drain holes in the frames, thresholds and patio door track that allow water to flow outside. These must remain unblocked. Every 6 months, clear the slots with a soft brush and flush through with water. If a weatherseal becomes dislodged from its groove, slide it back into position immediately to avoid damage when the window or door is closed.
- **Trickle vents:** if your windows are fitted with trickle vents, wipe them clean and check they open and close freely so background ventilation continues to work and helps control condensation.
- **Hinge, keep and roller screws:** check the hinge, keep, handle and roller screws for tightness. If a sash or door begins to drop, rub, catch or slide stiffly, contact us to adjust it, do not attempt to reposition the hinges or rollers yourself.
- **Condensation:** a little condensation on the inside of the glass in cold weather is normal and is a sign the glass is insulating well. Wipe it away and ventilate the room; persistent misting between the panes should be reported to us.

What to Avoid

- Aggressive cleaning methods, abrasive cleaners or scouring pads on the frames, sashes, door panels or glass
- High-pressure jet washers, power washers or steam cleaners – the pressure can force water past the seals and blow out gaskets
- Water-fed or extending cleaning poles used with force, which can catch and knock off face-fitted parts such as astragal (Georgian) bars, lead lights and trickle vents
- Bleach or solvents of any type (white spirit, methylated spirit, cellulose thinners, acetone / nail varnish remover) or PVC cleaners on the frames, panels or gaskets
- WD-40 in any lock, cylinder or on the hardware – **it is not a suitable long-term lubricant** and attracts dirt
- Painting, sealing or applying silicone over the frames, hinges, gaskets or drainage slots
- Adhesives or tack of any type for temporary protection or fixing seasonal decorations
- Excessive-length key chains and sharp objects near the door cylinder and hardware, which can scratch or damage them

- Forcing a stiff handle, lock or sliding door – **lubricate or clean the track first** and contact us if it remains difficult

A note on window and door cleaning

Modern high-powered jet washes and water-fed cleaning poles can **damage the seals and dislodge or knock off face-fitted parts** such as astragal (Georgian) bars, lead lights and trickle vents, and can force water past door and window gaskets.

Before booking a window cleaner, **check that they are insured for any accidental damage**. Damage caused by pressure washing or aggressive pole cleaning is treated as neglect and **would not be covered under your Cristal Windows warranty**.

Summary Maintenance Schedule

FREQUENCY	TASK
Monthly	Clean the frames, sashes, door panels and glass with warm soapy water and a soft cloth; wipe out the cills, thresholds and gaskets
Every 6 months	Lubricate window hinges and locks, door hinges and multipoint locks, door cylinders (graphite powder) and patio door rollers; clear all drainage slots and the patio door track and flush through with water
Annually	Inspect seals, hinges, trickle vents, thresholds and drainage; tighten hinge, keep and roller screws; report any sash or door that drops, rubs, catches or slides stiffly

Why This Matters

Following these simple steps will help ensure your uPVC windows and doors **keep looking great** with minimal effort, **operate smoothly** for years, **maintain their security and insulation performance**, and **protect your warranty** and the longevity of the products.

Questions about caring for your windows and doors?

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