



## Maintenance, Operation and Care Guide - Sash Windows

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# Introduction

We hope you are pleased with your windows!

This guide contains everything you need to know about maintaining, caring and operating your new sash windows from now on. Please follow this guide so you and others can enjoy the benefits of these windows confidently and safely for many years to come.

Of course, if you require any additional information, please let us know.

Smithson and Littlewood



# Safety first

Safety of course, is of paramount importance. Please ensure all relevant people in your organisation read this guide carefully and adopt best practice when operating your windows.

## Generally...

- DO NOT leave sashes open unnecessarily to avoid anyone falling out of them
- Be aware of any objects that are positioned near the windows that could fall as a result of a draft or opening of window
- Avoid any leaves or loads on the sashes that can cause damage, deformation or destruction of elements
- Avoid obstacles (such as cables) in the opening areas between the sash and frame that can cause deformation and damage to frames and fittings.





# Operating your windows

Operating your sash windows is easy:

- 1 - Simply unlock the window, with the key provided and then slide the bottom sash up and/or the top sash down, as required.
- 2 - Unlock the cam catches (again with the key supplied) and then turn the levers anti-clockwise to open.
- 3 - To open the bottom sash, raise the sash using the lift handles.
- 4 - To open the top sash, lower the sash using the ring pull handle.
- 5 - To close and lock both sashes, simply reverse the process above.
- 6 - Then close the lock by turning the lever clockwise.
- 7 - Finally, lock the window with the key provided.

## Air ventilation

If your windows are fitted with trickle vents, these will allow comfortable, constant, draught-free ventilation into your surroundings, without having to open your windows. These vents will be positioned at the top of the window and we would suggest that you open these on a regular basis to allow full ventilation.

To open and close these vents, simply move the lever up and down.



# Operating your windows

## Limit stops

If your windows are fitted with limit stops, these will restrict the amount the top and bottom sashes can be opened, for safety reasons. If these are fitted, they are usually in the 'out' position which prevents the sashes from sliding more than 100mm (4 inches) wide.

If required, these stops can be temporarily closed to allow you to fully open the windows, using the special key supplied.

You can do this by pushing and holding the limit stop in, and then turning the key. The limit stop should now stay in the 'in' position.

To restrict the windows again, open the limit stops by inserting the key and turning. The limit stop will then pop out and be in place.



Important info: We strongly advise that you keep the limit stops in the 'out' position at all times, as to restrict the window opening, particularly if you are above the ground floor or children have access.

# Cleaning your windows

Regular cleaning of the glass and frames will obviously improve the longevity and appearance of your sash windows. Although how regularly you clean them is likely to depend on the situation, location and ambient environment they are situated.

Regular cleaning also provides the opportunity for you to inspect and spot any developing problems early on.



## Cleaning the external glass

To clean the external glass, please follow the following guide:

- 1 - Unlock the window and using the lift handles raise the lower sash around 100mm.
- 2 - With both hands, slide the two latch knobs located on the top of the sash inwards (at the same time). Tilt the sash inwards from the top, until it is held by the tilt restrictors. You can now safely clean the outside glass on the bottom sash.
- 3 - Do not push the bottom sash back in at this stage.
- 4 - Then completely lower the top sash using the ring pull handles.
- 5 - As with the lower sash, slide the two latch knobs found on the top edge of the top sash inwards.
- 6 - Tilt the lower sash inwards from the top, until it is either held by the tilt restrictors or rest gently on the already tilted lower sash. You can now safely clean the outside glass on the top sash.

# Cleaning your windows

After cleaning the glass...

- 1 - Close the top sash by using both hands to push it firmly back into its upright position, making sure the meeting stile is kept completely parallel to the frame. Making sure that the latch knobs click back into position to hold the top sash in place.
- 2 - Push the sash up to close.
- 3 - Once closed, repeat with the lower sash.
- 4 - Finally lower the bottom sash using the lift handles and lock the window.

## Cleaning the window frames

Simply clean your window frames with a clean cloth and a general household detergent – diluted as guided. Thoroughly wet the frames using the detergent and gently rub with the cloth. It's important to 'flood' the frames with the liquid and not to rub the frames with a dry or semi-dry cloth as this can cause scratches.

Finally, allow the windows to dry naturally.

## Internal surfaces

Internal surfaces may be polished with colourless silicone household furniture polish.

### Important info:

Never use abrasive cloths, sponges or detergents.

Some window cleaners contain ammonia. Any ammonia residue left on the windows after cleaning needs to be removed, preferably with clean water.



# Maintenance

Your sliding sash windows should operate smoothly and be virtually maintenance free. If however, the window isn't opened and closed very often, then it may be necessary to lightly grease the fastener and restrictor mechanisms from time to time.

Please note:

No adjustments should be necessary on fully finished and installed windows. If you do feel any adjustments are necessary, please contact a member of the Smithson and Littlewood team.

# Fire escape procedures

Your windows have been designed and fitted so that it takes no longer than 30 seconds to escape in the event of a fire or incident.

As part of your drills and procedures, we strongly advise you and your team carry out the following as a test, in the event of a fire.

- 1 - Open the cam catches and turn the levers anti-clockwise to open.
- 2 - Lift the lower sash by approx. 100mm (4 inches).
- 3 - With both hands, slide the two latch knobs located on the top sash inwards, at the same time.
- 4 - Tilt the sash inwards from the top, until it is clear of the frame. Do not tilt the sash fully.
- 5 - With the bottom sash slightly tilted in, now raise the lower sash as far as it will go, until tight against the upper sash.
- 6 - Now allow the bottom sash to tilt fully until held by the tilt restrictions.
- 7 - You can now escape safely through the lower section of the window.

Important info:

Fire escape windows should be kept unlocked when the building is occupied and keys removed so that windows are not unintentionally locked.

# Material and warranties



As recognised, accredited providers of Accoya, your sash windows are covered by the Accoya Performace Warranty with Smithson and Littlewood.

Warranties are for up to 12 years on opaque finishes and 10 years on translucent systems, subject to exposure conditions.

The warranties are available on exterior joinery manufactured from acetylated timber and covers embrittlement, flaking or cracking of the coating system, resulting from a coating manufacturing fault.

For more information, please contact a member of the Smithson and Littlewood team.



## Further information

For further information, please contact:

Sophie Matthewman, Operations Director

07988671831

01484862512 ext 3

[sophie@smithsonandlittlewood.co.uk](mailto:sophie@smithsonandlittlewood.co.uk)

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