



CUSTOMER AFTERCARE

Customer care guide

uPVC WINDOWS & DOORS

Detailed care for white, coloured and woodgrain-effect frames, glass, seals, drainage and everyday hardware.



EDITION 1 | JULY 2026

Keep this guide with your installation paperwork

01554 701200 | info@homeviewglazing.com | homeviewglazing.com

A gentle routine protects the finish

Low-maintenance uPVC still benefits from regular cleaning and checks. These rules are the safe baseline across most systems.

01

Start gentle

Use lukewarm water, a small amount of mild non-bleach washing-up liquid and a clean soft cloth.

02

Remove grit first

Brush, vacuum or rinse away loose dirt before wiping so particles are not dragged across the surface.

03

Keep products separate

Do not let glass cleaner, lubricant or another specialist product run onto frames, seals or walls.

04

Never force movement

A stiff handle, catching sash or dropped door usually needs adjustment. Force can damage the mechanism.

05

Keep routes open

Drainage slots, trickle vents, rebates and tracks must stay clear of grit, sealant, paint and debris.

06

Let your paperwork lead

The exact profile, glass and hardware instructions supplied with your project take precedence.

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SAFETY FIRST

Do not work at height, lean from an open window or remove a restrictor to reach an outside surface. Use a safe, stable access method or arrange professional help.

A practical rhythm for everyday care

Use these intervals as a starting point. Increase cleaning where salt, traffic film, industry, trees or heavy daily use create more dirt.



NORMAL EXPOSURE

About every 3 months

Frames, glass, gaskets, rebates and drainage. Inspect tracks and vents.



COASTAL / POLLUTED

About monthly

Rinse away salt or traffic film with fresh water, then wash gently and dry hardware.



BUSY DOORS / TRACKS

Check more often

Vacuum grit before it builds up and wipe spills promptly. Never grease a track by default.

WHEN	WHAT TO DO	WHY IT MATTERS
As needed	Wipe spills and bird mess; remove grit from tracks; dry pooled room-side condensation.	Fresh contamination is easier to remove without aggressive products.
Monthly to quarterly	Wash frames and gaskets. Clean glass. Brush or vacuum rebates, drainage slots, vents and thresholds.	Prevents film, grit and blocked water routes from building up.
Spring and autumn	Inspect seals, exterior perimeter sealant, handles, hinges, lock points and restrictors. Check that everything closes without force.	Finds wear or movement before it becomes a failed part or security problem.
After storms or salty weather	Rinse external profiles, exposed hardware and tracks with fresh water. Clear leaves and grit; dry metal surfaces.	Salt and wind-blown grit accelerate staining and hardware corrosion.
After nearby building work	Check frames, glass, drains and tracks immediately. Keep fresh plaster, mortar, paint and adhesive wet while gently lifting it away with plenty of clean water.	Cured cement, grit or paint can require specialist removal and may scratch glass or foil.

KEEP THE PROJECT DETAILS TOGETHER

Installation date: _____

Reference / quote: _____

Profile / finish: _____

Glass / hardware notes: _____

Cleaning white uPVC

The safest result comes from patience, plenty of clean water and minimal pressure - not a stronger chemical.

FIVE-STEP METHOD

- 1 Choose a cool time**
Clean out of strong sun and when the frame feels cool. Close and secure the unit before cleaning accessible faces.
- 2 Lift loose dirt**
Use a soft brush or vacuum nozzle in corners, rebates and grooves. Rinse away gritty dirt before wiping.
- 3 Wash gently**
Use lukewarm water with a small amount of mild non-bleach washing-up liquid. Work with a clean soft cloth or sponge.
- 4 Rinse thoroughly**
Use clean water so detergent does not dry in joints, textured areas or against gaskets.
- 5 Dry and inspect**
Buff with a separate soft cloth. Check for marks, displaced seals, blocked slots and hardware that no longer moves freely.



If a mark remains

- ✓ Repeat the mild wash after a brief soak.
- ✓ Identify the exact finish before using anything stronger. Use only a profile-maker or installer-approved cleaner after a hidden spot test.
- ✓ Stop if the surface changes gloss, colour or texture.

SAFE BASELINE	DO NOT USE ON GENERIC uPVC
Lukewarm water; mild non-bleach washing-up liquid; soft clean cloth or sponge; soft brush; vacuum nozzle.	Bleach, acetone, white spirit, cellulose thinner, brick acid, ammonia, citrus solvent, dashboard wipes or any unidentified solvent.
Clean water rinse; separate dry cloth; product-specific approved cleaner only after confirmation.	Abrasive cream or powder, scouring pads, steel wool, wire brushes, blades, steam cleaners or pressure washers.

PRODUCT CHECK

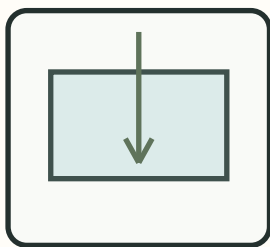
Do not assume a product sold as a 'uPVC cleaner' is suitable for your frame. Some products are intended only for certain unfoiled white profiles.

Coloured and foiled finishes

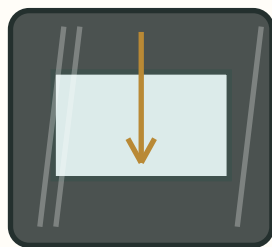
Treat every coloured or woodgrain-effect surface as a decorative finish unless your project paperwork confirms otherwise.

FINISH COMPARISON

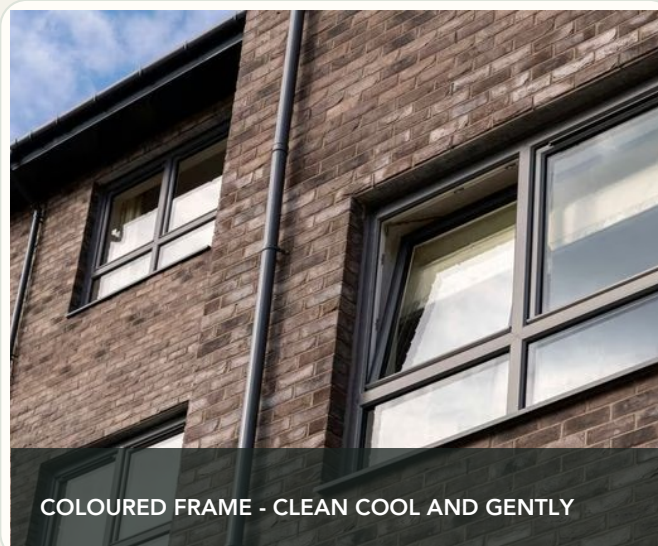
Use the same mild wash on both. On a textured foil, wipe gently in the grain direction.



WHITE uPVC



COLOURED / FOILED



COLOURED FRAME - CLEAN COOL AND GENTLY

HOW TO CLEAN

- 1 **Cool the surface**
Avoid cleaning a hot, sunlit frame. Move shade where practical and wait for the profile to cool.
- 2 **Remove grit**
Soft-brush or rinse first. Do not rub dust into the textured surface.
- 3 **Wash lightly**
Use lukewarm water, mild non-bleach washing-up liquid and a soft cloth. Keep pressure low.
- 4 **Rinse and dry**
Rinse seams and gaskets with clean water; dry with a separate cloth so residue does not streak.

PROTECT THE DECORATIVE LAYER

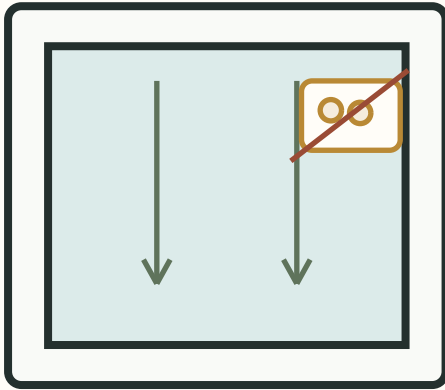
- ✓ Never use abrasive cream, polish, wax, sanding pads or colour-restoring products.
- ✓ Never use solvents, bleach, strong acids or alkalis, steam or a pressure washer.
- ✓ Remove temporary transport film promptly as directed. Do not add long-term adhesive film or tape that leaves residue.
- ✓ Do not scrape dried plaster, render, paint or sealant. Keep fresh contamination wet and lift it away with plenty of water.
- ✓ Report peeling, bubbling, deep scratches or a permanent change in sheen instead of attempting a repair.
- ✓ Temperature can cause small changes in movement. Persistent catching or lock misalignment still needs assessment.

COLOURED FINISH RULE

A cleaner that is acceptable on one white profile may permanently mark a foil or coloured finish. If the finish is uncertain, use only the mild baseline and ask us before escalating.

Clear glass, sound seals

Clean accessible surfaces only. Beads, sealed-unit edges and internal components are not customer-serviceable parts.



PRE-RINSE GRIT - THEN CLEAN TOP TO BOTTOM

ORDINARY GLASS

- 1 **Remove jewellery**
Remove rings, watches and hard buckles.
- 2 **Flush away grit**
Rinse first; never drag dry dust across the pane.
- 3 **Wash**
Use warm soapy water and a clean lint-free cloth. Keep glass products off gaskets and frames.
- 4 **Finish top to bottom**
If desired, use glass cleaner and a clean squeegee; wipe edges dry.

COATED / SELF-CLEANING

Follow the glass-maker instructions. Do not use abrasive or solvent cleaner on a coated exterior face, and do not add rain-repellent treatments unless approved.

DECORATIVE GLASS

Use light pressure around lead, bevels and applied bars. Do not lever, polish or scrape. Obscure texture may need a soft brush and extra rinsing.

STICKERS / BUILDING SPLASH

Do not use a razor blade. Keep fresh contamination wet, dab and rinse repeatedly. If residue has cured, stop and ask for product-specific advice.

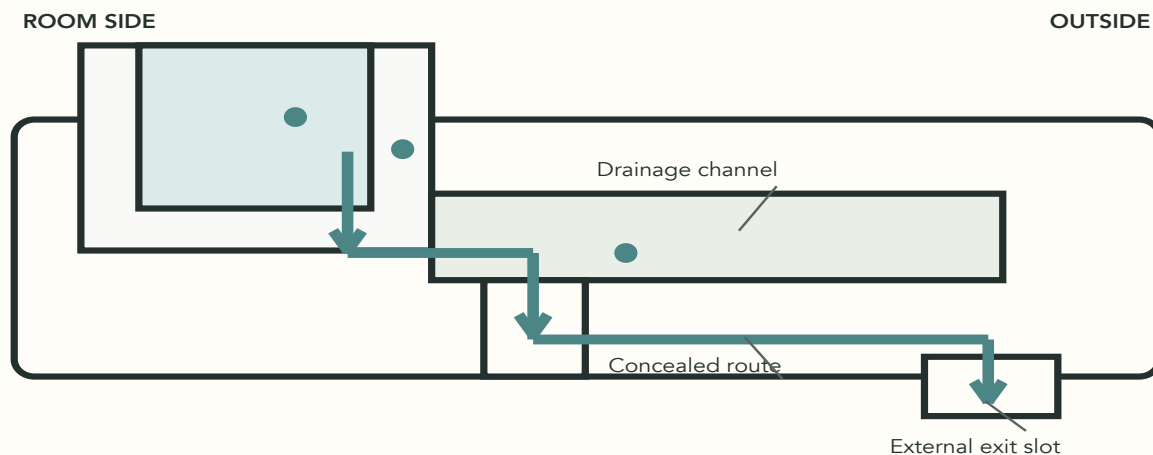
GASKETS, GLAZING SEALS AND PERIMETER SEALANT

- ✓ Wash gaskets with the frame, then rinse and dry.
- ✓ Inspect for tears, shrinkage, flattening or a section that repeatedly pulls away.
- ✓ If a still-attached section has lifted slightly, use a clean thumb to press it back gently from the attached area.
- ✗ Do not use a pointed tool, glue, paint, oil or grease on a gasket by default.
- ✗ Do not remove glazing beads or attempt to reach the sealed-unit edge.
- ✗ Check outside frame-to-wall sealant for cracks or gaps; arrange resealing rather than covering the joint yourself.

Drainage, tracks, vents & thresholds

Water entering the outer rebate during rain can be normal - it should travel through the designed drainage route and discharge outside.

ILLUSTRATIVE DRAINAGE PATH



CLEAR THE ROUTE

- 1 **Open safely**
Open the unit only as far as needed and keep fingers clear. Do not lean outside or disconnect a restrictor.
- 2 **Vacuum debris**
Use a soft brush or vacuum nozzle to lift insects, leaves and grit from rebates and lower channels.
- 3 **Wipe and inspect**
Damp-wipe the channel. Find the slots without inserting wire, blades or another sharp object.
- 4 **Gently flush**
Where safely accessible, use a small amount of clean water and confirm it emerges outside. Stop if water persists or enters the room.

TRACKS & THRESHOLDS

- ✓ Vacuum first, then use a soft brush and damp cloth.
- ✓ Dry the track; do not oil or grease it unless its manual specifically says so.
- ✓ Keep stones, pet hair and mud away from roller paths and door keeps.

TRICKLE VENTS

- ✓ Vacuum the grille with a soft brush attachment.
- ✓ Wipe the visible cover with a damp cloth and mild solution.
- ✓ Keep the air path open; do not tape, paint or stuff the vent.
- ✓ Do not dismantle a vent that rattles or no longer adjusts.

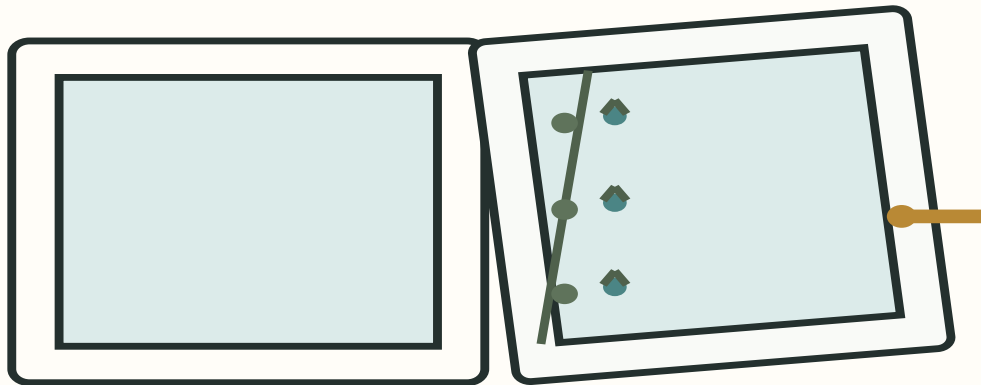
WHEN TO CONTACT US

Persistent pooling, staining, water reaching the room side, or a blocked route that does not clear with a soft brush and water needs assessment.

Caring for windows

Hardware layouts vary. Use the operation shown at handover and never change a handle position while a sash is moving unless the product instructions say to.

HARDWARE CARE MAP - ILLUSTRATIVE



Tiny amount of approved lubricant - keep seals dry

OPERATE WITHOUT STRAIN

- 1 **Unlock fully**
Use the key or button where fitted, then move the handle only through its intended range.
- 2 **Guide the sash**
Open and close with one steady movement. Do not let wind snatch an opening sash.
- 3 **Close squarely**
Bring the sash fully into the frame before moving the handle to its closed position.
- 4 **Stop at resistance**
Clean visible debris and try once more gently. Repeated stiffness, rubbing or a failed handle return needs adjustment.

Tilt-and-turn, reversible and restrictor-fitted windows: follow the exact sequence supplied. If the handle enters a false state, stop and use the handover instructions.

INSPECT TWICE YEARLY

- ✓ Wipe handles, visible hinge areas and lock strips with a damp cloth, then dry.
- ✓ Check restrictors, hinge screws and covers for looseness or damage without dismantling them.
- ✓ Check that lock points meet their keeps smoothly and the sash does not drop or scrape.
- ✓ Lubricate only the service points, product and frequency named in the hardware manual. Use a tiny amount and wipe excess.
- ✓ Keep oil away from gaskets, glass, painted walls and drainage routes.
- ✓ Do not spray a general penetrating or water-displacing aerosol over the mechanism.

SAFETY-CRITICAL

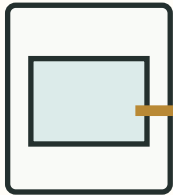
Stop using a window if the glass is cracked, the sash feels unsupported, a hinge or restrictor is loose, or an escape window will not operate safely.

Caring for doors

A door must sit squarely in its frame before the lock can work smoothly. Lift-to-lock is common, but only use the sequence supplied for your door.

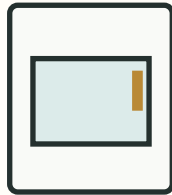
TYPICAL LIFT-TO-LOCK SEQUENCE - WHERE FITTED

1



CLOSE

2



LIFT

3



LOCK

EVERYDAY DOOR CARE

- ✓ Keep the threshold, latch, keeps and bottom corners free of grit before closing.
- ✓ Guide the leaf closed; do not use the key, handle or letterplate to pull the door into alignment.
- ✓ Where fitted, close firmly, lift the handle fully to engage all lock points, then turn the key. Reverse the sequence to open.
- ✓ Wipe handles and visible metal with mild soapy water and dry. Remove salt deposits promptly.
- ✓ Check that the latch and all lock points meet their keeps without scraping or needing extra force.
- ✓ Do not hang heavy bags or use over-door hooks that change the fit or damage gaskets.

CYLINDERS, HINGES & LOCKS

- ✓ Do not inject generic oil, grease or graphite into a cylinder.
- ✓ Use only the cylinder and lock lubricant named in the manual, in the stated amount.
- ✓ Do not adjust hinges, keeps or lock strips unless your installer has shown you the exact procedure.

FRENCH, SLIDING & FOLDING DOORS

- ✓ Use the opening order and traffic-door sequence supplied at handover.
- ✓ Vacuum roller tracks; damp-wipe and dry. Do not oil the running surface by default.
- ✓ Secure panels in windy weather and keep fingers clear of hinges and meeting stiles.
- ✓ Do not force panels or handles.

STOP AND CALL

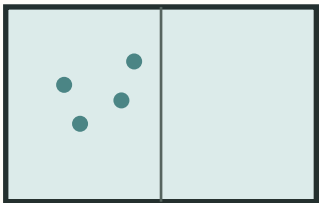
A dropped or dragging door, repeated lock misalignment, loose hinge, failed handle return or door that will not secure needs professional adjustment. Do not force or repeatedly slam it.

Condensation & ventilation

Where moisture appears is the first clue. Condensation is not automatically a window fault, but persistent damp should not be ignored.

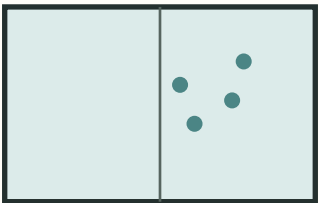
WHICH SURFACE IS WET?

ROOM SIDE



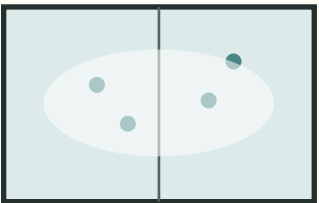
Ventilate

OUTSIDE



Often normal

BETWEEN PANES



Contact us

WHERE	WHAT IT OFTEN MEANS	WHAT TO DO
Room-side surface	Humid indoor air is meeting a cooler pane or frame. It is often most visible overnight, during cooking, bathing or clothes drying.	Ventilate at the source, use extractors, keep vents clear, maintain some steady heat and wipe pooled water.
Outside surface	Efficient glass can keep the outer pane cold enough for dew. This is often seasonal and may clear as the day warms.	Usually no action is required. Clean only when needed; do not apply an aftermarket rain-repellent.
Between sealed panes	Mist, droplets or a tide mark inside the sealed unit can indicate that its edge seal has failed.	Photograph the issue and contact us or the supplier. The sealed unit is not customer-serviceable.

EVERYDAY VENTILATION HABITS

- ✓ Keep trickle vents open and unblocked where they are intended to provide background ventilation.
 - ✓ Use kitchen and bathroom extractors during moisture production and for the recommended run-on time.
 - ✓ Close internal doors while cooking or bathing so moisture does not spread through the home.
- ✓ Air rooms regularly without leaving openings unsafe or unattended.
 - ✓ Avoid drying clothes indoors without suitable extraction or dehumidification.
 - ✓ Leave an air gap behind large furniture on cold external walls and address persistent mould or damp promptly.

What you can safely check

Use this table for first checks only. Stop as soon as the next step would involve force, dismantling, realignment or unsafe access.

WHAT YOU NOTICE	SAFE FIRST CHECK	CONTACT US WHEN
Stiff handle or key	Remove visible grit; confirm the sash or door is fully closed and square. Try once gently.	Resistance returns, the handle will not complete its travel, or the key will not turn normally.
Sash or door catches	Check the track, sill and keeps for loose dirt or an object. Do not alter screws.	It still rubs, has dropped, needs lifting, or shows hinge / lock misalignment.
Draught or whistle	Check that the unit is fully closed, vents are in the intended position and visible gaskets are clean.	A seal is torn or displaced, perimeter sealant is split, or the symptom persists in ordinary weather.
Water in a rebate	Soft-brush or vacuum the lower channel and drainage slots; gently wipe and flush if safe.	Water pools, reaches the room side, staining develops, or the route will not clear.
Loose or damaged seal	If still attached, press a small lifted area back gently with a clean thumb. Do not glue it.	It is torn, shrunken, flattened, repeatedly lifts, or will not sit evenly.
Mist between panes	Check both accessible surfaces are dry and photograph the mist from two angles.	Moisture or a tide mark is confirmed inside the sealed unit.
Cracked glass / loose hardware	Keep people away and stop operating the unit. Do not tape over a mechanism or remove parts.	Immediately - especially if glass, a hinge, restrictor, fixing or escape route is unsafe.
Foil changes or stubborn stain	Stop after the mild wash. Photograph colour, texture, bubbling, peeling or residue.	The finish remains marked or shows a change in gloss, colour, adhesion or texture.



A USEFUL SERVICE REPORT INCLUDES

Customer name and installation address; approximate installation date; which window or door; what changed and when; whether it is weather-related; one wide photo, one close-up and a short video of the movement if safe.

URGENT SAFETY ISSUE

Cracked glass, a loose or unsupported sash, failed restrictor, insecure entrance door or unsafe escape window should be kept out of use and reported promptly.

Spring & autumn check

A ten-minute review can catch dirt, wear and movement before they become inconvenient.

☐ Wash white and coloured frames gently; rinse and dry.

☐ Vacuum rebates, drainage slots, thresholds and tracks.

☐ Inspect gaskets and external perimeter sealant.

☐ Check hinges, restrictors and covers for looseness.

☐ Rinse away salt or traffic film; dry exposed hardware.

☐ Clean ordinary glass and inspect coated or decorative glass.

☐ Vacuum and wipe trickle vents; leave air routes clear.

☐ Operate every handle and lock once without force.

☐ Confirm doors and sashes close squarely and do not rub.

☐ Record anything that changed and photograph it early.

CARE RECORD

DATE	AREA / PRODUCT	CARE OR CHECK COMPLETED	FOLLOW-UP



NEED CARE OR REPAIR ADVICE?

We are here to help

01554 701200

info@homeviewglazing.com

homeviewglazing.com/product-care-guide.html



CARE & CONTACT