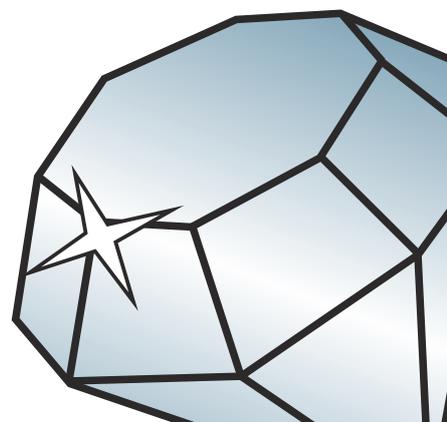


# Operation, Cleaning & Maintenance

For Aluminium Secondary



DURATION  
WINDOWS



# Contents



Horizontal Sliders	3
Vertical Sliders - Non-Balanced	4
Vertical Sliders - Balanced	5
Vertical Sliders - Tilt Back	6 - 7
Lift Outs	8
Hinged Units	9
Heavy Duty - Horizontal Sliders	10
Heavy Duty - Vertical Sliders	11
Appendix A	12

# Horizontal Sliding Secondary

## Operation

- To open the panels push spring loaded handle to release from the frame.
- Once released from the frame slide panel to the desired location.
- To close the panel slide panel in the opposite direction until the handle engages and clicks over the outer frame.

## Care & Maintenance

Our secondary glazing is manufactured of polyester powder coated finished aluminium and under no circumstances must acid, alkali, steel wool or abrasive cleaner be used. Use only warm soapy water as a cleaning agent, followed by a polish with a soft cloth. This applies to both internal and external facing surfaces.

Horizontal sliding units move on self lubricating nylon skids. To reduce friction build up a silicone based spray may be used from time to time.

## Cleaning

- Please make a note of the original position of each panel before removal.
- Open the panels slightly to disengage them from the outer frame sides.
- Remove the panel / panels from the front track (closest track to you); this can be done by lifting them up into the top of the outer frame and then pulling out into the room from the bottom.
- Place the panel / panels in a safe place.
- Now remove the panel / panels from the back track (furthest track from you) as previously described.
- Clean out any dirt and dust from the bottom of the track and clean down all the aluminium and pvc sections with warm soapy water.
- Dry and polish with a clean soft cloth.
- Apply a light coating of a silicone based lubricant to the base track to ensure the smooth operation of the panels.
- Clean both sides of the glass panels.
- Extra care should be taken if K-Glass is used as this coating can become damaged / scratched if cleaned with an abrasive cloth & cleaner. Where possible try not to clean the surface often, if at all. The coating will be used on the side of the glass closest to the prime window.
- Replace the panels back into the frame in the reverse order of removal.

## Removing The Panels

- Please make sure to note the order and position of each panel as they must be returned to the same positions.
- To remove the panels start by releasing the clip handle from the frame.
- Always start with the panels on the track closest to you.
- Slide the panel over slightly so both of the panels sides can be held.
- Hold both sides of the panel and lift it into the head of the product.
- By doing this the base of the panel will be able to clear the outerframe and be removed.
- In the lifted position tilt the bottom of the panel towards you to release fully from the frame.
- Once the bottom of the panel is clear of the frame, lower the panel to free it from the head of the frame.
- Now the panel is clear of the frame store in a safe area.
- Repeat the process to all other panels - remove all panels from the track closest to you first and finish with the ones on the track furthest from you.
- To replace the panels repeat the process in reverse.

# Vertical Sliding Secondary - Non-Balanced

## Operation

- To open the top panel release the spring loaded catches from the outer frame.  
(Please note the weight of the panel will need to be supported)
- Lower the panel to the first slot. Repeat to the next slot to open the product further.
- To close repeat the process in reverse.
- To open the bottom panel use the same process as the top panel but lift instead of lower.

## Care & Maintenance

There are no fittings to maintain on this system.

Our secondary glazing is manufactured of polyester powder coated finished aluminium and under no circumstances must acid, alkali, steel wool or abrasive cleaner be used. Use only warm soapy water as a cleaning agent, followed by a polish with a soft cloth. This applies to both internal and external facing surfaces.

## Removing The Panels

Please use pictures below in conjunction with these instructions.

Step 1: Un-lock and lower top panel down to the centre of the secondary window.  
The weight of the panel will need to be supported.

Step 2: While the panel is in the centre of the secondary window push the glazed panel firmly towards the left side of the frame. This compresses a spring catch in-between the panel & frame. This action frees the panel from the outer frame on the right hand side.

Step 3: Manoeuvre the glazed panel out at an angle from the right hand side and then remove the panel from the left hand side.

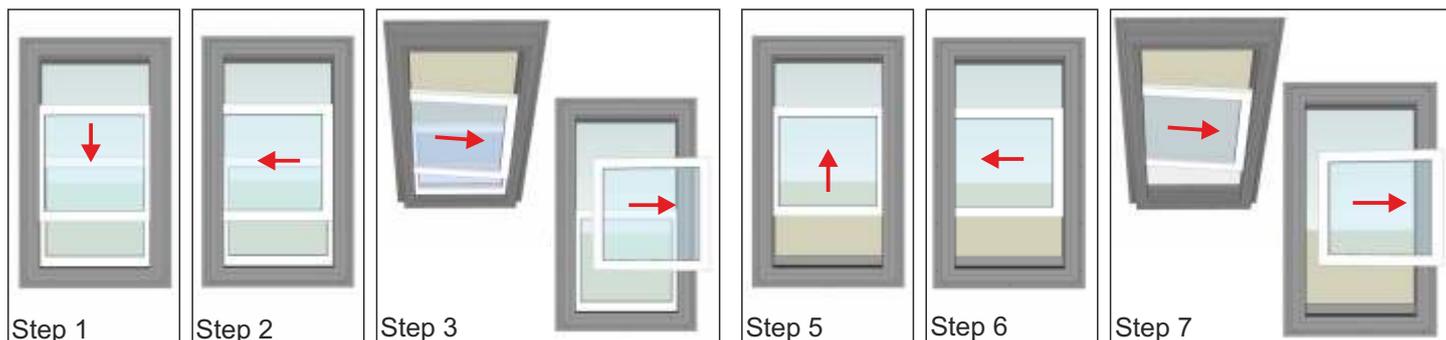
Step 4: Place the glazed panel in a safe place.

Step 5: Un-Lock and move the bottom panel up to the centre of the secondary window.  
The weight of the panel will need to be supported.

Step 6: While the panel is in the centre of the secondary window push the glazed panel firmly towards the left side of the frame. This compresses a spring catch in-between the panel & frame. This action frees the panel from the outer frame on the right hand side.

Step 7: Manoeuvre the glazed panel out at an angle from the right hand side and then remove the panel from the left hand side.

Step 8: Repeat all steps in reverse to re-instate the panels.



# Vertical Sliding Secondary - Balanced

## Operation

- To open the top panel unlock and release the fitch catch to the centre of the middle bar.  
(Please note the weight of the panel will be supported by the balances)
- Lower the panel to the desired position.  
(The panels on this product can be opened to any position due to the weighted balances.)
- To close repeat the process in reverse.
- To open the bottom panel use the same process as the top panel but lift instead of lower.

## Care & Maintenance

The balances have been pre-greased and do not require any further lubrication.

Our secondary glazing is manufactured of polyester powder coated finished aluminium and under no circumstances must acid, alkali, steel wool or abrasive cleaner be used. Use only warm soapy water as a cleaning agent, followed by a polish with a soft cloth. This applies to both internal and external facing surfaces.

## Removing The Panels

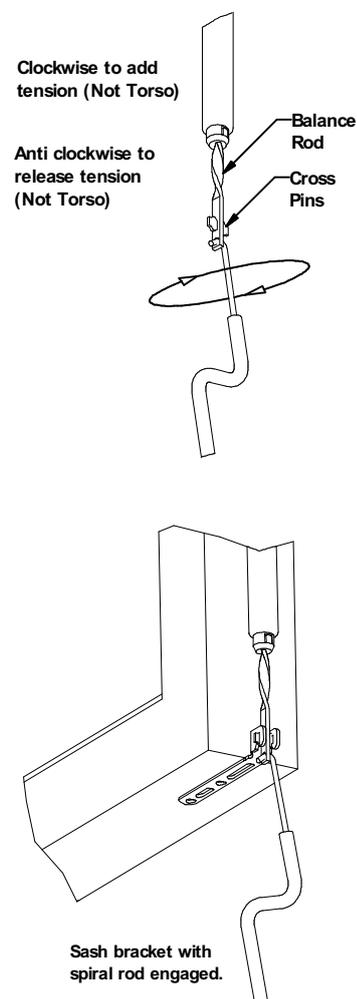
Panels on this system can not be removed with the product installed and should not be undertaken by someone who is not experienced with the product. For advice please contact us.

## Balances and Tensioning

- Mount the balances into the outer frame - do not over-tighten the screws as this will distort the balance.
- Attach the tensioning tool to the hole in the bottom of the balance rod. A firm grip of the tensioning tool is required at all times when in use. Do not let the balance rod rotate as this will result in a loss of tension.
- To engage the balance rod in the sash bracket, the balance should be extended down by means of the tensioning tool until the pins of the balance bracket can be fully engaged in the hook of the sash bracket. The tensioning tool can now be disengaged. If fitting Spirex or Spirallift see below for tensioning details.
- Tensioning for Spirex or Spirallift balances.  
To tension the balance it is necessary to apply the appropriate number of turns, in a clockwise direction shown on the tensioning chart. Always tension both balances identically. During tensioning, position the end of the rod approx 50mm down from the bottom of the aluminium tube, once tensioned insert the pins into the hook on the sash bracket.
- Tensioning Ultralift balances.  
Ultralift balances are pre-tensioned when manufactured and therefore should not normally require tensioning on the window. As a feature of their design the tension can be increased or decreased by a minimum which equals 1kg sash weight. This adjustment is a maximum and any further adjustment may damage the balance.
- If adjustment of the Ultralift balance is required, attach the tensioning tool to the hole in the bottom of the balance & remove the rod from the sash bracket. Allow the balance bracket to retract to within approx 50mm of the end of the tube. To release tension, rotate the balance one turn anti-clockwise and no further. To add tension, rotate the balance one turn clockwise, and no further. Reconnect the balance rod to the sash bracket and check the operation of the sash. Always tension both balances equally.

Note: To avoid damaging the balance, it is essential that it is not distorted whenever fitting, connecting or tensioning balances. No side loading should be applied as this will affect the balances.

For tensioning chart on this type of secondary please see appendix A on page 12



# Vertical Sliding Secondary - Balanced Tilt Back

## Operation

### Opening and closing the sashes (sliding operation only)

- Release the fitch catch located centrally on the top and bottom sash meeting rail.
- Pull the upper sash down holding the handle section at the top with both hands until the desired opening position is reached.
- Lift the lower sash up holding the handle section at the bottom with both hands until the desired opening position is reached.
- To close the panels repeat each process in reverse.

### Using the tilt back facility

- Release the fitch catch and raise the lower sash approximately 25mm (1inch).
- Next operate the two tilt restrictor catches, located on the ends of the meeting rail at the top of the lower sash, by pushing them towards the centre of the rail and simultaneously pull the top of the sash into the room and gently lower until fully tilted. You will need to support the full weight of the panel while titling. On larger units please ensure the sashes are adequately supported when open to prevent undue stress occurring at the pivot point.
- To tilt the top sash leave the bottom one in the tilted position. Lower top sash until it reaches the end of its travel. Operate the two tilt restrictor catches as done for the bottom sash, and gently lower until fully tilted.
- To close the sashes first lift the top sash back into a vertical position, operate the tilt restrictor catches and push the sash back into the outer frame, when the sash is fully back release the tilt back catches.
- With the top sash in a full closed position now repeat the process for the bottom sash.
- Please note to always make sure the tilt restrictor catches are placed into the correct track area and are fully engaged.

## Care & Maintenance

The balances have been pre-greased and do not require any further lubrication.

The nylon sash catches are fixed to allow the sash to be tilted and the balance foot requires no maintenance, but should not be allowed to become clogged with air borne dust, therefore periodic examination and cleaning will be necessary.

Our secondary glazing is manufactured of polyester powder coated finished aluminium and under no circumstances must acid, alkali, steel wool or abrasive cleaner be used. Use only warm soapy water as a cleaning agent, followed by a polish with a soft cloth. This applies to both internal and external facing surfaces.

## Removing The Panels

- Step 1: Un-lock the fitch catch and raise the bottom sash up as far as it can go.
- Step 2: Once the sash is fully open, tilt the sash inward by releasing the tilt catches.
- Step 3: Once the sash is tilted forward you should be able to move it up more. This will be by about 10mm but may differ from product to product. Doing this relaxes the spring balances.
- Step 4: Now the sash can be unscrewed from the base that attaches to the springs.
- Step 5: Next move the top sash down.
- Step 6: Once the sash is open tilt it inwards by releasing the tilt catches.
- Step 7: Once the panel is tilted forward, slide the panel back towards the centre until it can not go any further. Doing this relaxes the spring balances.
- Step 8: Now the panel can be unscrewed from the base that attaches to the springs.
- Step 9: Repeat the steps in reverse to replace the panels.

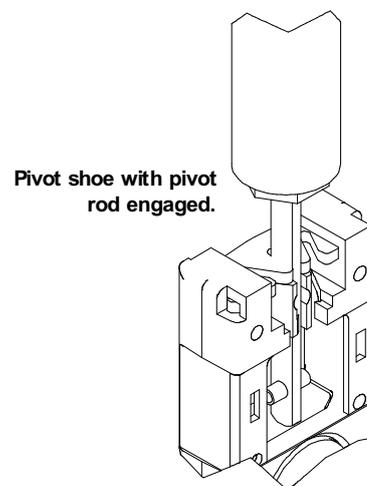
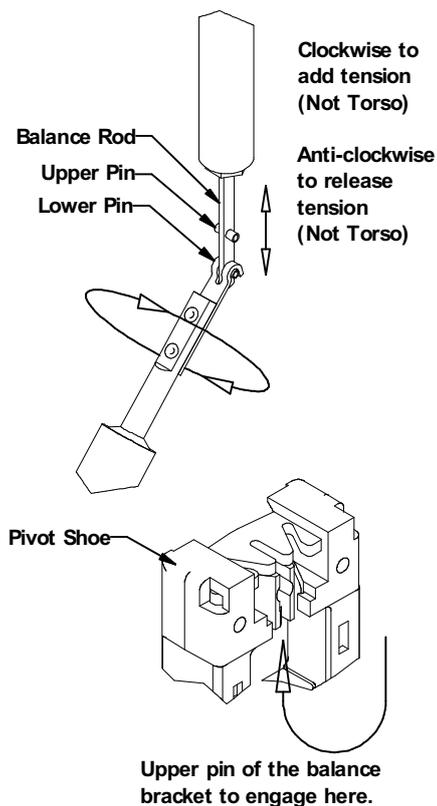
# Vertical Sliding Secondary - Balanced Tilt Back

## Balances and Tensioning

- Mount the balances into the outer frame - do not over-tighten the screws as this will distort the balance.
- Attach the tensioning tool to the bottom pin of the balance rod. Make sure that the end hooks of the tensioning tool are fully engaged on the lower pin of the balance rod. Contact between the tensioning tool and the balance rod lower pin must be maintained at all times. A firm grip of the tensioning tool is required at all times when in use. Do not let the balance rod rotate as this will result in a loss of tension. Connect the top pin into the centre slot on the pivot shoe and allow the balance to retract fully before releasing the tensioning tool.
- To engage the balance rod in the pivot shoe, the balance should be extended down by means of the tensioning tool until the upper pin of the bracket can be fully engaged in the centre slot of the pivot shoe. The tensioning tool can now be disengaged. If fitting regular or heavy duty Alumitilt see below for tensioning details.
- Tensioning for regular or heavy duty Alumitilt balances.  
To tension the balance it is necessary to apply the appropriate number of turns, in a clockwise direction, shown on the tensioning chart. Always tension both balances identically. During tensioning, position the end of the rod approx 50mm down from the bottom of the aluminium tube, once tensioned insert the upper pin into the centre slot in the pivot shoe.
- Tensioning Ultralift balances.  
Ultralift balances are pre-tensioned when manufactured and therefore should not normally require tensioning on the window. As a feature of their design the tension can be increased or decreased by a minimum which equals 1kg sash weight. This adjustment is a maximum and any further adjustment may damage the balance.
- If adjustment of the Ultralift balance is required, attach the tensioning tool to the bottom pin & remove the rod from the pivot shoe. Allow the bracket to retract to within approx 50mm of the end of the tube. To release tension, rotate one turn anti-clockwise and no further. To add tension, rotate one turn clockwise, and no further. Reconnect the balance rod to the pivot shoe and check the operation of the sash. Always tension both balances equally.

Note: To avoid damaging the balance, it is essential that it is not distorted whenever fitting, connecting or tensioning balances. No side loading should be applied as this will affect the balances.

For tensioning chart on this type of secondary please see appendix A on page 12



# Lift Outs

## Operation

- To remove the panel place one hand at either end of the bottom handle that is part of the sash surrounding the glass. This is extruded into the frame section and will run the full width of your lift out panel.
- Using this handle, carefully lift the panel up until it clears the bottom track holding it in place.
- Once the panel is clear of the bottom track, bring the base of the panel towards you so the top of the panel is still resting against the frame.
- Once in this position lift entire panel out and away from the frame and put in a safe place.
- Please note for larger or heavy units you may require the help of a second or third person.
- To replace the panel repeat the above process in reverse.

## Care & Maintenance

Our lift outs have no fittings to be maintained.

Our secondary glazing is manufactured from polyester powder coated finished aluminium and under no circumstances must acid, alkali, steel wool or abrasive cleaner be used. Use only warm soapy water as a cleaning agent, followed by a polish with a soft cloth. This applies to both internal and external facing surfaces.

# Hinged Units

## Operation

### To open and close a single butt or friction hinged unit

- Release the catch/s locking the panel to the frame.
- Once the locks are released pull the panel open to the desired position.
- To close repeat the process in reverse.

### To open and close a double butt hinged unit

- Release the catch/s locking the panels together.
- Once the locks are released pull the panel open to the desired position.
- To release the second panel unlock using the shoot bolts on the side of the panel. These are only visible when the master panel has been opened.
- Once the finger bolts are unlocked open the panel to the desired position.
- To close repeat the process in reverse.

### To open and close butt hinged unit with no subframe

- There are no locks used on this product.
- Using the handle gently pull the panel open and away from the magnetic catch.
- To close push the panel back towards the wall until it magnetises to the catch holding the panel closed.

## Care & Maintenance

Hinged units with friction hinges - Every 6 months clean friction hinge using a damp cloth and a mild household detergent. Do not use chemical or abrasive cleaners that may damage the hinge or paint work on the product. Lubricate the pivot points with a lubricant. Should the friction need adjusting this can be carried out via the small brass screw located in the friction pad.

Hinged units with butt hinges - Should the hinges after a long period of use begin to bind, apply a small amount of lubricant as required.

Handles on hinged units- Handles are fitted with self lubricating nylon washers and require no maintenance.

Hinged units with no subframe - The hinges are manufactured from a nylon material and are self lubricating and require no maintenance.

Our secondary glazing is manufactured from polyester powder coated aluminium and under no circumstances must acid, alkali, steel wool or abrasive cleaner be used. Use only warm soapy water as a cleaning agent, followed by a polish with a soft cloth. This applies to both internal and external facing surfaces.

# Heavy Duty Horizontal Sliders

## Operation

- Unlock the fitch catch on the meeting stile of the panels.
- Once unlocked use the extruded handle on the panels to move them into the desired position.
- To close the product repeat the process in reverse order.

## Care & Maintenance

The sliding panels move on stainless steel wheels with fully encased bearings which require only occasional light lubrication to ensure easy movement.

It is important to keep the track area free from dust and debris to minimise track wear and ensure a smooth sliding action.

Our secondary glazing is manufactured from polyester powder coated aluminium and under no circumstances must acid, alkali, steel wool or abrasive cleaner be used. Use only warm soapy water as a cleaning agent, followed by a polish with a soft cloth. This applies to both internal and external facing surfaces.

## Removing The Panels

- To remove the panels start by unlocking all fitch catches.
- Always start with the panels on the track closest to you.
- To remove the panels from this product part of the head needs to be removed.
- Please make sure to note the order and position of each panel as they must be returned to the same positions.
- The inner track to the head is made of two parts. This is screw fixed into position from the internal side of the frame so will always be accessible once fitted.
- Once all the screws have been removed and stored in a safe place you can now remove the panels.
- The head section and panels on the track closest to you will need to be removed at the same time. This can be awkward to do and may require the help of a second or third person.
- Once this track section and panels have been removed you can now easily remove the panel on the back track (furthest from you).
- To replace the panels repeat the process in reverse.

# Heavy Duty Vertical Sliders

## Operation

- Unlock the fitch catch on the meeting stile of the panels.
- Once unlocked use the extruded handle on the top of the bottom panel to lift the panel into the desired position.
- To open the top panel use the extruded handle to the top of the panel and pull down to the desired position.
- This product is on spring balances and is designed to stay open in any desired position.
- To close the sashes repeat all steps in reverse.

## Care & Maintenance

The balances have been pre-greased and do not require any further lubrication.

Our secondary glazing is manufactured from polyester powder coated aluminium and under no circumstances must acid, alkali, steel wool or abrasive cleaner be used. Use only warm soapy water as a cleaning agent, followed by a polish with a soft cloth. This applies to both internal and external facing surfaces.

## Removing The Panels

Panels on this system are difficult to remove and should not be undertaken by someone who is not experienced with the product. For advice please contact us.



### **Main Office & Factory**

Units 4-5,                    t: 01268 681612 (15 lines)  
Charfleets Road,        f: 01268 510058  
Canvey Island,         e: sales@duration.co.uk  
Essex. SS8 0PQ        w: www.duration.co.uk

### **Grand Design Exhibition Centre**

Unit 1 Casino Parade,    t: 01268 695100  
Eastern Esplanade,  
Canvey Island,         SatNav Directions  
Essex. SS8 7FJ         Use: SS8 7DN.