



**Maintenance Guide**  
for Ultraframe roofs

AUGUST 2018 | V4

**Ultra**frame<sup>®</sup>  
Transforming light and space



## INTRODUCTION

### Congratulations on purchasing the market leading Ultraframe roofing system

By choosing an Ultraframe roof you can be assured that is engineered to the highest of technical standards, meaning you can enjoy your new living space all year round. As a company we continue to innovate and push the boundaries of conservatory design and our systems are the only ones available on the market to feature all-important ventilation, included as standard.

With a reputation such as ours imitation is inevitable and so, to combat this problem, we have introduced the Ultraframe roof Certificate of Authenticity. The certificate guarantees that you have purchased a genuine Ultraframe roof.

In order to enjoy your new room throughout every season and for many years to come, it is essential to carry out the simplest of maintenance. This guide contains general tips on how to care for your new investment but can never specifically cover every aspect of every installation - should you have any difficulties, please contact your installation company who should be able to assist.



For further information about Ultraframe or to request a Certificate of Authenticity registration form visit: **[www.ultraframe.co.uk](http://www.ultraframe.co.uk)** or call:

# 01200 452 367



# GENERAL CLEANING

The roof and side frames of your new room should be washed down every four months with a soap water solution to remove grime and atmospheric deposits.

## **AVOID ALL SOLVENT BASED OR ABRASIVE CLEANERS ON THE ROOF AND FRAMES.**

Frames only - to remove any stubborn blemishes use a strong, non-abrasive, proprietary cleaner such as cream cleanser (e.g. CIF).

**Please Note: Never use power washers**



## **Drainage**

Your double glazed products are designed with an inbuilt drainage system, comprising slots within the thresholds that allow any water ingress to flow to the outside. To ensure an efficient system these slots must remain unblocked. Periodically remove dirt, clear drain holes and check drainage operation by flushing through with water.

## **Weatherseals**

Ensure that the weatherseals fitted to your doors and windows do not become dislodged during cleaning. If this does occur simply slide the seal back into place immediately to avoid damage when the product is closed. If the weatherseals are broken or damaged and draughts can be felt, contact your installer promptly to arrange for a replacement.

## **Gutters & Box Gutters**

In a conservatory the guttering is always laid level in accordance with BS EN 12056 Parts 1,3 & 5 Code of Practice for Drainage of Roofs. Therefore you will notice standing water in your gutter system. It is important that you clean the gutters regularly – be sure to use crawl boards as shown (to the right) if accessing a conservatory roof.



**X** Do not walk on conservatory roofs



**✓** Ensure the crawl boards span across both glazing bars.

The crawl board must not be placed directly onto glazing material.

# ENVIRONMENTAL

## Condensation

Condensation occurs when water vapour comes into contact with a cold surface such as glass and the vapour turns to water droplets. Condensation can only ever be minimised and never completely eradicated. Newly constructed structures need an initial 'drying out' period. Many hundreds of litres of water are used during its construction, i.e. dwarf walls, concrete bases and plasterwork. In winter they will take longer to dry out.

## Ventilation

Provide natural ventilation to help minimise condensation and maintain a comfortable interior temperature whenever possible by:

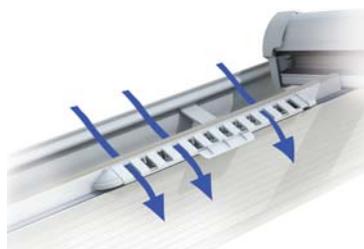
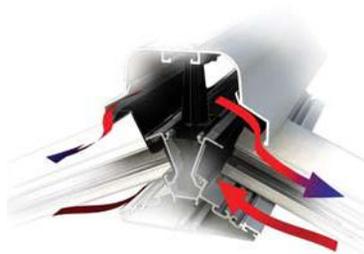
- Opening windows/doors
- Ensure trickle vents in the ridge are open at all times. slide the control to open setting
- Ensure trickle vents at the eaves (where fitted) are open at all times
- Open the roof vent (if fitted)

**Be sure to consider security when leaving open an easily accessible window or roof vent.**

## Heating

Heating can also assist with controlling condensation and should be marginally increased in any areas where condensation is a problem. Maintain some heat in the conservatory during cold weather and if possible, place heating appliances under windows to maintain the temperature of the inside pane of the double-glazing. Ultraframe also offer radiant panel heaters - perfect for use with super-insulated columns.

**If your room is fitted with a fan unit which fails, always consult a qualified electrician or your installation company.**



# MAINTENANCE



## **Lubrication of Hinges**

For lubrication of handles, locks and hinges, etc. use light machine oil lubricant for moving parts (e.g. "3 in 1" or "WD40") and petroleum jelly if indicated on the windows/doors.

## **Mastic Seal**

This is the material used to seal any small gaps around the edge of doors/windows. Please note that some discolouration of the mastic seal is a natural occurrence and cannot be avoided.

## **Anodised Gold Finish (Not Brass)**

Never use abrasive cleaning agents. Warm soapy water and a soft cloth are sufficient.

## **Brasswork**

When installed, brasswork is fully protected with lacquer. In time and through normal wear and tear, this lacquer may peel or become tarnished.

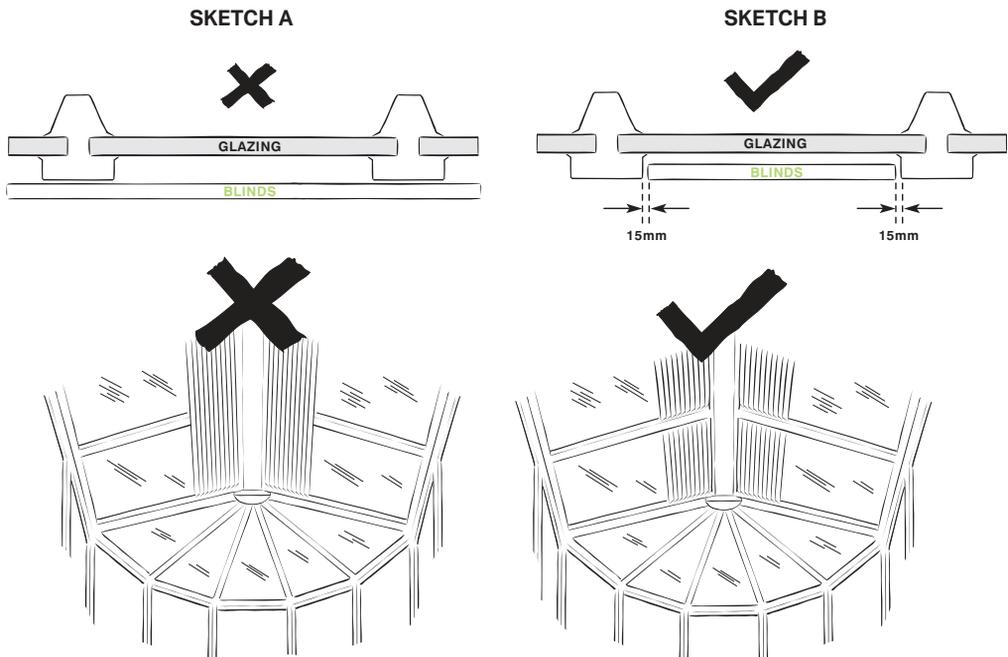
**Tips to refurbish your brasswork:** Protect the surrounding uPVC surfaces by masking off an area around each piece of brasswork

- Remove old lacquer with nail polish remover or paint stripper
- Clean and polish with a suitable proprietary brass polish
- Carefully relacquer with a good quality product

# BLINDS

**We do not recommend the use of internal blinds on any of our products. But if you do wish to install then please bear in mind the following:**

- Never cover the inside of the glazing bars with blinds (sketch A)
- The installer of the blinds will (at their risk) attach/penetrate the internal uPVC claddings with fixings. Your installation company will not accept any responsibility or claims for the following problems which may occur as a result, such as:
  - Water ingress through fixings/screw attachments
  - Deflection of materials
  - Distortion of materials
- The blinds must be designed to allow hot air to disperse from between the glazing material and the blind – a space of 15mm between the two is recommended (sketch B)
- Whenever blinds are installed it is recommended fitting an automatic roof vent to reduce the internal temperature. If your conservatory does not feature these items and you are finding the internal temperature too hot, contact your installer who can retro fit one.



# GLAZING CARE

The tips below apply to the glass in both the side frames and roof.

Follow these to ensure the glass in your remains clean and scratch-free. All equipment must be kept clean. This is to prevent any dirt or abrasive particles transferring from the equipment back onto the glass which may scratch or damage the coating. After cleaning, re-activation of the coating may take 5-7 days.

## Glass Cleaning

### 1. Standard 'clear' units

The glass used in most double-glazed units can be easily scratched and so we recommend that you remove hand jewellery prior to cleaning. Heavy external grime should be removed with a simple soap/water solution followed by the use of any proprietary household glass cleaner with a soft cloth. Laminated glass or glass containing Georgian bars between the sealed units is cleaned in exactly the same manner.

### 2. Ultraframe Conservaglass and other 'true' self cleaning glass

Conservaglass is a self cleaning glass which has been specially designed to remain cleaner for longer than conventional glass. A transparent coating on the external surface of the glass harnesses the power of ultra-violet rays and rain (or water) to break down dirt and grime then wash it clean away. The coating is totally integrated into the surface of the glass and is highly durable. However, as with all coated glass, a certain level of care must be exercised when handling and maintaining.

## Labels

- If any labels are still attached to the glass carefully peel them off.
- Care must be exercised when removing the label from the glass to ensure that the special coating is not damaged. Do not use a razor, scraper or wire-wool to detach the label.

## Activation of the self-cleaning function

- During the week after initial installation the self-cleaning property will be progressively activated, triggered by exposure to UV light.
- The length of time required to activate the coating by UV rays can vary depending on the season and the orientation of the glass, but is normally within a week.
- When the glass is wet a small border of water droplets may appear around the perimeter surface of the glass. This is perfectly normal.

## Cleaning for the first time

- Wait at least a week before cleaning the product for the first time to ensure all sealants used in its installation are fully set.
- Start with a rinse or hose-down with clean water and continue, when necessary, with the normal maintenance routines (see below). When hosing, start at the top and zig-zag to the bottom. Spray at the coolest part of the day and not in direct sunlight.

# GLAZING CARE

## Normal maintenance

Conservaglass has a special property which means that the glass stays cleaner for longer than normal glass. The more exposure the product has to both sun and rain, the cleaner it will stay, for longer. However, a number of other factors affect the time it takes for a mark to be naturally removed, such as the level of ambient pollution, atmospheric conditions (e.g. long periods without rain), orientation of the conservatory, sloping or vertical use of Conservaglass etc.

Conservaglass is not a '100% maintenance-free' product. Should the glass require occasional cleaning, ensure that only the following are used:

- A soft, clean lint-free cloth or chamois leather
- Or a clean, soft non-abrasive sponge
- Or a clean, non-metal window squeegee

## Cleaning products

- Clean water will normally suffice. Standard supermarket mild glass cleaning products can also be used such as Mr Muscle Window Cleaner or Windowlene Wipes for glass/shiny surfaces.
- 'Soft' water is best for cleaning glass. In hard-water areas a small amount of washing-up liquid can be used to soften water.

## IMPORTANT

- **Do not** use any glass treatment products containing silicones or abrasive particles.
- **Do not** use any commercial cleaning products which are intended specifically for cleaning elements other than glass.
- **Do not** use chemical products: soda, bleach, washing powder, white spirit, etc.
- **Avoid** contact with all sharp or abrasive objects including jewellery, buckles, tape measures, razor blades, Stanley knives, scouring pads, steel wool, sandpaper, etc.
- **Never** attempt to clean off a specific mark on the surface of Conservaglass without applying water first.
- **Do not** use blades or knives when removing labels. Avoid the use of all aggressive chemicals and abrasive/equipment/tools.

## Protection during adjacent building/maintenance work

If any other works are taking place in the vicinity of Conservaglass then protect the glass with a clean plastic sheet to prevent any splashes or staining from aggressive compounds (paint, varnish, glue, sealant, cement, plaster, mortar, etc). This will also protect the product from abrasive or hot particles (grinding or welding sparks, etc). In the event of contamination, consult the websites listed below for detailed advice on how to remove the offending stain.

# GLAZING CARE

## **Leaded Glass Cleaning**

Extra care must be taken when cleaning leaded windows so as not to dislodge the lead from the surface of the glass. Warm soapy water applied with a soft cloth is adequate for cleaning leaded glass.

**PLEASE NOTE THAT EXTERNAL LEAD WILL OXIDISE. THIS IS A NATURAL PHENOMENA AND CANNOT BE AVOIDED.**

## **Scratched Glass (Standard clear units)**

Scratches can be removed with jeweller's rouge or equivalent rubbing compound. (Ask your installer for further advice).

## **Glass Defects**

During the manufacturing process all double glazed units can be susceptible to a degree of surface damage, meaning that certain imperfections cannot be avoided, even in the most carefully controlled production environment. Such blemishes are inherent in all double-glazing and acceptable within the highest standards of the industry and are, therefore beyond our control.

We use only the very highest quality glass available, whether laminated, toughened or un-toughened, all of which conforms to the requirements of BS6262. Double glazed units produced to BS5713 and BSEN1279 (mandatory March 07), conform to the highest standards of manufacturing and the most uncompromising quality control and inspection routines.

## **Solid Roofs & Super-Insulated Columns**

The exterior of the solid roof & Super-Insulated Columns should be washed down every four months with a soap water solution to remove grime and atmospheric deposits.

Avoid all solvent bases or abrasive cleaners on the roof and frames.

Please note: Never use power washers.

**Please retain these instructions for future reference. These instructions must be made known to anyone coming into contact with Conservaglass e.g. your window cleaner.**

**Saint-Gobain Bioclean**

[www.selfcleaningglass.com/technical-support.asp](http://www.selfcleaningglass.com/technical-support.asp)

**Pilkington Activ™**

[pilkingtonselfcleaningglass.co.uk/html/supplier/downloads.php](http://pilkingtonselfcleaningglass.co.uk/html/supplier/downloads.php)

Please record here:

## CONSERVATORY INSTALLER/CONTACT DETAILS

Company Name:

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Date Installed: (month/year)

.....

Main contacts: Telephone No:

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Telephone No:

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Address:

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Other Details:

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Please record here:

## SERVICE HISTORY

eg. *Checked weather seals and cleaned gutters.*

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# Maintenance Guide

**Job No. 3347 CMM001 5,000 1/18**

It is Ultraframe's policy to continually seek to improve its products, processes and service and we reserve the right to change specifications without prior notice. We have been trading for nearly 35 years and strive to deliver unrivalled quality and service.

**Ultraframe** <sup>®</sup>