



Introduction

Thank you for choosing EcoFrame Direct.

Our products are designed to perform for many years with proper care. This guide explains how to maintain your windows, doors, roof lanterns, flat rooflights and glass units - and clarifies what is not considered a fault under industry standards.

Correct care protects your warranty. Misuse, neglect or third-party damage is not covered.

General Cleaning & Care (All Products)

Frames (uPVC & Aluminium)

- Clean every 3-4 months using warm soapy water and a soft cloth.
- Never use scouring pads, aggressive cleaners, bleach, white spirits, thinners, solvents or pressure washers.
- Do not apply tape or adhesive films to frames.

Glass

- Clean with non-abrasive cleaner and microfibre cloth.
- Do not use blades or scrapers.

Moving Parts

- Lubricate hinges, locks and rollers every 6-12 months with silicone spray or 3-in-1 oil.
- Do not use WD-40 on locking cylinders.

Drainage

- Keep drainage holes clear; blocked drainage is not a product fault.

Product-Specific Aftercare

uPVC Windows & Doors

- Clean with mild soapy water. Some expansion in heat is normal.
- Do not adjust hinges or locks yourself.

Aluminium Windows & Doors

- Use mild soapy water. Do not use metal polish.
- Thermal expansion noises are normal.

Composite Doors

- Clean monthly with warm soapy water.
- Avoid over-door wreath hooks. Do not use abrasive cleaners.

Roof Lanterns & Flat Rooflights

- Use soft brush and soapy water. Do not stand on glass.
- Keep surrounding gutters clean.

Glass Units

- Minor roller wave, tint variations, and external condensation are normal.

- Internal condensation indicates ventilation issues.

Hardware

- Lubricate twice yearly. Do not hang weight on handles.

Ventilation & Condensation Control

Condensation is caused by indoor humidity, not product failure.

Improve ventilation by:

- Using trickle vents
- Increasing airflow in kitchens/bathrooms
- Avoiding indoor clothes drying
- Maintaining consistent heating

External condensation indicates high-performance glazing.

What Is Not Considered a Fault

Glass

- Minor scratches under 25mm not visible from 2m
- Seeds or bubbles within GGF limits
- Roller wave distortion
- External condensation
- Low-E reflections

Frames

- Minor marks not visible from 1m
- Thermal expansion noises
- Colour variation between batches

Installation Environment

- Plaster cracks
- Building movement
- Poor ventilation
- Other trades damaging frames

Misuse

- Forced operation, pets, impact, incorrect cleaning materials, blocked drainage.

Customer Responsibilities

Before installation:

- Provide access
- Remove blinds and furniture
- Notify of hidden cables/pipes
- Ensure parking

After installation:

- Allow sealants to cure for 24 hours
- Keep pets/children away
- Report concerns within 48 hours

Warranty Protection (Summary)

Covered:

- Frames: 10 years
- Glass units: 5 years
- Hardware: 1 year
- Workmanship: 12-18 months

Not covered:

- Wear and tear
- Misuse
- Neglect
- Drainage blockage
- Damage by other trades
- Storm damage

Roof Lantern & Rooflight Safety

- Never lean heavy objects on frames.
- Never stand on glass.
- Avoid jet-washing frames.
- Ensure roof structure remains watertight.

Contact

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