



# User guide

July 2021

# Welcome to VELFAC Windows

Our commitment to quality ensures that your VELFAC windows will retain their looks and functionality for years with the minimum of care.

In this guide you will find an instruction in how to care for your VELFAC windows and doors. We hope that by using this guide, you will be able to make the most of your VELFAC windows and enjoy them for many years to come.

Please feel free to contact us if you have any questions which are not answered in this User Guide.

Kind regards  
VELFAC

T: 01223 897100  
W: [www.VELFAC.co.uk](http://www.VELFAC.co.uk)

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# Operation failure, damage or break-ins

Operation failure. If the window cannot be easily operated, check for any outside obstructions and remove. If the window resists closing, check for obstructions between the moving aluminium sash and the fixed timber mainframe. Ensure that no debris is obstructing the slide motion of the moving arm.

There are several steps you can follow to ensure your windows work properly:

1. Oil at least once a year with a few drops of teflon-based lubricating oil or a similar product:

- the bolts of the espagnolette handle (should be cleaned first)
- hinges
- locks and closing points in facade doors
- moveable fittings in the inward opening windows and balcony doors

Look under the current window or door where you must lubricate (see page 11-27).

2. **Weather seals, gaskets and glazing beads.** Check once a year that they are intact and functioning, and that there is no paint or lacquer on them. Paints/laquers make them stiff and they work best when they retain their smooth surface. For windows and doors to move easily you can lubricate the seals with silicone. New glass, seals, gaskets, glazing beads, valves and gaskets are available from VELFAC After Sales Service Department.

3. **Adjustment.** Are windows or doors operating poorly, or are the sashes hanging a little, often an adjustment can remedy the problem.

**Damage or break-ins.** If the window is operable after being damaged by forced entry or accident, it should be closed and secured. If the glass unit has been broken, any remains should be carefully removed taking all necessary safety precautions i.e. wearing protective clothing such as gloves, safety glasses, suitable footwear etc.

To restore building security, temporary glazing material (such as plywood or similar) may be glazed into the aluminium sash profile until a replacement glass unit is available.

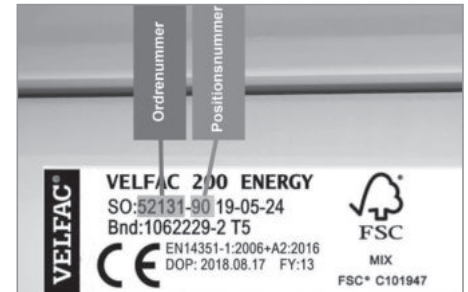
In order to ensure your product warranty is maintained, please contact VELFAC After Sales Service to arrange repair of windows or to supply and fit replacement glass units.

## VELFAC After Sales Service

A national system of service support ensures a fast and efficient response to any issues which may arise. A wide range of modifications and repairs are possible through VELFAC After Sales Service including:

- Supply and installation of replacement double-glazed units
- Supply and installation of replacement components
- Repair of damaged wood frames or aluminium sashes
- Conversion of fixed windows to opening
- Retro-fitting of restrictors
- Retro-fitting of electric motor openers

All our Service Engineers undergo a comprehensive training programme that equips them with interpersonal and problem solving skills, and in depth product knowledge. Using a VELFAC Engineer will ensure your 12 Year Product Warranty is maintained.



➤ **Order number.** All VELFAC windows carry a unique identity tag to enable immediate tracing of spare parts should damage occur.

# How to care for your VELFAC windows

VELFAC window systems are easy to use and maintain but in order to ensure maximum lifespan it is important to inspect and service individual parts regularly. The correct cleaning and maintenance of your windows and doors will keep them looking good and ensure they will resist even the harshest weather conditions for years to come.

**Cleaning and maintenance.** The following cleaning and maintenance instructions should, as a minimum, be carried out according to the frequency below.

**N.B.** Your windows and doors will need more regular inspection and maintenance if they are installed in a harsh environment, such as a marine or industrial location or in areas of high internal humidity or if they are exposed to strong sunlight on south facing facades.

Cleaning periods are shown below with the recommended frequencies for harsh environments shown in brackets.

Item	Maintenance	Frequency (months)	service life (Years)
Timber	<p>The window frame is manufactured from pine which has been coated with a 100% water-based acrylic lacquer or acrylic paint.</p> <p>The internal frame should be dusted and wiped clean regularly. Wood is a natural product containing resin. Occasionally beads of crystallised resin may form on the surface of the frame. These beads can be removed by gently rubbing with a cloth dampened with meths or other alcohol based substance.</p> <p>Some brushing with a stiff brush may be needed on external frames in order to remove any ingrained dirt. If any algae growth exists a fungicidal wash is recommended as a pre-treatment for external wood.</p>	<p>Cleaning internally: regularly</p> <p>Cleaning externally: 12 (harsh: 6)</p>	40+
Wood finish	<p>The inside and outside of the mainframe should be checked for breaches in surface treatment at least once per year. If the surface has been damaged it should be repaired promptly using a water-based diffusion open paint or lacquer to prevent the wood from absorbing moisture.</p> <p>When over-painting a balance should be maintained between increasing the paint thickness and allowing the wood to breathe. Surface preparation should be limited to localised repair and very light sanding, and thorough cleaning is usually all that is required. Ensure that none of the gaskets are painted.</p> <p>All paint should be dried and cured as thoroughly as possible prior to fully closing the sash against the frame. Fixed sashes should be removed to enable all exposed timber surfaces are painted.</p> <p>Thresholds of hardwood in VELFAC Ribo doors should be maintained as wood finish. Mahogany bottom frames in a VELFAC In tilt and turn door can be treated with a raw linseed oil without colour pigmentation.</p> <p>The external side of the flush door leaf must be painted with 100% water-based acrylic paint at least every three years to maintain the finish.</p> <p>If using masking tape, we recommend 3M Masking Tape 201E. Ensure the tape is removed as soon as possible and before the paint has dried.</p>	<p>Check: 12 (harsh: 6)</p> <p>Repair: Promptly upon identification</p> <p>Paint: 36 (harsh: 18)</p>	15+

Item	Maintenance	Frequency (months)	service life (Years)
Glazing bead	The internal glazing bead in VELFAC 200 should be cleaned using luke warm water with a few drops of mild detergent.	12	40+
Internal gaskets	Internal gaskets should be cleaned using luke warm water with a few drops of mild detergent. They must not come into contact with paint or wood preservative, or be overpainted.	3	20+
External gaskets	External gaskets should be cleaned and inspected for any damage when cleaning the external sash.	12	20+
Glass	<p>Window glazing should be cleaned with a soft cloth or soft bristle brush and luke warm water with a few drops of mild detergent - detergents must not contain solvents or abrasives. Hard brushing, scrubbing or the use of steelwool/-wiper will produce scratches and must therefore be avoided.</p> <p>To dry the window, use a window scraper, or wipe with a slightly damp Chamois leather or fine cloth. Traces left on the glass after removing stickers or glue can be cleaned with meths or other alcohol based substances, and marks from suckers can be removed with a cleaning agent for glass ceramic hobs - care must be taken to avoid contact with other parts.</p>	Cleaning: regularly	25+
Aluminium	<p>The external window/door sash/frame is made from aluminium with a powder coated finish. It will need cleaning at least once a year with a soft cloth or soft bristle brush and luke warm water with a few drops of mild detergent.</p> <p>Black stripes from gaskets will be harder to remove, if allowed to sit for long periods and materials such as paint, wet concrete etc. must be washed off immediately.</p> <p>A scratch will not affect the durability of the sash as the aluminium will form a natural layer of oxide. Scratches in the surface treatment can be repaired with repair lacquer, but differences in colour may occur.</p> <p>If atmospheric pollution has resulted in heavy soiling of the coating, then nothing stronger than white spirit should be used. Abrasive cleaners or chemical cleaners containing ketone, esters or alkalis should not be used.</p>	Cleaning: 12 (harsh: 6)	40+ although some discolouration from weathering may occur after 20-30+
Ironmongery e.g. hinges, handles, fittings, screws...	<p>Once a year all ironmongery should be cleaned, inspected and moving parts lubricated with acid-free oil where shown in this User Guide, illustrated by </p> <p>Friction stays should be adjusted where required, but never lubricated.</p> <p>Gliding rails may where necessary be sprayed with a teflon-based lubricant (do not use common mineral based oil). On inward opening doors, the external rainscreen should at least once a year be oiled with silicone lubricant.</p> <p><b>In harsh environments, ironmongery must be inspected and cleaned at least 2 times per year.</b></p> <p>Please note: Surface corrosion is not necessarily detrimental to the operation of the ironmongery. The product warranty applies to lack of function and is conditional upon the stated maintenance instructions.</p>	Cleaning and caring: 12 (harsh 6)	25+



# Quality standards for the window industry

VELFAC manufactures windows to meet the very highest expectations. The quality of our parts and materials, with the best possible standards in manufacturing, combine to provide the VELFAC windows you expect.

We have also implemented some simple guidelines for our customers, which identify quality standards, and what is allowable for predominately natural materials - wood, aluminium & glass.

## Aluminium

Visible aluminium surface defects that are not visible from 3m are acceptable and therefore not claimable. Surfaces should not be assessed in direct sunlight.

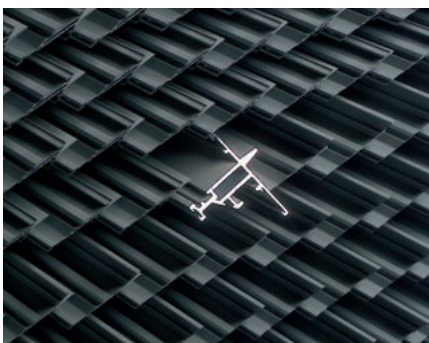
## Wood

Pine trees used in the production of frames for VELFAC windows are grown in North-European forests, which mean they mature slowly - as a result the wood is denser and harder-wearing than standard pine. Wood is a natural material that is often uneven. We are making very specific demands on our suppliers to get a wood quality, which we can vouch for.

We treat the wood surface following the below mention rules:

- All surfaces should be treated with 100% water based acrylic paint or acrylic lacquer
- Surfaces, edges and joins must be uniform in color and gloss and be smooth to the touch
- Because wood is a natural product, there may be structural and gloss variations, scratches and other normal wood variations (e.g. in connection with knots)
- Wood contains natural resin. During the first 3-4 years, resin leakage may occur and crystallise on the wooden frame.  
See treatment of resin extraction on page 4

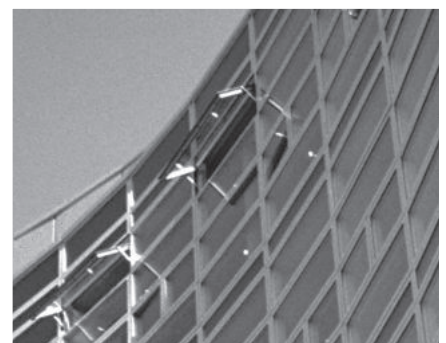
Page 4 describes the maintenance requirements for the wood frame. Special consideration should be given to windows on South facing facades, in coastal locations, or where there is a high moisture content inside the room. The surface treatment should be checked at least once per year, and any break in the lacquer or paint should be repaired promptly.



➤ Polyester powder coated aluminium is extremely weather resistant and does not rust or corrode.



➤ TAs wood is a natural material, some variations in finish are unavoidable e.g. where knots occur. VELFAC wood frames are laminated to limit these occurrences.



➤ The Glass and Glazing Federation (GGF) publishes guidelines of modern glazing manufacture.

Please visit <http://www.ggf.org.uk/>

## Glazing

All glazing is supplied by specialist manufacturers, and is produced within agreed standards outlined by the Glass and Glazing Federation (GGF). Glass impurities cannot be completely avoided, so minor occurrences are allowable within these standards. The document 'Visual quality standards for installed insulation glass units constructed from flat transparent glass', states the following:

- Both panes of sealed unit shall be viewed at right angles to the glass from the room standing at a distance of not less than 2 metres for toughened, laminated or coated glass, not less than a distance of 3 metres in natural daylight and not in direct sunlight.
- Flat transparent glass, including laminated or toughened (tempered) glass shall be deemed acceptable if the following phenomena are neither obtrusive nor bunched: totally enclosed seeds, bubbles or blisters: hairlines or blobs: fine scratches not more than 25mm long; minute embedded particles

**Impurities, dirt and scratches.** Larger scratches or marks within the glazed unit will be considered for replacement under the Product Warranty - please contact VELFAC with details. Scratches or marks on the external face of the glazed units cannot be covered by the warranty, as they are a result of handling after the transport packing has been removed. If the damage is a result of installation, please contact your installer.

**Shades.** Ordinary glass used in double-glazing is generally taken to be clear - but it is actually green. The colour reduces light transmission. Therefore, two pieces of glass of the same type but with different thicknesses can be perceived as if they have different shades of colour - this cannot be addressed.

**Uneven heat across the glass surface can cause cracks due to thermal stress, which is not covered by warranty. Therefore, we advise that you do not:**

- attach adhesive posters or signs to the window
- paint the window completely or partially
- attach adhesive plastic film or filters to the window
- create areas of partial shadow/shading
- blow hot air on the window (blow dryer, space heater, etc.)

# Product warranty

The warranty covers manufacturing and material defects in windows within a period of 12 years from delivery date - all doors 5 years.

The warranty does not cover failures caused by improper installation, missing or inadequate maintenance or improper operation. Incorrect installation should be addressed with the window installer.

Below you can find a selection of questions we are frequently asked. If, however, you have a technical question which is not included, please call us on 01223 897100.

**Question:** I have new windows, but they do not operate properly.

**Answer:** New windows should work perfectly and it is up to the window fitter to ensure they do before handing over the building. You should consult your window installer and ask him to look into the matter.

**Question:** I had new windows installed a few years ago. Now there are yellowish-brown stains on the paint.

**Answer:** Wood is a living product, so resin is a natural condition. Please see how to treat resin spots on page 4.

**Question:** My VELFAC windows and doors are 14 years old, but now they do not operate properly.

**Answer:** It may be that the sash has dropped or shifted due to setting over time. The sash can be adjusted. See [www.VELFAC.co.uk](http://www.VELFAC.co.uk) to find our Installation Guide with instructions on how you can adjust VELFAC windows and doors. Alternatively, you can contact our After Sales Service Department for a quotation for this work.

**Question:** I have newly installed windows in my house, and I can see that there are scratches on the glass.

**Answer:** Glass imperfections cannot be completely avoided, so minor occurrences are allowable within the guidelines of modern glazing manufacture - for more information contact the Glass and Glazing Federation (GGF). Larger scratches or marks within the glazed unit will be considered for replacement under the Warranty - please contact VELFAC with details. Scratches or marks on the external face of the glazed units cannot be covered by the warranty, as they are a result of handling after the transport packing has been removed. If the damage is a result of installation, please contact your installer.

**Question:** My windows are no more than a few months old, and already they need to be oiled.

**Answer:** It is possible windows and doors only a few months old need oiling as when VELFAC windows leave the factory, they are lubricated, but only minimally so as not to attract dust and dirt. The next time the hinges and locker mechanism need cleaning and lubricating depends on how often the windows and doors are opened and closed, wind and weather in the area, and the season.

**Question:** I am unable to close my window.

**Answer:** Have you disengaged the restrictor? Refer to page 19 for further guidance.



> See the detailed conditions for the guarantee of our warranty statement that can be downloaded at [www.VELFAC.co.uk](http://www.VELFAC.co.uk)



# Condensation on your windows

Condensation appears naturally, when humid warm air meets cold air. Most people have experienced condensation on their bathroom mirror, the same principle applies to windows of a house.

**Exterior condensation.** Due to the low-energy insulated glazing used in modern windows, condensation may form on the outside pane. During colder months, the external surface of the outer pane cools faster than the inner surface due to the energy coating on the glass reflecting heat back into the room. The reduction of the heat transferring through the glazing unit results in a lowering of the external pane temperature and thus moisture in the external atmosphere can then form small droplets of water against the outer pane of glass. This kind of condensation demonstrates the effectiveness of the low energy glazing in all modern low energy window systems. The condensation usually forms early in the morning and will disappear as the external temperature rises.

**Internal condensation** has to be dealt with to keep it to an absolute minimum, though it may not be completely avoided. It forms when warm moisture held in the internal atmosphere cools against the glass and forms small droplets of water. Because warm air can hold more moisture, condensation increases as the room temperature is lowered and improves as the temperature rises.

Heavy condensation indicates high humidity due to poor air circulation. A humid indoor climate is unhealthy for both people and windows, therefore a relative internal humidity of maximum 45% during winter is recommended. There are three important measures to combat condensation:

- Rooms should be aired thoroughly two or three times a day for at least 10 minutes, even when raining
- A consistent indoor temperature of 20-22°C should be maintained
- Good air circulation in all rooms should be ensured - leave internal doors between rooms open

**Condensation between the two glazing panes.** If condensation forms between the two glazing panes, the sealed double-glazed unit has been punctured and must be replaced. Please call the VELFAC After Sales Service Department.



#### Did you know that...

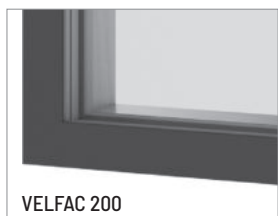
- You must air new-build properties more regularly than old ones - this also applies to refurbishments or extensions
- People give off approximately 2L of water every 24 hours - airing is the only way to remove it
- Pot plants deliver most moisture
- Condensation increases as the room temperature is lowered and improves as the temperature rises.

If condensation has recently formed, it may be due to:

- Recently installed windows which are completely air tight
- Installation of under floor heating
- New curtains
- Moisture in new houses - it may take as long as a year to dry a new house completely
- The season - condensation is more likely to occur in autumn and winter.

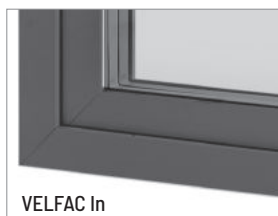
# Which type of window do you have?

Vi spørger, fordi du får brug for at vide, hvilken type vindue du har, når du vil sætte dig ind i, hvordan dine vinduer fungerer. Her er en kortfattet beskrivelse, der kan hjælpe dig med at finde ud af, hvilket system du har.



VELFAC 200

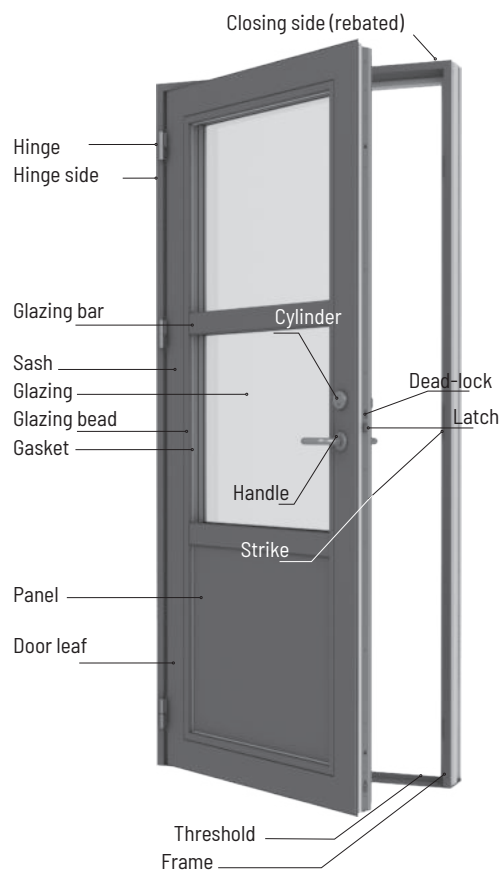
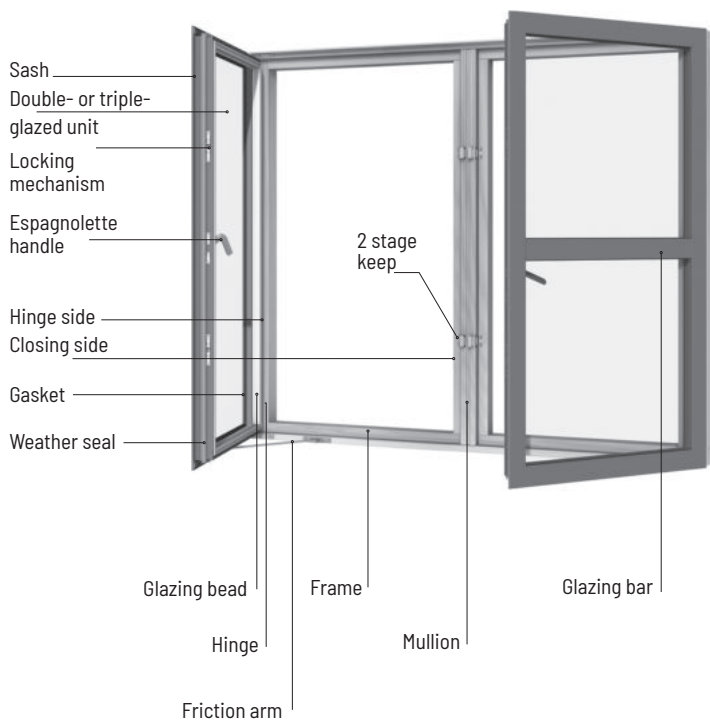
VELFAC 200 windows have a single sightline on the external side.



VELFAC In

VELFAC In windows are inward opening.

## Technical terms



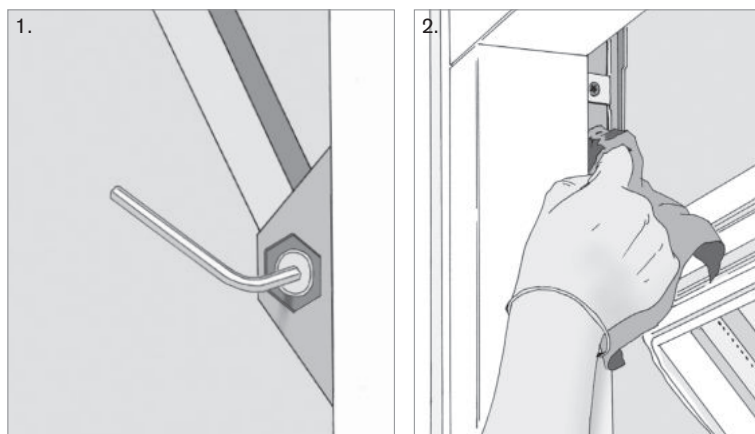
## VELFAC 200 Topguided window



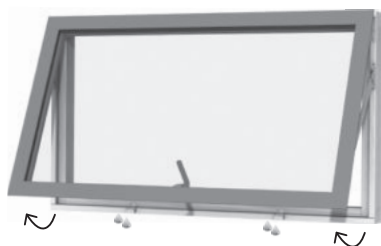
This window is opened by turning the handle to a vertical position and pushing the sash outwards. Opening the window will provide a ventilation gap at the head.

**Friction arm adjustment.** Friction can be adjusted by turning the friction screws at the sides of the sash using a 4mm hexagon key. (1). Each screw is adjusted equally to keep the sash level and square.

**Cleaning.** Ensure that guide rails are free from dust and dirt by using a soft brush or cloth (2). The guide rails should not be oiled as this will accumulate dust and dirt, and remove friction.

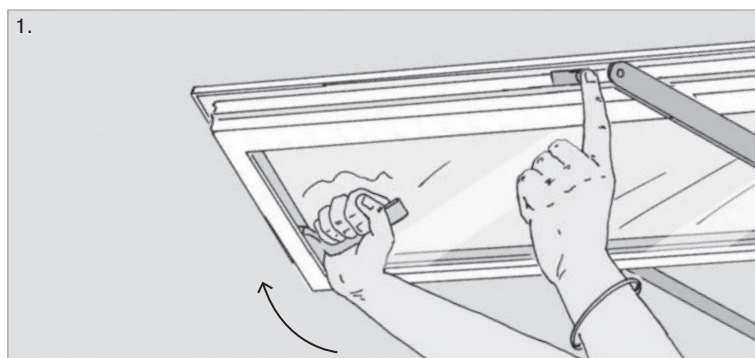


## VELFAC 200 Tophung window



This window is opened by turning the handle to a vertical position and pushing the sash outwards.

If the window is installed as a fire escape window it will, when opened at maximum, be fixed in a vertical position by a catch in the left-hand side. (1). To close the sash, detach the catch.



# VELFAC 200 Sidehung window



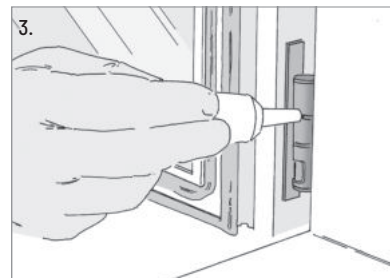
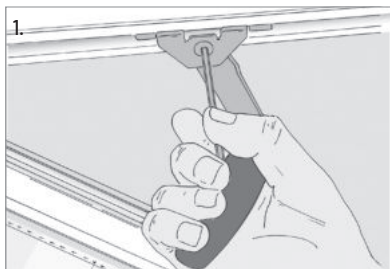
2-leaf window

This window is opened by turning the handle to a horizontal position and pushing the sash outwards. The window opens to 90° and is equipped with a friction arm which allows the sash to be held in any position between closed and fully open.

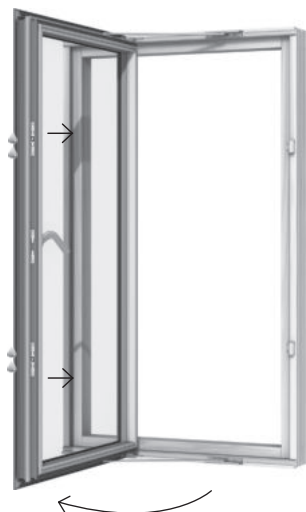
**Double leafed windows** can be supplied with different types of mullion - see page 21 for more information.

**Friction arm adjustment.** The friction arm, found at the bottom edge (or occasionally top), can be adjusted by turning the friction bolt using a 4mm hexagon key.

**Care.** It is important to keep the guide rails free of dust and dirt by using a soft brush or cloth (2). The guide rails should not be oiled as this will accumulate dust and dirt, and remove friction. The hinges require oiling using acid-free oil. In order to ensure the hinges are properly lubricated, the window should be opened and closed several times during and after oiling. (3).



## VELFAC 200 Sideguided window



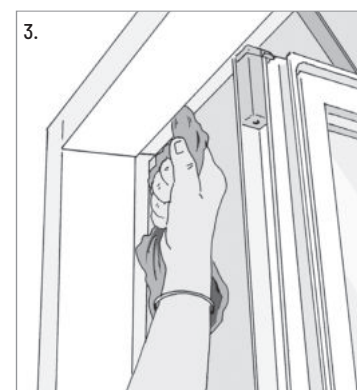
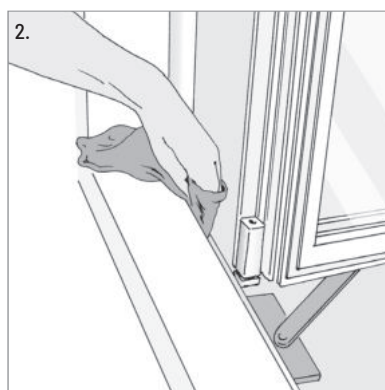
This window opens by turning the handle to a horizontal position and pushing the sash outwards.

**Friction adjustment.** Friction in the guide rails can be adjusted by turning the screws at the top of the sash with a 4mm hexagon key (1).

**Cleaning.** When the sash is fully opened, a gap is formed at the hinge side. This allows the external side of the sash to be cleaned from inside the building.

**Care.** Guide rails should be kept free of dust or dirt by cleaning with a soft brush or cloth. (2 + 3). The guide rails should be sprayed with teflon-based lubricating oil or a similar product once a year, as a minimum (never all-round lubricating oil!).

> At [VELFAC.co.uk](http://VELFAC.co.uk) and YouTube, you can watch a video about how to operate the window.



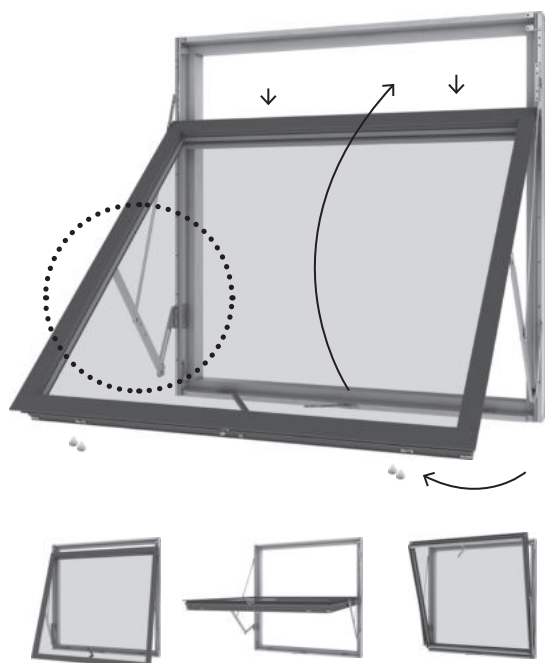
## VELFAC 200 Fixed casement



A fixed window cannot be opened and therefore requires no maintenance or adjustments of opening fittings.

Fixed windows can be converted to opening. Please call VELFAC After Sales Service on 01223 897 155 (UK) or 1800 292929 (IRL) for more information.

# VELFAC 200 Reversible window, "hinged" reversal bracket



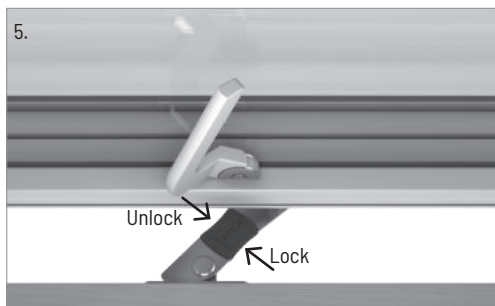
The window opens by turning the handle to a vertical position and pushing the sash outwards until the restrictor engages at an opening of 5-10cm. Notice if your window has a hinged or a straight reversal bracket. ☼

**Cleaning.** The external side of the window can be cleaned from inside the building by reversing the sash. Open the window until the restrictor is activated. Pull back the window slightly and detach the restrictor (1). The restrictor has a lock function. When locked, the window cannot be reversed for cleaning (5).

Push the window outwards - DO NOT LEAN OUT while doing so. When pushed outwards, the top of the sash can be pulled gently downwards toward the bottom of the window. The sash is fully reversed when the catches engage to keep it in the cleaning position (2+3). Make sure the sash is fixed in cleaning position before starting to clean.

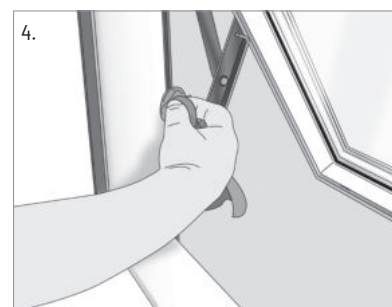
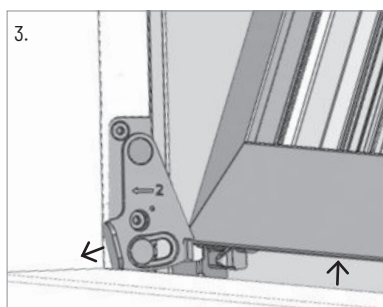
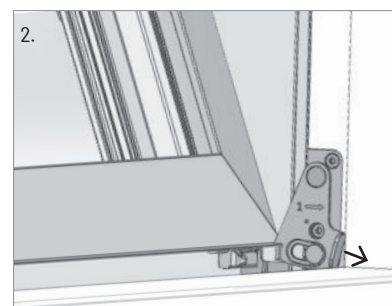
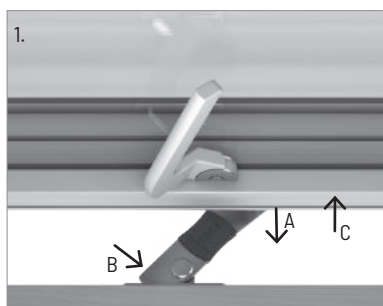
When the sash has been cleaned, the catches can be disengaged (2+3): Pull back the window slightly and detach catch 1, move the sash slightly upwards and detach catch 2. Now the bottom of the sash can be guided back towards the top. The restrictor will automatically re-engage when the sash is closed. Never leave the window unattended while the restrictor is disengaged!

**Care.** The guide rails of the friction arm should be kept free from dirt (4). They should be sprayed with a teflon-based lubricant or a similar product once a year, as a minimum (do not use common mineral based oil).



**Locked in ventilation position.** Lock the restrictor by pushing the red plate until a click is heard.

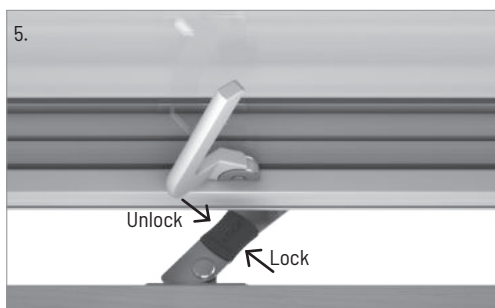
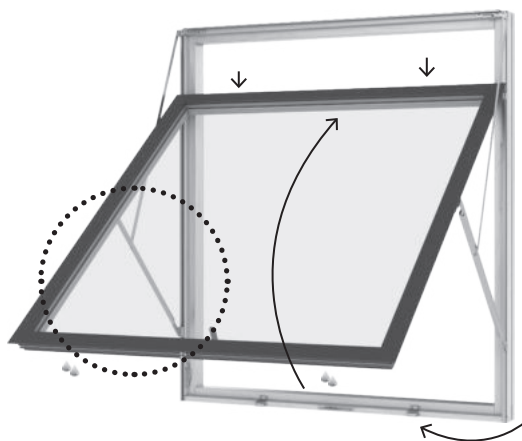
NB: Do not lock the restrictor, when you want to reverse the window for cleaning.



> At [VELFAC.co.uk](http://VELFAC.co.uk) and YouTube, you can watch a video about how to operate the window and the opening restrictor.



# VELFAC 200 Reversible window, straight reversal bracket



**Locked in ventilation position.** Lock the restrictor by pushing the red plate until a click is heard.

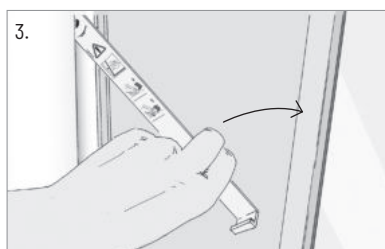
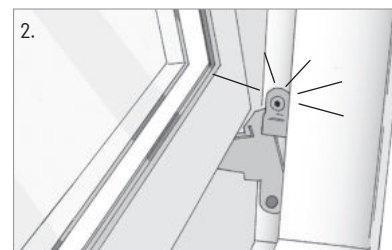
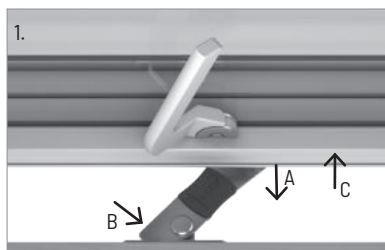
NB: Do not lock the restrictor, when you want to reverse the window for cleaning.

The window opens by turning the handle to a vertical position and pushing the sash outwards until the restrictor engages at an opening of 5-10cm. Notice if your window has a hinged or a straight reversal bracket.

**Cleaning.** The external side of the window can be cleaned from inside the building by reversing the sash. Open the window until the restrictor is activated. Pull back the window slightly and detach the restrictor (1). The restrictor has a lock function. When locked, the window cannot be reversed for cleaning (5).

Push the window outwards - DO NOT LEAN OUT while doing so. When pushed outwards, the top of the sash can be pulled gently downwards toward the bottom of the window. The sash is fully reversed when the catches engage to keep it in the cleaning position (2). Make sure the sash is fixed in cleaning position before starting to clean. Large reversible windows have an additional safety arm which is to be moved outwards and fixed to the frame to ensure the sash is stable before cleaning (3). When the sash has been cleaned, an eventual arm (3) and the catches (2) can be disengaged: Pull back the window slightly and detach the left side catch, move the sash slightly upwards and detach the right side catch. Now the bottom of the sash can be guided back towards the top. The restrictor will automatically re-engage when the sash is closed. Never leave the window unattended while the restrictor is disengaged!

**Care.** The guide rails of the friction arm should be kept free from dirt (4). They should be sprayed with a teflon-based lubricant or a similar product once a year, as a minimum (do not use common mineral based oil).



> At [VELFAC.co.uk](http://VELFAC.co.uk) and YouTube, you can watch a video about how to operate the window and the opening restrictor.

# VELFAC 200 Casement door



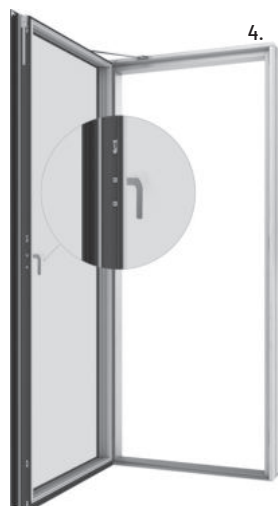
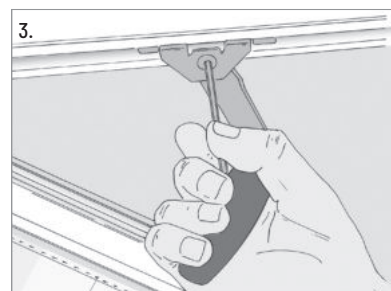
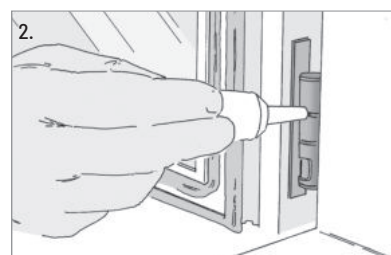
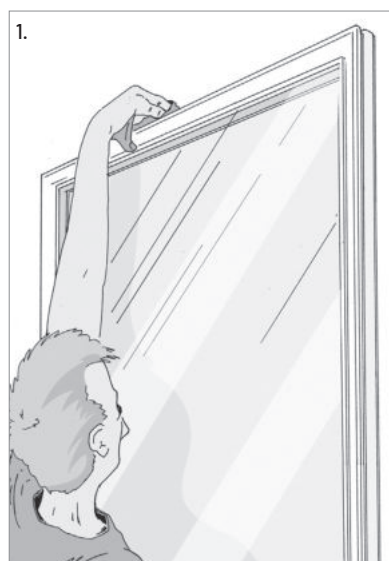
The casement door is opened by turning the handle to a horizontal position and pushing the door leaf outwards. The door opens to 90° and is equipped with a friction arm which allows it to be held in any position between closed and fully open. Doors can be fitted with a hinge to allow 180° opening but then cannot be fitted with a friction arm.

Double doors can be supplied with different types of mullion - see page 21 for more information.

**Care.** It is important to keep the guide rails free of dust and dirt by using a soft brush or cloth (1). The guide rails should not be oiled as this will accumulate dust and dirt, and remove friction. The hinges require oiling using a teflon-based lubricating oil or a similar product. In order to ensure the hinges are properly lubricated, the casement door should be opened and closed several times during and after oiling (2).

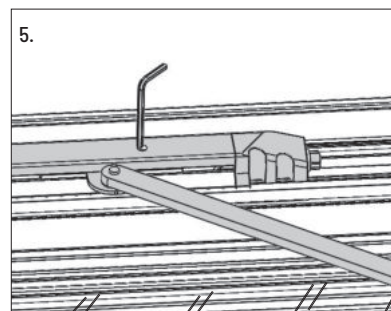
**Friction arm adjustment.** The friction arm, found at the top edge, can be adjusted by turning the friction bolt using a 4mm hexagon key (3).

Adjustment of the hinge is quite complicated and should be entrusted to a professional. Therefore no further elaboration of adjustment can be found in this brochure. Information about adjustment can be found in our Installation guide, which can be downloaded at [www.VELFAC.co.uk](http://www.VELFAC.co.uk).

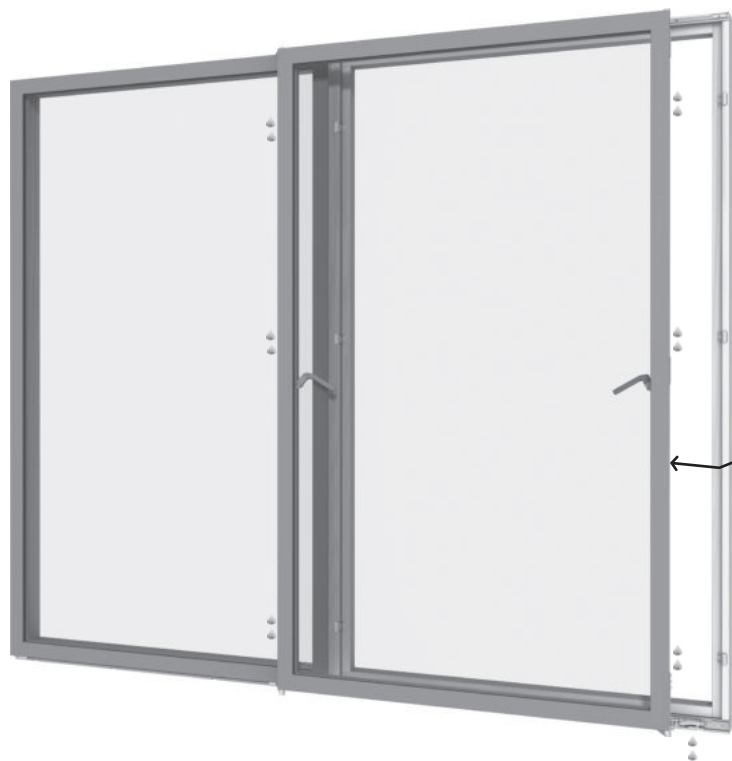


**Handle operated brake.** The casement door might have a handle operated brake, that can hold the door in any open position from approx. 10-85°. The brake is activated by opening the door to the desired position and turning the handle down to the vertical position (4).

**Adjusting the handle operated brake, if any:** Open the casement door completely. Insert the 2 mm Allen key through the hole in the cover rail (5), then turn slightly clockwise to tighten the brake. 10-20° will usually be enough.



# VELFAC 200 Sliding window door



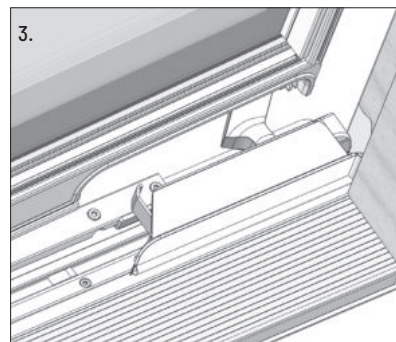
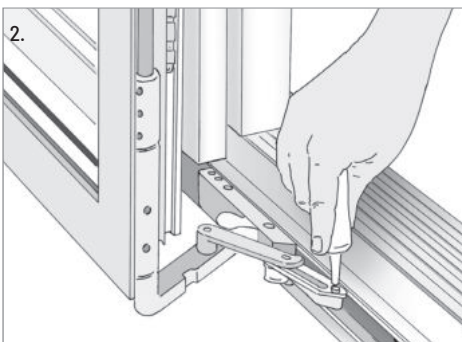
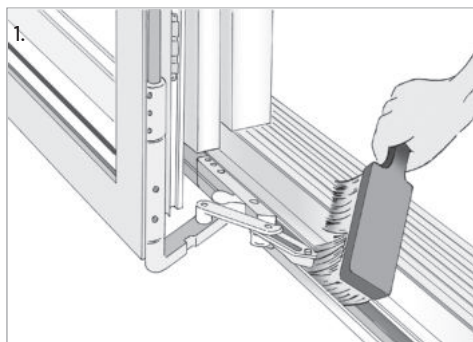
The sliding door is opened by turning the handles at the sides of the door leaf to a horizontal position. The door is then pushed outwards approximately 10cm and slid across. The door is closed by sliding across and pulling back toward the frame. The handles are then turned back to a vertical position.

Double sliding doors are supplied with French casement mullion - see page 21 for more information.

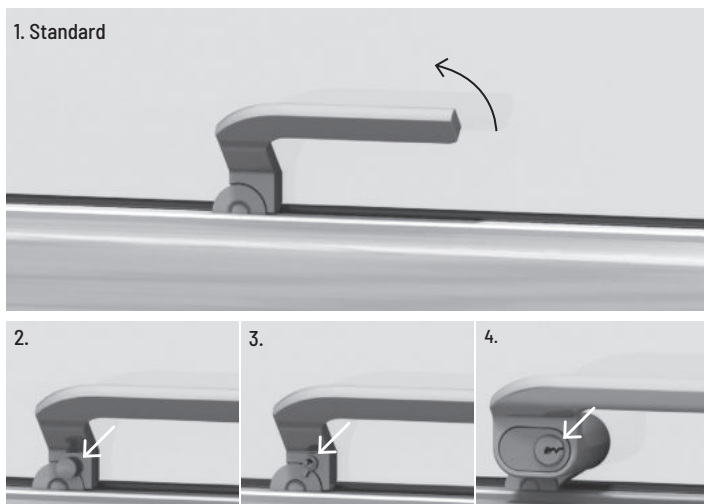
**Care.** The guide rails must be kept free from dust and dirt with a cloth or soft brush. (1). When the front sliding truck - the hinge that moves in the slide rail at the leading edge of the door - looks like in illustration 2 it must be oiled with a teflon-based lubricating oil or a similar product (2). If it looks like illustration 3 the sliding truck is protected by a cover plate. This model should not be oiled (3).

**Adjustment** is quite complicated and should be entrusted to a professional. Therefore no further elaboration of adjustment can be found in this brochure. Information about adjustment can be found in our Installation guide, which can be downloaded at [www.VELFAC.co.uk](http://www.VELFAC.co.uk).

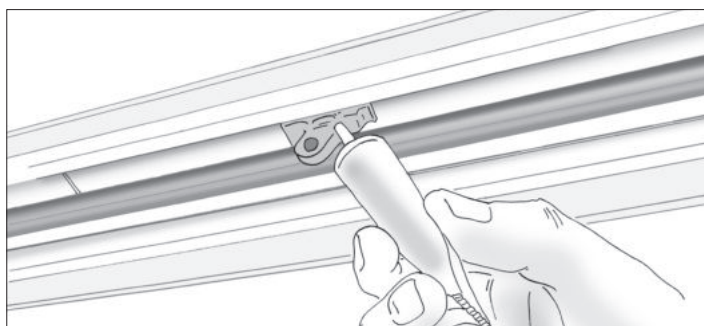
> At [VELFAC.co.uk](http://VELFAC.co.uk) and YouTube, you can watch a video about how to operate both the 1-leafed and the 2-leafed sliding casement door.



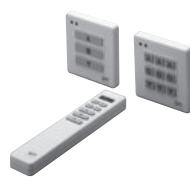
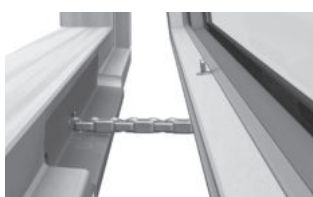
# Handles and remote operation for VELFAC 200 windows and casement doors



- > The **espagnolette handle** is tipped upwards to open the window. A **ventilation position** is obtained by pushing out the window approx. 1cm and re-engaging the handle.
- 2. **Espagnolette handles with child-locks** can only be opened when the button below the handle is pressed while the handle is turned. The child-lock will automatically re-engage when the sash is closed.
- 3. **Espagnolette handles with locks** are equipped with a small, removable key.
- 4. **Espagnolette handles for cylinders** can fit cylinders as part of a key strategy around a building.



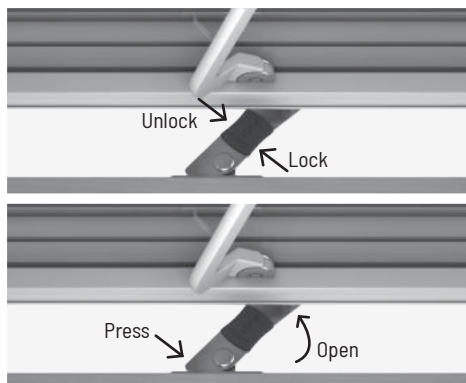
- > **Care.** The bolts of the handle require oiling, while operating the handle to ensure proper lubrication.



> **Remote operation** is operated via a panel on the wall - or a remote control. The window is opened with the arrow-up button, and closed with the arrow-down button. The remote comes in two versions: The window moves while the button is pressed down - or by one short press and stop with the middle button. The metal chain of the remote operation should be kept clean.

> At [VELFAC.co.uk](http://VELFAC.co.uk) and YouTube, you can watch a video about how to operate the espagnolette handle with child-lock or with a small key as well as the WindowMaster motor.

# Safety fittings and other accessories for VELFAC 200 windows and casement doors



> **The opening restrictor** automatically engages when the sash is opened to approximately 10cm.

In ventilation position. To lock the window in the ventilation position, push the red locking plate outwards until a click is heard. Before closing the window, push the red locking plate first (locked up).

To cleaning position. To open the window completely, pull it back slightly and detach the restrictor by pressing the edge so the restrictor turns slightly outward while the window is opening.



> **Click vent.** The click vent is fitted within the frame and provides background ventilation. The vent is opened by pressing one or both ends marked with circles.

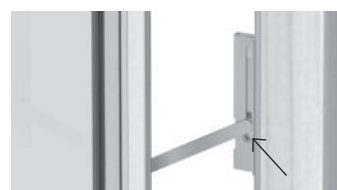


> **The PN-fitting** makes it difficult for unwanted guests to enter if the window is open. When opening the window, the arm is lifted and re-engaged when the required opening is achieved. The arm is raised to a vertical position to disengage, allowing the sash to open fully.

**N.B:** Please note that some insurance companies will not cover losses from burglaries which have been committed when windows have been left in a ventilation position.



> **Window stay.** The arm is fitted to the wood frame and when used, is hooked into an eyelet on the sash to achieve an opening of approximately 130mm.



> **The lockable restrictor** limits the opening of the sash to 1.5-10cm. It is possible to disengage the restrictor by turning the lock through 90° with a 5mm hexagon key. Now the restrictor arm may be pushed out of the gliding rail. The lock must always be re-engaged after use. The gliding rails should frequently be cleaned from dirt.



> **The friction arm** will retain the open window in any ventilation position under normal weather conditions. If it is really windy the ventilation position in the handle is to be used instead (see p. 18). The friction arms are adjusted by the factory to fit the size of the window. If the window opens too tight or too loose, the friction arm may be adjusted (see more by the relevant type of window).

> At [VELFAC.co.uk](http://VELFAC.co.uk) and YouTube, you can watch a video about how to operate the opening restrictor and the click vent.

## Internal sash for VELFAC 200 windows

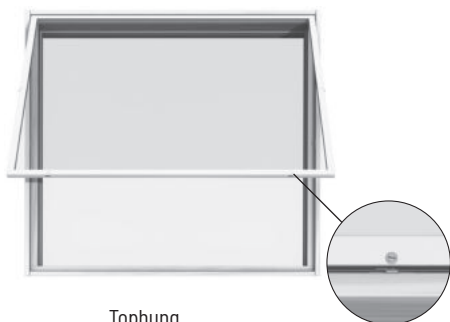


Sidehung

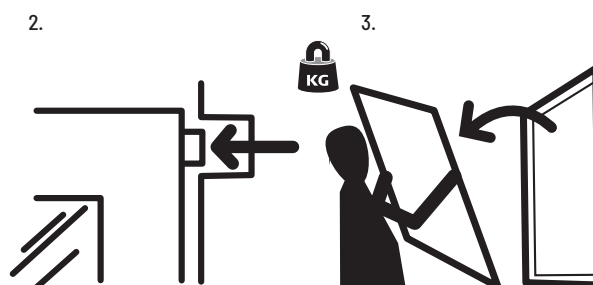
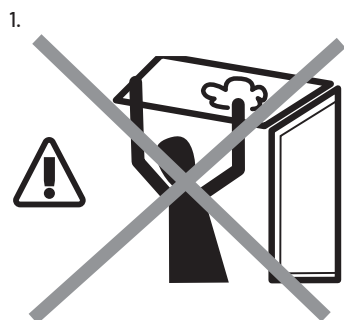
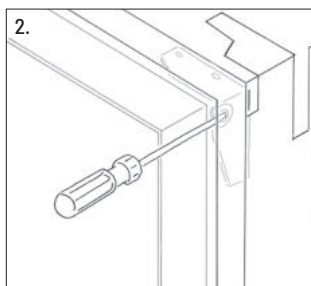
The **internal sash** of a 2+1 window significantly improves acoustic and thermal properties. In order to constantly maintain this improvement, the internal sash must remain closed. It can be sidehung or tophung and can be equipped with either handles or screws depending on whether the sash will be opened in daily use or only for cleaning purposes.

The **sidehung internal sash** is opened by turning the small handles approx. 90° and pulling the sash inwards. The sidehung sash can be opened for both ventilation and cleaning.

The **tophung internal sash** should only be opened for cleaning purposes and should be completely dismantled before commencing (1). In order to remove the tophung sash, loosen the screws approx. 90°, press in the top right hinge pin (2) and tip out the sash (3) - this operation will require 2 people.



Tophung

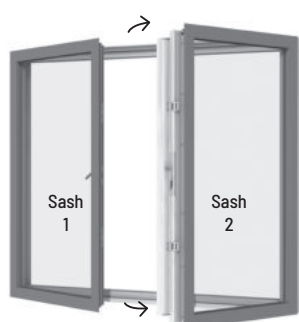




## 2-leaf windows and doors



Fixed mullion

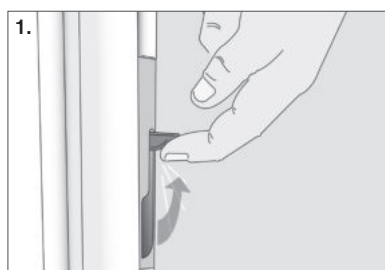


French Casement mullion

A **fixed mullion** cannot be moved when both sashes are open.

The **French Casement mullion** is fixed to the leading edge of the Sash 2. Once Sash 1 has been opened, the mullion can be disconnected and Sash 2 subsequently opened. The mullion will move with the sash providing a clear opening for both sashes.

The mullion is disconnected by the mid-positioned flush bolt (1) and Sash 2 is opened. The French casement mullion must be re-engaged before closing Sash 1.



Flush bolt for French Casement mullion.

# VELFAC Ribo Patio door



The patio door is opened by turning the handle to a horizontal position and pushing the door leaf outwards or inwards depending on door type.

The door has a **handle operated brake**. At any opening position turn the handle down to a vertical position to activate the brake. To de-activate the brake, turn the handle to the horizontal position.

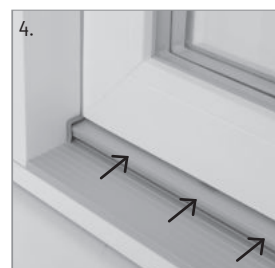
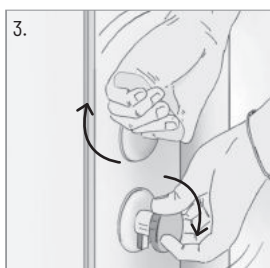
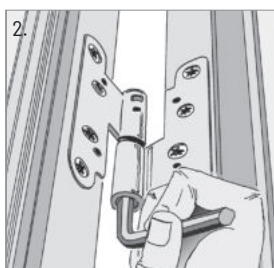
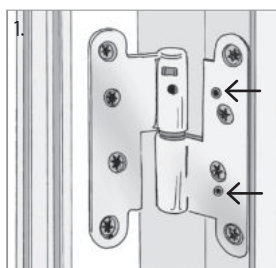
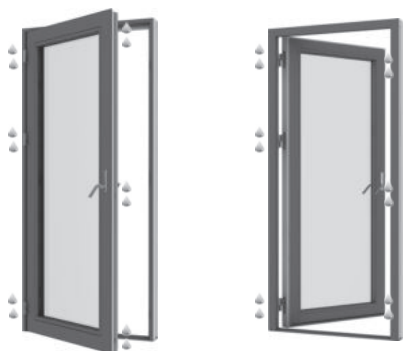
**2-leaf doors** are equipped with French Casement mullion. See page 21.

**Adjustment.** The door leaf can be adjusted sideways using the 3mm hexagon key screws on the hinges (1). Before you can adjust, loosen the hinge screws with a Torx 15 screwdriver.

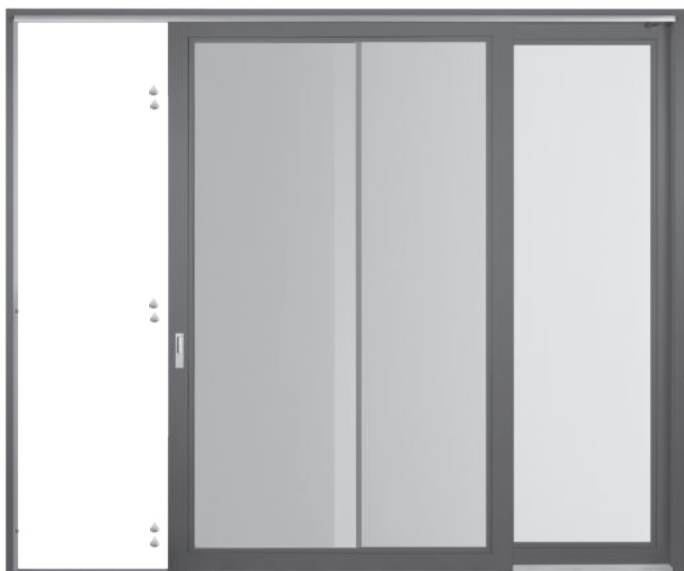
The height of the door leaf may be adjusted by turning the thread underneath the pivot of all the hinges using a 6mm hexagon key (2).

**Care.** The hinges, lock and closing points require oiling at least once a year with a teflon-based lubricating oil or a similar product. In order to ensure they are properly lubricated, they should be activated several times during and after oiling (3).

On inward opening doors, the external rainscreen (4) should at least once a year be oiled with silicone lubricant.



# VELFAC Ribo Sliding door



The sliding door is opened by turning the handle (1) 180° down (2). This lifts the door up, so it can be slid past the fixed part of the element. The handle must always be in the fully open position (2) while the door is operated, as the handle may otherwise damage the mullion. The sliding door is closed by sliding it completely in front of the opening and turning the handle up again (1).

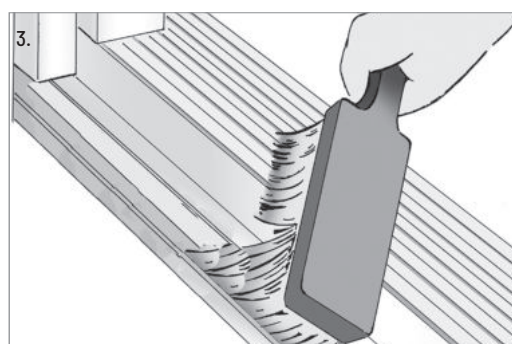
**Care.** The sliding rails at the top and bottom must be kept free from dust and dirt with a cloth or soft brush (3). Gaskets and the steering mechanism at the top and bottom sliding rails should be sprayed with silicone once a year or as required. Spray the silicone onto a cloth and wipe to avoid getting silicone on the glazing.



Closed



Open



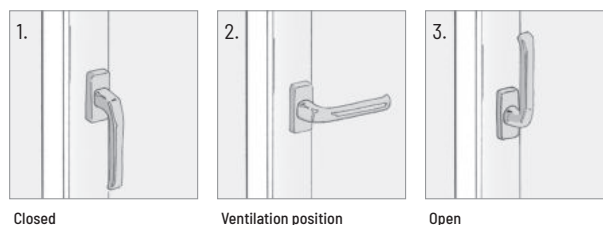
# VELFAC In Inward opening elements



The sections below describe the operation of an inward opening casement door. An inward opening window has similar operation.

**To open an inward opening casement door** turn the handle 180° from position (1) to position (3) and pull the sash inwards (up to 90°). Make sure that the sash does not blow open and hit the door casing. Close the door by pushing the door frame against the casing and then turn the handle down to vertical position (1).

**Ventilation position.** The door allows a ventilation gap at the top – turn the handle 90° from (1) to (2) and tilt the door inward. Close the door by pushing the door frame against the casing and then turn the handle down to vertical position (1).



For a detailed lubrication guide, see page 25.

> At [VELFAC.co.uk](http://VELFAC.co.uk) and YouTube, you can watch a video about how to operate the inward opening casement door.

To fully open a **2-leaf casement door**, turn the handle from position (1) to position (3) and open the door. The flush bolt (9) in the middle of the slave leaf needs to be released before opening.

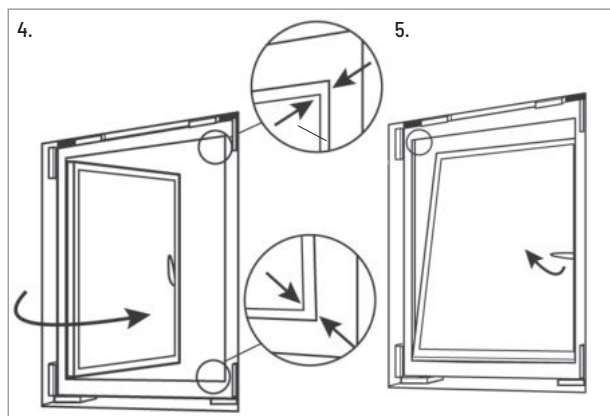
**Check of closing function.** This is the way the door should close (if not, the frame needs adjustment):

4. In the side hung function, the sash should have strokes at the top and bottom as well as on the closing side.
5. In the tilt function, the sash seal should first engage the frame in the topmost right corner opposite the handle.

## Small windows without fail-safe.

Windows that are lower than 813mm have no fail-safe. Take extra care to fully close the smaller windows before turning the handle from position (2) to position (3). Push in at the top of the window sash with your other hand while turning the handle.

If the sash unhooks and becomes inoperable, you can put it back into place by turning the handle vertically 180° (3). Then push the sash in at the top with your other hand and keep it in place while turning the handle down to vertical position (1).



**Adjustments.**  
See page 26.

## VELFAC In Inward opening elements (continued)



Bottomhung

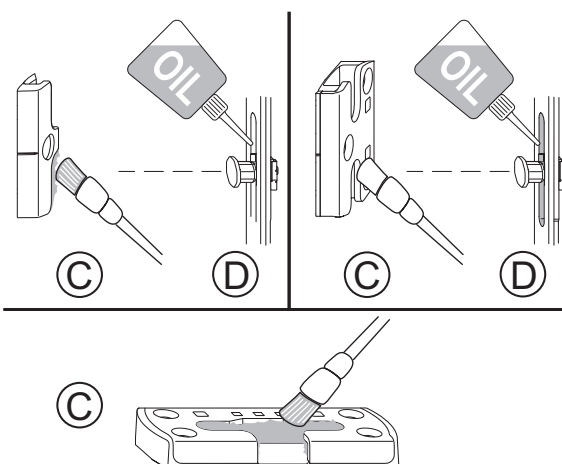
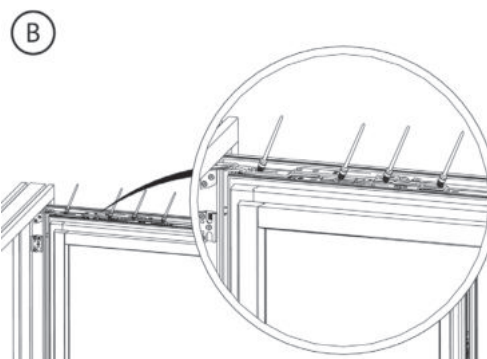
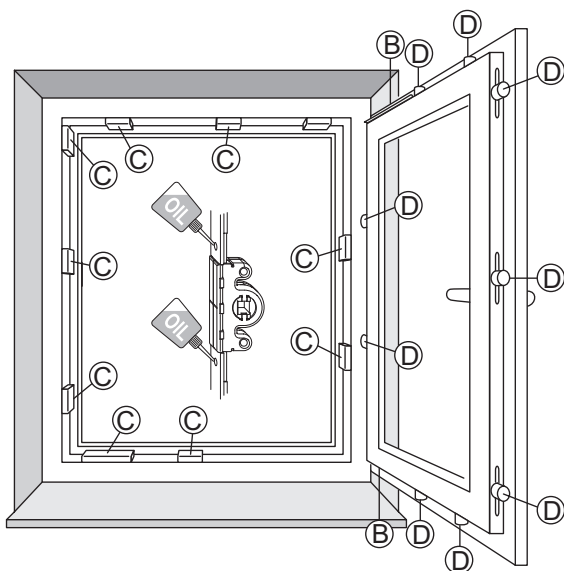
Sidehung

**Care.** We recommend that all movable fittings on the **sash** be oiled at least once with a year with neutral oil. Make sure you move the parts so that the oil penetrates inside fully. (B)+(D).

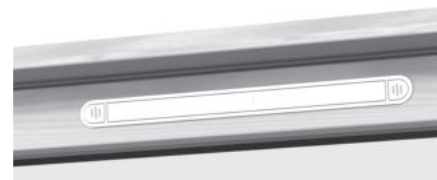
Use the same occasion to thoroughly clean all of the fittings on the **frame**, e.g. by sweeping them with a brush (C).

See the illustrations below.

A **mahogany bottom frame** of a balcony door can possibly be treated with a raw linseed oil without colour pigmentation.



# Handles for VELFAC In inward opening elements



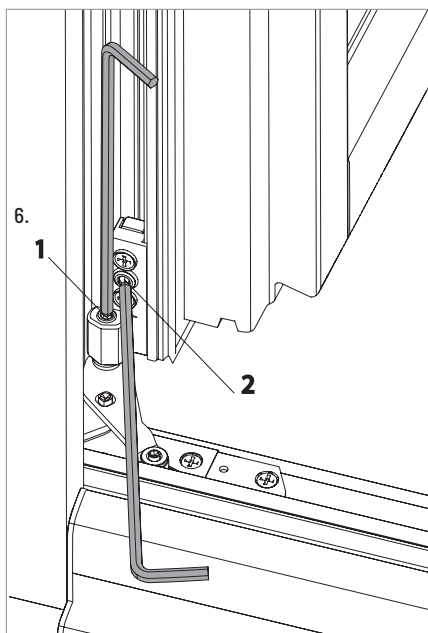
> **Click vent.** The click vent is fitted within the sash and provides background ventilation. The vent is opened by pressing one or both ends marked with 3 strokes.

> **Operation.** The handle has 3 positions: Closed, open and ventilation position (see page 23).

- **Handle with lock** can in closed condition be locked with a small, removable key.
- **Handle with child-lock** can only be opened when the button above the handle is pressed downwards while turning the handle. The child-lock will re-engage when the window/casement door is closed.

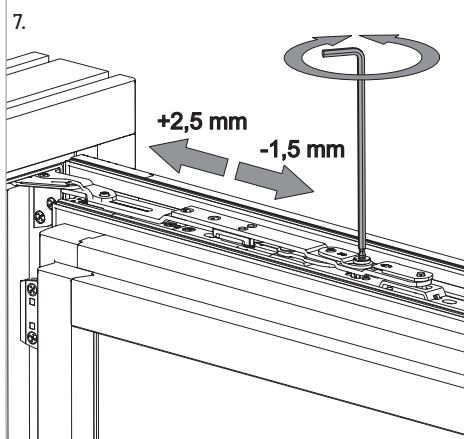
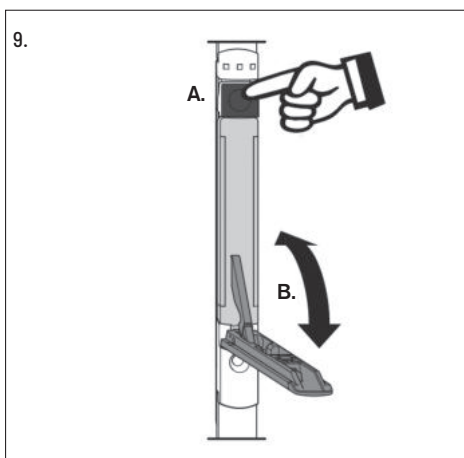
> At [VELFAC.co.uk](http://VELFAC.co.uk) and YouTube, you can watch a video about how to operate the espagnolette handle with child-lock as well as the click vent.

9. Release of a standing sash in a two-leaf door. Press the lock button (A) in while opening the flushbolt (B) (approx. 135°). The standing sash can now open.



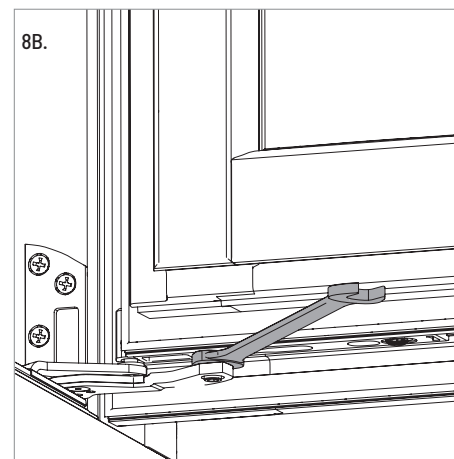
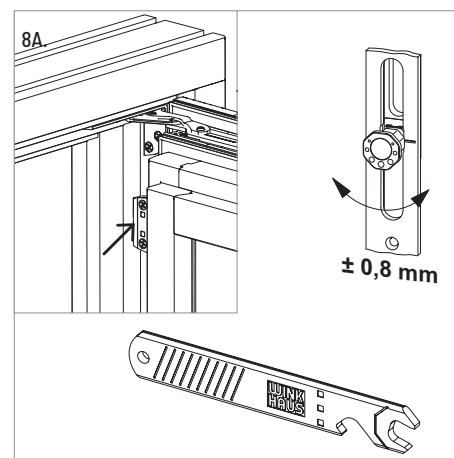
### 6. Adjustment at the bottom

1. Vertical adjustment of sash (+2.0mm/-1.5mm)
2. Sideways adjustment of sash (+2.5mm/-1.5mm)



### 7. Adjustment at the top

Sideways adjustment of sash (+2.5mm/-1.5mm)



### 8. Adjustment of closing pressure

- 8A Turn the locking mechanism at the top (+/- 0.8mm)
- 8B At the bottom (+/- 0.8mm)



# VELFAC Entrance door in wood/aluminium or wood



Inward opening glazed and panelled door



Outward opening glazed/panelled door



Outward opening flush door

The entrance door is by default delivered with 3 closing points. The top and bottom closing points are activated when the handle is lifted after closing the door. Equally the handle must be lifted before turning the key or thumbturn. The door is also available with a 1closing point solution.

**2-leaf doors** are equipped with French Casement mullion. See page 21.

**Adjustment.** The door leaf can be adjusted sideways using the 3mm hexagon key screws on the hinges (1). Before you can adjust, loosen the hinge screws with a Torx 15 screwdriver.

The height of the door leaf may be adjusted by turning the thread underneath the pivot of all the hinges using a 6mm hexagon key (2).

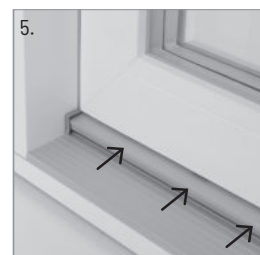
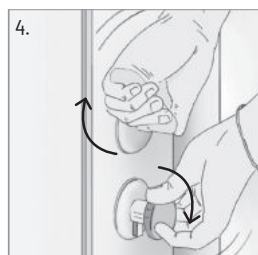
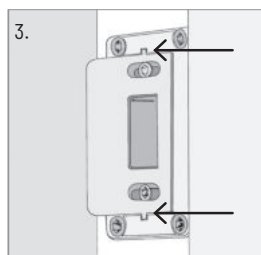
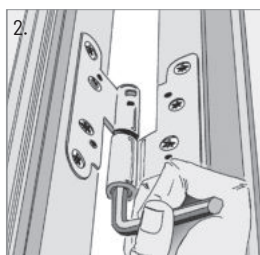
The closing pressure may be adjusted by relocating the front section of the strike plate. The screw fittings are undone using a Torx screwdriver, the pins on the front section removed, and the plate relocated (3).

**Care.** The hinges, lock and closing points require oiling at least once a year with a teflon-based lubricating oil or a similar product. In order to ensure they are properly lubricated, they should be activated several times during and after oiling. (4).

The external side of the flush door leaf must be painted with 100% water-based acrylic paint at least every three years to maintain the finish.

On inward opening doors, the external rainscreen (5) should at least once a year be oiled with silicone lubricant.

**Handles.** If you choose another handle than what VELFAC offers for your entrance door, you have to make sure that it fits with the drilling template, which is situated on the side jamb of the door, else the lock will be ruined.





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