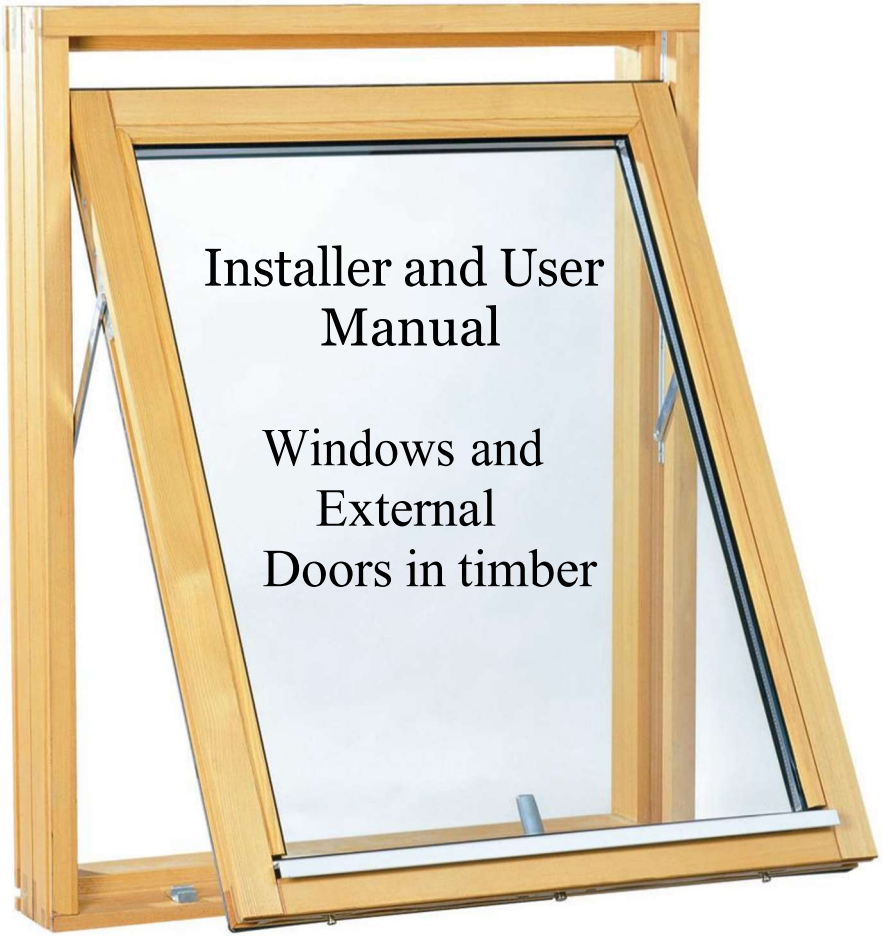

Installer and User Manual

Windows and External Doors in timber

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Introduction

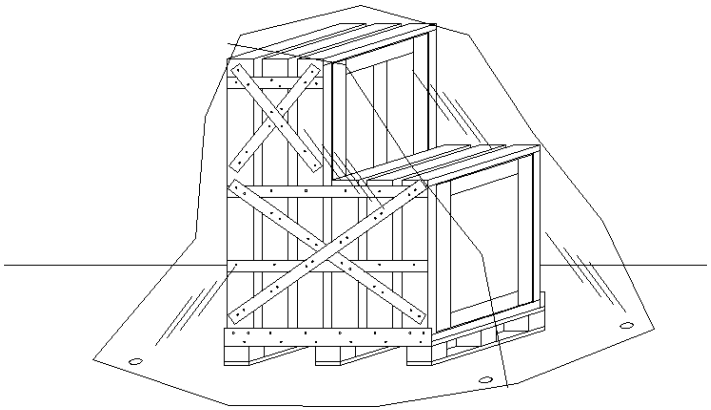
JSC Arlanga Wood is timber windows and doors producer from Lithuania. We have production experience of outward and inward opening type windows from 1997. Today company produces quality timber windows and doors from natural timber (hardwood and softwood), which are environmentally friendly. Thank you for choosing windows and external doors from our company.
JSC Arlanga Wood works according to EN 14351-1 standard requirements, which ensures that our windows and external doors have been manufactured underquality control. However, to ensure satisfactory performance in the short and long term it is important that the units are installed and maintained in accordance with the instructions.

Correct installation and maintenance are important

Follow the instructions in this leaflet. If you are not sure how to install the units, please contact the window manufacturer who will provide the necessary instructions.
Otherwise, incorrect installation may cause the units to malfunction. This type of problem is not covered by the window and door warranty. Following this manual and having the units installed by experienced window and external door installers is the best safeguard and ensures the performance of the units. With regular maintenance and correct treatment in accordance with this manual your new quality products will continue to provide pleasure for years to come.

DELIVERY AND STORAGE

During unloading and subsequent handling of the units you must employ lifting gear and methods, which do not cause damage to the units.
The buyer must check incoming goods on arrival to ensure that the delivery meets the contract and that there are no obvious defects or damage to the units (e.g. caused in transport). If there are grounds for complaints or queries, the supplier must be notified without delay.
Labels and cork pads on glazing units must be removed no later than two weeks after receipt of the goods. All corner protectors, protective foil or other protective packaging must remain in place and only be removed when the units are fitted.
If stored outdoors, the units must be placed on bearers or pallets to provide sufficient clearance from the ground.
The units must be securely covered to protect them fromprecipitation and dirt.
At the same time, proper ventilation around the units must be ensuredto limit the risk of condensation under the cover. Separate glazing units should be stored under a roof.



INSTALLATION FIXING AND SEALING

Correct installation is crucial for the functioning and life of the units. Therefore, workmen skilled in the installation of windows and external doors should perform the work.
The following instructions cover some of the main aspects of the installation work but not all the details, which may play a role in the installation.
Normally, windows and doors are supplied with the glazing units fitted but in the case of fixed lights, glazing units are often fitted after the frames have been installed. It will facilitate the installation of most types of units to remove the casement or door leaf before the first stage of the installation of the frame.

Installation

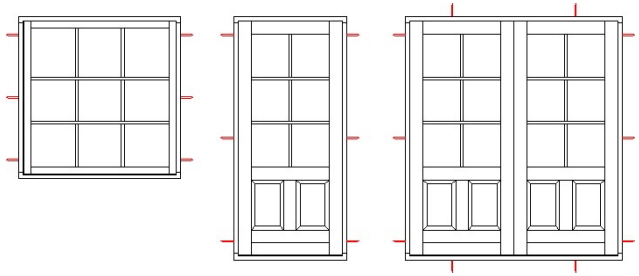
The frame is normally positioned in the wall hole with a uniform gaparound jamb and head while taking account of the level of the framesill in relation to the wall sill/floor level.
The gap between the frame and the surrounding brickwork/wall structure should normally be around 12 mm. At the hinge side, the frame must be level and plumb (wide and narrow side). The frame must be adjusted and fixed to allow the correct fit and prescribed clearance all the way round between frame and casement.

Fixing

Windows and external doors must always be fixed to the surrounding brickwork or building structure by means of mechanical fasteners such as frame screws/dowels or brackets.
Fixing to the inner skin of brick-built buildings before erecting the outer leaf requires the use of special fixing brackets capable of transferring all future vertical and horizontal forces. Alternatively, the units must be permanently fixed to the brick face (outer leaf) in accordance with the instructions below.

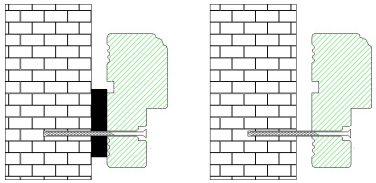
When using expanding foam to fill the gap between the external face of the frame and the surrounding brickwork or building structure, you must apply the same mechanical fixing method as described below.

If the frame is secured by fasteners (frame screws and dowels or brackets) at each individual fixing point in the opening, the unit will not need permanent blocks.
Other fasteners require the use of firm, permanent blocks of a material, which remains stable under moisture, such as marine plywood or a synthetic material, possibly with the addition of a damp proof course.
Permanent blocking must not be used at the head of wide units, e.g. lift-and-slide doors, where there is a risk of exposure to load from the structure above.
In general, the distance between fixing points must not exceed 90 cm, cf. ill. 1.



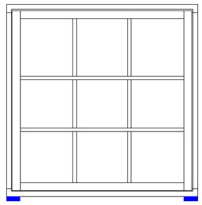
Illiustration 1

Fasteners such as frame screws and dowels are normally located in the frame rebate, cf. ill. 2.



Illiustration 2

Special instructions - windows

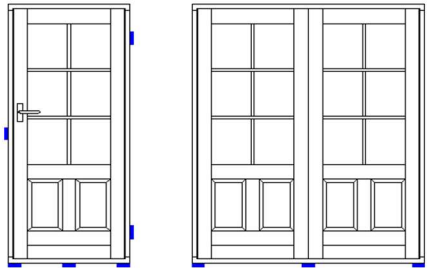


Illiustration 3

If units are less than 120 cm wide, no fixing at head and sill is required. Permanent blocks must be inserted under the extremes of sills at both ends; units with mullions also require permanent blocks under the sills below the mullions. The blocking material must meet the requirements stated for permanent blocks/damp proof courses, cf. ill. 3.

Special instructions - doors

At the hinge side, the upper and lower fasteners are located close to the respective hinges. Permanent blocks must be inserted under the extremes of sills at both ends; wide doors must be permanently blocked below the center of the sill, cf. ill. 4. Double leaf doors with or without a center post must be permanently blocked under the post/where the leaves abut. The blocking material must meet the requirements stated for permanent blocks/damp proof courses.
The frame must be permanently blocked behind the strike plate at the closing side. This block serves primarily to make the door intrusion resistant.

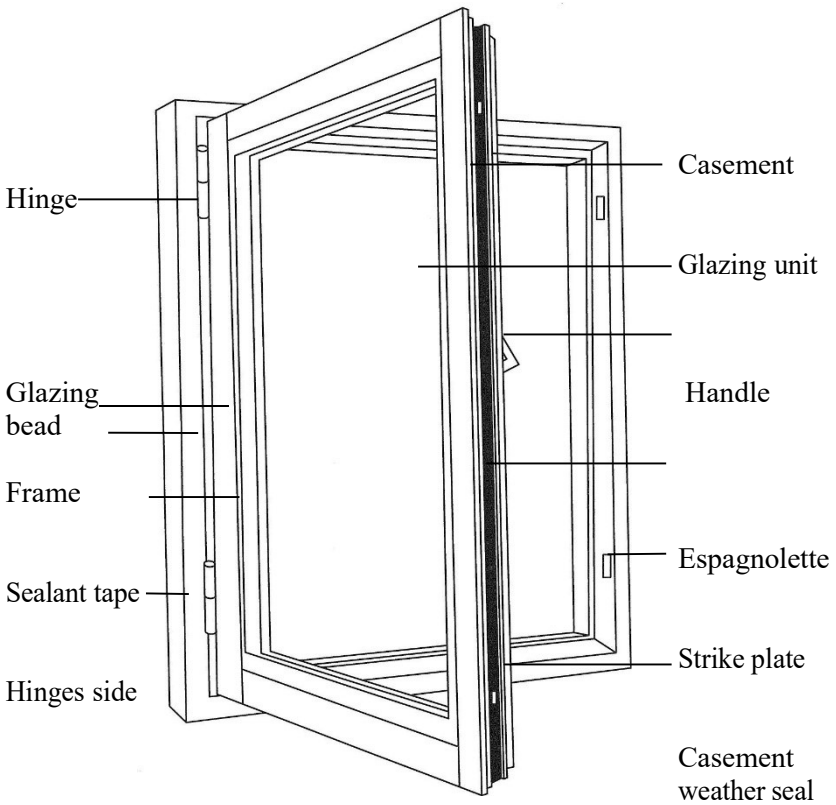


Illiustration 4

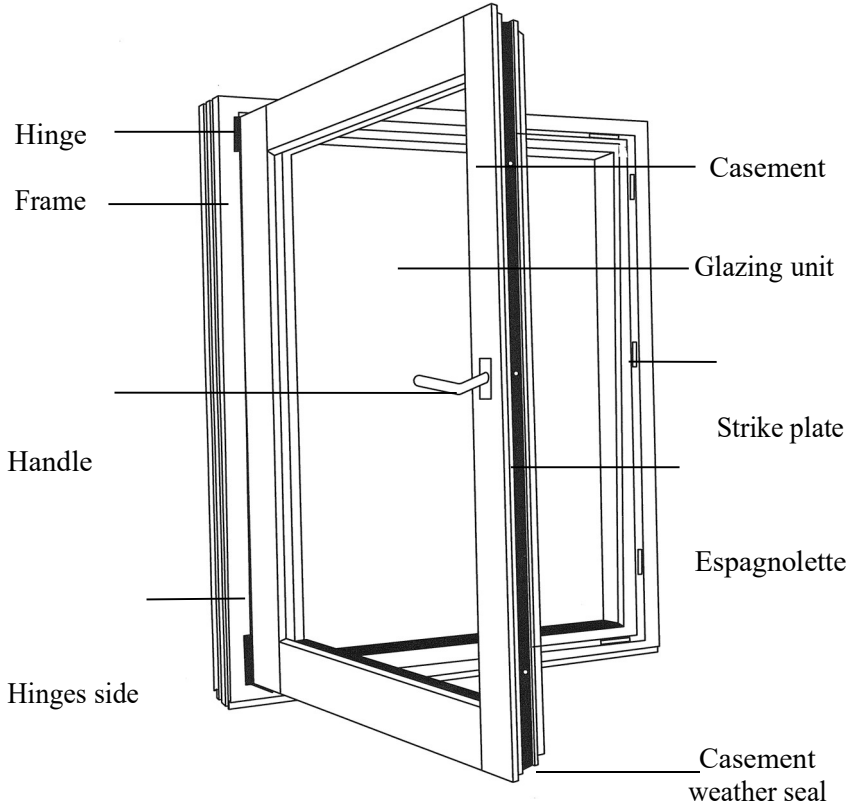
Application of sealant

When caulking, care must be taken not to compress the material so hard that it causes distortion of the frame section.
If using expanding foam to fill the gap between frame and wall structure, the frame must be stiffened until the foam has expanded fully or the frame sections kept straight in some other way.
Externally, there must always be a protective finishing coat in the form of a mastic sealant, tape, or a similarly effective measure.

Outward opening window

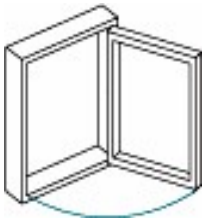


Inward opening window



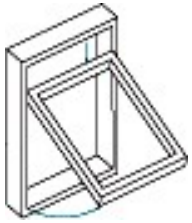
OUTWARD OPENING TYPE WINDOWS AND DOORS

SIDE HUNG WINDOWS



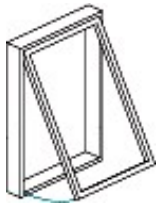
The type of hinge may vary but ordinary side hung casements function the same way.
Older (mullion/transom) window designs normally use (short) casement fasteners with a longer sturdier type of fastener for 90° opening angles.
More recent designs are operated by means of a single handle at the closing side of the casement; while in the open position the casement may be guided by a friction brake. Please note that the friction brake will not retain the casement in position under higher wind loads.

TOP SLIDING WINDOWS



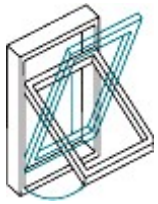
This type of casement features top sliding hinges in the upper frame and casement jambs; opening the window projects the lower part of the casement outwards and pulls the casement head down a little in the process.
The casement is operated by a handle located in the middle of the bottom rail. When opened, the casement can be retained in a ventilation position giving a 1-2 cm gap at the bottom.
When opened to a wider angle, the casement is controlled by friction brakes in the hinges. The amount of friction can be easily adjusted, but you must ensure that the amount of friction applied is the same at both sides of the casement. Please note that the friction brake will not retain the casement in position under higher wind loads.

TOP HUNG WINDOWS



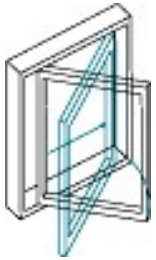
Various types of hinges are used for top hung casements, all of them providing a fixed pivoting point near the casement head. Opening the window projects the lower part of the casement outwards, while the casement head basically stays in position apart from pivoting round the hinge. The casement is usually operated via a handle located in the middle of the bottom rail. The casement can be retained in a ventilation position giving a 1-2 cm gap at the bottom.
The window may have a casement stay to hold the casement in position when opened to a wider angle. As a design, the top hung casement has to a considerable extent been replaced by the top guided casement, cf. below.

TOP SWING WINDOWS



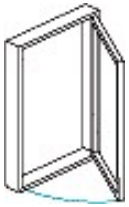
Top swing hinges allow the casement to be opened out and reversed completely outside the frame. This allows the external face of the glazing unit to be cleaned from the inside of the room.
The casement is operated by a handle located in the middle of the bottom rail; the casement can be retained in a ventilation position with a 1-2 cm gap.
Top reversible hinges often feature a child-proof mechanism to prevent the casement being opened more than about 10 cm. Fully reversed, the casement will be retained in the cleaning position.
The casement can be opened to a random angle. However, please note that the casement will then not be retained in position if exposed to higher wind loads or other forces.

SIDE SWING AND SIDE TURN WINDOWS



Side swing and side turn hinges allow the casement to be opened and swing round approx. 90°, some side turn hinges even to approx. 180°, to allow the external face of the glazing unit to be cleaned from the inside of the room. The casement is secured with casement stays or operated by means of a handle in the middle of the casement jamb. Opened to 1-2 cm the casement can be secured in a ventilation position by turning the handle. At other opening angles a friction brake can guide the casement. However, please note that this will not retain the casement in position under higher win load.

EXTERNAL *AND PATIO DOORS*



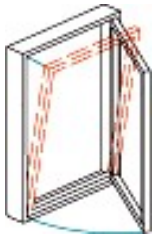
External and patio doors can open outwards or inwards. Normally, an external door will have three fastening points at the handle side where the middle fastening point engages when the handle is operated normally.
The lower and upper fastening points are engaged by lifting the handle upwards whereupon the door can be locked.
External doors come in a variety of types and designs, the details of which must be discussed at the time of purchase.
Patio doors can be designed as glazed doors with the possible addition of panels. Patio doors usually have three fastening points at the handle side, all of which are engaged by turning the internal handle 90°. Once opened, a friction brake can control the door. However, please note that this brake will not retain the casement in position under higher wind load.

LIFT/SLIDE DOORS

A lift-and-slide door set consists of a fixed and a sliding half. Turning the door handle lifts the sliding door leaf up, disengaging it from the frame, and allowing it to slide alongside the fixed section. Once closed, turning the door handle fully back to the vertical locking position locks the door.

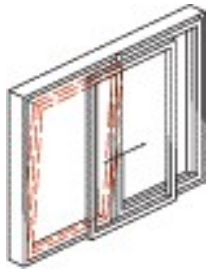
INWARD OPENING WINDOWS AND DOORS

TILT/TURN WINDOWS AND DOORS



A tilt/turn casement and doors are an inward opening, which, as the name implies, will turn perpendicularly on hinges in the casement jamb and tilt horizontally from hinges in the bottom rail/sill.
The side-hung function is primarily used in connection with cleaning of the external face of the glazing unit, while the bottom rail pivoting function is used to provide ventilation.
A handle in the casement jamb operates the casement; when closed, the handle is turned downwards. Depending on the make of handle, one function is achieved by turning the handle to a horizontal position and the other position by turning it (upwards) to a vertical position. By turning the handle to 45° it will often be possible to secure the casement in the bottom pivoting position, giving a 1-2 cm ventilation gap at the casement head. Fully tilted in the bottom pivoting position there will be a gap of approximately 10 cm at the top, although this dimension will vary dependent on the casement height.

TILT/SLIDE DOORS



Overall, this type of door functions like a lift-and-slide door. However, opening the slide/tilt door starts by disengaging the door leaf and tilting it in relation to the frame. Then the lower end of the door leaf is projected outwards, allowing the disengaged leaf to slide alongside the fixed section. Once closed, the door is locked by turning the door handle fully back to the vertical locking position.

MAINTENANCE: CLEANING AND LUBRICATION

General maintenance information

Windows and external doors of all materials require general maintenance, comprising cleaning and lubrication and a check of weather seals and sealant tape. This maintenance should be carried out in accordance with the following guidelines.

Cleaning

Depending on the direction they face and their location, external casement and frame surfaces will become dirty. They should therefore be cleaned at suitable intervals, normally in connection with cleaning the glazing units. Use water with a normal cleaning agent added. Finish by wiping surfaces and edges dry.

Lubrication

Once a year, all moving parts in hinges, handles and locks should be lubricated. It is particularly important that moving parts held together by rivets, e.g. turn hardware, are cleaned, and lubricated at least once a year.
Metal-only connections are lubricated with a neutral oil applied using an oil can, syringe, or a spray can with a thin tube.
Moving connections consisting of metal and synthetic materials should be lubricated with candle wax or a special lubricant in accordance with the supplier's instructions. Such connections are found in various types of hinge tracks; for them to function properly it is important that the hinge tracks etc. are also kept clean.

Weather seals and sealant tape

At the same time as the annual lubrication, weather seals and glazing tape should be checked.
Weather seals should be checked for proper location and fixing and to ensure that the seals are still sealing properly. Most types of elements allow simple removal and refitting of weather seals; this should preferably be carried out in connection with the application of a new coat of surface treatment. Never over paint weather seals!

Glazing tape should be checked for proper location and compression to ensure their continued weather tightness, also in corner joints. The compression of the glazing tapes is most easily checked using a thin feeler gauge, which should encounter resistance when inserted between the glass and the glazing tape.

Maintenance of surface treatment

Window and door units with external timber surfaces must always have a surface treatment whose primary function is to prevent harmful variations in the moisture content of the timber. The surface treatment must be renewed when there are signs of failure inthe water-repelling capability of the treatment.
Window and door units with opaque or semi-opaque surface treatment will usually show the first signs of deterioration in the timber bottom glazing bead, at the lower end of side glazing beads and in the lower casement corners. These failures will most frequently appear as splits in end grain and incipient peeling.
The need for maintenance of the surface treatment is very dependent on how the units have been installed and which direction they are facing.
Renewal application at 5–10-year intervals would serve as a rule of thumb. Maintenance should always follow the window manufacturer's instructions.
In oil-treated units in hardwood the signs of failing surface treatment will normally appear as discoloration of the timber in the exposed areas listed under painted units.
To prevent discoloration of units in hardwood it is important that the surface treatment remains water-repellent. This may mean that, after delivery, there will be a need for maintenance at six-monthly intervals (until the timber has become saturated) followed by renewed application at 1–2-year intervals.
Renewed application of oil should always be undertaken using a product and a method recommended by the window manufacturer.

VENTILATION OF THE DWELLING

New windows will usually be very airtight and there will therefore be a need for more systematic ventilation of the dwelling than in the case of older, draughty windows.

Regulatory requirements

Regulatory requirements vary from country to country. Please consult the relevant authority for information about the regulations, which apply in your country.

Avoid damage from damp - open the window!

- The air in a flat can soon become too humid because of cooking, washing, bathing, and watering potted plants. The humidair may cause damage from damp (mold spots) and health hazards (dust mites).
- Many people believe a flat to be self-ventilating but this is rarely the case. The inhabitants must therefore themselves ensure sufficient ventilation to remove the moisture generated in the flat...
- Newer buildings usually have mechanical ventilation, extracting air from kitchen and bathrooms through extraction vents in or near the ceiling. These vents must be kept open and clean to operate effectively. Often, there are also vents providing external air in or near windows. These supply the air, which is subsequently extracted through kitchen and bathrooms. These vents should be kept permanently open. In older buildings with small opening ventilation lights, it may be necessary to leave them permanently slightly ajar to provide enough fresh air.

REMEMBER: VENTILATE SUFFICIENTLY TO AVOID THE WINDOWS STEAMING UP.

- Even if we must save energy, going overboard could lead to dampair and poor air quality in our rooms, which should be avoided. Luckily, heating reasonable amounts of fresh air will not cost a fortune.
- It will cause fewer damp problems if all rooms are heated to aboutthe same temperature. Newly built flats may need to dry out. Therefore, care should be taken to ventilate particularly frequentlyduring the first year of living in a new flat.
- Replacing the windows or fitting draught excluders to doors or windows can make a flat so draught-proof that it requires more frequent ventilation than before.
- In a place where people smoke it is a good idea always to keep vents to theexternal air open or leave small opening ventilation lights ajar.
- In general, you should contact the caretaker or other relevant person if damp problems arise. Faults are most easily corrected if you intervene straight away.

REMEMBER: GOOD VENTILATION IS A MUST FORA GOOD INDOOR CLIMATE.

Warranty

The warranty terms are defined in a separate agreement with the warranty provider. Please refer to the issued sales documents.

Complaint guide

Complaints under the warranty may be made according valid warranty terms.

Claims to the Warranty provider can be submitted only concerning the discrepancies to Specification of the product according to the Order and standard product requirements applicable by local law.

Before claiming a product, Product owner should ensure that the non-conformity of the product can be confirmed by actual measurements and tests.

The visual quality of product must be assessed from the inside at a min. distance of 2 m and from the outside at a min. distance of 3 m. The assessment must be made in diffuse daylight (e.g. a cloudy sky) with no direct sunlight or artificial light. Irregularities that are not visible are not considered as defects. When checking reflection in the glazing unit, the distance from the outside must be at least 5 m.

Complaints about damaged products, that have been installed and defects could have been detected before the installation work, are not accepted, if more than 1 year has passed since the product was delivered to the product owner.

To submit complaints concerning defects under warranty, the Product owner must deliver:

- filled Product Quality Claim Form;
- photo material (for all type of defects)
- video material (for functional defects) of the defective Goods; and
- photo of an Item label (in a case of absence of the Item label a glass unit number, stamped on a glass spacer, is acceptable);

IMPORTANT - photos must reflect clear deviations from the requirements applicable to the product, appropriate measurements of the defect should be recorded.

Claim should be sent by email to address quality@arlanga.lt

Claim must be in writing and made within 2 (two) calendar days after detecting deficiency.

The Warranty provider has the right to consider the claim invalid if:

- the claim form is not filled out;
- the information on the defect assessment is insufficient;
- the defect does not exceed the permissible standards.

The Warranty provider has the right to request additional information for the evaluation of the claim. The Product owner must provide additional information within 3 working days from the date of submission of the Warranty provider's written request. If the product owner does not respond to the Warranty provider's request for more than 1 month, it is considered that the Product owner refuses further consideration of the claim and agrees to remove the product defects at his own expense.

After the Warranty provider receives the claim with supporting material as above, the Warranty provider within 2 (two) business days assesses if the warranty is applicable and informs the Product owner on the respective decision.

The Warranty provider undertakes responsibility to eliminate all detected defects and non-conformities of the warrant products within reasonable time agreed.

The Product owner may arrange defect removal works by itself with Warranty provider's confirmation if the cost of repair not exceed 1500 EUR. The Warranty provider undertakes to compensate the cost of such repair if the Product owner properly followed a claiming procedure.

The Warranty provider undertakes to provide free of charge replacement parts, required to eliminate the deficiencies of the warrant product.

In case the non-conformities of the product cannot be eliminated by repair work, the Warranty provider must propose to the Product owner one of the following options:

- compensate the price of the defective Good;
- produce a new product in separately agreed production terms.

The Product owner must confirm the most acceptable offer in writing.

The claim is considered closed when the Product owner confirms, that:

- the defect of the product is eliminated; or
- price compensation received; or
- the bill for defect removal works performed by the Product owner is covered; or
- the claim does not fall within the scope of the warranty conditions.

ARLANGA WOOD

PRODUCT QUALITY CLAIM FORM					
CLAIM NUMBER:					
Information provides Client					
Registration date		**Info on Item label**			
Filled by		Order no.		Date of production	
Company name		Position no.		Quantity of defected items	
Product installation address					
Info about product owner		**Description of nonconformity** (mark correct option by "Yes")			
Owner name		Glass unit defect		Fittings defect	
Address		Surface defect		Poor functioning	
		Assembly defect		Other defects	
Email		Dimensional deviation			
Detailed description of defect					
Implied cause of the defect					
Suggested solution to eliminate the defect					

Product Quality Claim Form can be provided in editing format by sending a request to quality@arlanga.lt