

## The Rooflight Company's Operations & Maintenance Guide

January 2015

This guide is designed for use by the end user and contains important information about product registration, guarantee, maintenance and cleaning.

**Please do not remove from the roof window.**



Designed in the UK

Assembled in the UK

Version: Operations & Maintenance Rev. B



## BLINDS

The Rooflight Company offer a wide range of blind options to match your light control and interior design needs. Our blinds are suitable for the Conservation Rooflight<sup>®</sup>, neo<sup>™</sup> and the Studio Designer Ranges.

### Light and Shade

The 'Natural Plains' range is made from pure cotton and provides shading to rooms. It is therefore most suitable for living rooms, bathrooms and kitchens. The range available is a Single Pleat Blind or a Roller Blind.

### Room Darkening

The 'Blackout' collection offers an effective solution for darkening rooms and is therefore ideal for bedrooms. The range is available in a high energy efficient Dual Pleat Blind or a Roller Blind.

*Please note that all pleated blinds come with black guide wires and the number / position of the wire depends on the size of the blind. Single pleat blinds do not come with side channels as standard but can be requested.*

*For out of reach roof windows we do not recommend manual roller blinds however we can offer a motorised option.*

Blinds can be bought online, please visit [www.therooflightcompany.co.uk/shop/blinds](http://www.therooflightcompany.co.uk/shop/blinds).

Thank you for choosing a Rooflight Company product. We are sure it will provide a high quality finishing touch to your project.

To ensure the maximum enjoyment from your purchase please read this Operations and Maintenance guide carefully.



**PLEASE NOTE THIS GUIDE CONTAINS IMPORTANT INFORMATION ABOUT YOUR GUARANTEE AND SHOULD BE RETAINED FOR FUTURE REFERENCE.**

## PRODUCT REGISTRATION

To benefit from the Extended Guarantee\* for this rooflight, please visit [www.therooflightcompany.co.uk/productreg](http://www.therooflightcompany.co.uk/productreg) and enter the serial number found on the sticker, on the back of this manual. To benefit from the terms of the extended guarantee, please note each individual rooflight or roof window must be registered.

Our roof windows and rooflights are guaranteed for 12 months from date of purchase in accordance with our Terms and Conditions. Upon registration with us, this guarantee can be extended as set out below, provided that the appropriate products have been installed correctly to suit their location and that the products are regularly maintained (with these actions recorded in accordance with our maintenance instructions).

Mild steel frame	10 years** (over 5km from the sea)
Stainless steel frame	10 years**
Hot zinc spray pre-treated frame	10 years (over 5km from the sea)
	5 years (within 5km of the sea)
Glazing unit and silicone	5 years
Internal timber casement linings	1 year
Ancillary items (such as gas struts, motors, blinds and controls)	1 year

\*Subject to Terms and Conditions

\*\*Subject to installed location and maintenance

Please see our Terms and Conditions for further details visit [www.therooflightcompany.co.uk/terms-and-conditions](http://www.therooflightcompany.co.uk/terms-and-conditions).

# ROOF WINDOW FRAMES

## ROOF WINDOW FRAMES

The metal framed roof windows are manufactured from folded and welded steel construction, protected with a primer and paint coating to ensure a long low-maintenance service life.

### A. Coatings & Protection

All roof windows and rooflights are powder coated and tested to EN ISO 12944-6. The longevity of the roof window will depend on where it has been installed.

### B. Location of product

If you live within 5km of the coast or an estuary, you will have been advised to purchase a roof window with a stainless steel or hot zinc spray pre-treated frame. The increased performance will ensure the longevity of the roof window in a harsh coastal environment.

**Mild steel frame** - suitable for roof windows further than 5km from the coast.

**Stainless steel frame** - suitable for roof windows within 5km of the coast.

**Hot zinc spray pre-treated frame** - suitable for roof windows within 5km of the coast.



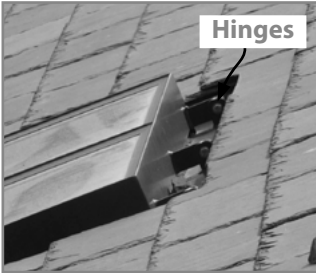
**THE SPECIFICATION AND INSTALLATION OF AN INAPPROPRIATE MATERIAL MAY RENDER THE GUARANTEE NULL AND VOID.**

### C. Installation & Maintenance

It is important to inspect the roof window before and after installation to ensure that no damage has been caused. The roof windows must be installed with the coating intact and be regularly maintained. Any damage to the coating will adversely affect its performance. If the frame is damaged please contact the Rooflight Company for advice.

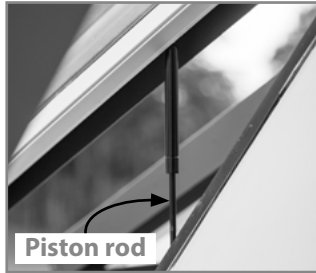
It is important that scheduled cleaning and maintenance is undertaken. Please note that the guarantee will become void if you do not follow the procedures outlined in this document.

MAINTENANCE



**Hinges**

Oil once a year. Ensure that the hinge bolts are tightened to a torque of 5N/m. Use oil sparingly, and apply only to the middle part of the hinge, where there is a nylon washer. This needs to be undertaken, as light engineering oils do evaporate over time.



**Gas springs**

The piston rod should be wiped with a clean dry grease-free cloth or piece of clean kitchen towel. Gas springs should be operated monthly and should be replaced when the pressure drops (particularly for Egress & Access roof windows).



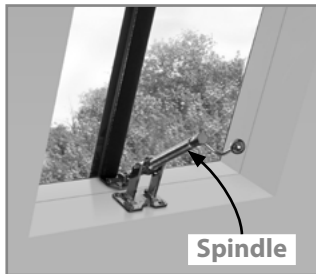
**Frame paint finish**

Inspect the metalwork for signs of cracking or chipping in the outer paint coating. Please contact the Rooflight Company if there is any damage.



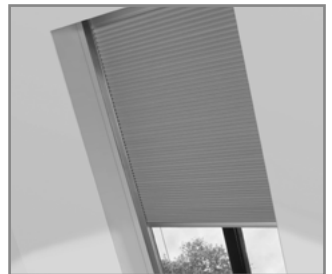
**Motors**

The motors are self-lubricating and should be operated a minimum of fortnightly.



**Manual ironmongery**

Lubricate the ironmongery spindle at least once a month using WD40 or a similar light oil.



**Blinds**

Lightly dust blinds with a cloth/brush or vacuum on a low setting.





## CLEANING

Cleaning should be carried out regularly and at the very least, every six months. This consists for the most part of cleaning the accessible parts of the product. As the external surfaces of the roof window are subject to the bulk of weathering, cleaning should be carried out from the outside. If this is not possible the roof window casement should be wound open to its furthest extent and then cleaned from the inside.



**PLEASE KEEP A RECORD OF ALL CLEANING ON PAGE 5 OF THIS GUIDE.**

### The Roof Window Frame

Wash the accessible metal parts of the roof window with warm soapy water, a soft cloth and rinse any cleaned sections with clean warm water. Do not use any abrasive cleaners or hard brushes.

### Glass

Clean the glass (the use of de-ionised water is helpful to reduce streaks).

### Weather Seals

All weather seals must be wiped down with a normal household detergent mix of soap and water at 6-monthly intervals to remove any build up of tree sap, dust and dirt on the seals and the sealing face of the window frame.

### The Top Gutter

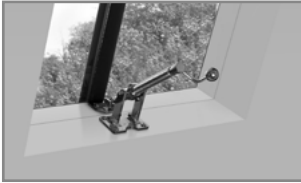
Clear away any material that has lodged in the top gutter of the roof window. An accumulation of leaves, twigs and roof tile chips in the top gutter can eventually lead to leakage at the roof window head. Chemicals contained within the debris can have a harmful effect on the paint coatings.



## HOW TO OPEN THE ROOF WINDOW

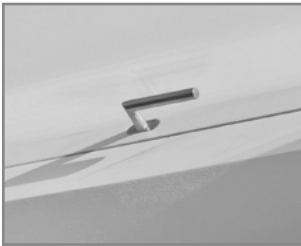
It is important to open your roof windows on a regular basis to ensure the room is well ventilated but also to ensure that the opening mechanism of the roof window operates effectively. The following opening options are available:

### Manually operated ironmongery



Roof windows can be operated by a handle or pole winder. They are available in brass or chrome and should be installed at the same time as the roof window. Turn the spindle to open the roof window.

### Manually operated neo™

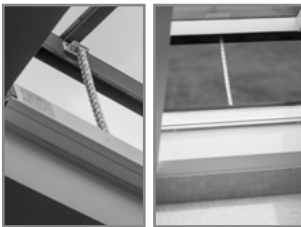


The manual neo™ is operated with a satin finished handle. The handle is pre-installed at the cill of the roof window. To open, turn the handle clockwise and lift; it will remain open with the support of the gas springs. To lock the window, carefully lower the casement and when closed, turn the handle counter-clockwise. For out of reach neo™ roof windows a pole winder can be used (see manually operated ironmongery above).



**When the window is open, this is not a locked position. Sudden gust of wind or objects pressing on the window may cause it to close suddenly.**

### Motorised roof windows



There are a range of different options for motorised roof windows. Motors are fitted at the cill or within the jambs for neo™. The motor will be operated via a switch or remote control.



**Danger of crushing hands and fingers.**

Motorised roof windows are not intended to be used in hand accessible locations. Keep people away from the operating area of the drive. Please refer to the supplementary supplied motor manufacturers operations and maintenance guide.

## Fixed Shut



Roof windows that are fixed shut need to be fitted with a fixing bracket. In some circumstances it is possible to remove this bracket and fit ironmongery. Please contact the Rooflight Company.

## HOW TO OPERATE THE BLINDS

Blinds can be fitted to the Conservation Rooflight® or the **neo™**. They are available as pleated or roller blinds and can be manually operated or motorised.

### Manual blinds



Manual blinds are operated by a 'tab' that is pulled down to the required position. For out of reach windows a pole can be used to operate the blinds.

### Motorised Blinds



Motorised blinds are fitted with a motor and are operated by a wall mounted switch or a remote control.

Blinds can be fitted retrospectively. Please refer to the installation manual for more information.

## TECHNICAL FAQ

### **Are metal roof windows and rooflights susceptible to condensation like metal windows?**

All our roof windows and rooflight models have been fitted with our unique 'Thermoliner' which allows condensation to be controlled by draining it through small drainage holes in the cill of the baseplate.

### **How do you clean the rooflights and roof windows?**

We recommend contract cleaning every six months to maintain your guarantee

### **Where can I find your terms and conditions?**

Terms and Conditions can be found at [www.therooflightcompany.co.uk/terms-and-conditions](http://www.therooflightcompany.co.uk/terms-and-conditions).

### **Where can I buy blinds from?**

Blinds can be bought on our Online Shop or by calling us on 01993 833108. Please have your roof window sales order number to hand when you call in.

### **My neo™ roof window casement does not hold itself open.**

The neo™ casement is counterbalanced with gas springs at either jamb; with day-to-day use the gas spring pressure can drop and these components will need replacing over time. Contact the Rooflight Company should you require replacement gas springs.

### **Do I need to register each roof window on my order for the extended guarantee?**

Yes, each roof window has a unique number which can be found on the back of this manual or on the sticker within the frame of the roof window. Each individual roof window must be registered.

### **My roof window is installed but I still have a query?**

If you are a homeowner and you have any concerns, in the first instance we recommend that support is sought from the original installer. Thereafter, we have a dedicated after sales department to provide support.

Please ask your installer to email us at [aftersales@therooflightcompany.co.uk](mailto:aftersales@therooflightcompany.co.uk) including the sales order number, full address and contact details.



# the Rooflight Company

*The Professionals' Choice*

Serial number: \_\_\_\_\_

Model Number: \_\_\_\_\_

Date of manufacture: \_\_/\_\_/\_\_\_\_

Visit [www.therooflightcompany.co.uk/productreg](http://www.therooflightcompany.co.uk/productreg) to register the roof window and extend your guarantee.

This guide is designed for use by the end user and contains important information about product registration, guarantee, maintenance and cleaning.

**Please do not remove from the roof window.**

Blinds are available for the Conservation Rooflight® and the **neo™**. Please see inside front cover to find out more information.

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