Tidebank Daedalus
Site B,
North & South

THE USE AND OPERATION OF ALUMINIUM, UPVC WINDOWS / DOORS AND CURTAIN WALLING

QUALITY DOCUMENT

THIS DOCUMENT CONTAINS INFORMATION THAT WILL ALLOW YOU TO GET THE BEST OUT OF YOUR FUTUREMOST LIMITED WINDOWS

Jack Fielder
[13/03/2019]

THE CARE AND MAINTENANCE OF ALUMINIUM, PVCU PRODUCTS, AND ASSOCIATED FITTINGS

- All surfaces should be cleaned using only warm soapy water, a mild detergent with a soft cloth.

- Cleaning should be carried out at least every 6 months (Spring & Autumn); **more frequent cleaning may be required in an industrially polluted or coastal area.**

- All hardware should be kept free of dirt and debris to ensure efficient and smooth operation.

    - Handles, hinges and locks should be lubricated using light machine oil, i.e. 3 IN 1. Excess oil should be wiped away.

TILT BEFORE TURN WINDOWS:

WINDOW HANDLES:

- TO LOCK – Push button to lock. (This will still permit the window to be "tilted" for ventilation).

- TO UNLOCK – Use the key to release the button and unlock the handle.

OPERATING TILT BEFORE TURN WINDOWS:

- To operate the tilt facility, turn the handle 90 degrees.

- To open the window fully for cleaning or emergency use:

THE WINDOW MUST FIRST BE IN THE CLOSED POSITION BEFORE BEGINNING TO TURN THE HANDLE OR KEY:

- To open the window (*TURN FACILITY) UNLOCKS THE HANDLE WITH THE KEY PROVIDED.*

- Turn the handle 180 degrees and pull gently.

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DO NOT LEAVE THE WINDOW OPEN IN THIS POSITION FOR MORE THAN 10 MINUTES AT ANY ONE TIME:

- In normal use when the window is opened the child restrictor engages automatically.

- For cleaning or emergency purposes only is it necessary to disengage the child restrictor

TO DISENGAGE THE CHILD RESTRICTOR (FOR CLEANING OR EMERGENCY PURPOSES ONLY):

- If the restrictor is locked, insert the Allen key and turn anti-clockwise by 90 degrees.

- When opening the window, push the black button on the head of the restrictor to disengage the restrictor arm from the hook.

- To reset the restrictor, close the window in the usual manner.

TO RE-ENGAGE THE RESTRICTOR:

- The restrictor automatically operates when the window is opened.

- For additional security the restrictor can be locked by inserting the Allen key provided and turning clockwise by 90 degrees. This will lock the restrictor but will still allow the window to open by 100mm (4").

THE USE AND OPERATION OF WINDOWS SIDE OPENING AND FANLIGHT WINDOWS:

WINDOW HANDLES:

- Push button in handle and turn handle to open.
- Turn key in handle to operate the lock.

SIDE OPENING WINDOW WITH BUILT-IN RESTRICTOR

TO DISENGAGE THE RESTRICTOR

- Press button (marked PUSH) in the hinge and at the same time push the window casement to open it sufficiently for cleaning purposes.

TO RESET THE HINGE AND RE-ENGAGE THE RESTRICTOR

- Close the window in the normal manner.

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TO RE-ENGAGE THE RESTRICTOR:

- The restrictor automatically operates when the window is opened.

- For additional security the restrictor can be locked by inserting the Allen key provided and turning clockwise by 90 degrees. This will lock the restrictor but will still allow the window to open by 100mm (4").

Folding Cams

To Open the Window

- Pull the connecting bar upwards until the catches release. Once released push the connecting bar forward and the window will open, when the catches have straightened then the window is fully open.
- The windows will be permentally restricted to 100mm.

To Close the Window

- To close the window, you will need to pull the connecting bar upwards. This will cause the catches to release and the window will start to close.
- When the opening window is closed you then pull the connecting bar towards you and push down, the catches will no lock together.

Specification of Works Allowed

- Grey outer (RAL 7016 Grained), white inner UPVC profiles supplied by Veka Halo System 10 and manufactured in-house by Futuremost Limited
- Internally beaded windows, internally beaded doors
- External projecting cills 95mm -180mm as required
- Standard rebated door thresholds
- Espagnolette locking to windows
- Furniture colour either white, chrome or black
- Restricted friction stay-hinges to opening lights
- Trickle vents included to heads of opening lights only
- Double glazed units comprising of; 4mm toughened / 20mm argon gas filled cavities / 4mm toughened Planitherm One soft coat 'low 'e'
- Clear or obscured (standard Pilks range) glass as required
- Toughened safety glass to current Building Regs

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GUARANTEE CERTIFICATE

Futuremost limited (the company) hereby warrant the aluminium windows supplied and installed on the development: - Tidebank Daedalus, Site B, North & South we are delighted to announce that the guarantee on most of our products is 10 years from the date of installation. It is intended that this Guarantee should be in plain English, in large print and very clear to all. Should you have any problem understanding it, or think that it is ambiguous in any way, please let us know.
Exceptions to the above are:

- **Glass sealed units:** any faulty materials or failure of the hermetic seal, for a period of **2 (two) years from date of manufacture.** Should a large/heavy glazed unit need to be replaced during the defects liability period, suitable access must be provided internally or externally to the required area. Futuremost will only replace the
- Defective glazing (FOC) once full, safe access/lifting equipment has been provided by others. All access and lifting equipment is to be paid by others.
- **Furniture, fixtures and fittings:** any faulty materials, failure, or discoloration for a period of **1(one) year from the date of manufacture.**

This is provided that:

- The windows and doors have been installed and maintained by the customer in accordance with the system manufacturer's recommendations.
- The windows and glazing have been maintained (cleaned and lubricated) by the customer in accordance with the system manufacturer's recommendations.
- The company is entirely satisfied that the failure is solely as a result of a defect in the materials or workmanship and that no part of the failure is due to vandalism, misuse, abuse or lack of maintenance.
- No replacement of any part or parts; or repairs have been attempted or under taken by persons other than Futuremost engineers, still covered under this warranty has taken place.
- No part of the above has been superseded by any contract condition entered into by the company.

Any repair work carried out or replacement parts supplied within the guarantee period under the terms of this guarantee certificate will also be covered by the company's undertaking, but only for the period of the original guarantee period. This guarantee will cover the material costs incurred for any remedial work covered by this guarantee.
In the event of disposal of the property covered by this guarantee, the company will permit the benefit of the remaining period of this guarantee to be assigned to the new owner(s) of the property and will recognize such new owners(s) as the customer to the benefit of this guarantee.
Any fault notified to the company under this guarantee will be investigated and rectified at the earliest mutually convenient time during normal working hours
(Monday to Friday 08.00 -17.00 not including statutory holidays or shut downs) and must quote the reference number of this certificate **(as shown above, Job No. 20112).**
This guarantee is in addition to and does not in any way affect the customer's rights.



Jack Fielder
Signed on behalf of
Futuremost Ltd

Date of commencement: 1/03/2019

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Customer Satisfaction Survey

As part of our continuing customer care program to provide you with a first-class service, we are Asking for your comments on the recently completed works on your project. Your comments will enable us to assess how successful we may or may not have been in providing the first-class service we seek and to make any changes to improve further the service we provide.

1. On a scale of 1 to 5 where 1 represents “Extremely satisfied” and 5 represents “Extremely Dissatisfied,” how would you rate your level of overall satisfaction with Futuremost Limited salesman/surveyor?

1	2	3	4	5	DK/NA/RF
☐	☐	☐	☐	☐	☐

2. On a scale of 1 to 5 where 1 represents “Extremely satisfied” and 5 represents “Extremely Dissatisfied,” how would you rate your level of overall satisfaction with Futuremost Limited fitters?

1	2	3	4	5	DK/NA/RF
☐	☐	☐	☐	☐	☐

About the work carried out:

3. Was an appointment made for this work to be carried out? Yes/no
4. If yes was the Futuremost representative punctual? Yes/No
5. Where Futuremost representatives polite and courteous? Yes/No
6. Was the job completed on time? Yes /No
7. Did Futuremost representatives leave the site clean and tidy and to your satisfaction? Yes/No

8. On a scale of 1 to 5 where 1 represents “Extremely satisfied” and 5 represents “Extremely Dissatisfied,” how satisfied were you with the finished work carried out by Futuremost Limited?

1	2	3	4	5	DK/NA/RF
☐	☐	☐	☐	☐	☐

9. On a scale of 1 to 5 where 1 represents “Extremely satisfied” and 5 represents “Extremely Dissatisfied,” how satisfied were you overall with the services provided by Futuremost Limited?

1	2	3	4	5	DK/NA/RF
☐	☐	☐	☐	☐	☐

10. Do you have any other comments about the work that was carried out and the service you received? (*We are especially interested in suggestions of how we can improve our service to you the customer).*

CASH SALES FIT	FUTUREMOST USE ONLY
Name: **Address:**	
Signature: **Contact No:**	**Installers Name:** **Job No:**

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