

# VUFOLD<sup>®</sup>

**BIFOLD DOORS AND WINDOWS**



**GETTING THE MOST FROM YOUR  
NEW VUFOLD WINDOWS.**

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Homeowner manual for all Vufold Windows

**T**hank you for making a wise decision and choosing to buy a Vufold WINDOW. This Homeowners' Manual is designed to help you get the best from your new WINDOWS. It has important advice for you at every stage from preparing your room and exterior opening, to installation itself and caring for your WINDOWS with regular cleaning and maintenance.

It also sets out the guarantees that will protect you when using our product in your home. Many guarantees and warranties offered to customers are complicated, and full of legal jargon and 'get out clauses' which are designed to confuse people.

We've made ours as simple and straightforward as possible. We hope you find this refreshing and a different approach from the team at Vufold.



### Vufold ten year guarantee against manufacturing defects

All Vufold WINDOWS are guaranteed for a full ten years against the occurrence of manufacturing faults, apart from the glass units which are guaranteed for a five-year period.

Vufold Ultra aluminium clad and Supreme aluminium WINDOWS have a 15-year guarantee on the external powder-coated aluminium finish, provided the WINDOWS are installed at least 800 metres from the sea.

This guarantee covers the original purchaser only and proof of the date of purchase is required to validate it. The guarantee is conditional upon complying with the Vufold instructions and recommendations for installation, care and maintenance set out in this Homeowner's Manual. This guarantee covers replacement of faulty parts only and does not cover incidental expenses.

Failure to comply with the installation, finishing and maintenance instructions will invalidate this guarantee. We recommend that a competent tradesperson installs this product.

You'll find full installation instructions supplied with each window. They can also be downloaded from our website at [www.vufold.co.uk](http://www.vufold.co.uk)

#### Our guarantee means that:

- All timber, aluminium and hardware components will be free of manufacturing defects when they arrive at your home. No manufacturing defect will appear during the ten-year period of this guarantee (15 years on the Ultra and Supreme external aluminium coating), subject to regular maintenance and cleaning by you on site.
- The double or triple glazed sealed units are guaranteed for a period of five years against breakdown of the seals.
- Handles, locks and hardware components are guaranteed for a ten-year period against manufacturing faults subject to regular maintenance and care in use.

### What to check when your new Vufold Windows arrives at your home

When your delivery arrives and before you accept it, please check all items to confirm there has been no obvious damage to the goods or the packaging by the courier/delivery company. If any damage is found please follow the procedures below:

If any Packaging damage is evident please contact our Customer Service Helpline immediately (01625 442899) while the delivery company is still there. We will then advise you on the best course of action.

If you have taken delivery outside of our normal working hours or if it is not possible to contact our customer service department and there is damage to the packaging please clearly record on the courier/delivery company paperwork that there is damage. Accept delivery of your order and contact our customer service department within 72 hours of receipt of the goods.

**Please note that you should never sign delivery documents as "Unchecked" if you do this we cannot then accept claims for damaged or missing items.**

**If any damage is noticed it is important that this is noted down on any courier/delivery company documentation.**

If everything is satisfactory with the delivery, you should fully unpack the window/s and check for manufacturing faults, defects or missing parts within 72 hours of receiving delivery.

You'll find a full list of the items you should have received in the assembly instructions included with the window/s.

**If there are any faults, defects or missing parts, please contact our Customer Service Helpline on 01625 442899.**

*Please note: we keep a full stock of spare parts for immediate despatch. There is no need to return the full window if a component is found to be defective or missing.*

*We cannot accept claims for damage, scratched glass or scratched aluminium after 72 hours following delivery or after installation has begun.*

### Handling and storage

The windows are heavy and weigh 30kg to 60kg each. They will therefore need two people to carry them. When storing the windows and frame before installation, they should be kept in their packaging, handled with care and stored in a dry, ventilated building.

They should be stored flat on a level surface - not on edge or on end. Windows should not be stored or fitted in your home until any plastering, painting and so on has been finished and the room is dried out.

### Installation

Please follow the installation instructions we have provided. All Vufold windows are manufactured with all components pre-machined and pre-sized, ready for fixing into the brick work opening at your home. No trimming or adjustment is needed and the windows must be fitted as supplied.

Vufold will not accept any responsibility for products which have been cut down or machined or otherwise changed from the original, standard product specification we supplied to you.

### Decorative protective coating before installation

The oak wood on the inside of the ULTRA aluminium clad windows, has been pre-finished in our factory with clear polyurethane varnish. The external surfaces of BOTH the ULTRA aluminium clad and SUPREME aluminium Windows are powder coated. The ULTRA and SUPREME Windows can be installed as supplied and need no further coating before installation.



## Vufold Ultra aluminium clad and Supreme aluminium Windows maintenance

To maintain the external aluminium powder-coated finish, wash regularly with soapy water and then dry off with a soft lint-free cloth. As a minimum, the external surfaces must be washed at least every three months, and monthly if within five miles of the sea or in an industrial area.

Our general recommendation would be to wash the external aluminium every time you clean your windows, which should normally be more regularly than the minimum requirement.

The oak timber on the inside of the ULTRA Aluminium Windows has been pre-finished in our factory using hardwearing clear polyurethane Varnish, which is the same finish as that used on most wooden furniture and should last for many years.

Maintenance is by wiping down, regularly with with a damp cloth and mild soap solution then dry and buff with a clean cloth.



## Preparing the Room for Installation

Generally timber components will not perform well in new rooms which are full of moisture, especially when combined with central heating or other heating.

For example, it is standard practice within the timber industry to ensure that all wet trades like plastering, painting, floor installation and finishing, are completed and the room fully dried out before installation. We do recognise that this is not always practical, especially with extensions or new build installations.

Often, the windows are installed before these jobs are completed or dried out. Then it can act as a barrier to the weather outside – and make the home secure – so that work can carry on inside the room.

Unfortunately, we cannot change the properties or performance of the timber components of the ULTRA Windows which are natural products.

We cannot therefore accept claims for any variation in the components, or cracks or splits that may appear due to moisture going into the timber of the ULTRA Windows in these conditions.

## Need technical help with installation?

If you have any technical questions or need advice on installation please call our Customer Service Helpline on **01625 442899**.

## The properties of timber - ULTRA Windows only

No two trees produce identical grains or colour of wood and this adds to the beauty of a natural product. We therefore can't guarantee that all window components will look exactly the same in grain and colour. What's more, warping of wood is not a defect if it's not more than ¼ inch (6mm) when it's in its installed position.

## Special hardware

Regular maintenance is needed to validate our guarantee as these components are made of metal and some have moving parts. Please follow the maintenance guidance given here.

## Hinges and Lock maintenance

Wipe down the visible surfaces with warm soapy water on a soft rag and then rinse off by wiping with a clean, damp rag.

Applying a thin film of light machine oil or WD40 will help to maintain the original lustre of the metal finish and to lubricate the hinge and lock action.

Be careful not to get these liquids on the wood of the ULTRA Windows as they can cause staining.

## How often?

This maintenance programme needs to be carried out as often as necessary to prevent deterioration.

However, as a guideline we recommend that this maintenance is done every three months if you live in a marine environment, or every six months if you live in a more general location.



## Locks and handles

These are guaranteed by the manufacturer provided they are fitted properly and maintained regularly as shown in the guidelines above. The guarantee does not extend to surface finishes or to faults caused by wilful or neglectful damage, or excessive wear and tear.

To maintain these components please follow these instructions:

## Handles

These should not be over tightened as this may impair the operation of the espangnolette, shoot bolt or lock mechanism. The handles should be lightly lubricated twice a year and cleaned with a soft damp cloth to remove any dust or grime, taking care not to scratch the surface. All hardware should be adjusted every so often to ensure a satisfactory operation.

## Low E tempered glass double or triple glazed sealed units

To reduce carbon emissions from the home and to keep heating and cooling bills down, the government has recommended that all manufacturers use special Low E thermal glass within the double glazed sealed unit in order to comply with building regulation Part L.

This glass is coated with a special substance to comply with the above and occasionally, and in certain light conditions, this can sometimes make the glass appear cloudy. This is very infrequent and only affects a minority of windows. But as a company, we do have to comply with the new regulations which are for the benefit of all, and this is not a defect.

Tempered glass means it has been toughened to be up to five times stronger than normal glass. It is unusual to break such strong glass, but sharp objects hitting the glass at certain points can cause breakage.

Tempered glass is also known as safety glass. This means that if it breaks it will shatter like a car windscreen into smaller fragments which are less likely to cause injury, unlike non-tempered glass which breaks into large, sharp fragments.

Glass must be regularly maintained and cleaned to stop break down of the glass or seals. This can be done using a mild solution such as washing-up liquid diluted in water.

Do not use abrasive cleaning solutions as this may cause scratching and break down.

## What to do if you have any problems

Our aim is to operate our customer service system as efficiently as possible to reduce any stress involved. So that we can respond quickly to any customer problems, our customer service department is based in the UK as an integral part of our business.

What's more, whichever member of our team starts to handle your problem or claim will see it through to completion, wherever possible. We keep a full stock of spare parts for ease of supply and these are normally despatched by courier to ensure a quick delivery.

**If you have a problem or need to make a customer claim, please telephone our Customer Service Department on 01625 442899 or email [customerservices@vufold.co.uk](mailto:customerservices@vufold.co.uk)**

If you send us an email, it would also be helpful if you could attach pictures of the problem area, as well as pictures of the full Window Installation, as this will help us to solve the problem more easily.

From time to time, we may ask to visit your home to inspect the window/s and discuss any problems with you in person. Naturally, this will be conducted in a professional and friendly manner, and by appointment with you.

For any agreed claim, our liability will be to replace any component parts in the same condition as originally supplied by us. We will not be liable for any other losses incurred by our customers whether direct, indirect or consequential, arising from any failure in the performance or our products.

This guarantee is non-transferable and is only valid while the purchaser remains in occupation of the installation address. This guarantee does not exclude any statutory rights of the purchaser.



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