

The logo for the Rose Collection is centered within a white rectangular border. The word "Rose" is written in a white, elegant cursive script, with a small rose and leaf icon integrated into the end of the word. Below "Rose", the word "collection" is written in a white, clean, sans-serif font.

Rose
collection

OPERATION & MAINTENANCE GUIDE

How to operate and maintain your Rose Collection sash windows.

version 3.0



Rose collection

Thank you for choosing Rose Collection timber-alternative sash windows.

Our sash windows have been designed to suit all kinds of properties, from newly-built to traditional. With very little maintenance or upkeep they will continue to look great for decades, while being practical, efficient and simple to use.

As with anything, getting things right at the beginning is the foundation for many years of trouble-free use. Therefore, this guide is designed to help you through the process of operating and maintaining your sash windows the right way.

In the rare event that you encounter a problem with your sash windows, in the first instance you should talk to the company who installed them for you.

Traditional style and elegance. Modern performance. No compromises.

[#TraditionRedefined](#)



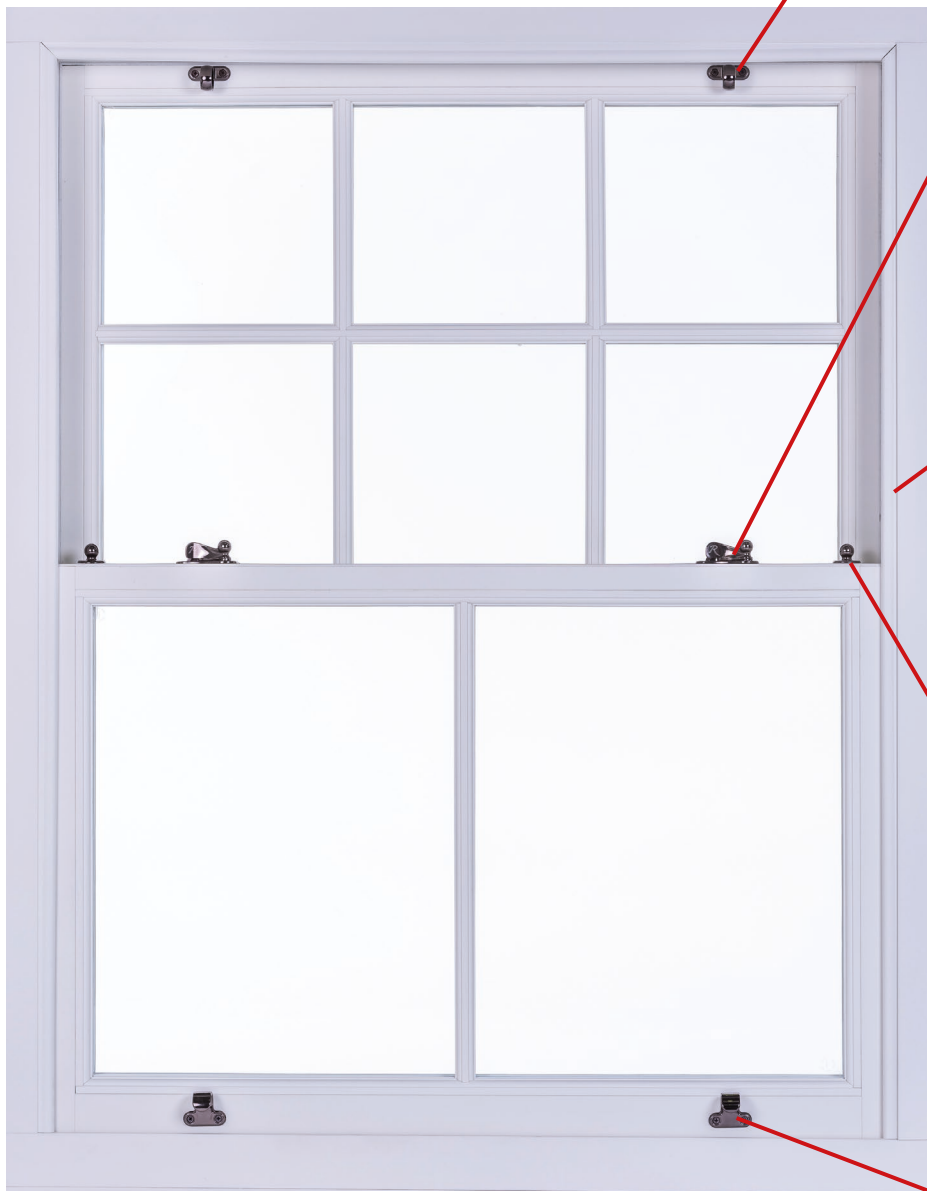
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YOUR SASH WINDOWS

Congratulations on your new sash windows!

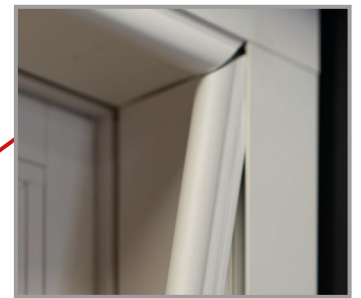
Before you start using your windows, here's a quick guide to the key components.



Pole eye



Locks



Staff bead



Tilt knob



Sash lift

OPERATING YOUR WINDOW

Operating your sash window is very simple. All you need to do is unlock the window, open the catches and then slide the sashes up or down as required.

Keys are supplied with your windows when they are installed.

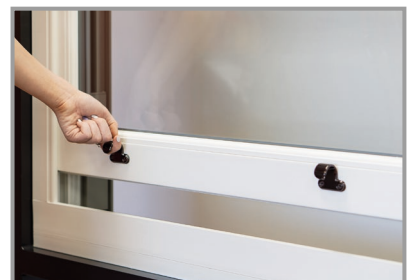
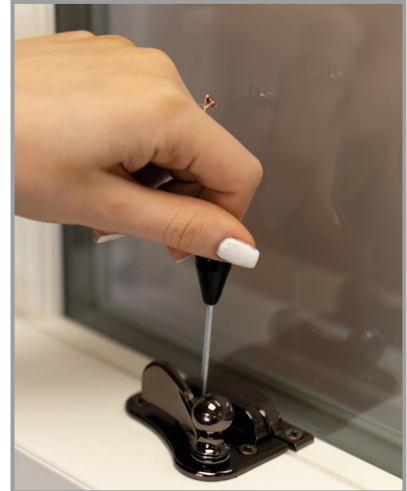
Note that there are different keys depending on which type of locks you have: standard keys for Acorn locks and allen keys for Globe locks..

Unlocking & locking

- Unlock your windows by putting the key into the keyhole located on the locks and turning anti-clockwise. On Globe locks this is a grub screw. On Acorn locks it is a standard keyhole.
- Once this has been done on both locks, rotate the catches towards you to fully release your window. You can now slide your sashes as required.
- To lock your windows simply reverse the procedure: close the sashes, engage the catches and then lock them. Ensure that the sashes are fully closed before closing and locking the catches.

Opening

- Once a window is unlocked and the catches disengaged, you can open the sashes.
- To open and close the bottom sash, use the sash lifts on the bottom rail.
- To open and close the top sash, use the pole eyes on the top rail.



TIP

For maximum ventilation, open both the top and bottom sash halfway. This encourages air to circulate, allowing cooler air in through the bottom while warmer air exits through the top.

WARNING

Do not use the glazing bars mounted on the glass as handles to operate the sashes. While they are firmly attached, repeated misuse may loosen them.

USING THE TILT FEATURE

Both of the sashes on your window have a release mechanism that allows them to tilt inwards, where they will be held at approximately 40 degrees. This feature allows you to clean the outside of your windows from inside your home.

This section explains how to use this feature.

We recommend cleaning the top sash first, so that water doesn't drip down onto an already cleaned bottom sash. However, before you can tilt the top sash you must first tilt the bottom one.

Tilting the bottom sash

- Unlock your window.
- Slide the bottom sash up slightly, until the bottom edge of the sash clears the upstand on the sill.
- Locate the two tilt knobs on top of the bottom sash, on the midrail.
- Slide the tilt knobs towards each other and then pull the top of the sash towards you slightly. You will feel it release as it pivots towards you.
- Lower the sash into the tilt position until it rests naturally on its tilt restrictor arms. Be sure to support the weight of the sash until it is fully resting on the arms.

Tilting the top sash

- With the bottom sash already tilted, slide the top sash down almost as far as it will go.
- Locate the two tilt knobs that are on top of the top sash.
- As before, slide them towards each other and carefully tilt the top sash inwards until it rests on its restrictor arms.
- With both sashes tilted, you can now clean the outside glass.

WARNING

The tilt facility should only be used for cleaning the outside glass. Do not leave your windows with the sashes tilted for long periods. Tilting the sashes is not an alternative to opening the sashes in the normal way.

Do not attempt to slide a sash once it is in the tilted position. Doing so risks damaging the sash mechanism.



Opening the bottom sash



Sliding the tilt knobs



Tilting the bottom sash

CLEANING THE OUTSIDE GLASS

With both sashes tilted inwards, you can now clean the outside panes of glass.

Cleaning the outside glass

- Carefully reach around each side of each sash to clean the outside glass.
- Be careful not to lean on the tilted sashes while you are cleaning the outside glass.
- You may find it easier to clean the top sash and then close it before cleaning the bottom sash, as this will give you more room.

Close the sashes

- Having cleaned the outsides, carefully but firmly push the top sash back into the upright position with both hands, until you hear it 'click' into place. Check that it is properly located and cannot tilt back inwards.
- Repeat with the bottom sash until it clicks into position.
- Slide both sashes closed.

Cleaning the inside glass

- With both sashes closed, you can now clean the inside glass in the usual way.

Tips for cleaning your windows

We recommend using nothing more than warm, soapy water to clean the glass and the frames on your windows, inside and out. You can then rinse them with clean water.

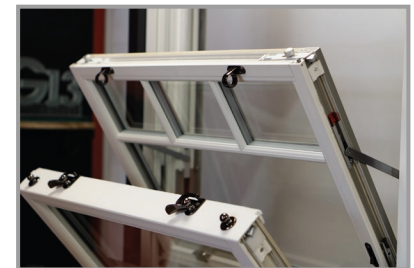
There is no need to use harsh cleaning chemicals on your windows, and you should never use abrasive cleaners, as you risk scratching the surfaces.



Tilting the bottom sash



Tilting the top sash



Both sashes in their tilt position. Note the tilt restrictor arm holding the top sash in position.

EXCEPTIONS

For safety reasons large and heavy sashes where the weight exceeds 25kg do not have a tilt facility.

On Ultimate Rose windows that have the optional external chamber cover fitted, the top sash does not have a tilt facility.

On Ultimate Rose windows that have the option internal staff bead fitted, the staff bead must be removed before tilting the sashes. See page 9 for more instructions.

CLEANING THE UPVC FRAME

The uPVC frames of your windows need to be cleaned occasionally to maintain their original appearance.

How often this is needed depends on the situation, location and environment of your windows, but in general the uPVC **should be cleaned every six months**. This section will help guide you on how to keep your windows looking their very best.

You will need

- A bowl of warm water and washing up soap.
- Some clean water to rinse.
- Non-abrasive cloth.

Clean the frame

- Flood your cloth by submerging it in the bowl.
- Squeeze off excess soapy water and wipe down the frame.
- Rinse any soap off using clean water.
- Once you have cleaned your frames, allow them to dry naturally.

Internal surfaces

- If you want to polish the internal surface, a colourless silicone household polish may be used.



WARNING

Never use abrasive cloths, sponges or detergents to clean your windows. These may scratch the surface, making future cleaning more difficult and possibly affecting the appearance of your windows.

OPERATING THE STAFF BEAD

Operating your staff bead is very quick and easy. The staff bead is there to create a traditional aesthetic on the inside of your windows. However, when it is in place it prevents the sashes from tilting.

Therefore, before you can tilt your sashes (see page 6) you will need to remove the staff beads.

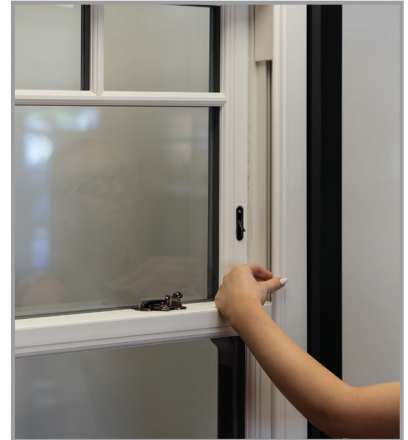
Staff bead is a two-part system. The staff bead receiver is permanently fixed to the window frame. The separate staff bead then pushes into this receiver.

Detaching the staff bead

- Begin by placing your hand half way up the rounded edge of staff bead.
- Firmly pull until you feel it start to slide out. Note that the staff bead is flexible and will bend during this process - this is normal.
- Working your way towards the corners, gently pull the staff bead until the rest pops out.
- Once its detached you can pull it away from the frame, as shown on the photo.
- Repeat this process on the other side of the window. You will now be able to tilt your sashes.
- NOTE: you do not need to remove the staff bead running across the top of the window.

Attaching the staff bead

- To reattach your staff bead, reverse the previous actions.
- Begin by reinserting the bead into the top corner of the frame. Ensure that you are locating it into the side-facing channel of the staff bead receiver.
- Once this is back in, bend the bead slightly and push the bottom corner in as well. You should now have both corners in, while most of the rest of the bead is curved away from the receiver.
- You can now feed the rest of the bead back into the receiver, feeling it pop into place.



NOTE

Staff bead is an optional feature and is only available on Ultimate Rose windows.

USING LIMIT STOPS

Your windows may be fitted with limit stops called “shark fins”. When engaged these restrict the amount that the sashes can open. They can be temporarily closed to allow your windows to open fully.

Limit stops are a safety feature that prevents windows from being opened fully. This is especially useful in rooms upstairs where children may have access to the windows.

Engaging your limit stops

Limit stops are engaged when they are in the ‘out’ position, which then prevents the sashes from opening by more than a small amount. They can be locked in this position to prevent them from being disengaged.

- With your sashes in the closed position, unlock your limit stop using the key provided.
- By turning the key anti-clockwise your limit stop will pop out into the engaged position.
- Once this has happened, lock your limit stop again turning the key clockwise.
- Your limit stops cannot be pushed back in - they’re successfully locked in the engaged position.

Temporarily disengage limit stops

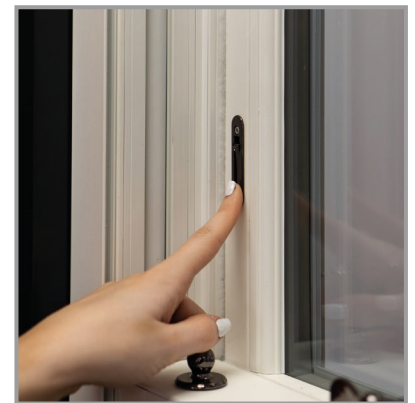
- Unlock your limit stops while they are in the engaged position.
- Push the fins of the limit stop in. They will stay in position, allowing your sashes to be opened fully.
- You can engage and disengage the stops as required while they are unlocked.

Disabling your limit stops

- Unlock the limit stops and push them in so they are disengaged.
- You can now lock them into position, allow you to slide your sashes freely until you unlock your limit stops.



Limit stop in engaged position



Disengaging the limit stop



Locking the limit stop

NOTE

We recommend that you keep the limit stops out in the engaged position at all times. For safety reasons this can be especially important for windows above the ground floor, or in rooms where children may access the window.

FIRE ESCAPE PROCEDURE

The following instructions explain how to use your sash windows as an emergency fire escape. We recommend familiarising yourself with this routine for safety.

Open the bottom sash

- Unlock your window using the key supplied.
- Once it is unlocked rotate the locks anti-clockwise so the window is fully released.
- Slide the bottom sash so that it's fully open.
- In most cases, this will be enough for you to escape through the window.

Fire exit mode

- If required you can make the fire escape space taller.
- With the bottom sash fully open, tilt it inwards slightly (as described on page 6).
- Now that the sash is slightly tilted, you can slide the sash up further than it would normally go. This provides a few extra inches of space through which you can escape.
- It should look as shown in the image below.



WARNING

Only use this method of sliding a tilted sash in an emergency. It can damage the sash mechanism meaning that your sash will no longer close fully.



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