



Quality Alert

Ideal Combi Windows—Maintenance/Aftercare issues

During aftercare on a completed project it came to light that the composite windows do not align with the end users access maintenance strategy.

There are 2no issues that are present:

1. Unable to safely access all adjustment and easements points to the window system.
2. There are 10no lock keeps to the perimeter of the larger window frame which & 6no lock keeps to the smaller which causes functionality issues and tightness if all keeps are not accurately levelled with the locks.

You can see from the mark up in fig 1 that in order to get access to the 3no adjustment points you will be required to remove the restrictor arm to both windows and open 90degree which in turn causes a risk from fall from height.

Out of the 16no lock keeps, 10no are inaccessible when window has its restrictor in place.

This has also caused the gaskets to catch on the keeps and has caused damage, see fig 2.

Fig 3 was taken from a ground floor window, you can see the extent of the window opening required to get to the necessary points.

Actions:

Projects to ensure that when procuring windows that the Access & Maintenance strategy is included in the tender packs and to make sure this document is tabled, discussed and documented in design meetings.

Where possible request a visit to the manufacturers factory and ask for a demonstration on how the end user is to maintain the windows.

Fig 1

- Adjustment point
- Inaccessible lock keep
- ▶ Locations of lock keep

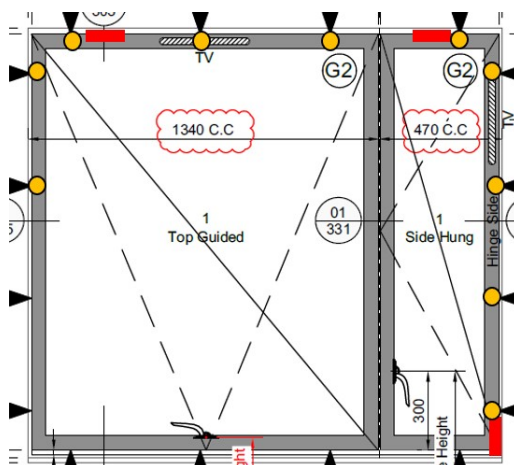


Fig 2

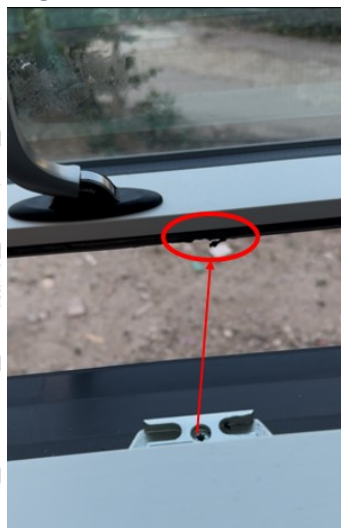


Fig 3



This advice should be used, where the above is applicable, and the information discussed with your team highlighting the following points:

- Projects to ensure that when procuring windows that the Access & Maintenance strategy is included in the tender packs and to make sure this document is tabled, discussed and documented in design meetings.
- Where possible request a visit to the manufacturers factory and ask for a demonstration on how the end user is to maintain the windows.

Toolbox Talk Packages (put an 'x' next to the related work packages):

Brickwork / Blockwork	Doors & Windows	Roof	Drainage	Frames	Roads, Paths, Pavings & Surfacings	Site preparation works
Substructure	FFE	Flooring	Internal walls & partitions, Ceilings	Joinery / General Carpentry	Painting	Fire & Lightning protection
Walling (Tiling)	Electrical installations	Services / Systems	Water installations	DFMA (Offsite Manufacture)	Design	Miscellaneous



Everyone has the right to be
100% Safe