



**TotalCare Package**  
Operating and Maintenance Manual

[cmswindows.com](http://cmswindows.com)



## About CMS Window Systems

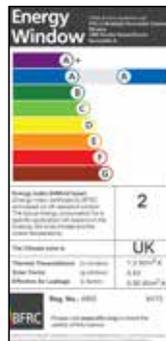
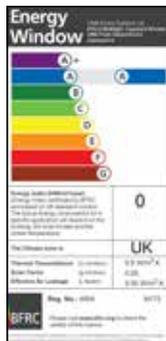
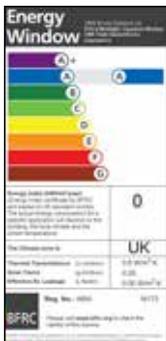
Since our inception in 2006, we've enjoyed significant and continued success as one of the UK's market leading designers, manufacturers and installers of PVCu, aluminum and timber composite, windows, doors and curtain walling systems. We have specialist manufacturing and recycling facilities at our headquarters in Castlecary, Cumbernauld and at our premises in Kirkcaldy. Our commitment to exceptionally high standards of quality, service and aftercare ensures we build long standing relationships with our diverse client base.

## Our energy efficient products

All CMS windows come with a BFRC (British Fenestration Rating Council) approved window energy rating (WER) label. The label tells you how energy efficient your windows are on a scale from 'A' to 'E' with 'A' being the most energy efficient. All CMS PVCu window styles have an 'A' rated certification.

## What are energy efficient windows?

Energy efficient windows help to contain and conserve the heat within your home, keeping out wind and rain and allowing the natural 'free' energy from the sun to heat your home. Having energy efficient 'A' rated CMS windows fitted in your home will help to reduce your household heating bills which in turn will help to reduce your carbon footprint.



# Introducing the **TotalCare** package from CMS Window Systems

CMS low maintenance windows and doors are designed to add to your comfort as well as enhance your home. These simple operating and maintenance instructions will ensure prolonged reliability from your windows and doors for many years to come.

## How to operate your new windows and doors

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## How to look after your new windows and doors

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# Casement windows

CMS PVCu casement windows are simple to operate and made from a combination of fixed panes and top and side opening casements. They do not 'stick out' into a room when being opened, which allows blinds and curtains to go undisturbed. Casement windows also have the facility to lock in narrow opening positions for ventilation through espagnolette locking systems.

## Side Hung



Unlocking the handle

If the handle is locked, unlock it by inserting the key into the lock cylinder and rotating it. The handle is now unlocked and the key can be removed.



Opening the window

Open the window by rotating the handle through 90° to the horizontal position and pushing the window outwards.



Activating ventilation position

When the window is aligned with the keeps (A), secure the window in the ventilation position by rotating the handle through 90° back to the vertical position to activate the espagnolette locking bolts.



Deactivating ventilation position

Release the window from the ventilation position by rotating the handle through 90° back to the horizontal position to deactivate the espagnolette locking bolts.



Closing the window

Close the window by pulling it to its fully closed position. Turn the handle through 90° back to the vertical position.



Locking the handle

If required, lock the handle by inserting the key into the lock cylinder and rotating it.

## Top Hung - operates in the same way as side hung



Opening the window step 1

If the handle is locked, unlock it by inserting the key into the lock cylinder and rotating it. The handle is now unlocked and the key can be removed.



Opening the window step 2

Rotate the handle through 90° to the vertical position. Open the window by pushing it outwards.



Activating ventilation position

When the window is aligned with the keeps (A), secure the window in the ventilation position by rotating the handle through 90° back to the horizontal position to activate the espagnolette locking bolts.



Deactivating ventilation position

Release the window from the ventilation position by rotating the handle through 90° back to the vertical position to deactivate the espagnolette locking bolts.



Closing the window step 1

Close the window by pulling it to its fully closed position.



Closing the window step 2

Turn the handle through 90° back to the horizontal position. If required, lock the handle by inserting the key into the lock cylinder and rotating it.

# Ventilators

## Trickle ventilators - horizontally operated

Your window may be fitted with horizontally operated trickle ventilators to provide ventilation even when the window is closed.



Step 1

To open the vent, hold the vent handle and gently push it in a horizontal direction.



Step 2

To close the vent, hold the vent handle and gently push it horizontally in the opposite direction than used when opening the vent.

## Trickle ventilators - vertically operated

Your window may be fitted with vertically operated trickle ventilators to provide ventilation even when the window is closed.



Step 1

To open the vent, hold the vent handle and gently push it in a vertical direction upwards, towards the top of the window.



Step 1

To close the vent, hold the vent handle and gently push it in a vertical direction downwards, towards the bottom of the window.

# Reversible windows

CMS PVCu reversible windows are designed for easy cleaning from the inside of your home. These windows are fitted with a specially designed hinge system which allows the window to turn inside out on itself without sticking out into the room allowing for safe and easy cleaning of the outside pane from inside the room.

## Opening from a closed position



Opening the window

If the handle is locked, unlock it by inserting the key into the lock cylinder and rotating it. The key can now be removed. Raise the handle through 90° to the vertical position to release the locking system.



Activating initial restricted position (100mm)

Push the window open from the closed position. It will resist being pushed past the initial restricted position (100mm).



Opening past initial restricted position

Press your finger on the restrictor button and push the window until the next restricted position is reached (250mm).



Opening past second restricted position (250mm)

Press your finger on the restrictor button again and push the window until the next restricted position is reached (250mm).

## To reverse the window when opened

### Reversing the window



Step 1

Press the restrictor button and open the window to arms length.



Step 2

Take hold of the top of the window and pull down until the reverse restrictor is reached.



Step 3

The window will resist being pulled down further once the reverse restrictor is reached.



Step 4

The window can now be safely cleaned from inside the room.

### Returning the window to its original position



Step 1

Press the restrictor button.



Step 2

Gently begin to push the window upwards.



Step 3

keep pushing the window gently upwards until it flips over.



Step 4

The window should now be back in its original position.

Please control the speed of the operation and take care to remove fingers when opening and closing the window and also when operating the safety restrictor.

## Closing from the open position



Closing the window

Pull the window towards you with the handle in the vertical position. There is no need to push the restrictor when closing.



Locking the window

Turn the handle through 90° to the horizontal position to lock the window. If required, lock the handle by inserting the key into the lock cylinder and rotating it.

## Locking the restrictor



As a child safety device, the restrictor can be locked in any of its set opening positions. To lock the restrictor turn the disc plate on the hinge a quarter turn clockwise. To release the restrictor, turn the disc plate on the hinge a quarter turn anti clockwise.

# Easy clean windows

CMS easy clean windows are often installed in locations where access is restricted eg above a kitchen sink as they open fully into the room in a slow and controlled manner for easy cleaning of the external pane.



Opening the window

If the handle is locked, unlock it by inserting the key into the lock cylinder and rotating it. The handle is now unlocked and the key can be removed.



Opening the window

Turn the handle through 90° to the horizontal position and gently pull the handle towards you to open the window.



Opening the window

The window will open in a slow and controlled manner to allow the outside pane to be safely cleaned.



Closing the window

Push the window gently back into position and turn the handle through 90° to the vertical position.

# Easy reach windows

CMS easy reach windows are fitted with a special handle which allows the user to open the window fully or into the tilt position, and to close the window without having to use their own pulling or pushing strength.



Opening the window into the tilt (ventilation) position

Turn the handle through 180° to the horizontal position to automatically open the window in the tilt (ventilation) position.



Closing the window from the tilt (ventilation) position

Turn the handle through 180° to the horizontal position to automatically close the window from the tilt (ventilation) position.



Opening the window fully

Turn the handle 90° to the vertical position to open the window fully into the room to allow for cleaning of the external pane.



Closing the window

Gently push the window closed. Turn the handle back to the original horizontal position to close the window fully.

# Window winding systems

CMS window winding systems are often installed in locations where the window to be opened is too high to reach. The winding handle allows the high level window to be easily and safely opened.



Opening the window

Locate the winding handle corresponding to the window which requires opening. Open the window by rotating the handle clockwise.



Opening the window

The window can be opened fully by rotating the handle completely or left partially opened by rotating the handle a lesser amount.



Closing the window

Close the window by rotating the handle anti-clockwise.



Closing the window

The window can be closed fully by rotating the handle completely or left partially opened by rotating the handle a lesser amount.

# Tilt & Turn windows

CMS PVCu tilt & turn windows are designed to tilt inwards on bottom hinges to allow for safe ventilation. They also open fully inwards on side hinges to allow full access to the outer pane for cleaning. These two methods of opening are operated by the same handle for ease of use. Please note that the window is restricted when it is in the 'tilt' position.

## Tilt mode for ventilation



Handle type A - no lock      handle type B - with lock

If the handle is locked (type B), unlock the handle by inserting the key into the lock cylinder and rotating it. The key can now be removed.



Opening the window

Rotate the handle through 90° to the horizontal position and pull the window inwards.



Closing the window

Close the window by pushing the window to its fully closed position.



Locking the handle

Rotate the handle through 90° to the vertical position. If required, lock the handle by inserting the key into the lock cylinder and rotating it.

## 2. Turn mode for cleaning and emergency exits



Opening the window step 1

If the handle is locked, unlock the handle by inserting the key into the lock cylinder and rotating it. The key can now be removed. Open the window into the “turn” position by rotating the handle through 180° to the vertical position.



Opening the window step 2

Open the window by pulling the window inwards.



Closing the window

Close the window by pushing the window to its fully closed position.



Locking the handle

Rotate the handle back through 180° to the vertical position. If required, lock the handle by inserting the key into the lock cylinder and rotating it.

# Restrictors

## Autolatch restrictor

When you open your window the autolatch restrictor is automatically engaged and restricts how far the window will open. To release the restrictor please follow the procedure listed below.



Releasing the autolatch restrictor

Pull the window part way towards the closed position about 20mm movement of the sash.



Releasing the autolatch restrictor

Move the arm of the Autolatch restrictor away from the stud fitted onto the frame.



Opening beyond the autolatch restrictor

Push the window fully open whilst holding the Autolatch restrictor until the arm clears the frame stud.



Closing the window

When you close your window the Autolatch restrictor automatically re-engages onto the frame stud ready for next time the window is opened.

## Push button restrictor

To release the restrictor please follow the procedure listed below.



Releasing the push button restrictor

Open the window and the push button restrictor is automatically engaged to restrict how far the window will open.



Releasing the push button restrictor

Press down on the button to release the restrictor.



Releasing the push button restrictor

The window will now fully open.



Engaging the push button restrictor

Close the window and rotate the handle back to its original position. The push button restrictor automatically re-engages ready for the next time the window is opened.

**Please note that a push button restrictor is an optional extra and not fitted as standard.**

# Residential Doors

CMS high security doors are fully reinforced and fitted with safety glass as standard and one of a wide range of Multi Point Security Locking Systems and fully adjustable 3-D face mounted hinges.

If your door is fitted with keylocks

## Unlocking and opening



Unlock the door by inserting the key into the lock cylinder and rotating it away from the door frame.



Push the handle down to disengage the locking mechanism. While holding the handle in the “down” position, push open the door.

## Closing and locking



Closing the door from inside the property

Close the door to its fully closed position so that it ‘clicks’ shut. Lift the handle upwards to engage the locking mechanism.



Locking the door from inside the property

Insert the key into the lock cylinder and rotate it to lock the door.

If the inside of your door is fitted with a thumb turn

## Closing and locking



Closing the door from inside the property

Close the door to its fully closed position so that it 'clicks' shut.



Locking the door from inside the property

Lift the handle upwards to engage the locking mechanism. Lock the door by turning the thumb turn.

### NOTE

Composite or PVCu doors will not bow as a result of any water ingress. However to ensure your door is prevented from bowing throughout its long life, the hook locks should always be engaged in their keeps when the door is closed.

This is achieved by lifting the handle upwards to engage the locking mechanism whenever the door is closed. Closing the door on the centre latch only and failing to engage the hook locks may induce a bow over time. Failure to engage the hook locks will therefore invalidate the guarantee against bowing.

If your door is fitted with a lever on both sides of the door

## Unlocking and opening



Unlocking the door to enter the property

Unlock the door by inserting the key into the lock cylinder and rotating it away from the door frame. Push the lever down to disengage the locking mechanism.



Opening the door to enter the property

Slide open the door.

## Closing and locking



Closing the door from inside the property

Close the door to its fully closed position.



Locking the door from inside the property

Lift the lever upwards to engage the locking mechanism. Insert the key into the lock cylinder and rotate it to lock the door.

# Cleaning & Maintenance

## PVCu windows & doors and composite doors.

### Frames

Frames and doors should be washed with a soap and water solution at least every three months in heavily built up areas or every six months in rural locations. Clean with a non-abrasive cleaner that is suitable for plastics, using a soft cloth that is free from grit, dust and dirt. Avoid thinners and all solvent based cleaners. To maintain the mechanisms in good working order make sure the window sashes and hinges are kept clear of obstructions like builders rubble and plaster residue.

### Glass

Heavy external grime should be removed first with a solution of soap and water. Any household glass cleaner may then be applied with a clean soft cloth. Laminated glass, or glass containing Georgian bars, is cleaned in the same manner. The glass used in most double glazed units is easily scratched therefore cleaning cloths should be free from grit, dirt and dust. It is also recommended that hand jewellery is removed prior to cleaning.

### Escape Windows

Some windows which can be opened wide to provide an escape route for emergencies, may be fitted with a different type of hinge that allows for cleaning from the inside of the property. The hinge is fitted with a lever that when pressed allows the sash to slide sideways. After activating this feature for easy cleaning, make sure that the sash is pushed back to the sides and that the levers on both hinges have engaged again, before closing the window fully.



### Reversible Windows (pages 5, 6 & 7)

To reverse the window for cleaning the outside of the glass, open the window to arms length and then take hold of the top of the window and pull down until the reverse restrictor is reached. Ensure that the sash is held in the reversed position on the restrictor before cleaning. Clean the outside of the glass only when window is held safety in the restricted position. After cleaning the outside of the glass, return the sash through its motion until the second opening restricted position is activated. Please control the speed of rotation for correct operation. Release the restrictor button by depressing and, with one hand on the handle, close the window gently either to the first restricted position or the fully closed position. Take care when opening and closing the window and operating the safety catch to remove fingers. After depressing the restrictor, keep control of the sash with the other hand whilst closing.

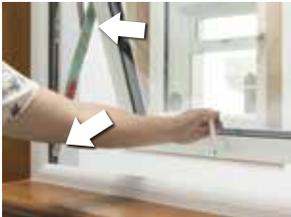
# Hinges and Locking Systems

## Espagnolette Locking System



Periodic lubrication of the espagnolette locking system with a light acid-free lubricant will help to ensure a smooth operation. Strikers are 'mushroom' shaped and can be turned using an Allen key. Take care not to adjust the strikers to require too much pressure as this will strain the espagnolette. It should be possible to comfortably turn the handle when closing the window without having to force it.

## PN Hinges



The CMS fully reversible window contains a PN hinge. Periodic lubrication of the PN hinge at the riveted points and pivots shown, with a light acid-free lubricant, will help to ensure a smooth operation.

NB: These metal components must never be painted.

## Friction Hinges



The sliding track on friction hinges must not be lubricated. The amount of friction on the hinge can be adjusted by turning the adjusting screw.

## General Maintenance

Regularly grease and oil with a readily available acid free and non-resinous will ensure ease of operation for many years. Please note that WD40 is not a suitable lubricant. Lubricant should not be used in the cylinder lock (where you put the key). Security strikers made of steel require continuous greasing in order to avoid unnecessary rubbing.

In addition, the individual screws are to be checked. Possible loose screws or broken off screw-heads are to be tightened or replaced immediately by a specialised company.

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# Environmental consideration

## End-of-life of windows and doors

Once a window or door has come to its end of its useful life, the most environmentally considerate way to treat the product is by reusing the material or recycling to avoid sending it to landfill.

## Benefits of recycling windows/doors

- Glass can be melted down and remoulded to make new objects. The energy needed is less than the energy required to make new glass from raw materials.
- PVCu frames can be micronised and the resulting PVCu powder can be added to new PVCu profile as well as being re-extruded to make PVCu reinforcement for new windows.
- Metal can be melted and remoulded, using less energy and resources than obtaining metal from metal ore.
- Recycling diverts waste from landfill, reducing greenhouse gas emissions.

## CMS Window Systems is committed to recycling

At CMS Window Systems every end-of-life window or door we extract is returned to one of our dedicated recycling facilities and broken down into its component parts. For example PVCu frames are sent to a specialist re-processor to be shredded, granulated and micronised. This post-use raw material goes back into the extrusion of new PVCu profile and PVCu reinforcement material, for use in the making of new window frames. And glass waste from manufacturing and recycling is returned directly to our glass supplier to be reintroduced into the manufacturing cycle. The sealed glass units in our new windows currently contain around 38% recycled glass.

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