



NZ
NINEZERO



SITE INSTRUCTION,
AFTERCARE MANUAL
& WARRANTY

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Congratulations, you have taken delivery of your Nine Zero order. Your windows and doors have been manufactured to the highest standards and quality, as with all of our product range.

The manual contains instructions that must be followed carefully so as not to invalidate your warranties in the unlikely event of a claim being made. This document should be passed to the homeowner on completion of the installation or building premises owner to make sure that maintenance and aftercare are fully undertaken. Failure to do this could affect the Nine Zero Warranty and Terms & Conditions. Please follow the step-by-step guide to ensure that the guarantees remain valid throughout their service life.

PRODUCT DELIVERY

HANDLING

The customer or contractors are responsible for arranging the necessary labour or mechanical handling to unload and store the goods in a safe manner without risk of injury or damage to the products. The delivery documentation will state product weights to assist in determining the correct procedures if requested prior to delivery.

Nine Zero's obligation is limited to delivery at a point on a safe hard road surface nearest to the delivery address, unless Nine Zero are undertaking the installation.

STORAGE

- A clean dry storage area must be provided that is flat and clear of other materials.
- All windows and doors must be stacked vertically and braced.
- Cover the products with good quality external grade sheeting to protect them from the elements.
- Preferably store under cover in a building or storage unit.



CHECK THE DELIVERY

- On receipt of the units please ensure products are in good condition and match your order exactly. If you find faults or defects please contact Nine Zero immediately.
- All products must be separated sufficiently to allow air circulation and avoid damage to the paint surface from projecting ironmongery or fittings. If goods are to be stored for a period longer than two months, the individual product wrapping, if applied, should be removed for ventilation. Cover products with suitable external sheeting to protect from dust and dirt.
- All packaging is for protection of our products during transportation and must be removed prior to installation.
- **Do not** store in areas recently plastered or not adequately dried out. Keep clear of moisture and dirt or where construction processes are being carried out.
- **Do not** expose to strong sunlight, excessive heat, or store in complete darkness for long periods, as the latter can discolour the finished coating.
- **Do not** lay products flat as the surface coatings and glazing systems are designed for vertical and drained surfaces.
- **Do not** leave out in the rain as the internal frame is not designed to clear standing water.

PLANNING & PREPARATION



IMPORTANT: Before commencing any work, the installation fitters should ensure the following are checked:

- They have received and understood all necessary drawings, survey details and order information, etc. If any clarification is needed, please call us on **0208 397 8636** or email **hello@nine-zero.co.uk**
 - If it is likely further works will be carried out around the fitted items, it is very important to fit adequate protection. For instance, grinding of metal and other building materials can create particles that can cause damage through abrasion and rusting.
 - They have the correct tools and all Personal Protective Equipment (PPE).
 - They have all the correct protective coverings for the immediate area of the installation and all walkways are clear.
 - Where the installation requires portable access equipment for working at height, all necessary safety best practice has been adhered to.
- Guidance on Health and Safety and working at heights for the installation of windows and doors can be found on the Glass and Glazing Federation website:
<http://www.ggf.org.uk/publications/health-and-safety-publications/>
- Will they be planning to install and seal the new windows and doors on the same day that the existing items have been removed?
 - Make sure they carry with them sufficient fixings, sealants and architraves/trims for the installation.
 - They have arrangements in place to ensure all structural openings, windows and doors can be made secure and weather-tight prior to leaving site.
 - Make sure the building is well ventilated prior to installation commencing.

INSTALLATION

Our guidance on installation is designed to provide support to a competent qualified fitter. Due to the variations in building design, installation sequence and many other variables, it is not possible to cover a complete step-by-step guide to installation. The approach requires the competent fitter to follow our guide to best practice, adapting to suit the building requirements and observing the specific instructions provided.

BEST PRACTICE

It is always a challenge to install a high-performance timber product, especially on refurbishment properties. The best practice guides the installer to ensure the final install meets British Standards set out in BS 8213. This standard was revised in 2016.

Installers should:

- Operate within the British Standard for Window Installation BS 8213; a summary of the main points is provided in the following sections.
- The installed product must be square and plumb within the structural opening. If the structure is not square or plumb the difference should be dealt with in a way that does not compromise the installation of the windows and doors, nor damage the product itself. This could mean varying the width of the mastic or using trims to cover the variation between window and structure. There may be a need to adjust the structure to accommodate the new window/door to correct this issue.
- Windows and doors should be fixed at the recommended spacings as set out in the guidance to follow and also at points where the frame can experience load, for example door hinges, keeps and also top hung bi-fold doors through the head track.
- If any trims or cover fillets are cut on site, it is critical that they are fully decorated according to our instructions and all end grain sealed.
- Bay windows must be installed with attention to the instructions level to avoid issues at the corner joints.
- Site glazing is challenging and must be installed to our recommendation and guidance with complete attention to the instructions to ensure that it provides the guaranteed performance.
- At all times the products must be protected from site contaminants (the worst being brick dust, cement and metal swarf) to prevent damage to the coating and furniture.
- If internal wet works are being carried out, such as floor screeding or plastering, this should be done prior to the installation, where possible, or humidity control measure must be in place.
- Adjust the products once installed and check for further adjustment during the following 6 weeks to determine whether any allowance is required after initial settlement.

SUMMARY OF BS 8213

There have been significant developments over the past few years in the design of components and materials used in the fabrication of windows and doors. Products are now both considerably more thermally-efficient and durable, and advances have been made in fixing materials, techniques and adjacent detailing. To enable the windows and doors to perform most efficiently and effectively, the overall installation must be appropriate for the product being installed, together with its use in service and the conditions that need to be satisfied.

FIXING OF THE FRAME INTO THE OPENING

During the process of fixing the new frame, the following points need to be considered:

1. Levelling the cill

It's crucial that the replacement window or door is fitted onto a solid and level cill. The window should not be fitted directly onto the cill, therefore a 5mm gap/packer should be used. The following steps are recommended:

Step 1 - Remove any loose debris from the cill and ensure that the remaining material is in good repair.

Step 2 - If the cill is not level, apply packers on a bed of mastic sealant at intervals of no more than 450mm (centre to centre). The packers that are used must be capable of supporting the load, be resistant to rot and provide as much contact area as possible, with a maximum of 150mm in thickness.

2. Removal of sashes

It's often simpler and safer to install the frame with the sashes/doors removed. If required, sashes and doors can be removed by following the instructions that are outlined in the Product Specific Information section of this manual - see from page 9 onwards.

3. Position in frame in opening

Insert the frame into the opening and level using wedges if required. Wedges should be used in the corner or within the corner connection to ensure that the frame remains square. It is vital that the products are fitted level and plumb within the opening.

4. Fixing locations

Once the frame is square in the opening it will need fixing in place with at least two fixing points on each jamb. These should be located 200/300mm below the head and 200/300mm above the cill. Additional fixing points no more than 600mm centres (best practice to 450mm centres) will be required.

In the following cases, head and cill fixing may be required:

- The product information in this manual specifies it;
- The window or door exceeds 1000mm in width;
- Coupled frames are being fitted;
- A structural engineer has requested it. Head and cill fixings should be located at the centre point of the frame as shown on page 16.

PRODUCT CARE



VENTILATION OF BUILDING

Nine Zero products are manufactured in a controlled environmental and conditions to maintain the correct moisture content of the wood. When carrying out wet trades where windows and doors have been fitted, it is essential to ventilate and dehumidify the rooms. The product surface coatings are not designed to protect the base material against moisture penetration in saturated enclosed atmospheres. This type of environment can cause the surface coating to blister and result in potential movement to the timber substrate which is not covered by the Company's Warranty.

Ventilation is also necessary to prevent condensation forming on the inside of the glass surface. Further airing may be required until the building is fully dried out, which can often take up to six months following completion of the building.

PROTECTION OF INSTALLED WINDOWS

Windows and doors must be protected at all times from continuing construction work which may produce dust and other pollutants that will affect the product's finish and glazing tapes/silicones, as well as interfere with hardware operation.

Particular attention is required for construction operations that produce abrasive grit, such as angle grinding or rendering, which will pit or scratch glass, paint surfaces and hardware finishes. Please treat your window products as you would items of furniture.

GLASS CLEANING

All labels on the glass will need removing as soon as possible after installation. The labels are low tack but long exposure to direct sunlight will increase glue bond, which could make removal more difficult. Soften the labels on the glass units with water to remove more easily. Glue residue on the pane may be removed with a solvent cleaner. Please follow product guidelines.

Only use the minimum amount of water with a very small amount of mild detergent, for example washing-up liquid or pure soap flakes, when cleaning the units for the first time following installation. Dry the surface with a damp cloth and shammy leather to remove all water from the surface.

You must never use a hose or use large quantities of water for cleaning as this is an unnatural application and will create moisture imbalance within the products. All movement as a result of overuse of water to the surface will not be covered by the Company's Warranty.

GUARANTEES

At Nine Zero we supply the highest quality timber windows and doors to our customers. We supply fully tested design, with premium materials so our windows and doors are durable, but also elegant and traditional.

Our products are designed to provide you with years of high performance with minimal maintenance. We are committed to performance and are backed by industry guarantees, which are supported by our suppliers. Our guarantees are very transparent in how they work, as this brochure details. It's very important to note that whilst our windows and doors are designed for long life with low maintenance, there are some simple maintenance procedures required that are detailed within our Owners' Manual that need to be followed. By carrying out these simple maintenance procedures Nine Zero are confident they you will have many years pleasure from our range.



UP TO 30 YEARS.
MANUFACTURER'S
WARRANTY
**AGAINST FUNGAL
ROT AND DECAY.**



UP TO 10 YEARS.
MANUFACTURER'S
WARRANTY
**AGAINST FAILURE
OF WEATHER
SEALS.**



UP TO 10 YEARS.
MANUFACTURER'S
WARRANTY
**AGAINST PAINT
COATING SYSTEM
FAILURE.**



UP TO 5 YEARS.
MANUFACTURER'S
WARRANTY
**FOR ALL DRAINED
AND VENTED GLAZING
UNITS.**



UP TO 5 YEARS.
MANUFACTURER'S
WARRANTY
**FOR ALL WINDOW AND
DOOR HARDWARE
(OPERATION ONLY).**



UP TO 5 YEARS.
MANUFACTURER'S
WARRANTY
**AGAINST STAIN
COATING SYSTEM
FAILURE.**

See full warranty details on page 30 of this brochure and maintenance information to support these guarantees.

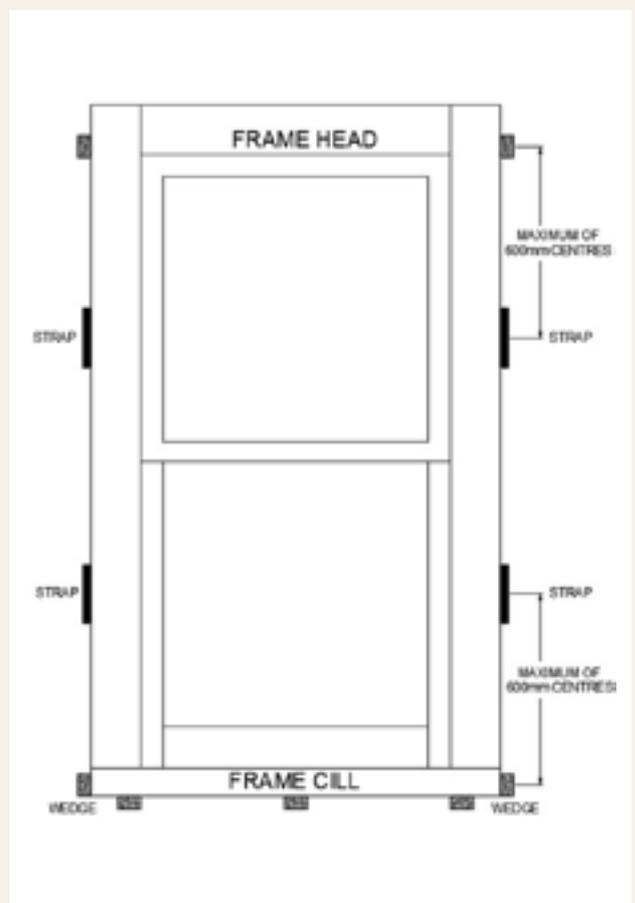
SASH WINDOWS

SPRING BALANCE, CORDS & WEIGHTS

INSTALLATION

- Install into prepared structural openings at least 10mm greater in height and 15mm in width than overall frame size. If necessary, let straps in to maintain tolerance.
- Wedge evenly on all sides and under jambs and mullions; adjust to ensure frame is plumb, square and level before your final fix.
- Provide additional fixing to head and cill on units more than 1000mm wide with straps. Do not fix through cill.
- Check that diagonal frame dimensions are the same and the product functions correctly before final fix.
- It is best practice to use a DPM and cavity closer between the structure and the window section.
- **Do not** build in products. Our products are not load bearing.
- **Do not** use the window or door opening for access during the construction process without adequate protection.
- **Do not** use as a resting point for scaffold and other structural equipment.
- **Do not** use excessive amounts of foam as this may deflect jambs and damage surface coatings.

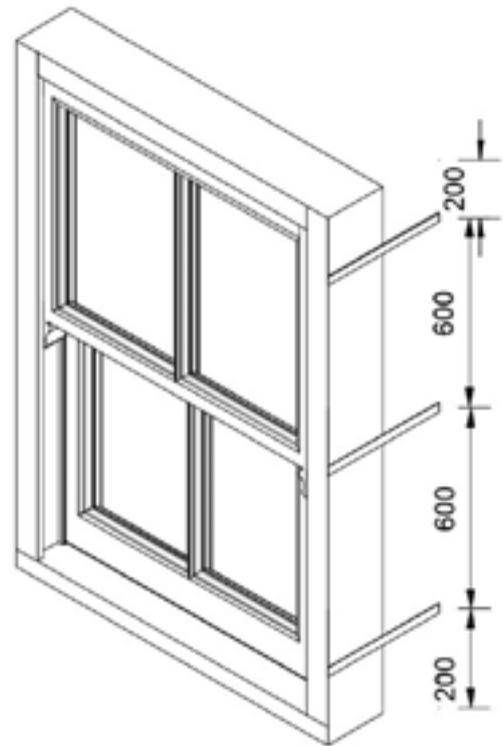
1. **Do not** over tighten fixing points as this will deflect the jambs
2. **Do not deflect;** screwing should be at wedge packing points. If strap is fixed with packers behind the strap, fixings must be through the packers to avoid a 'seesaw' action which will bow the frame.
3. **Box sash windows:**
 - Wedge at head, cill horns and under jambs.
 - Provide intermediate straps screwed into internal and external liner thickness.
 - Pre-drill the liners for screw fixings.
4. **Do not** enter box void with screw fixings or nails from architraves as sliding weights will not function.
5. **Do not** use excessive amounts of foam as this may deflect the frame jambs.
6. **Do not** fix through face of cill. Use straps underneath to avoid damage to paint surface.



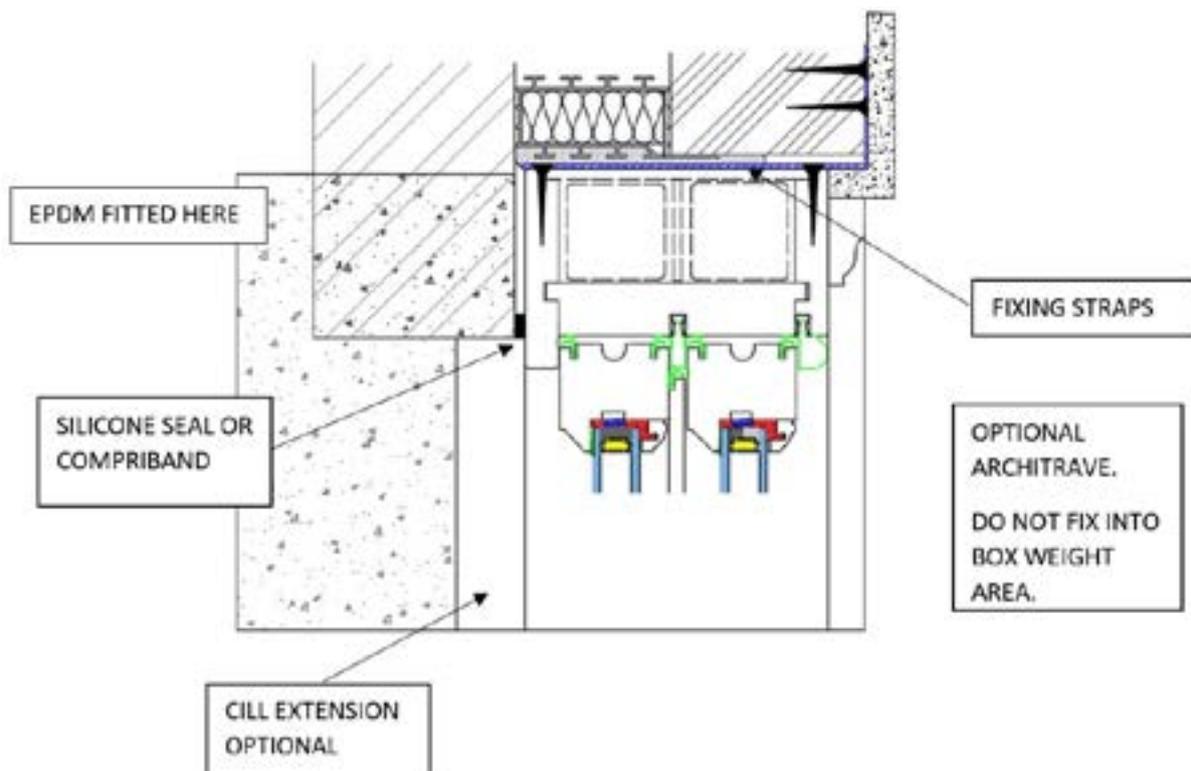
SASH WINDOWS

RECOMMENDED FIXINGS & FIXING POINT

- Recommended fixings are galvanised or stainless steel straps fixed to the external edge of the frame and the inside structure.
- Fix jambs 200mm to 300mm from each corner, then at maximum 600mm centres for Spring Balance windows. The same applies for Box Sash windows at head/cill, then at maximum 600mm centres.
- Provide intermediate fixings to head and cill when more than 1000mm wide, but use straps (**do not fix through frame**).
- **Do not** deflect jambs; screwing should be at wedge packing points. If strap fixing with packers used behind the straps, fixing must be through the packer to avoid a 'seesaw' action which will bow the frame.
- **Do not** over-tighten fixing points as this will deflect jambs.



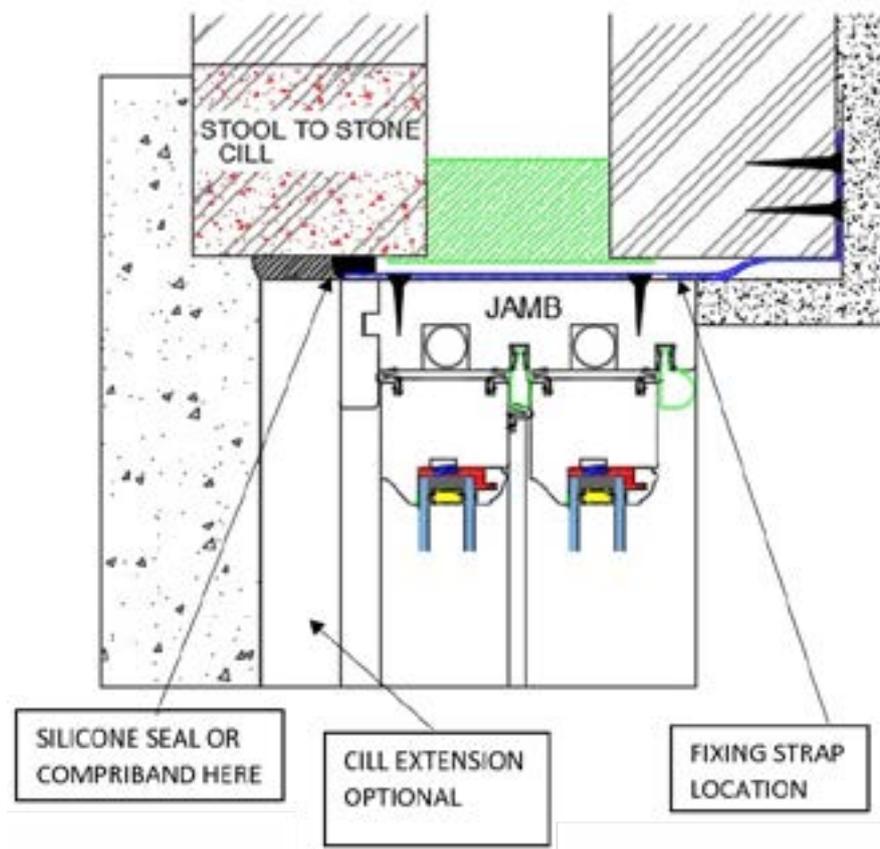
Spring sash shown.



SASH WINDOWS

- Installing a box sash window (general position into a step reveal detail).
- Pre-drill the frame liners for screw fixings.
- 10mm tolerance between structure and frame allows 6mm between cavity closer and frame.
- Normal tolerance is 7mm in width and 10mm in height.
- Typical new build flush detail shown with strap fixing.
- Make sure you do not impede the spiral balances when fixing straps.
- Stone cill detail shown with timber cill extension.
- Pre-drill all screw fixings into frame.

Spring balance shown.



BOX SASH WINDOWS

When installing sash windows with cords and weights, do not enter box void with fixings or nails as sliding weights will not function.

SEALANT JOINTS

The external joint between frame and structure should be lightly caulked with polyurethane foam and pointed with a high quality low modular sealant to colour match the adjoining masonry in accordance with the manufacturer's instructions. For improved insulation and thermal performance, use compriband tapes to external face.

SASH WINDOWS

BALANCE MECHANISM

DELIVERIES WITH SASHES FACTORY-FITTED

Sash windows with spring balances are fitted with powerful pre-tensioned torque-free balances for which adjustment is available but should not be needed.

DELIVERIES WITH SASHES SEPARATE (LARGE HEAVY WINDOWS)

For convenience or if requested.

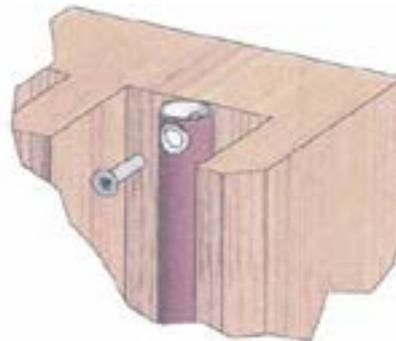
INSTALLING SPRING SASHES



Staff bead removal.



Balance removal.



Screw fixing.

1. Remove right-hand side staff bead. Then remove both balances from each side rail of the bottom sash with special hook tool. Release the balance from the fitting position by pulling down and carefully allowing them to coil back into the balance tube. Then remove right-hand side of parting bead from groove and repeat the process to the top sash.



Special balance removal tool

These can be purchased on request from the main supplier. Contact Nine Zero Trading and we will send you details.

2. To remove the clip-fit staff bead and parting bead you will need a clean flat putty knife held between the timber frame and the bead. Then use a clean sharp 50mm chisel and insert between bead and frame at the centre point. Lever off the putty knife which is protecting the paint surface and the bead should pop clear of the fixing channel. Once clear, disengage the whole bead. Follow this process for the parting bead.

SASH WINDOWS

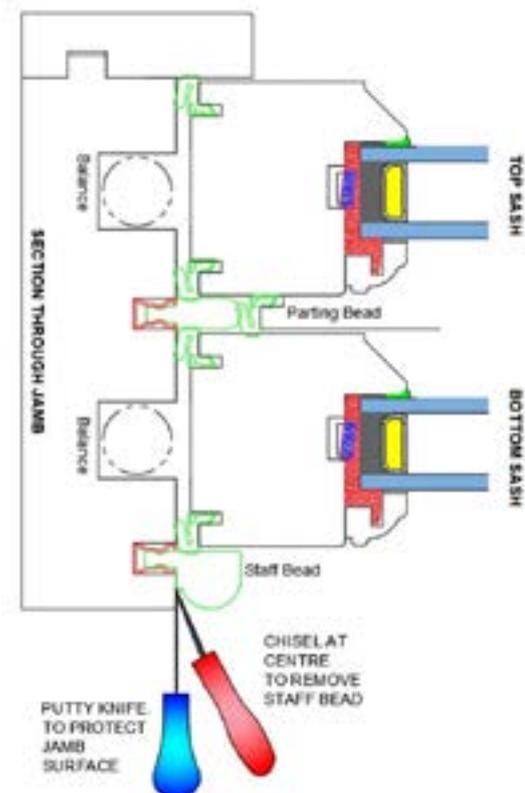
3. Make sure you keep sashes with the correct frame as fixing the wrong sash will cause issues with operation. Fit frame as instructed in previous page details.
4. Once the frame is secure you can fit sashes back into the frame starting with the top sash first. Use special hook tool to pull the spiral back down to locate into the fixing keep on the side of the sashes. Then locate the parting bead on the right-hand side by pushing the top and bottom into the receiver channel in the frame. Then tap with a rubber or nylon mallet until it snaps home. **Do not** use excessive force, as this will damage the bead surface.
5. When fitting the sash, make sure all-weather seals are seated correctly and not inverted or catching on the parting bead. To help ease the sash into position you will need a 1mm thick gauge of plastic laminate, or similar material, to slide between sash and frame to help ease of fitting. Repeat this process for the bottom sash and then fit the last right-hand staff bead.



6. Replace staff bead tapping home into grooved channel.



Balance removal.



Staff Bead & Parting Bead removal.

SASH WINDOWS

BALANCE MAINTENANCE

In the unlikely event of failure, or possible damage, replacements can be ordered by quoting the information from the order confirmation and the window reference for the replacement balance.

The sash balance units are lubricated during the production process and are designed to be self-lubricating during the operation of the window sashes. Therefore, the balances should only require a minimum of maintenance but we would recommend the following checks are made annually:

- The windows must be cleaned at regular intervals.
- Check that the balance fixing screw is secure (do not over tighten).
- Check that the fixing brackets are secured to the sash and not damaged or distorted in any way.
- Is the balance tube damaged in any way?
- If dirt and debris have built up at the bottom end of the balance, it can be cleaned with a cloth and re-greased using Castrol Spheerol AP2 spray on Torso balances.
- Ultralift balances: multi-purpose grease can be used and we suggest that the brackets are coated at the same time.
- Ultralift balances: multi-purpose grease can be used and care should be taken not to contaminate the pivot shoe or the slide channel.
- Check that the travel stops are in place and that the sash moves to contact the travel stop without any undue force. This will ensure the balances are not being either over-extended or crushed. Finally check for smooth running of the sashes and adjust balances if required.
Ultra-lift fitted as standard.

Please note that the above maintenance schedule covers use in normal environments only. If hardware is to be used in extreme environments, such as coastal areas or marine environments, then an upgraded maintenance schedule will probably be required, as deemed appropriate by the buyer or end user. Please be aware that failure to follow this maintenance schedule could void the Nine Zero product warranties.



DECORATION

- Do not decorate balance tubes.
- If in any doubt, please contact us for advice and guidance as site-damaged balances are chargeable replacements.

SASH WINDOWS

CORDS AND WEIGHTS

1. Remove staff bead and parting bead as with spring sash windows.



Staff bead removal.

2. Select the top sash for the frame being worked on.

- 3.



Loosen screws on the side of the sash but do not remove.



Cord Grip to fix to sash.

4. Pull down the sash cord on the left-hand side of the frame and hook it onto the screw on the left-hand side of the sash; you may need two people for this. Tighten screw.



Pull cord down to engage.



Hook over oval screw head.



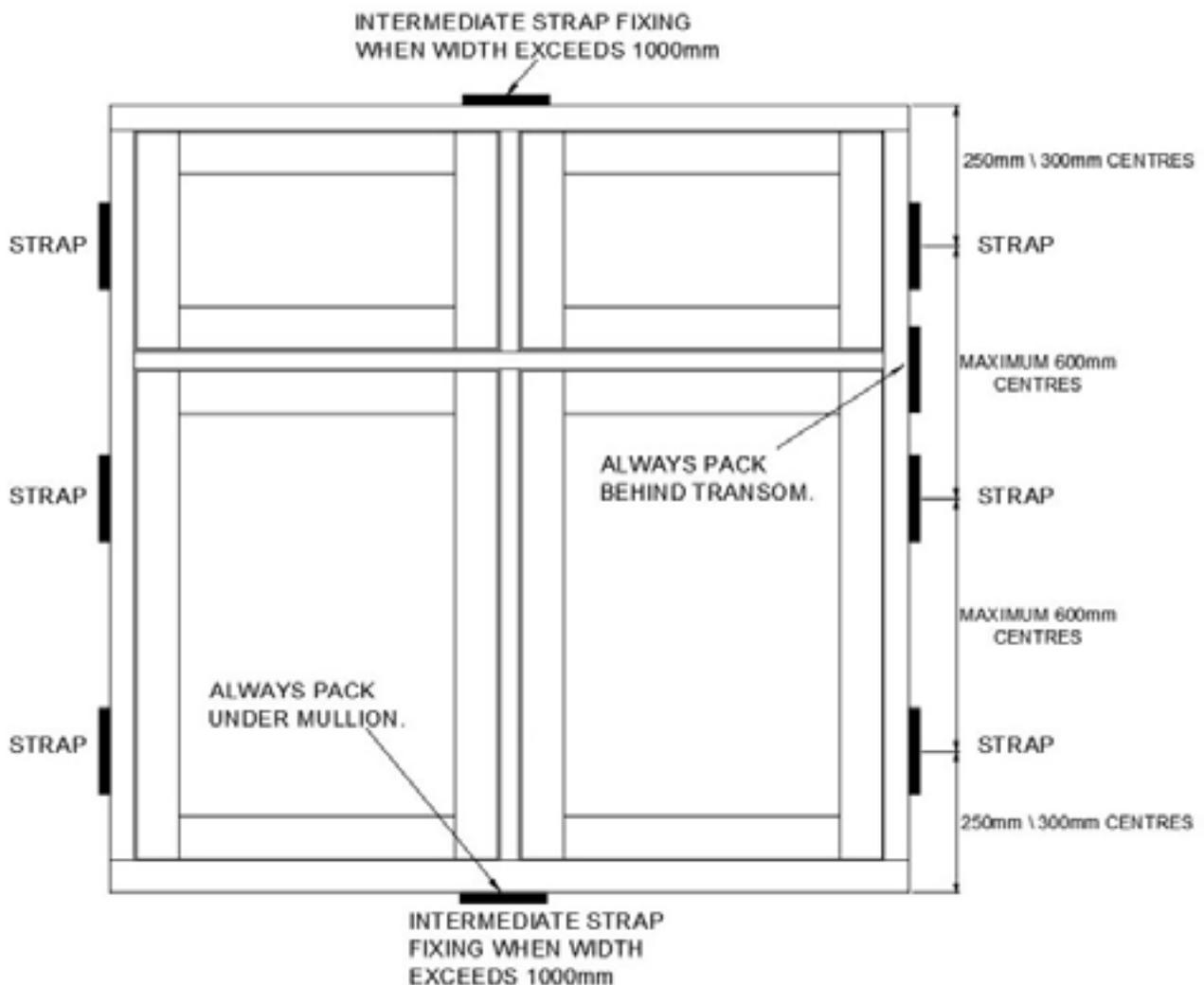
Tighten screw to fix cord.
Clip shown may be different but fixing the same.

5. Position the sash between the parting bead and the external frame liner but leave the right-hand side so that you can see the screw. Pull down the sash cord and hook it onto the screw and tighten. Using a 1mm gauge of plastic laminate, or similar material, as in item 5 (installing spring balance sashes), and slide the sash into place.

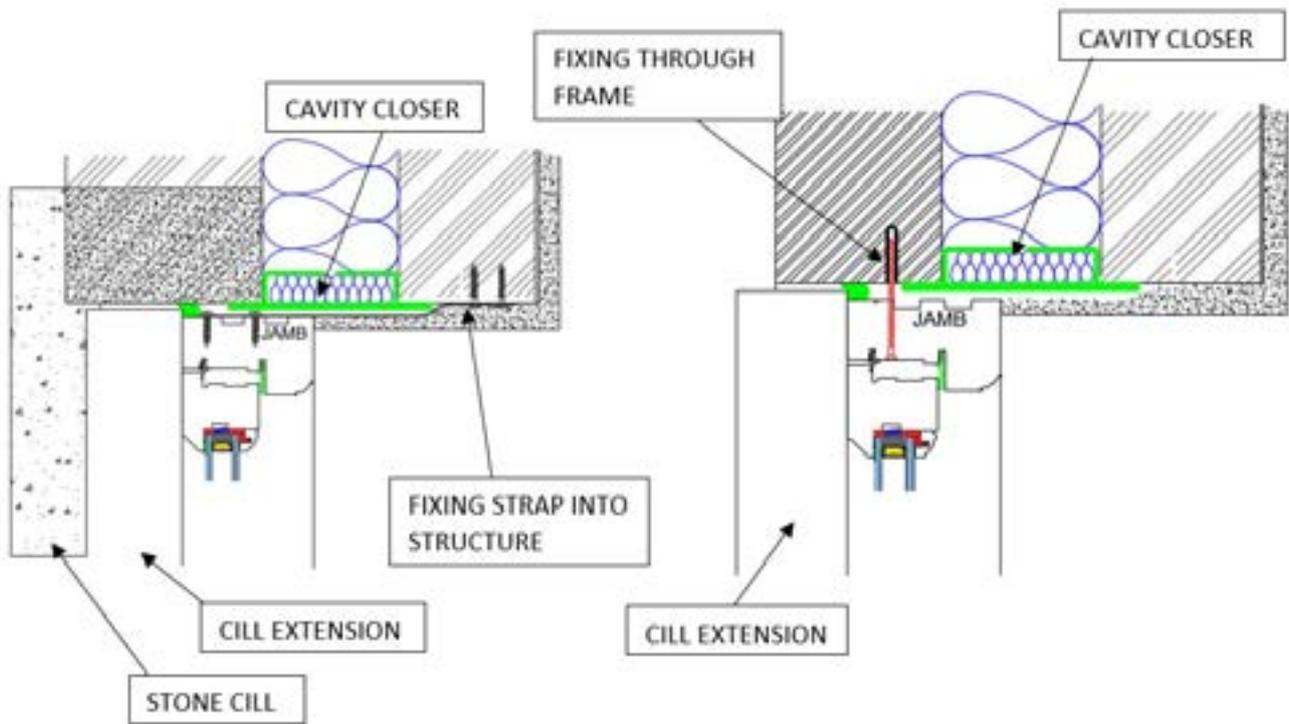
CASEMENTS & DOORSETS

INSTALLATION

- Windows and door frames should be fixed into pre-formed openings at least 10mm greater in height and 15mm in width than overall frame size. If necessary, let straps in to maintain tolerance.
- Each frame should be wedged evenly on all sides and adjusted to ensure the frame is plumb, square and level.
- Recommended fixings are galvanised or stainless-steel straps fixed to the external edge of the frame and the inside structure.
- If screwing and plugging direct to the structure through the frame, great care must be taken to avoid damage to ironmongery and weather seal. Make good the fixed area and coat with the same paint used in the factory.
- Doorsets should be screwed and plugged direct to the structure behind hinge points.
- Deflection of frame will affect the operation of casements and doorsets, therefore screwing should be at packing points only and not over-tightened so as to alter the 4mm sash to frame clearance.



CASEMENTS & DOORSETS



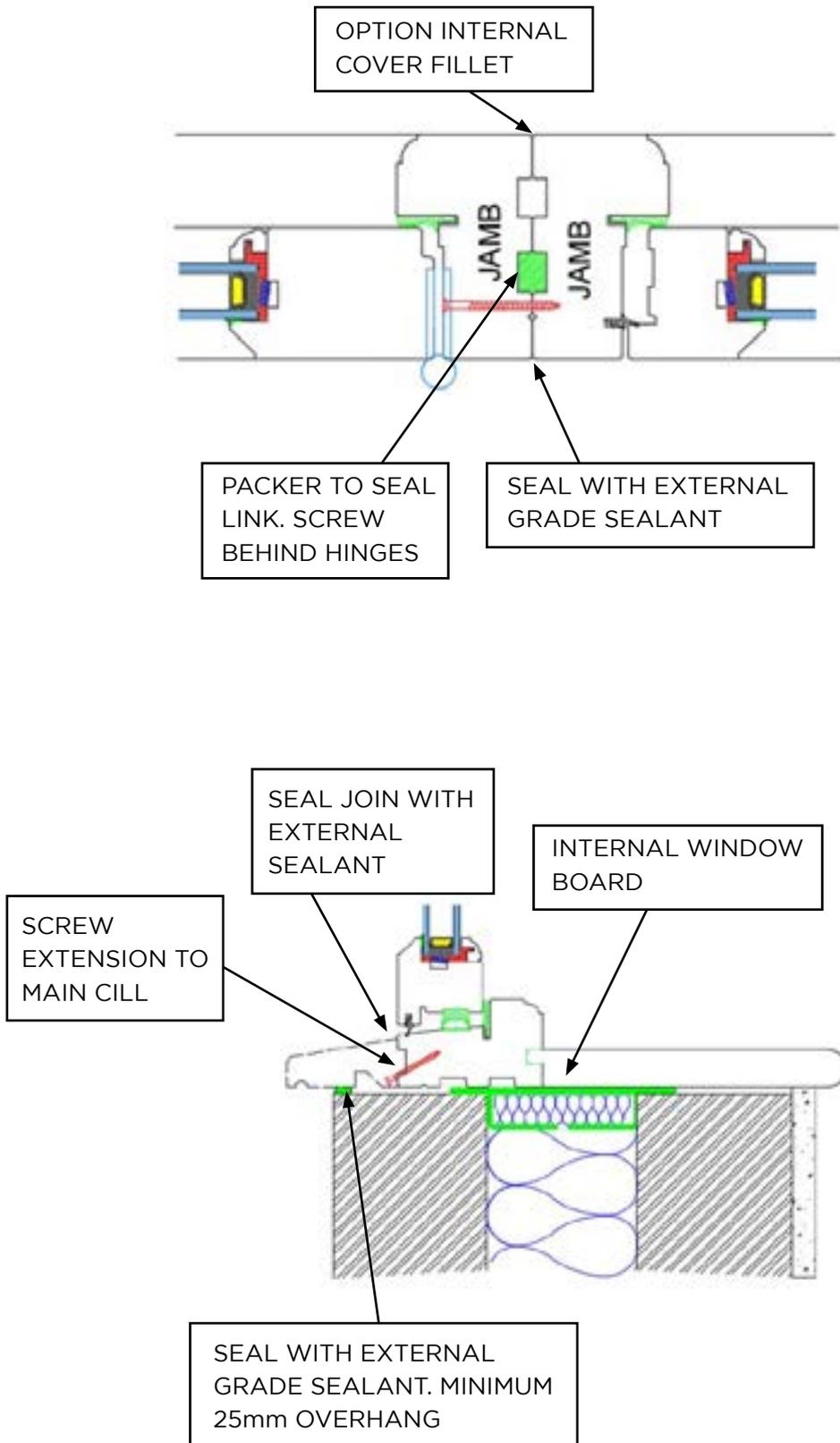
WINDOW / DOOR JAMBS

- Position at 200 to 300mm from each corner and at maximum 600mm centres.
- Fix jambs in points as close as possible to the hinges, without damaging ironmongery, with additional fixings to door frames over 2200mm high. All frames over 1000mm wide should have additional intermediate fixings to head and cill. Never fix down through cill.
- Packers should be placed at mullion and transom points. Any trimmed timbers must have end grain preserved and primed without delay to provide seal against moisture ingress.
- Silicone Seal gap between external structure and frame with external silicone or compriband tape.
- **Do not** use the window or door opening for access during construction process without adequate protection.
- **Do not** use as a resting point for scaffold.
- **Do not** use excessive amounts of foam as this may deflect jam.

CASEMENTS & DOORSETS

FOR SITE LINKING CASEMENT FRAMES OR SITE FIXING CILL EXTENSIONS

- Provide additional fixing to head and cill on units more than 1000mm wide.
- Check diagonal frame dimensions are the same and product functions properly.



CASEMENTS & DOORSETS

CASEMENT WINDOWS REMOVAL & INSTALLATION

HINGE SYSTEM SIDE SWING

- If sash needs to be removed, take out all screws, preferably bottom first, and support the sash to avoid damage. Two people may be needed.
- When reinstalling you will need two people.
- There are elongated slots to adjust the window at either end of the hinge.
- Offer sash up to the frame and then fix using the outer holes of the hinge.



Elongated hole.

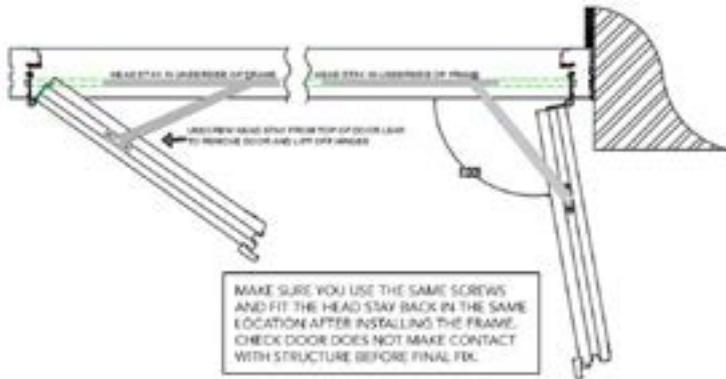


Final fixing hole.

- The tolerance around the sash should be 4mm.
- Fix using locking holes; these may differ for different hinges.

SIDE HUNG BUTT HINGE REMOVAL & INSTALLATION

- Open sash, then unscrew the stay at the top of the sash if fitted.



- Unscrew the butt hinges. Do not round off.



- These hinges are factory-fitted and should not need further adjustment.
- To reinstall, lift back into the frame, aligning with butt hinges to screw fix to the frame and reinstall the friction stays. Two people may be required.

CASEMENTS & DOORSETS



DOOR FITTING & ADJUSTMENT

- When doors arrive out of frames, they are marked up for their specific frame. These marks can be found under the hinge position on frames and doors with a corresponding letter/number.
- If the door is on lift-off hinges, you will need to lift the door onto the hinges and attach the friction stay at the top of the door, if ordered with the stay fitted.
- If you have fixed pin hinges you will need to put a packer under the door at a height at which you can easily fix the hinge onto the frame. Avoid over-tightening the screws.

Pas24 security door hinges. These are factory-fitted and will not need adjustment.



Hinge cut out on frame or door.



Fixed pin hinge shown locating into pre-formed cut out.



Use correct driver head so as not to round-off screws.

ADJUSTABLE DOOR HINGES TO NON-TESTED PAS24 DOORS ABOVE. THIS IS A 3D HINGE.

The 3D Adjustable Door Hinge features an innovative design that allows independent adjustment in all three axes with a 4mm key.

- +/- 2.5mm Height
- +/- 2mm Side
- +/- 2mm Depth (compression)

There are no shims and all adjustments can be carried out once fitted.



CASEMENTS & DOORSETS

DOOR LOCK OPERATION

Standard lock

To open a standard door, it should firstly be unlocked using the key in the locking cylinder. Once it is unlocked, the door can be opened by turning the handle in a downwards direction. The locking system works by first engaging a latch when the door is closed. Then the handle should be lifted, which engages the hook bolts at the top and bottom of the door, providing extra security and further support to the door to ensure it fits squarely and flush in the frame. After engaging the hooks, the door can then be locked using the key or a thumbturn to the cylinder.

Heritage lock

The door is operated by the key on the outside and a thumbturn on the inside. When the door closes, the multi-point locking engages automatically.

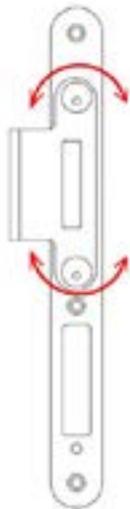
MAINTENANCE

Lubrication

All moving parts should be lubricated, using acid-free oil or grease, whenever the mechanism becomes dry, which is evident when any operation becomes more resistant to movement than normal. To ensure that you get the maximum life out of your windows/doors hardware, we recommend that all moving parts are lubricated once a year.

Keep adjustment

Most keeps we supply are fully adjustable. They will be set up to operate freely, but may need adjusting once installed.



Striker Latch Plate

Should be adjusted to allow the door to latch-shut but not so that it is necessary to slam it shut. Use a T15 torx to adjust the compression on the gasket by turning the eccentric cam located at the top and bottom of the adjustable striker plate.



Shootbolt Plate

Should be adjusted so that when the bolts are engaged, it holds the stile true and against the seals. The seals will force the stile of the door away from them and it is important to stop the door warping to keep the stile true. Use a T15 torx to adjust the compression on the gasket by turning the eccentric cam located at the top and bottom of the adjustable hook bolt plate.

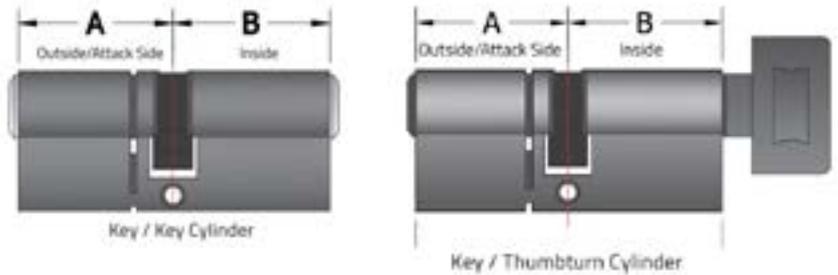
IMPORTANT: Do not adjust with a power tool. Hand tool adjustment only. These adjustments also need to be made at the installation stage.

CASEMENTS & DOORSETS

KABA 3 STAR CYLINDER FITTING GUIDE

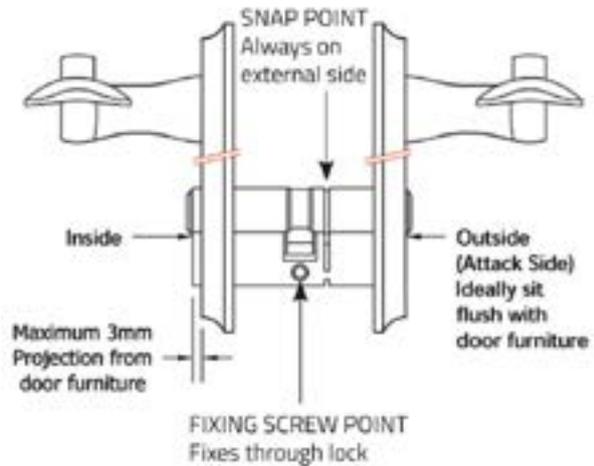
Prior to Fitting

Please check cylinder for operation prior to fitting for any potential damage that may have occurred during transportation. Dropping the cylinder can cause the security pin to fire, which disables the cylinder and makes it inoperative.

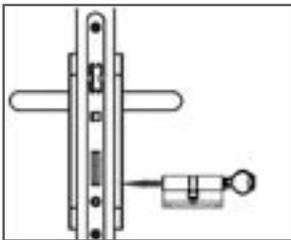


During Installation

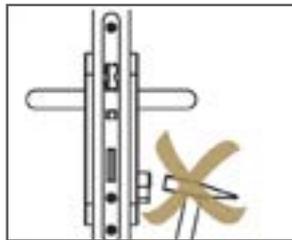
When fixing the cylinder into the door through the fixing screw point, as shown in diagram, take care not to overtighten the fixing screw. You may need to slacken off the fixing screw by a quarter turn during installation for the cylinder to operate correctly.



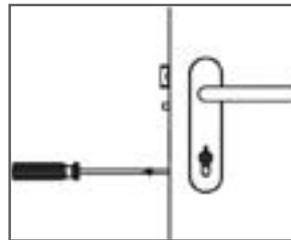
Installation



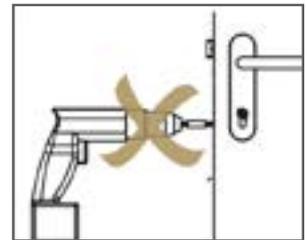
Push locking cylinder into lock.



Do not use force when installing locking cylinder into the lock.



Secure locking cylinder with cylinder fixing screw using a **manual screwdriver** (max. tightening torque 5Nm).



Do not use an impact driver, auto screwdriver, cordless or drill to tighten the fixing screw, as this can cause the cylinder to bend and not function correctly.



If using a thumbturn cylinder, it is recommended the door is opened using a cylinder pull and NOT the thumbturn on the cylinder as this will put unnecessary force on the cylinder and may cause it to snap.

Care and Maintenance

It is recommended to use the Kaba Cleaner & Lubricating Spray to maintain the cylinders and avoid a build up of dirt, which may affect the operation of the cylinder. Under no circumstances should any other oil, fluid, aerosol lubricant or graphite be used.

MAINTENANCE, CARE & PROTECTION OF YOUR PRODUCTS



CHECKLIST

The checklist below summarises the simple maintenance procedures that need to be followed. We are confident that by following these steps your products will last a lifetime with very little effort.

- To be carried out on a quarterly basis**
The cleaning of your windows and doors, including furniture (see the Cleaning your windows and doors section on page 24 and the Furniture section on page 29 for further details). Cleaning of the weather seals to remove any dirt or debris (see the Weather seals section on page 29 for further details).
- To be carried out on an annual basis**
Lubricate all moving parts, including furniture, with an acid-free oil or grease (see the Furniture section on page 29, plus the relevant product operation and maintenance page for further details). For coatings applied to European Oak timber, and for light oak stains, a 6-month check is required to maintain the guarantee.
- To be carried out as required**
When the opening of the window or door becomes more resistant to movement than normal, lubricate as required with an acid-free oil or grease (see the relevant operation and maintenance product page for further details).

MAINTENANCE, CARE & PROTECTION OF YOUR PRODUCTS

PLEASE ENSURE YOU HAVE READ & FULLY UNDERSTOOD THE FOLLOWING

- Windows are installed in accordance with our instructions. Please check that there is no damage to the coating, such as chipping, staining, etc.
- Should the coating become damaged when the windows are installed, the coating should be promptly repaired in accordance with our remedial coating instruction, which is covered in this section.
- The coating is cared for in such a way that it is not damaged by abrasion, for example by window cleaners' ladders.
- The coating and surrounding area are not cleaned with strong chemicals.
- The coating is cleaned at specific intervals so that dirt retention does not lead to excessive mould growth. Such mould growth is likely to occur on north-facing elevations.
- Only coatings recommended by Nine Zero should be applied to the joinery.
- Please follow the correct coating maintenance schedule.
Teknos UK, paint suppliers: telephone number 01869 208005.
- Our focus is to achieve long life with low maintenance. We are able to provide a standard ten-year guarantee on paint finishes because of the premium materials that we use and the way in which we apply the coating. In reality, we are confident that the coating will last much longer, as long as some simple maintenance is carried out. For ease of use, the maintenance guidance is summarised below. Please note, all of the guidance below relates to the window frames and sashes.

CLEANING YOUR WINDOWS AND DOORS

How often should I clean my windows and doors?

This should be done at least quarterly, usually at the same time as cleaning the glass. Cleaning on a quarterly basis will help to prevent any fungal build-up and provide an opportunity to inspect for any damage or coating wear.

Which detergent should I use to clean my windows and doors?

Wash with hot soapy water (any mild liquid detergent solution will suffice) to remove any contaminants, frequently changing the water. After washing, rinse thoroughly with clean water to remove all residue, then wipe dry with a clean cloth.

What should I do in the case of stubborn dirt?

For stubborn dirt, it may be necessary to use a stronger, non-abrasive cleaner such as bathroom cleaner. Apply with a non-abrasive scouring pad, then rinse thoroughly with clean water to remove all residue. Wipe dry with a clean cloth.

What should I do if I find signs of fungal growth?

If any fungal growth is found, apply a solution of one-part household bleach to two parts water. Leave the solution for approximately twenty minutes to act, then rinse thoroughly with clean water to remove all residue. Wipe dry with a clean cloth.

MAINTENANCE, CARE & PROTECTION OF YOUR PRODUCTS

RECOATING

When do I need to recoat?

Recoating is only necessary when the coating begins to show signs of wear, such as colour fading and significant loss of sheen, or after the repair of damage.

How do I order the paint or stain to recoat?

We supply the full range of products which are required to recoat your windows and doors. If you wish to place an order please call us on 0208 397 8636 or email hello@nine-zero.co.uk

How do I know which colour paint or stain to order for recoating?

We will have a record of your original order, so will be able to let you know what you need to order based on the original specification.

What is the recommended process that I need to follow when the time comes to recoat?

Recoating a paint or stain finish is extremely simple providing the following steps are taken:

- **Step 1** - Clean the window or door as per the instructions detailed in the section Cleaning your windows and doors. Rinse thoroughly to remove all residue then wipe with a damp cloth and allow to dry.
- **Step 2** - If the surface is looking weathered then it can be recoated without preparative sanding. If there is any sheen to the coating then, before applying the relevant paint or stain, it's recommended to sand lightly with a fine abrasive, such as p240 or finer. After sanding, wipe with a very lightly dampened sponge to remove sanding dust and then wipe dry with a clean cloth.
- **Step 3** - Apply a brush application of an approved coating. For paint colours, you will need to apply two to three coats of Teknos 2600 Opaque PU. For stains you will need to apply two to three coatings of Teknos Satin Translucent. It's essential that a synthetic brush designed specifically for the application of waterborne coatings is used.

WHERE MOISTURE HAS PENETRATED JOINTS, END GRAIN OR MITRES, OR NATURAL MOVEMENT OF TIMBER HAS OPENED SHAKES IN WOOD

Abrade the damaged area with a medium-grade abrasive paper and follow with a fine-grade abrasive paper. Clean down and wash the abraded area to remove dust and dirt then allow to dry thoroughly. Prime with a high performance, water-based, micro-porous, brush-applied coating in the original colour or stain.

Seal any end grain with end grain sealer. If there are any gaps to be filled, use an acrylic sealant that can be over-painted. Then repeat the process for top coat as described in the previous section.

Recommended end grain sealer: Teknoseal 4000-00.

Teknos UK, paint suppliers: telephone number 01869 208005.

MAINTENANCE, CARE & PROTECTION OF YOUR PRODUCTS

WHERE DAMAGE HAS AFFECTED THE FULL DEPTH OF THE COATING CREATING A DEEP GOUGE.

The full system requires repair. The gouge should be abraded and filled with good quality external wood filler. Leave to dry then sand down to a good finish and prime using a high performance, water-based, micro-porous, brush-applied coating.

Then using a good quality synthetic brush apply a single coat of high performance, water-based, micro-porous, brush-applied coating. Leave for four hours and then give it a final coat.

WHERE THE COATING SYSTEM IS INTACT BUT REQUIRES A COSMETIC UPGRADE.

Lightly abrade the damaged area with a fine-grade abrasive paper. Clean down and wash the abraded area to remove dust and allow to dry thoroughly. Then give two top coats as described in previous section.

WHERE RESIN HAS EXUDED THROUGH THE COATING.

The best remedial treatment is to allow it to weather until it dries and oxidises, forming a white crystalline powder. Then the resin can be removed with a stiff nylon brush and the remaining residue washed off with a cloth.

Water-based coatings with their relatively high degree of moisture vapour permeability often allow the passage of resin to the surface without damage to the coating. If the finish is not damaged by over-vigorous scrubbing during crystalline removal, re-coating is often unnecessary.

Although it may be unsightly it is better not to remove fresh sticky resin. In practice, this can be very difficult and the presence of sticky resin indicates that the exudation is still continuing. The remedial work for resin exudation is often best left until the first maintenance period, by which time the resin has fully crystallised. After removal, as described above, the overall application of one maintenance coat of finish will restore the general appearance of the timber and maintain its protection.

When carrying out any coating work do not attempt to paint when the temperature is below 8°C or if the relative humidity exceeds 85%, as curing of the coating may be impaired.

STAINED/DARK COLOURED PAINT.

These items will be palletised rather than individually bubble-wrapped.

The use of dark coloured stains and opaque colours will have an impact on maintenance intervals and the level of maintenance work required. Dark colours absorb more of the sun's energy, which can accelerate the degradation of the coating film, and the impact of high surface temperatures can mobilise natural resins within the timber substrate. This can lead to blistering of the coating. The amount of differential movement between components will also increase resulting in open joints and possible moisture ingress, if not rectified.

Dark colours include Black, Charcoal Greys, Dark Blues, Dark Greens and, in some cases, Red. Maintenance cycles will need to increase to keep the product performance and may need additional colour/making good, especially on exposed locations and south-facing products.

MAINTENANCE, CARE & PROTECTION OF YOUR PRODUCTS

Annual inspections and preventative maintenance, in line with the instructions in this manual, will ensure the long-term performance of the product.

Due to the natural characteristics and variation of surface texture within the same species of timber, there will be colour and/or grain variations between component parts. Certain manufacturing processes will also be evident when translucent stains are used.

TEKNOS COATING CARE KIT.

Nine Zero send out a care pack with all orders.

How to use your Teknos care products

Instructions for cleaning and maintaining exterior wooden windows and doors with Teknos care products. Regular maintenance of your home's wooden windows and doors will restore lustre to the finish and prolong the period between maintenance times.

What's in my Care Kit?

- **Teknoclean 1951** - A concentrated, alkaline cleaning agent for removal of dirt and grease from painted surfaces.
- **Teknocare 4250** - A water-based product to restore the sheen on lacklustre exterior wood surfaces.

HOW DO I USE THE CARE KIT?

Step 1 - Cleaning

- Clean your home's windows and doors twice a year, preferably before summer and winter. Apply Teknoclean 1951 using a brush, cloth or sponge to remove dust, grime and insects, which can lead to an increase in green algae and other surface growths.
- For light cleaning use 10ml per 8-10 litres of water.
- For thorough cleaning use 50ml per 8-10 litres of water.
- Rinse the surfaces thoroughly with clean water.
- NB Most window cleaning products contain ammonia which will inhibit the effectiveness of the Care Kit. After cleaning panes in windows and doors, wash off any residue that may have splashed onto the wood and dry with a cloth.

Step 2 - Care

- After Step 1, apply Teknocare 4250 with a soft brush or cloth. The product is delivered ready for use; no dilution is needed. Work the product gently into the surface to restore its shine and protect it for longer.
- It's a good idea to carry out Step 2 immediately after installation of your doors or windows, as well as every six months (but not during a frost). Please visit <https://www.nine-zero.co.uk/our-warranty/> to register your warranty.

MAINTENANCE, CARE & PROTECTION OF YOUR PRODUCTS

MAINTENANCE SCHEDULE

This maintenance schedule should be used for general maintenance and upkeep of timber products.

Inspection - number of months after installation	Date completed	Cleaned with aftercare kit?	Cleaned outside residue from hinges?	Lubricated hinges?	Identified damaged paintwork?	If yes - touched up with paint / stain?
Example	22/10/2021	Yes	Yes	Yes	Yes	Yes
6 month inspection						
12 month inspection						
18 month inspection						
24 month inspection						
30 month inspection						
36 month inspection						
42 month inspection						
48 month inspection						
54 month inspection						
60 month inspection						

Please note: To keep warranties valid, the above maintenance schedule should be followed every 6 months and retained.

During the seasons the products will expand and contract as the weather changes. These will result in fluctuations in moisture contents of products and subsequent small dimensional changes may occur. This is perfectly normal and is the reason why tolerances are allowed for around the frame when fitting, to ensure this does not cause any stress on joints. The system is a breathable one and is designed for such diurnal and seasonal changes in both temperature and weather.

Over time, this constant expansion and contraction, particularly if fitting tolerance are not correct, could cause small cracks to appear at joints. If any cracks are observed during regular maintenance checks, these should be filled and touched up as soon as spotted, as a moisture trap could develop, especially if located on the more exposed areas of windows and doors.

Please visit <https://www.nine-zero.co.uk/our-warranty/> to register your warranty.

MAINTENANCE, CARE & PROTECTION OF YOUR PRODUCTS

GLAZING

This maintenance schedule should be used for general maintenance and upkeep of timber products.

Nine Zero products are factory-glazed under controlled conditions to maintain the integrity of the vented and drained system for guaranteed sealed units. This method also ensures a high degree of security against unwanted de-glaze from outside. Re-glazing should only be necessary in the case of site damage or breakage. We recommend the following courses of action and options:

- Re-order a completely new sash for replacement by a carpenter or a Nine Zero service engineer.
- Nine Zero service engineers replace glass on-site.
- Outsourced site glazier re-glazes the product. However in these circumstances Nine Zero will not warranty the product function, or bar adhesion. In the unlikely event of a unit failing, please refer to the Company's Warranty and Terms & Conditions.

WEATHER SEALS

To ensure that the weather seals function correctly and to maximise their life, it's important to keep them free of any dirt or debris. We recommend that you check the seals at the quarterly maintenance check and, if you find any dirt or debris, remove them using warm water with a mild detergent. For products that are opened regularly, it's recommended to check more frequently.

FURNITURE

The fitted furniture should be cleaned when the windows and doors are cleaned, which we recommend be carried out on a quarterly basis. The cleaning process varies depending on which Furniture Collection you have chosen and is summarised below:

Guidance on handle cleaning

(Standard range) Wipe clean with a damp cloth. If required, soak the cloth in warm soapy water (any mild liquid detergent will do), then squeeze out excess water before application. After cleaning, wipe dry with a clean cloth.

The polished brass option is supplied unlacquered on all external furniture for a more durable finish. The unlacquered finish can either be left to take on an antique brass finish or cleaned using a quality metal cleaner to maintain the polished finish.

Traditional painted iron handles require regular maintenance. Wipe clean using a lightly oiled cloth. Apply a light clear grease to the contact area between the handle and face plate, and between the screws and the face plate.

We recommend that all moving parts on all handles are lightly oiled at least once a year to allow the action to remain smooth and protect any uncoated surfaces.

Please note that for particularly harsh and corrosive environments, such as coastal locations and those areas exposed to high levels of industrial and agriculture pollution, more regular maintenance will be required.

WARRANTY

Thank you for choosing Nine Zero products which are manufactured to high and exacting standards.

This product Warranty is applicable from the agreed delivery date for up to 10 years and is subject to Nine Zero Standard Conditions of Sale.

ITEMS COVERED BY THE WARRANTY

Wood frame & sash

The Company warrants that all wood components are free from defects in workmanship and materials that could affect performance for a period of 30 years. To achieve this desired service, please follow the aftercare procedure.

Surface treatment

The Company warrants that the standard three-coat opaque finished joinery is warranted for up to 10 years and the stain finishes up to 5 years against blistering or flaking, but excluding natural resin exudation and movement around knots. Regular maintenance should be carried out, as specified in the surface coatings maintenance section of this manual. Consideration should be given to the effect extreme climates can have on the lifespan of surface coating. Please refer to the Climate Guideline chart.

Ironmongery & seals

The Company warrants hinge systems and handles for a period of 5 years against functional failure. Surface finishes for ironmongery are not covered by this Warranty. Replacement ironmongery will be supplied only under Warranty for the customer to fit.

Sash window spring balance

The Company warrants the spring balance mechanism for a period of 10 years against functional failure. If the failure occurs in the first two years of the Warranty period, the Company will supply and fit a replacement balance. However, if this occurs in the second seven years the Company's obligations are limited to supplying the replacement balance but not the cost of installation.

Double glazed units & glass

The Company warrants that the glass will comply with the Glass and Glazing Federation's visual quality standards.

The Company warrants that seals on double-glazed units will be free from failure (failure is taken to mean failure of the insulated glass unit resulting in penetration of moisture into the air space and appearance of moisture on the glass inside the airspace) for a period of 5 years from delivery. If the failure occurs in the first year, the Company will be responsible for the supply and fitting of replacement glass units. If failure occurs in the second four years, then the Company's obligations are limited to supplying the unit only.

The Company reserves the right to supply a whole sash as an alternative to supplying glass for re-glazing on site. No other glass defects or phenomena are covered by this Warranty.

CLAIMS PROCEDURE

In the unlikely event you believe you have a valid claim, please contact Nine Zero and speak to customer services.

VALIDATION

It is necessary for the customer to substantiate the date of delivery and provide proof of purchase.

WARRANTY

EXCLUSIONS TO THE WARRANTY

- Damage to the surface coating has occurred by physical damage, for example damage caused by window cleaners' ladders, damage to cill extension joints by handling or installation, pet damage, chemical damage, damage caused by bad maintenance or poor design of building.
- Where damage has occurred as a result of faulty installation, repairs, alterations, work processes or pollution from surrounding areas.
- Where damage has occurred from excessive cleaning processes or hosing down of product.
- Where products have been stored in an unventilated area prior to fitting or areas that have been unventilated during the construction processes.
- Where products have been used in swimming pool areas without correct paint coating. Special paint required.
- Where damage that is caused by external factors outside the control of the Company, which shall include, accident, fire, disaster or burglary.
- Where products have been exposed to unusual physical conditions.
- Where surface wear has been caused by natural elements.
- Where cill projections exceed 85mm. Paint supplier will not warranty the coating over this size.
- Where any sums remain due to the Company.
- Warranties are subject to environmental conditions as stated in our coating information to ensure that the product has been maintained in accordance with the Company's Warranty conditions.



THE WARRANTY COVERS THE COATING AGAINST

- Peeling.
- Cracking (over greater than 5% of the coated area).
- Damage resulting from fungal growth within the coating, though this should be cleaned in the 6-monthly maintenance programmes.
- Significant 'yellowing' of the coating.
- Premature erosion of the film leading to areas of exposed timber.



IT DOES NOT GUARANTEE AGAINST

- The exudation of resin.
- Extractive staining around knots.

WARRANTY

CLIMATE GUIDELINE CHART			
	MODERATE	HARSH	EXTREME
	Typically, non-coastal areas at low altitude	Exposed inland locations and areas within 0.5 miles of the coast	Areas of high altitude and exposed coastal sites
SHELTERED e.g. beneath porch or large roof overhang	10 YEARS for opaque coatings, 5 years for translucent coatings	8 YEARS for opaque coatings, 5 years for translucent coatings	7 YEARS for opaque coatings, 4 years for translucent coatings
PARTLY SHELTERED e.g. windows built back in reveal	8 YEARS for opaque coatings, 5 years for translucent coatings	7 YEARS for opaque coatings, 4 years for translucent coatings	6 YEARS for opaque coatings, 2-3* years for translucent coatings
NOT SHELTERED e.g. face of building	7 YEARS for opaque coatings, 4 years for translucent coatings	6 YEARS for opaque coatings, 2-3* years for translucent coatings	5 YEARS for opaque coatings, 2* years for translucent coatings

*2 years for light shades e.g. Pine and Light Oak.





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