

# Visage®

## USER GUIDE



Visage®

BEAUTIFULLY MADE  
REASSURINGLY STRONG

For more information on the full range of Visage windows, doors and conservatories and a useful online guide to choosing the right products for you and your home visit our website at

[www.visageonline.co.uk](http://www.visageonline.co.uk)

**Advice on the correct use and  
maintenance of your windows,  
doors and conservatory.**

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# Using and looking after your Visage® products

Visage® is designed and manufactured to a very high standard with the principles of durability, strength, practicality and elegance in mind. To help you to familiarise yourself with the standard and optional features of the Visage® system, we have illustrated and explained the basic operational functions in this booklet.

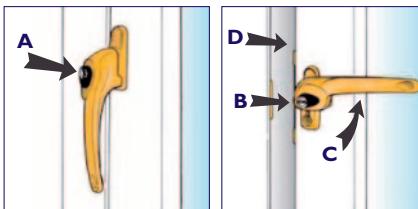
By following these simple steps, and with just the barest amount of care, the good looks and perfect operation of Visage® will be maintained for many years to come. If having read the following instructions you are still unsure how to operate your Visage® products, please contact your Visage® retailer.

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## CASEMENT WINDOW

## Side hung



A. Unlock window handle with key.  
B. Push-in locking button.  
C. Rotate handle through 90°.  
D. Push open window.

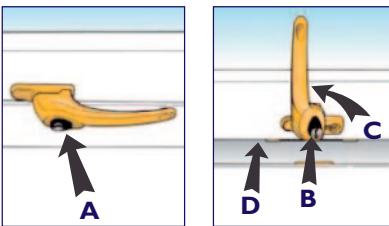
## Restrictor hinge operation (where fitted)

Open window to restricted position, pull to slightly and depress button at the bottom of the window opening.



Where a restrictor arm is fitted, pull the window in slightly to release catch. On closing the window, the restrictor will automatically re-engage.

## Top hung



A. Unlock window handle with key.  
B. Push-in locking button.  
C. Rotate handle through 90°.  
D. Push open window.

## Restrictor hinge operation (where fitted)

Open window to restricted position, pull to slightly and depress both buttons at the left and right of the window opening.



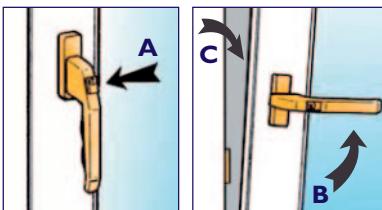
## NIGHT VENTILATION



Visage® casement windows have a secondary 'night ventilation' position fitted as standard. This enables you to lock the window whilst partially open to allow a flow of fresh air into your home. Simply open the window to a gap of approximately 2cm ( $\frac{3}{4}$ ") and turn the handle to engage the locks. The handle can be locked but please note that in the 'night ventilation' position the window is not as secure as it is when fully closed and locked.

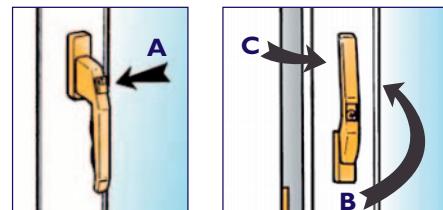
## TILT AND TURN WINDOW

## Tilt only operation



A. Turn key 90°.  
B. Rotate handle through 90° from closed.  
C. Now tilt open window. Enabling ventilation whilst safe in the knowledge that the window cannot be opened to the turn position.

## Turn operation

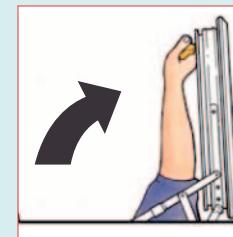
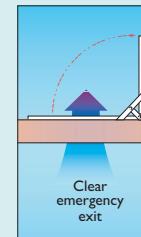


A. Turn key 180°.  
B. Rotate handle through 180° from closed.  
C. The window can now be opened to the turn position.

To prevent mis-use, the handle can only be rotated when the window is shut.

## FIRE ESCAPE AND EASY CLEAN HINGE (WHERE FITTED)

This is a special hinge that allows the window to be opened to two different positions - an emergency exit position (also known as a fire-escape) and an easy clean position.



## Emergency exit position

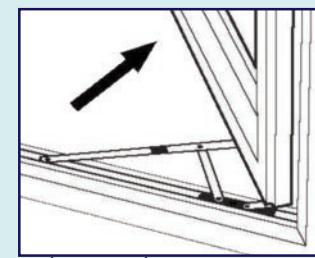
## Position 1

open to the widest position to enable an emergency exit.

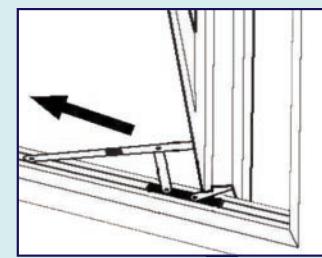
## Easy clean position

From position 1, Slide the top and then the bottom of the sash along gradually until you can get your hand out to clean the glass.

The window will return to the emergency exit position once the window has been closed and re-opened.



Open the window fully using the handle



Slide the window along the track by pulling the window edge



## IMPORTANT

## Keep safe and secure with your locking handles

Visage® casement windows are fitted with a key activated push button locking handle. When depressed the push-in button allows the handle to be turned to open the window. The key supplied can be used to lock the handle for a higher level of security.

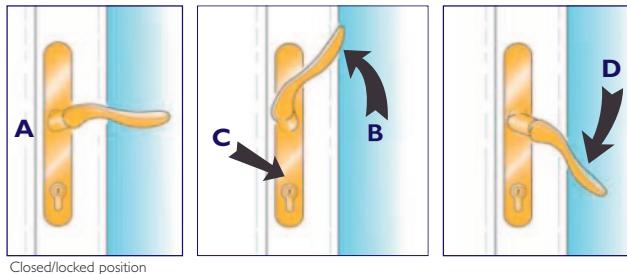


As a general rule it is recommended that if the key has been used to lock the handle it should be removed far enough from the window and out of sight of anyone looking in from the outside.

**Emergency exit windows are fitted with non locking insert handles as standard.**

## RESIDENTIAL DOOR

- A.** Door unlocked.
- B & C.** To lock - lift handle to its maximum upward position, insert key and turn clockwise.
- D.** To unlock - turn key anti-clockwise and push handle downwards.

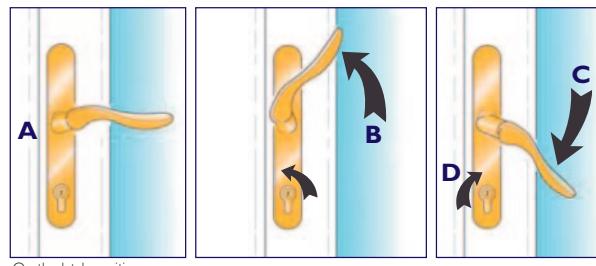


## SLAM SHUT FACILITY (OPTIONAL EXTRA)



The slam shut multi-locking system works in a similar way to a traditional door lock. When the door is closed it can only be opened from the outside with a key which releases the latch.

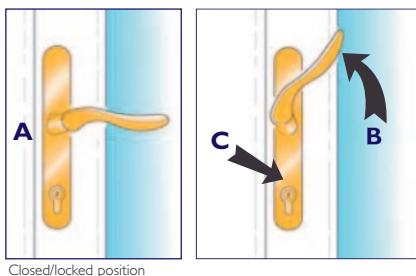
- A.** Door locked on the latch.
- B.** To fully engage the multi-locking system lift handle to its maximum upward position insert key and turn clockwise.
- C.** Externally - to unlock turn key anti-clockwise and push handle downwards - this will release the multi-locking system but not the latch.
- D.** Turn key once more anti-clockwise to retract the latch whilst holding the handle down. The door will now be open.



- Internally the slam shut facility operates the same as a residential door (see above)
- To provide security, weatherability and a full guarantee, the locks should be **fully** engaged by lifting the handle and turning the key. To shut the door on the latch only is **not** adequate and will invalidate any guarantee against security.

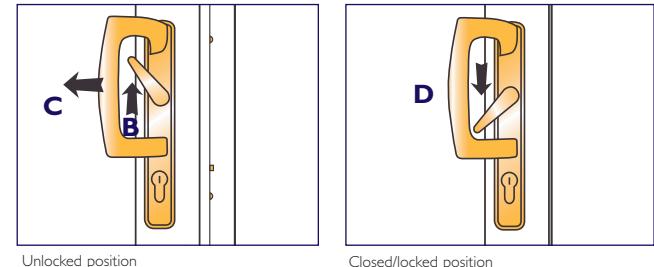
## FRENCH DOOR

- A.** Door unlocked.
- B & C.** To lock - lift handle to its maximum upward position, insert key and turn clockwise.
- D.** To unlock - turn key anti-clockwise and push handle downwards.
- E.** Operate the slave door as above always remembering to open French doors with the **main** door first and close with the slave door first.



## INLINE PATIO DOOR

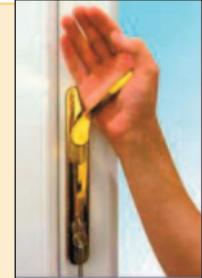
- A.** Door locked.
- B.** To unlock – insert key, turn anti-clockwise and push lever upwards.
- C.** Pull handle to slide open door.
- D.** To lock – slide door to fully closed position, push lever downwards and turn key clockwise



## IMPORTANT

Always lift the handle on doors to fully engage the locking system. This compresses the door in its frame and provides an efficient, all-around weathertight seal.

**Guarantees are invalid unless you follow this procedure.**



## Glass and glazing

Any proprietary brand of domestic glass cleaner is suitable for use with Visage®. With decorative glazing, such as leads, bars, colour overlays and bevelled glass, it helps to pay particular attention, cleaning right into the edges and corners to keep them pristine, brilliant and smear-free. Cleaning the external face can be simply achieved by using warm soapy water and a basic squeegee or a soft cloth. In areas of above average, polluted air quality, a mild detergent or a specific window cleaner may be necessary.



To avoid scratching the glass it is recommended that any hand jewellery is removed prior to cleaning and avoid using any form of abrasive cleaner that could damage the glass surface. If scratches occur, most can be removed with the use of jewellers rouge, or an equivalent rubbing compound.



## PVCu Frames

Wash frames with a mild soap and warm water solution on a regular basis to remove any grime and atmospheric deposits. If required, clean with a non-abrasive cleaner suitable for plastics, using a soft cloth. If necessary, use a stronger, nonabrasive, proprietary cleaner such as a cream to remove any stubborn blemishes.

**✗ DO NOT CLEAN YOUR FRAMES WITH A SOLVENT BASED ABRASIVE CLEANER.**

## Handles, catches, letterboxes, knockers

It is recommended that externally fitted products such as door handles are cleaned half yearly (every 6 months) to ensure the surface finish remains at its optimum and the handle gives many years of trouble free service.

Where products are fitted in coastal applications, or sites near power stations, that can omit atmospheric fall out, products should be cleaned periodically every 6 weeks. Internally fitted handle sets again should be cleaned half yearly (every 6 months).

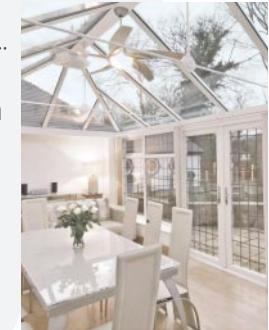


Dirt, dust and any surface build up should be gently wiped clean using a soft damp lint free cloth and warm soapy water.

Under no circumstances should the hardware be cleaned using solvent cleaner, abrasive/chemical cleaner or scouring pad. Use of the above will damage the surface finish and cancel any product warranty.

## Conservatory and porch roofs

Polycarbonate and glass roofing panels should be cleaned in a similar manner to PVCu frames, washing roof panels with a mild soap and warm water solution, preferably every four months, to remove grime and atmospheric deposits.



Long handled or telescopic soft washing brushes can be used to allow for easy cleaning of your conservatory roof.

Clear gutters of leaves and debris as required, to avoid overflow of rainwater and ensure unobstructed drainage.

- ✗ DO NOT WALK ON CONSERVATORY ROOFS WITHOUT THE USE OF CRAWLER BOARDS.**
- ✗ AVOID ALL SOLVENT BASED OR ABRASIVE CLEANERS.**
- ✗ AVOID LEANING LADDERS DIRECTLY AGAINST PLASTIC MATERIALS SUCH AS GUTTERS, PVCu FRAMES, ROOF SHEETS, ETC., THAT MIGHT BE DAMAGED.**

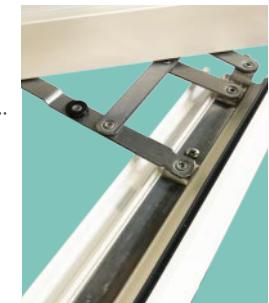
## Patio door tracks

Particular care should be taken to regularly inspect the door track and to remove any dirt, stones or other debris that could damage the rollers and effect its smooth operation. This area should be regularly cleaned with warm water and a soft brush.



## Locks, hinges, handles and other mechanical components

Because Visage® products use corrosion resistant components throughout their construction, they will require no other attention than a quick, visual check and lubrication with a light machine oil of the spray-on variety such as 3-in-1 or WD40.



## Visage® high security windows, doors and conservatories are internally glazed with multi-point locking and additional anti-intruder devices that offer proven protection against burglary.

To take full advantage of these security features we would also recommend the following sensible precautions.

- Look at your property from a burglars point-of-view. How would you get in? If your Visage® windows and doors haven't overcome all of these issues then keep on reading.
- Invest in a burglar alarm and make the most out of it - switch it on when you go out and keep the alarm's casings and signage visible.
- Don't leave a window open when you go out.
- Some windows, Visage® included, lock whenever the handle is closed, preventing you leaving it unsecured. But in cases where you might be away for a while, lock all windows with the key and don't simply hide them away in a drawer - leave them near to the windows, or doors, but out of view from the outside in case you need them in a hurry.
- Make sure door locking points are fully engaged by lifting the handle and key lock to operate the locking system.
- Although night ventilation on windows is a good idea, especially for rooms prone to condensation, it's not a good idea to leave them like that if you go away.
- Make use of light - burglars hate it. This can be done by installing exterior lights of the censor type, and a timer switch to turn interior lights on or off if you're away.
- Don't advertise your absence when you're away for a few days - cancel your milk and papers and only ask those you trust to keep an eye on your property.
- And lastly, if the worst does happen please, please make sure you have adequate home insurance and that your payments are up-to-date.



Unfortunately, condensation is a fact of life. Wherever there is moisture present in the atmosphere, and substantially differing temperatures on either side of any surface, degrees of condensation will occur.



The effect is directly proportional not only to the temperature variation, but also to the amount of water vapour present, and in general climatic conditions water vapour is continually present in the atmosphere.

In the home this natural water content is increased by normal living activities that create steam, such as cooking, bathing, washing, boiling a kettle, etc., and even simply by breathing. The water vapour remains undetectable while floating in warm air; but upon contact with cold surfaces, windows, mirrors, tiles, etc., condensation occurs and the vapour turns to water droplets.

Double glazing is specified to reduce condensation, but it cannot be claimed to cure it completely. One thing that is certain however, is that double glazing will decrease condensation, especially if there is adequate ventilation within the property.



### Having problems or still unsure?

If you experience any difficulties in operating any Visage® products or require further assistance, please contact your Visage® retailer.

Shepley Window Systems has made every effort to ensure that the information contained in this guide is accurate at the time of going to print. However, at Shepley Window Systems, we operate a policy of continual improvement and therefore reserve the right to change product specification or product range at any time without prior notice.