



Installation and maintenance instructions

PRIMO Windows & Doors

- In Primo wood/aluminium

Congratulations on your new PRIMO Windows and Doors

We recommend that you read the installation instructions carefully before you start the installation work. Follow our instructions so that your windows and doors are installed correctly and thus will work smoothly for many years. The installation instructions are general, and therefore cannot take into account all installation conditions. If, after reading the instructions, you are in doubt about how your windows or doors should be installed, please contact us. We are happy to provide further advice and guidance.

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1. Reception and site conditions

Check immediately upon receipt!

It is important to note that responsibility for the delivered items passes to you upon delivery as soon as they have passed the edge of the carriage. Therefore, we ask you to check immediately upon receipt whether the delivery is in accordance with what we have specified in the order confirmation.

At the same time, it is important that you immediately check for visible transport damage to the elements or packaging upon receipt.

Transport damage and any defects must be submitted to Primo Windows no later than 24 hours after delivery. Damage that can only be ascertained when unpacking must be reported no later than 8 days after delivery.

Reports of damage are sent to service@primovinduer.dk. Remember to include photo documentation.

Handling

When unloading and further handling the elements, it must be ensured that aids and methods are used that do not cause damage to the elements. It is recommended that the elements be transported in a vertical position with the bottom frame facing downwards.

We also refer to the Window Industry's Industry Guidelines on handling (see vinduesindustrien.dk).

Protective foil

Stickers and cork pieces on windows should be removed within a short period of time (1-2 weeks) after receipt.

Storage

We recommend that the elements are stored indoors before installation. For outdoor storage on the construction site, the elements must be placed on joists or pallets, so that they are kept free from the surface. The elements uncover properly covered with a tarpaulin to keep them dry, clean and protected from sunlight. Be aware that construction dust can often contain hold aggressive particles that can damage/discolor the surface/bracket on the elements. Therefore, be careful to keep the elements clean during the entire construction period.



2. Installation in general

Proper installation is a prerequisite for the DVV warranty and subsequent trouble-free operation. Therefore, the work should be carried out by professionals with experience in installing windows and exterior doors. It is the installer's responsibility to know the professionally correct installation of the elements.

Any complaints that can be attributed to defective assembly or lack of maintenance and lubrication are not covered by the warranty.

It should be avoided that windows and doors are extremely cool or heated before installation. In both summer and winter, the elements should therefore be stored at a temperature before the start of installation.

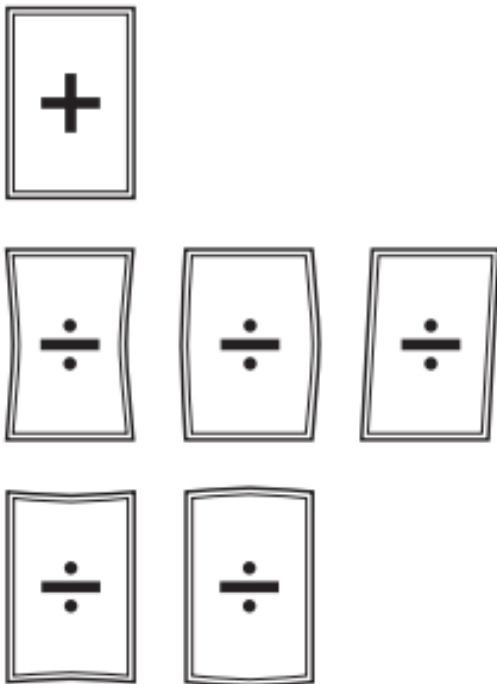
Adjustment after installation

All openable elements, both windows and doors, **must** be adjusted after installation. Correct adjustment after installation is the responsibility of the fitter.

Straight frame sides

When attaching the element, it is easy to deform the frame - either by pushing the frame inwards with too high a block, or the opposite by pulling the frame outwards with the mounting screw.

It is important that the window and doors are installed with completely straight sides and all corners perpendicular (exactly 90°) after installation. After fastening, check that the frame is straight and the diagonals are the same:



3. Separation of sash from frame

It often facilitates the assembly work to separate the sash from the frame before installation, which is why we recommend this in many cases.

Topguided window

The sash can only be separated from the frame when the screws that secure the movable arms to the frame have been removed. The screws can be removed when windows are opened approx. 30°. Usually 2 people are required for this work.

Side-hung window

The frame opens approx. 90°, after which the frame can be lifted off the hinges. For side-hung frames with a friction brake, release the brake by removing the two screws that secure the sliding rail to the frame. Then the sash can be lifted off the hinges.

Doors, outward-opening

Start by releasing any friction brake from the frame by removing the two screws that secure the slide rail to the frame. The door opens approx. 90° and is supported. The locking screw on the rebate side of the hinges is loosened and the door sash is lifted up, separating the sash and frame.

Doors inwards-opening

The door opens approx. 90° and is supported. The door sash is lifted up, whereby the sash and frame are separated.

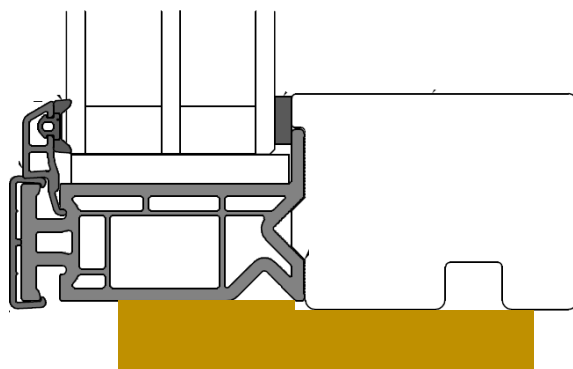
4. Bricking

Generally

As a permanent substrate, a non-moisture-absorbing material is used - possibly supplemented with masonry cardboard. When the frame is to be placed in the wall hole, aim for a distance of 12 mm between the frame and the wall on all 4 sides.

IMPORTANT:

On frames with insulator, it is very important that the bricks in both sides and bottom support both the insulator and the wooden part of the frame. There is a 1.5 mm level difference between the insulator and the wood part. Therefore, the block must be 1.5 mm higher under the insulator, as shown in the drawing below.

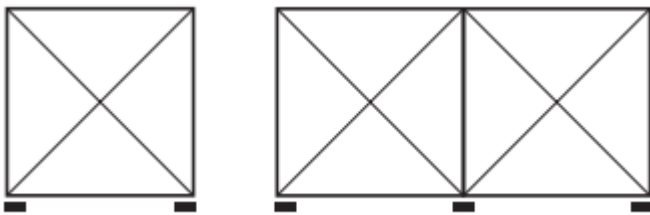


Permanent blocks must never be used for upper frames, where there may be a risk of load from the overlying structure. Never add load from adjacent building parts to the elements.

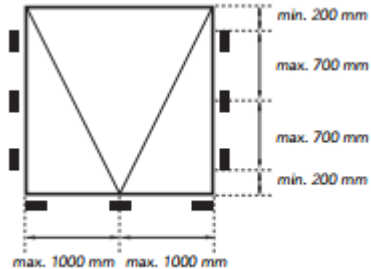
Windows

In principle, support blocks are placed next to the fastening and in accordance with the drawings below. Extra support blocks are used on the lower frame for elements over 1000 mm wide.

Fixed light Window

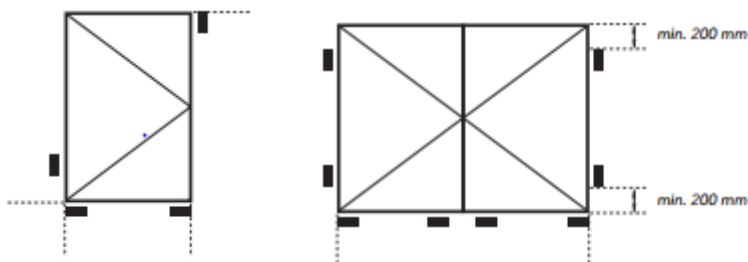


Topguided/Topswing Window



Brick is placed as shown. In addition, permanent blocks should be placed next to the end view on vertical frames for the sake of burglary protection.

Sidehung Window



Permanent brick is placed next to the lower hinge.

Doors

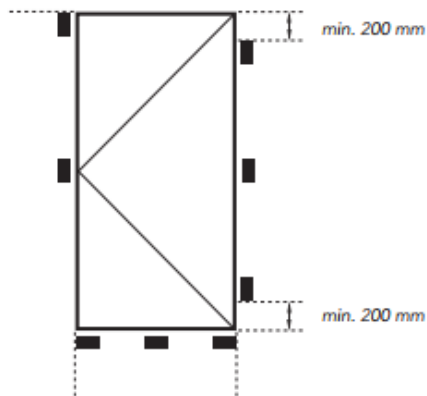
Extra support blocks are always used under the bottom pieces of doors. Check that the support blocks do not deform the base.

Permanent substrates are always placed at vertical frames and otherwise next to hinges.

On the closing side of the door, there must be a permanent underlay behind all closing points. This underlay primarily has an anti-burglary function.

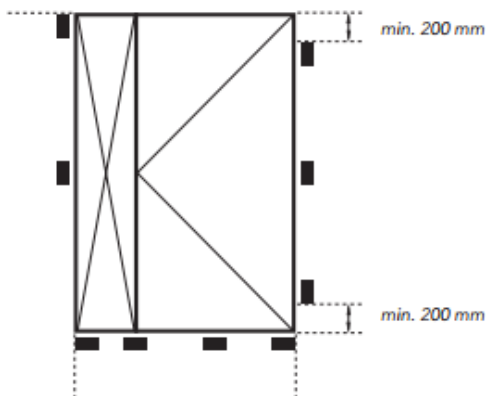
The frame is wedged so that the hinge side is vertical and the lower frame level. The hinge side of the frame is fixed in the wall with the designated frame or hinge screws. The frame is mounted so that it goes easily and freely in and out of the frame. Then it is fixed in the lock side.

Sidehung door



Bearing blocks are placed next to hinges.

Sidehung door with side section



Bearing blocks are placed next to hinges.

5. Fixing

The frame screws are mounted at least 200 mm in from the outside corners and then next to the Keep. On doors, frame screws are mounted next to the hinges.

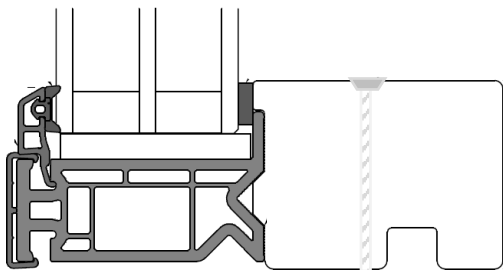
The distance between attachment points on vertical frames must generally not exceed 700 mm. On horizontal frames over 1000 mm width, a frame screw is mounted in the middle of the frame.

Important: All fasteners in the bottom frame are sealed with silicone to avoid water ingress into the profiles. The necessary bricking must be secured.

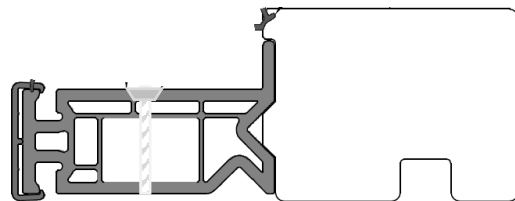
Be careful to remove drill chips after assembly.

Examples of correct placement of frame screws in the frame profile:

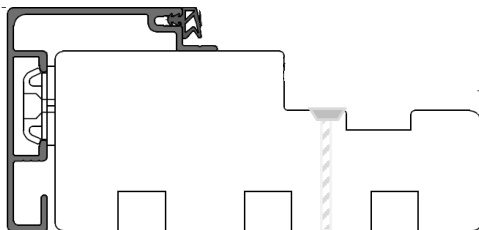
Topguided/Topswing Window/
Fixed light Window



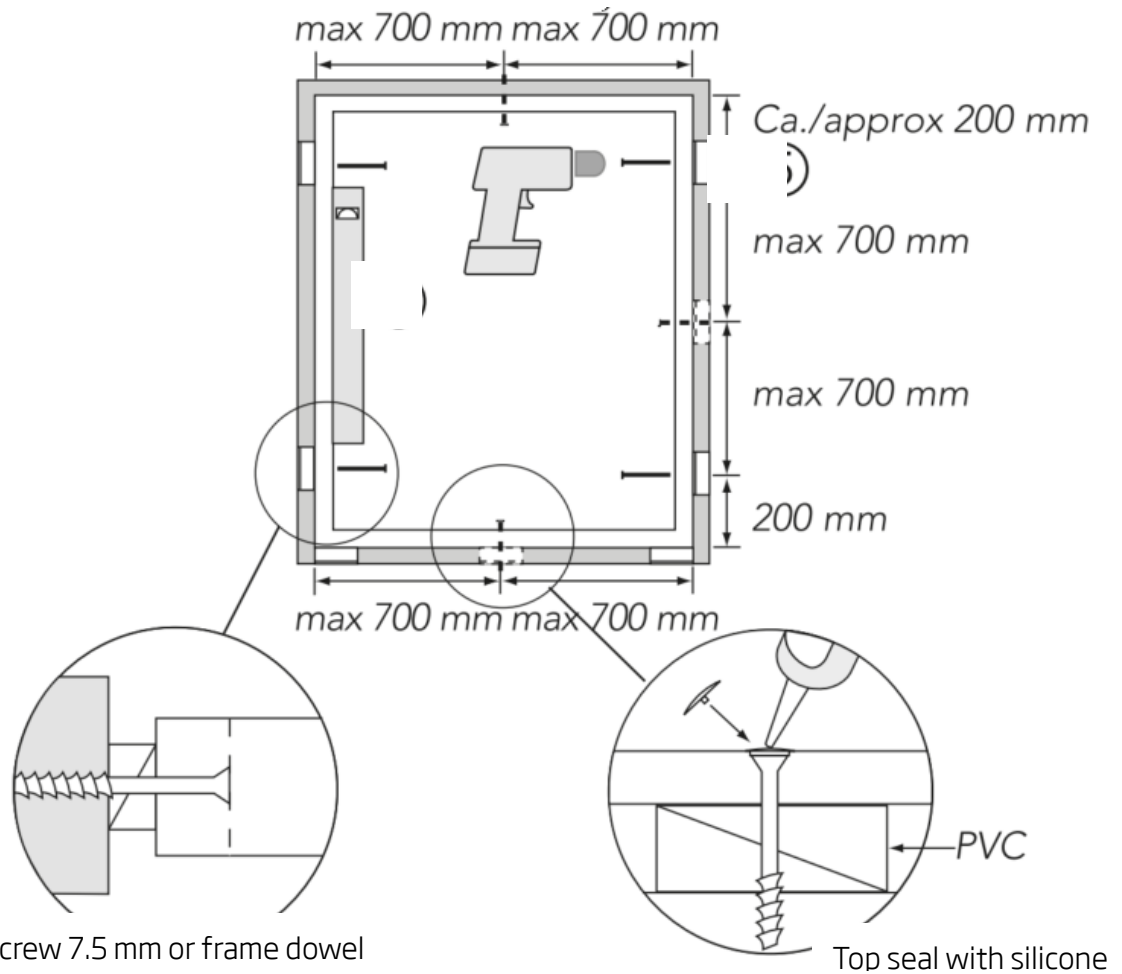
Sidehung Window/ Outward opening doors



Inward opening doors



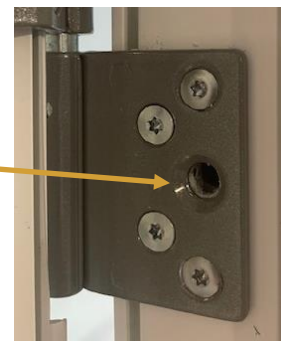
Example of correct placement of frame screws:



Important at doors!

For all doors, place the frame screws in the frame rebate as shown above. too. On the hinge side, it is important that the frame screw is mounted through the hinges on the frame. The hinges used are prepared for this.

Permanent support blocks are placed behind each hinge. In the handle side, place Also support block behind each closing point on the frame (burglary protection).



6. Grouting

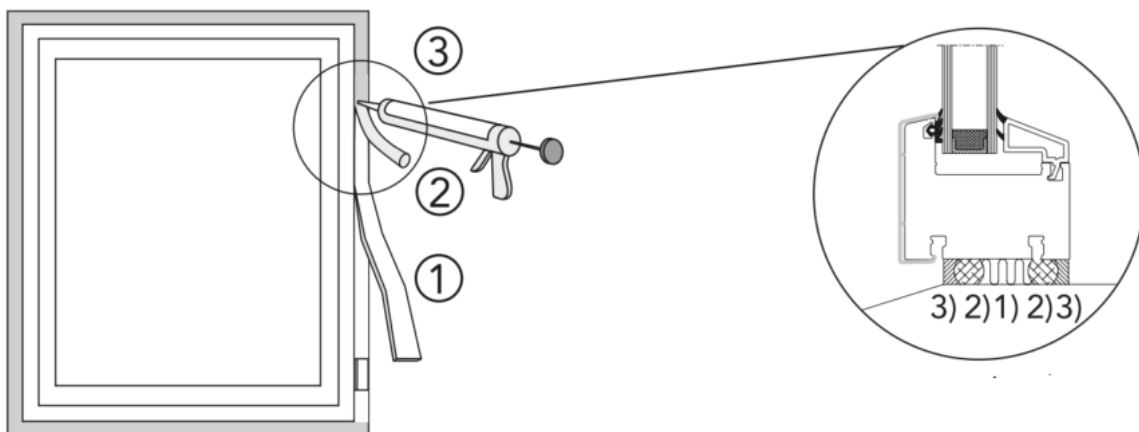
Once the window or door is installed, seal/insulate with padding or PU foam, foam profile (backstop) and elastic sealant, plastic sealant or expansion tape, respectively.

When working with the upholstery, there must be no compaction of the insulation material that leads to deformation of the frame.

On the outside side, always finish with a protective cover in the form of a backstop profile and sealant. Diffusion-open expansion tape can also be used. However, this requires a tight joint on the inside of the window.

NOTE: Bitumen-containing sealant tapes should not be used, as they can discolour the window and door profiles. Reference is also made to the FSO's regulations regarding joints and grouting.

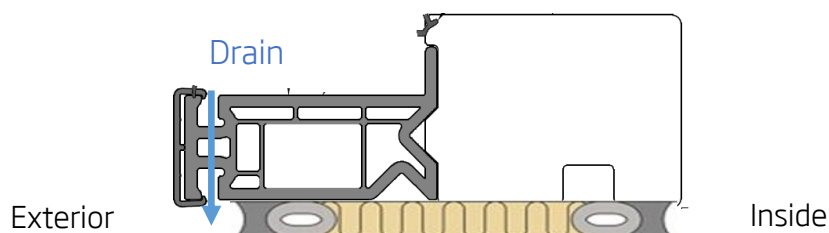
Recommended joint construction:



- 1) Insulation
- 2) Backstop (foam profile)
- 3) Joint

Important about grouting of bottom frames:

The drainage holes of the frame profile are located in the outermost grooves under the frame. The drain must not be closed (clogged) by sealant, which is why it is important that the joint is pulled back onto the bottom frame as shown below (principle sketch):



7. Adjustment and maintenance of brackets

Windows and doors should be lubricated with suitable lubricant and adjusted at least once a year. It is important for the function of the window and for the life of the element that the fittings are adjusted correctly. Another important part of maintenance is keeping the element and fittings clean. By continuously keeping the fittings clean and well-lubricated, the service life is extended significantly - especially in coastal areas where the surroundings are often affected by salt from the sea. Here, cleaning fittings is in many cases a prerequisite for a long and trouble-free service life.

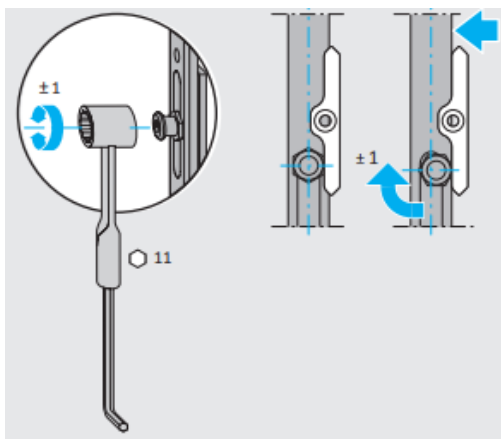
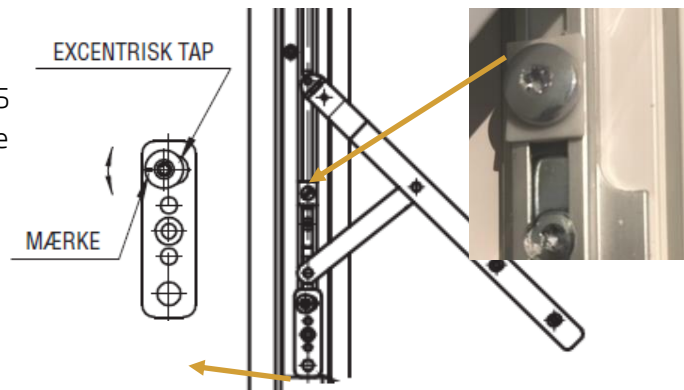
Below we describe how to adjust our brackets and maintain them. But if you are in doubt, we are always ready with advice and guidance.

Topguided window

Adjustment

The friction of the sash can be adjusted using the friction screw, which is located in the sliding rail on the frame. The friction is the braking effect that enables the sash to stay open in the desired position. It is important that the friction screws are adjusted evenly on both sides. The friction screws must never be tightened more than the sash straight arkurat can stay open

The top-operated bracket can be adjusted ± 1.5 up or down both sides. The adjustment is made by rotating the eccentric pin of the bracket with a Torx20 key. On the spigot there is a mark, which at the time of delivery of the window is placed in horizontal position. The sash is easily adjusted up/down by turning Tab.



The closing points of the sash can also be adjusted. This is done by turning the simple collar tabs, which are located on the Espagnolette/Espagslock

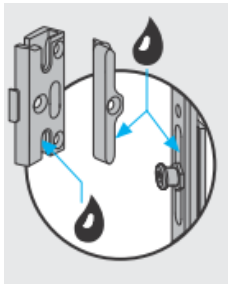
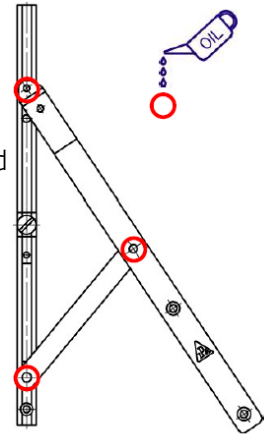
The collar stages are eccentric. By turning the collar tab, you can loosen/tighten the closing pressure of the sash in the final glance. That is, how hard/loose the sash is pulled in against the sealing strip when the sash is closed.

Lubrication

All fittings are lubricated as needed. Usually 1 - 2 times a year is enough, but in coastal areas, this is not always sufficient. The top-controlled bracket is lubricated in all joints as shown in the drawing. Use acid-free oil.

Important: The bracket slide rail is not lubricated in the friction joint (where the friction screw is seated). This will reduce the frictional effect.

The Espagnolette/Espagslock is applied at the collar pins and on the edge of the final sight as shown on the drawing below.



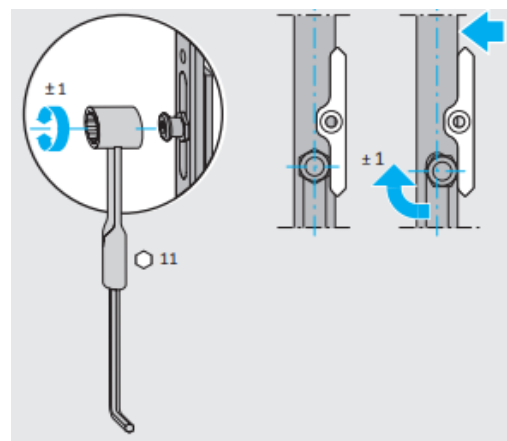
Sidehung window

Adjustment

Sidehung windows are supplied as standard with Danish Style Fasteners. The Danish Style Fasteners can easily be adjusted by turning the closing eye so that the thread is tightened or detached from the plinth. This tightens or loosens the closing pressure of the sash against sealing strip.

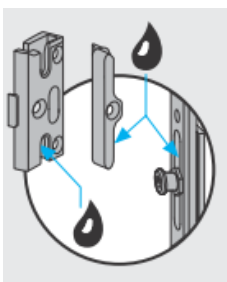


Is the sidehung window supplied with a Espagnolette/ Espags and handle the Espagnolette/Espagslock can be adjusted on the collar tabs. The collar stages are Eccentric. By turning the collar pin, you can loosen/ tighten the closing pressure of the sash in the final sight. That is, where hard/loose sash is pulled in towards the sealing strip when the sash is closed.



Lubrication

The hinges of the sidehung window are lubricated with acid-free oil in the joint. Is the sidehung window fitted with Danish Style Fasteners, these should not be lubricated.



If the sidehung window has a Espagnolette/Espags, lubricate at the collar tabs and on the edge of the end look, as shown in the drawing.

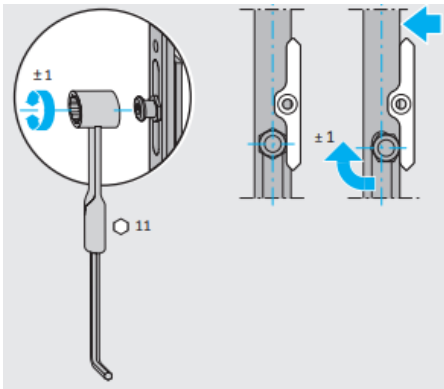
Outward-opening patio/window doors

Adjustment

Outward opening patio and window doors are easily adjusted by following the instructions.

Hinges can be adjusted in height by turning the screw at the bottom of the hinges.

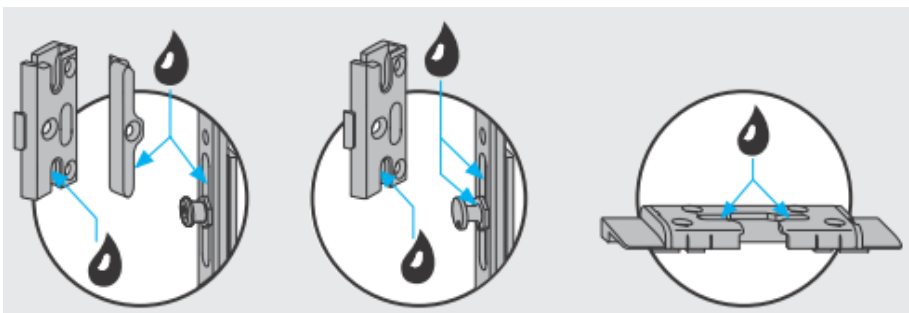
The collar tabs on the bar lock can also be adjusted. The collar pins are Eccentric. By turning the collar tab, you can loosen/tighten the sash while closing pressure towards the final lock. That is, how hard/loose the frame is pulled against the sealing strip when the sash is closed.



Height adjustment

Lubrication

Outward-opening patio and window doors are lubricated with acid-free oil at all moving parts. Lubricate the hinges in the hinge joint and the Keep and Espagnolette/Espagsas shown below.



Façade doors

Adjustment

Façade doors are easily adjusted by following these instructions.

Hinges can be adjusted in height by turning the screw at the bottom of the hinges.

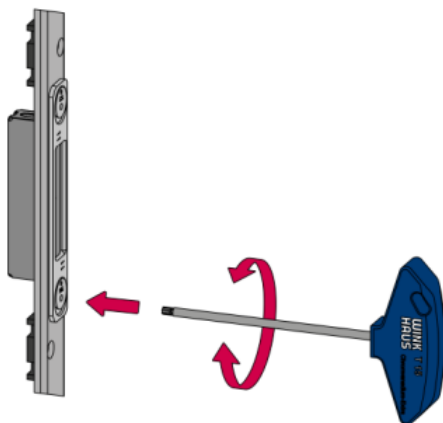
Adjusting the Hook Keep (top and bottom Keep)

The closing pressure of the sash against the sealing strip can be adjusted on the Hook Keep.

This is done using the eccentrically mounted adjustment plates on the Hook Keep. These can be infinitely adjusted in the range ± 2 mm with a Torx T15 screwdriver as shown in the drawing below.



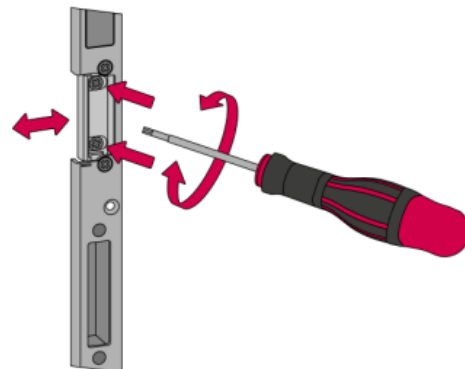
Height adjustment



Adjustment of middle Keep

The closing pressure of the sash against the sealing strip can be adjusted on the Keep

This can be infinitely adjusted in the range ± 2 mm with a Phillips.

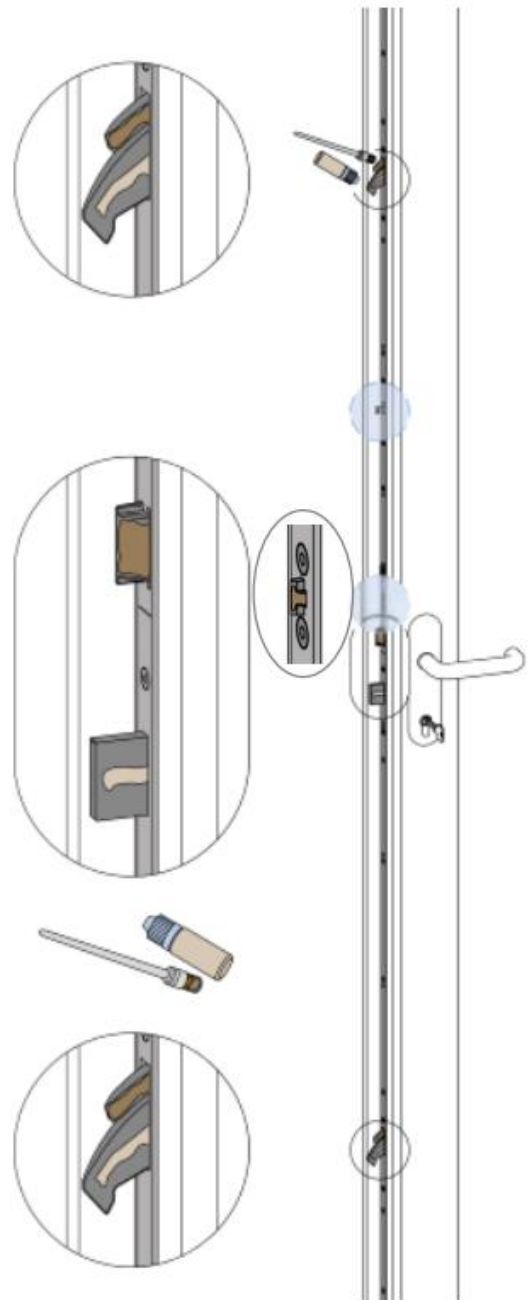
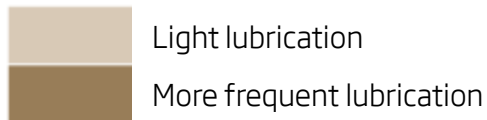


Important!

Correct adjustment of the sash's closing pressure against the sealing strip is very important as it ensures easy opening and locking of the door.

Lubrication

Façade doors are lubricated with acid-free oil at all movable divide. The hinges are lubricated in the hinge joint and the lock case lubricated as shown in the drawing.



8. Handover

Before handing over to the client, the person responsible for the assembly should check the following:

- ✓ Ensure that seals, fittings, window profiles, and rebates are cleaned of mortar, drilling dust, and other construction debris.
- ✓ That hinges and closing fittings on opening windows/doors are adjusted to have proper clearance.
- ✓ That all moving parts are cleaned and functioning as if freshly lubricated.
- ✓ To remove the protective film and stickers/labels.
- ✓ That the end-user has received instruction in the use and operation of windows and doors.

9. Maintenance

Initial cleaning

When the new windows and doors are installed, the window stickers and protective film/paper must be removed immediately. Any adhesive residue can be removed with a little bit of cleaning benzene. Spirits should not be used.

Regular cleaning

The sash and frame are cleaned with the same water used to wash the glass. Always use plenty of water, and always dry the sash and frame afterwards with a dry cloth.

Drain holes in the bottom sash and frame should be regularly cleared of cobwebs and dirt with a soft brush. Never use strong solvents on the sash and frame.

Seals / Weatherstripping

Weather strips do not require any actual maintenance, but it is recommended that they are inspected for leaks about once a year - especially at the bottom corners.

PRIMO weather strips maintain flexibility and weather resistance for many years, and best if they are lubricated with silicone once or twice a year.

Cleaning is done in connection with window cleaning and with the same cleaning agents. Do not use gasoline, thinner, alcohol or similar solvents.

10. Measurement

We recommend aiming for an average joint width of 12 mm. The external frame dimensions of the new window should therefore be: the width of the opening minus 24 mm and the height of the opening minus 24 mm. In renovation projects, all windows of the house should be measured individually. Measure height and width in several places, remember diagonal measurements and always use the smallest measurement.

In single-family houses with a visible rail, where the original window is nailed to the rail, a standard joint should be established between the rail and the window.

For sloping and curved elements, it is not enough to subtract 24 mm from the opening. A tight opening measurement should always be taken, from which the correct size of the element is calculated.

