Pinnacle Windows
Our success is built solely on customer recommendations

The Definitive COLLECTION

Keep your windows & doors looking like new



www.thedefinitivecollection.co.uk



Your new PVCu windows and doors have been designed and installed with care, using high-quality materials to enhance your home's security, comfort, and style.

With minimal maintenance, you can keep them looking and performing their best for years to come. Follow this guide to maintain your investment and enjoy peace of mind.

BEST PRACTICE FOR CLEANING

PVCu Windows & Doors

- **Routine Cleaning**
  Wipe down frames with warm, soapy water using pure liquid soap (do not use washing up liquid) and a soft cloth. Rinse and dry for a clean fresh look.
- **Stubborn Stains**
  Use a non-abrasive cream cleaner sparingly to maintain the gloss finish.
- **Avoid Painting**
  PVCu does not require painting. If you wish to paint, consult a qualified professional.
- **Special Care in Coastal/ Industrial Areas**
  Clean more frequently to combat harsher environmental conditions.
- **Gasket Maintenance**
  Periodically clean gaskets with soapy water to preserve their appearance and longevity.

NOTE Avoid solvent-based cleaners to prevent surface damage. Always contact your installer for advice.

BEST PRACTICE FOR

Ventilation

- **Trickle Vents**
  Keep these open to prevent condensation and maintain air circulation
- **Condensation**:
  External Condensation:
  A sign your windows are highly energy-efficient, this disappears as temperatures rise.
- Internal Condensation:
  Increase ventilation by opening windows or using vents, especially in humid spaces like kitchens and bathrooms.

BEST PRACTICE FOR CLEANING

Glass

- **For Clear Views**
  Use a quality glass cleaner and a soft, grit-free cloth or chamois leather.
- **Self-Cleaning Glass**
  Follow the manufacturer's guidelines.

  Note: Solvent-based cleaners may damage your glass and invalidate your guarantee.



Please note: When using soapy water, always use a pure liquid soap. Do NOT use washing-up liquid.





BEST PRACTICE FOR

Component Replacement

- **Replacements and Adjustments**
  Only trained installers should replace or adjust components to ensure proper performance.
- **Durability**
  PVCu frames often outlast other components. For scratches or damages, consult your installer for repair options.



BEST PRACTICE FOR

Caring for Hardware

- **Cleaning Handles, Hinges, and Catches**
  Use a dry, soft duster and avoid scratching with jewellery or keys.
- **Lubrication**
  Apply a light none acidic mineral oil such as 3-IN-ONE

Note: Do not use solvent-based cleaners or multipurpose lubricants

For maintenance on Door Euro Cylinders please refer to page 6



Congratulations on your new Definitive Collection composite door!

You've chosen a market-leading door that brings together unparalleled style, top-tier security, and exceptional durability. Your selection reflects a commitment to quality, and we're confident it will elevate your home's beauty while providing lasting peace of mind.

To maximize the performance and longevity of your new door, please take a moment to review the care and maintenance guide below. Following these simple steps will help preserve the door's striking appearance, safeguard its durability, and protect your investment. With just a little regular care, your Definitive Collection composite door will keep your home secure and looking its best for many years to come.

MAINTENANCE INFORMATION

Composite Doors

Note: Before cleaning your door remove all jewellery including watches to avoid scratches

Component	What to use & how to clean	How Often
 Door Leaf	✓ Warm water only using a clean, uncontaminated micro fibre cloth. ✗ **Do not use any of the following on your composite door, High pressure or steam cleaners, Bleach solvents or adhesives (spirits or thinners), Washing up liquids or similar household cleaners or detergents.**	Every 4-6 weeks
 Door outerframe	✓ We advise using a pure liquid soap sometimes referred to as soap flakes, the key being less is more & to rinse well and dry off - soap does not need to be heavily added to the water, just a little to aid regular cleaning. ✗ **Do not use washing up liquid or any household cleaners or detergents.**	Every 4-6 weeks



Component	What to use & how to clean	How Often
 Decorative Hardware (Handles, Knockers & Letterplates)	✓ We advise using a pure liquid soap sometimes referred to as soap flakes, the key being less is more & to rinse well and dry off - soap does not need to be heavily added to the water, just a little to aid regular cleaning. ✗ **Do not use washing up liquid or any household cleaners or detergents.**	Every 4-6 weeks
 Glass	✓ Use warm soapy water only with a soft cloth If a glass cleaner is used (Silversil) ensure this is not over-sprayed on to the slab or outerframe.	Every 4-6 weeks
 Mechanical hardware (moving parts)	✓ Keep them at their best by lubricating with a small amount of light engineering oil e.g. 3 in 1 - Ensure all excess oil is removed and surfaces wiped dry with a soft cloth.	Every 6 months
 Hinges	✓ Keep them at their best by lubricating with a small amount of light non-acidic mineral oil e.g. 3 in 1 - Ensure all excess oil is removed and surfaces wiped dry with a soft cloth.	Every 6 months

Component	What to use & how to clean	How Often
 Euro Cylinder	✓ For this, we recommend a PTFE based lubricant for our Yale cylinders & a graphite powder for our Ultion cylinders. Rotate the key a couple of times in line with the normal locking function. Remove the key from the cylinder and wipe away any remaining lubricant to ensure it isn't transferred onto other objects. Less is more when applying to the components.	Every 6 months
 Door Threshold	✓ The threshold of your door has drainage holes designed to channel water away from your property. To prevent blockages caused by debris buildup, it's important to regularly check and clean these drainage holes. Keeping them clear ensures proper water drainage and helps maintain the door's performance.	Every 4-6 weeks
 Perimeter Weatherseals	✓ Regularly checking the perimeter weather seal on your composite door is essential. Debris buildup or foreign objects can cause marks or damage to the door's surface. To prevent this, gently wipe around the seal with a soft, damp cloth and warm water. If you notice any part of the gasket is loose, simply push it back into position to ensure a tight, consistent seal when the door is closed. This will help maintain your door's appearance and performance.	Every 6 months

If your door is located within 25 miles of coastal areas, construction sites, or large industrial zones, you may need to clean it more frequently to prevent the buildup of corrosive contaminants and debris. Regular cleaning in these environments will help protect your door and maintain its appearance and functionality.

To protect your door from natural thermal distortion, always ensure that all locking points are fully engaged when the door is closed. This helps minimise thermal movement, keeping your door stable and properly aligned during temperature changes.



Please note: Failing to consistently maintain your Definitive Collection composite door according to the above guidelines may void the warranty. Regular upkeep is essential to ensure your door remains protected under the warranty terms.

POST INSTALLATION CARE

Bespoke Colour-Coated PVCu Windows & Doors (Spray Painted)

Our bespoke painted windows and doors are finished in a carefully controlled environment using specialist coatings. These high-performance paints meet the highest industry standards, ensuring a flawless finish, exceptional durability, and long-lasting colour. During the first 3 weeks mechanical abrasion must be avoided. Protective tapes should be removed within a week, without use of sharp objects, and over spray to gaskets should be removed with warm soapy water or by gently scraping.



For the long-term preservation of the high quality surfaces, regular cleaning and care are necessary. In some areas the high level of air contamination will lead to deposits sticking firmly, which are difficult to remove. In order to prevent heavy dirt deposits, we recommend regular cleaning and care of the windows.

- The applied coating must be cleaned when it becomes soiled.
- The cleaning interval should be determined by the amount of soiling and not exceed 6 months in a normal environment.
- Cleaning should commence at the date of installation using a mild detergent and warm water on all surfaces and a soft cloth or sponge but nothing harsher than a natural bristle brush, followed by fresh water rinsing.
- For commercial premises, fully documented and corroborative records must be kept by the client of the building. Stating the date, contractor and cleaning material used.
- If touch up materials are used after installation, details of the materials used, the date of touch up and reason for touch up must be kept with the cleaning record.

Cleaning

Depending on the degree of grime on the substrate, clean with a pure liquid soap (not washing up liquid), using a wet artificial leather, or microfibre cloth using light pressure. Rinse afterwards with fresh water.

Light water discolouration following the initial cleaning can stem from paint over spray residues and is quite normal.

Care

Following these guidelines will ensure a long term, beautiful, resistant and protected surface. In case of excessive soiling, please seek professional advice and avoid using household chemicals from under the kitchen sink. These can be a risk as they can often include ingredients that degrade the profile surface.

Please note: Cleaners and polishes containing solvents for example nail varnish removers, cellulose or alcohol based plastic cleaners must not be used. The utilisation of abrasive substances as well as a dry rubbing with a duster or similar is to be absolutely avoided. De-Ionised water must not be used.

When using soapy water, always use a pure liquid soap. Do NOT use washing-up liquid.

External Condensation on Windows – What Home-owners Should Know

Sometimes you may notice dew or condensation on the outside of your windows, especially on modern, energy-efficient glass. This usually happens on clear, calm nights, often after a dry period.

Condensation is caused by a combination of cold outside air, local conditions, and the insulating properties of your windows.

Why it's more common on modern windows:

Standard single-pane windows let heat escape, keeping the outer surface warmer — **external condensation is rare.**

Energy-efficient double glazing keeps more heat inside, so the outer glass can get colder — **external condensation can appear.**

Low-emissivity coatings (common in modern windows) reflect heat back indoors - the outer glass stays even cooler — **external condensation may form.**

Important points:

- It's temporary and usually disappears quickly when conditions change, just like morning dew.
- It's a natural effect of high-performance windows and not a fault.
- You may notice it on some windows but not others, even on the same property.

Internal condensation is the more common type and is typically caused by environmental conditions often found in bedrooms, bathrooms, kitchens, and utility rooms. If you are experiencing excessive condensation on the inside of your windows & doors, you may need to consider using a dehumidifier.

Condensation Between Glass Panes: Failed Units

If you notice fog, mist, or moisture trapped between the panes of your double or triple glazing, this indicates that the hermetic seal has failed (often called a "blown" unit). Because the seal is no longer airtight, the unit's thermal efficiency is compromised and the internal condensation cannot be wiped away; therefore, the glass unit will typically require a full replacement. We recommend checking your original installation paperwork and contacting your seller or installer immediately.



BEST PRACTICE FOR

Conservatory Maintenance

- **Routine Cleaning**
  Wash roofs and side frames with soapy water every few months. Avoid abrasive cleaners and power washers.
- **Gutter Care**
  Clear debris regularly to ensure proper drainage. Use ladders designed for conservatory cleaning to avoid damage
- **Glass Care**
  Use soapy water followed by a glass cleaner, removing jewellery to prevent scratches.

  Note: For advice on maintaining plastic roofing or self-cleaning glass, consult your installer.

BEST PRACTICE FOR

General Maintenance

- **Inspect annually for**
  Scratches or abrasions, blocked drainage path, tampered or faulty hardware
- **Report Issues**
  Contact your installer for assistance with any damages or concerns

Pinnacle Windows

Our success is built solely on customer recommendations

YOUR PEACE OF MIND

By following these simple maintenance steps, your PVCu windows and doors will continue to enhance your home for years to come.

For further advice or assistance please contact your Installer

The Definitive COLLECTION

February 2026