



**Operator's  
manual  
with safety  
guidelines**

***Sample operation &  
maintenance manual***



Please take care of this leaflet as it involves important information regarding your NorDan products.

# Welcome to NorDan

NorDan windows and doors are produced in Norway by NorDan AS, Norway's largest and most successful external joinery company.

This booklet is to help you understand how your windows and doors work, from operating the handles to controlling the air vents. Following the procedures recommended in this booklet will increase the performance of the products and help towards keeping you safe and warm.

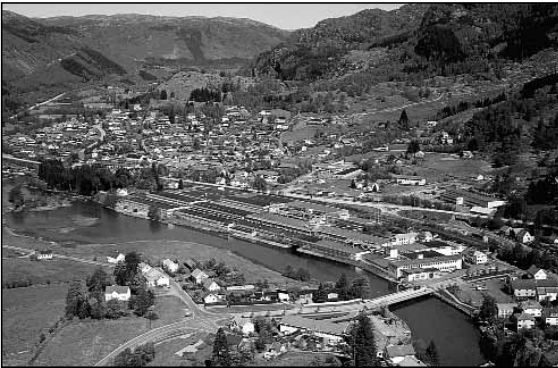
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# NorDan production

NorDan manufacture a wide range of joinery products including various types of windows, back doors and balcony doors. NorDan are a major producer and exporter to Europe. Consistent quality, a fine finish and excellent energy saving is common to all NorDan products.

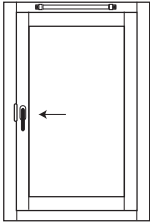
Your windows and doors were selected to improve your health, safety, security and reduce your heating bills. You have contributed towards the reduction of greenhouse gases because NorDan ensures that each tree that has been cut down is replaced by planting new ones.



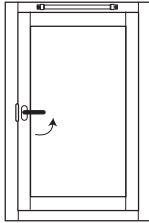
■ *Main factory in Norway*

# Using your EV windows

## How to open the window for ventilation



1. Ensure the handle is pointing downward (Window closed)



2. Turn the handle 90° so it is at right angles to the frame.

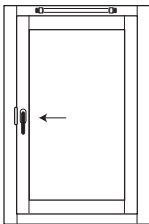


3. The window can now tilt into the room for everyday ventilation.

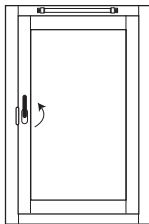
4. Pushing the handle downwards whilst the window is open in this position will lock the window in the plastic restrictor device on the opposite side of the window.

5. To close the window, reverse the procedure for opening ensuring the window is closed and the handle is in the position as illustrated in point 1 above.

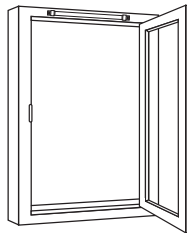
## How to open the window for cleaning the outside glass



1. Ensure the handle is pointing downward (Window closed)



2. Turn the handle 180° so it points upwards to the top of the frame.



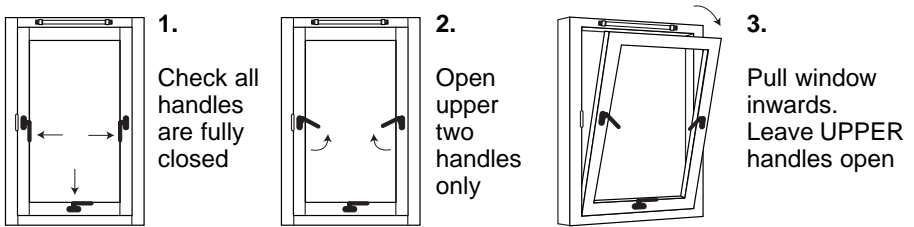
3. The window can now open into the room for cleaning.

4. To close the window, reverse the procedure for opening, ensuring the window is closed and the handle is in the position as illustrated in point 1 above.

In the interest of safety, do not use windows in the cleaning position for ventilation purposes. Always ensure that child safety restrictors are re-engaged when closing the window.

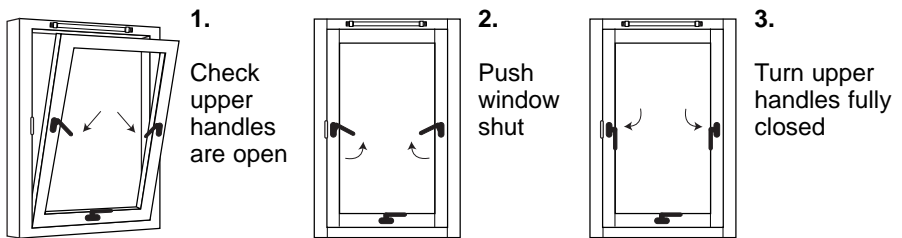
# Using your tilt & turn windows: ventilation

## How to open your windows for daily ventilation



DO NOT TURN THE BOTTOM HANDLE

## How to close your windows from the ventilation position



DO NOT TURN THE BOTTOM HANDLE,  
USE ONLY THE UPPER HANDLES FOR VENTILATION

**!!! Safety First !!! Safety First !!! Safety First !!!**

## Cleaning your windows

Whether you live on a first floor or in a high rise, there are some simple rules to follow to avoid accidents which are all too common when cleaning ANY type of window.

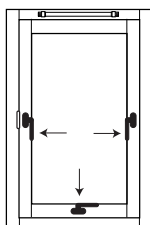
- Always choose a calm day to turn the windows for cleaning.
- Never clean with children/toddlers in the same room.
- Remember: **OPEN, CLEAN, CLOSE**. In one operation and without interruption.

**!!! Safety First !!! Safety First !!! Safety First !!!**

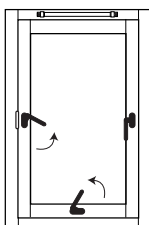
# Using your tilt & turn windows: cleaning

## How to open your windows for cleaning

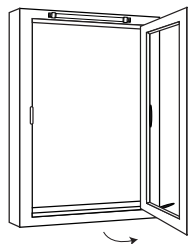
(example shown is right hung window)



1. Check all handles are fully closed

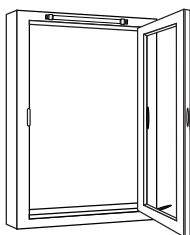


2. Release side handle (next to the restrictor) and bottom handle

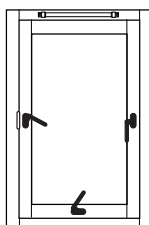


3. Pull window open

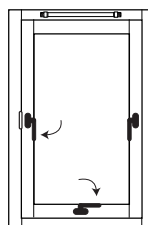
## How to close your windows after cleaning



1. Check handles are in correct position

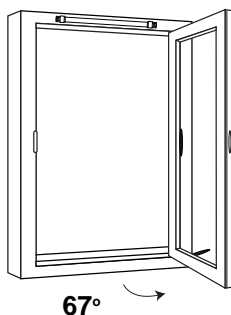


2. Close window



3. Close handles

To ensure the highest level of safety and security, never leave your windows open in the cleaning position.



## Cleaning Position

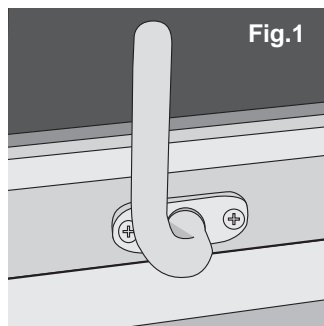
Maximum opening is around 67°, more than adequate to clean both sides while standing safely and firmly on the ground (see rear cover for safety information).



# Using your top swing windows

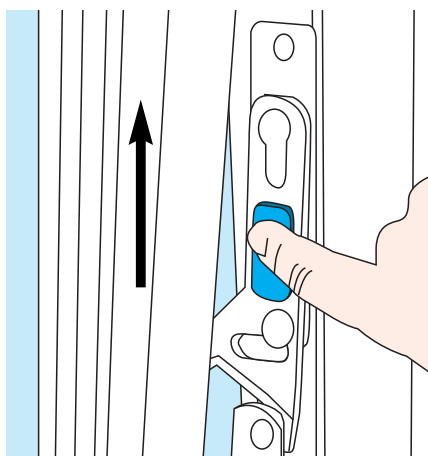
## How to open the window for ventilation

1. Simply turn the handle fully as shown in **Fig.1** and push the window outwards. For opening the window fully in the case of cleaning or as a fire escape in an emergency, follow the steps for opening the window for cleaning.



## How to open the window for cleaning

1. Open the handle as for the ventilation position. Push the window sash outwardly to the fixed safety locking position.
2. Press the button as shown in **Fig.2**, and gently push the window out further. The window sash is now free to open as much as you require. It may be completely turned over until the outside glass is facing inside. Do not swing the sash over too hard. Control it so that when fully turned over, it locks into the cleaning position without hitting the wall. Check that the fixed restrictor is in place and you can now clean the outside of your window safely from within.
3. After cleaning the glass press the safety button again (as shown in **Fig.2**) and carefully turn the window over and back to its normal position.



**Fig.2**

Choose a calm dry day for cleaning your windows. Never leave the window unattended in the cleaning position and never overreach or stand on chairs to clean windows.

# Using your side glide windows

## How to open the window for ventilation

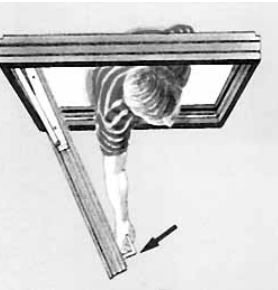
Turn the window handle and push outwardly. When you first open the sash, it is restricted when opened to approximately 100mm as a child safety feature.

## How to open the window for cleaning the outside glass

1. Open the window as described above.
2. The sash cannot be turned further until the safety device is released, allowing the sash to glide smoothly through 180°. Press down on the restrictor to release the window (see **Fig.1**).
3. Move the window sash across to the opposite side of the window frame to its fully open position (see **Fig.2** and **Fig.3** below).
4. The restrictor will automatically engage to provide a safe cleaning position (see **Fig.4** below).



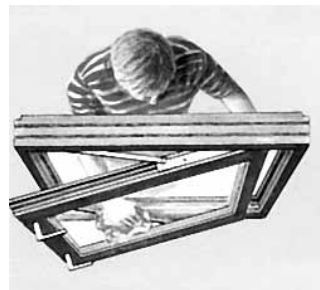
**Fig.1**



**Fig.2**



**Fig.3**



**Fig.4**

# Maintenance: windows

Maintaining your NorDan windows couldn't be simpler. All you have to do is check them carefully at least once a year for the following signs:

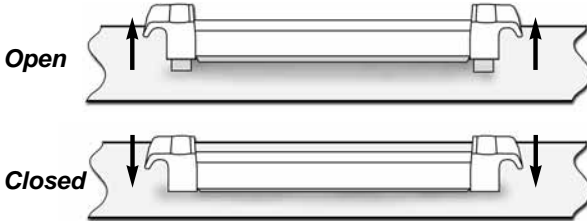
- Look for (and remove) any airborne debris that might be trapped in between the frame and sash. To do this open the window in the cleaning position.
- Wipe or brush clean all surfaces and check the weather seal is clean, dry, continuous and undamaged. Never get any paint on the weatherseal as this will reduce the window's performance.
- Check that the handles move freely and smoothly. If they are stiff, wipe a little vaseline/grease on the locking tongues/bolts while in their extended position.
- Check the glass does not have any water vapour inside the sealed unit or that the glass is damaged.
- Check all timber surfaces for damage and note if the finishing (paint etc) needs refreshing. If you wish to renew the finishing then please refer to the NorDan Paint, Stain and Varnish leaflet for further information.
- Check all handles and ventilator controls are not loose. If they are then tighten them with an appropriate screwdriver. Just tighten enough so the handles and controls work freely without being too loose. Do not overtighten.
- Check any additions to the standard window (such as restrictors), make sure they all work properly and easily.

If in any doubt or you need help with anything to do with maintenance call your nearest NorDan sales office as featured on the back of this leaflet.

# Window furniture

## Ventilator control

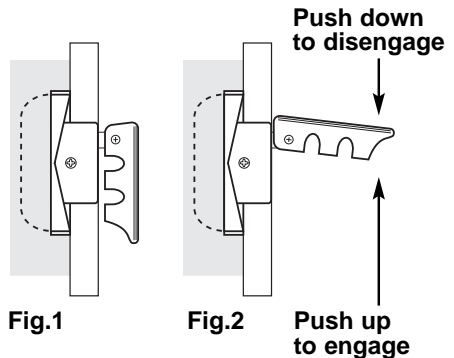
“Flick” out either or both ends for half or full trickle airflow. Push back in to close. In severe storms it is possible that rain can enter. If this happens simply close the vent.



Leave a few trickle vents open all the time. These slowly change the air without you having to open your windows, even when you're on holiday.

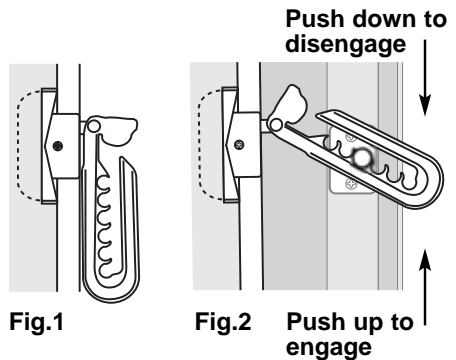
## Steel Restrictor (JR206)

The JR206 (see Fig.1) offers two positions for the size of your window opening. When the window is open, push the handle down so that it locks the window catch into a slot in the JR206 (see Fig.2). This stops the window from ‘flapping’ in the wind. It must be manually disengaged to get access to the cleaning position or to fully close the window.



## Plastic Restrictor (NP792)

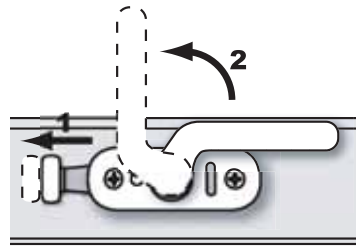
The NP792 (see Fig.1) offers many positions for the size of your window opening and introduces some semi-automatic features to make your home safer. It must be manually disengaged to get access to the cleaning position and automatically re-engages when closed (however sometimes you may need to manually re-engage). When the window is open push the restrictor up so that it locks the window into a slot (see Fig.2). This stops the window from ‘flapping’ in the wind.



# Window furniture

## Levered handle

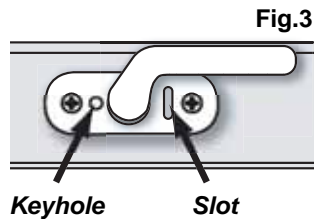
The handle with a lever requires the lever to be pushed outward in order to turn the handle. To operate, first push out the lever as shown in step 1 in **Fig.1**, then turn the handle fully as shown in step 2.



**Fig.1**

## Loose key handle

To lock the window handle, insert the key (**Fig.4**) in the keyhole as shown in the diagram (**Fig.3**) and turn the key anti-clockwise. When locked a red background appears in the slot to the right of the handle. To unlock, turn the key clockwise. Please keep the key in a safe place but readily available in case of any emergencies.



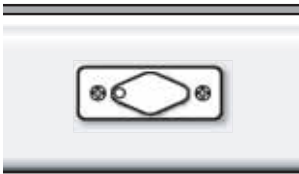
**Fig.4**

# Window furniture

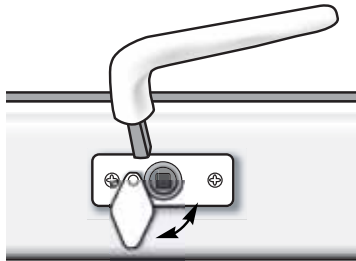
## Removable handles and 'Primo Plate'

Your Tilt & Turn windows have a removable handle which is usually provided in the bottom position (as shown in the diagram). It's purpose is to improve safety, by restricting daily use to the ventilation position ONLY. A 'Primo Plate' is fixed to the handle socket to provide extra security (see **Fig.1**).

To attach the handle, firstly move the 'Primo Plate' then insert the handle into the socket (see **Fig.2**).

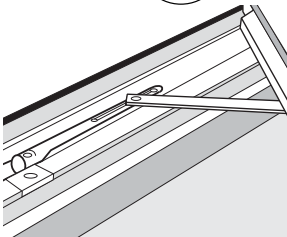
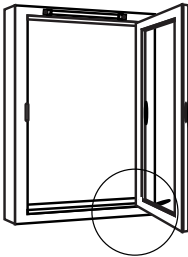


**Fig.1**



**Fig.2**

*Insert the loose handle to turn the window into it's cleaning position, (or to use the window as an escape route in the event of fire).*



## Restrictor stay (JR716)

Your NorDan window may also have a side hung restrictor stay fitted in the bottom between the opening and fixed part (see top left).

This device is only visible when the window is opened in the side hung cleaning position (see bottom left picture). When the window is opened for cleaning the device holds the sash open so that you can clean it safely.

To close the window after cleaning, press down on the stay at the place it engages then close the window.

# Window furniture

## FIX 805/811 safety locking handle

The safety locking handle is fitted in lieu of the bottom handle in NorDan ND92 tilt and turn windows. This provides added security in locations where supervised control of the opening functions of the window is required, such as high rise buildings, schools, institutions etc.

### Operation



**Fig.1**



**Fig.2**

The lock (FIX 805, see **Fig.1**) has a special triangular keyhole which can only be operated by the FIX 811 handle (**Fig.2**).

To open the window in the cleaning (turn) position, insert the handle in the lock and turn to open. When the window is open, the handle remains in the lock.

To close the window after cleaning, push the sash firmly into the frame. Turn the handle to shut the sash and the handle will then spring out of the lock, leaving the window secure but still operable in the ventilation (tilt) position.

**REMEMBER TO STORE YOUR  
HANDLE IN A SAFE PLACE, OUT OF  
REACH OF CHILDREN**

# Window furniture

## Winkhaus OBV safety catch restrictor

For your safety, an additional restrictor has been installed. The restrictor prevents windows from slamming shut and also restricts the opening distance of the sash.



### Operation

The restrictor automatically engages when the window sash is opened.

To dis-engage the restrictor to allow the window to be opened fully, simply hold the button at the top of the device while opening the sash (see left).

For further information regarding your additional restrictor, please contact Winkhaus direct:

Winkhaus UK Ltd  
2950 Kettering Parkway, Kettering,  
Northants NN15 6XZ  
Tel: +44 (0)1536 316091  
Fax: +44 (0)1536 419091  
[www.winkhaus.co.uk](http://www.winkhaus.co.uk)  
Email: [enquiries@winkhaus.co.uk](mailto:enquiries@winkhaus.co.uk)

# Using your venetian blinds

NorDan venetian blinds are hung between an opening outer pane of glass (secondary sash) and the inner sealed unit. The controls for the blind are cleverly situated inside the window.

## Operating your venetian blinds

There are two simple controls for operating your venetian blinds.

- **Fig.1** shows the cord that controls the height of the blinds.

To raise or lower your blinds, simply pull or release the cord attached at the top of the window. To secure the blinds and keep the cord out of the way, simply wrap the cord around the stay.

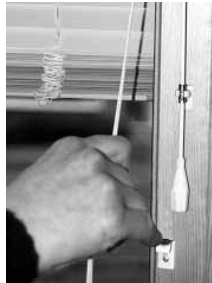


Fig.1

- To alter the angle of the blinds turn the control shown in **Fig.2**. Adjust the blinds to allow your preferred amount of light and re-attach the control to its fixture.



Fig.2

## Opening your secondary sash for maintenance

A window with a secondary sash enhances the insulation properties of the window as a whole whilst also improving sound reduction. Cleaning the venetian blind couldn't be easier.

- Firstly, open the window to the cleaning position.
- Open the concealed catches to the secondary sash (see **Fig.3**). There are two catches to open, one at the top of the window and one at the bottom.
- The secondary sash can now be opened to allow full access to the venetian blinds while remaining safely within your own home (see **Fig.4**).

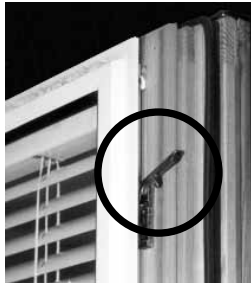


Fig.3



Fig.4

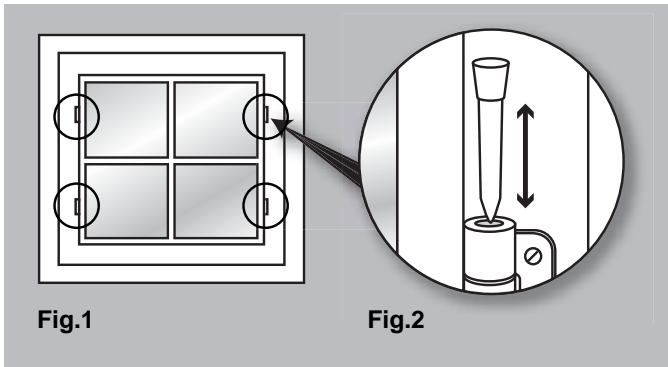
- When finished cleaning, re-attach the secondary sash to the window, by closing the catches. Remember to close the window handles fully.

# Overlays

## Moving the overlay

To access the exterior glass for cleaning you will need to move the overlay. This can be carried out by simply removing (see **Fig.2**) two of the pins from one side of the sash and pivoting the overlay open.

To put the overlay back in position, line it up with the sash and put the pins back in the retainer.



**Note:** With the ND92 window, this task can be carried out within the room by opening the window in the cleaning position.

## Maintenance

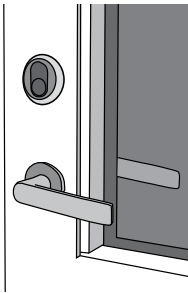
For maintenance purposes, remove the overlay cassette fully by removing all of the retainer pins (see **Fig.2**) on both sides of the sash (see **Fig.1**). Follow the general window maintenance procedures found elsewhere in this leaflet.

# Using your double doors

## The handle

The handle (see **Fig.1**) opens the door and operates a heavy duty multi-locking espagnolette. Operating the door handle requires effort. This is because your new high security door does a lot more than your old door. In time your new door will 'wear in' and become easier to use. If you find the handle difficult to lift try using a tube or pipe to extend the handle and so increase leverage.

**Fig.1**



**Fig.2**



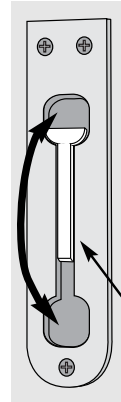
## How to use the primary door

1. To open the door first unlock it by using a key. Then lower the handle down and push the door open.
2. To close the door, pull or push the door shut until it 'catches'. To lock the door raise the handle fully as shown in **Fig.2** then lock with the key.

***Always check the door is locked before leaving it.***

## How to use the secondary door

1. Open the main door as described above.
2. Locate the shoot bolts in the edge of the secondary door at the top and bottom. The shoot bolts have two recesses where the control sits (see **Fig.3**).
3. To open the secondary door, move the shoot bolt control from the locked position to the open position. At the top of the door, the controller moves down. At the bottom of the door, the controller goes up. ***Make sure the control is pushed fully in the recess to ensure there is no obstruction.***
4. The secondary door can now be opened freely.
5. To close the secondary door, push the door shut and lock the door in place using the shoot bolt controllers. At the top of the door, the controller moves down. At the bottom of the door, the controller moves up. ***Check the door is closed securely.***



Shoot bolt controller.

**Fig.3**

## Maintenance: doors

A door set comprises of two main parts. The door frame, which is fixed to the building, and a door leaf, which is the opening part.

- Closely inspect your doors at least once a year. Check the door opens and closes smoothly. Clean out the grooves in the sides of the door frame by removing anything that gets trapped; leaves, dirt and dust etc. Use of a vacuum cleaner is ideal.
- Check the weather gasket set around the outside edge of the door leaf. Use a small nozzled vacuum cleaner along the sides of the weatherseal to remove any debris, dust etc as described above.
- Clear and clean the door threshold at the bottom whenever necessary.
- Check the paintwork for any loose or flaking finishing. Remove loose paint with a stiff brush then re-coat. For further information ask for a copy of the NorDan finishing leaflet. NEVER get any paint on the weather gasket. Damaged or painted weather gasket must be replaced.

**IMPORTANT:** Every time you close your door always lift the handle up to engage the multiple locking. Please do this at all times because it is the multiple locking that stops the door suffering from problems such as 'heat pull', bending and twisting. If you don't follow this rule the door may become difficult to use.

**Timber needs discipline to hold its shape so you must always lift the handle up every time you close the door.**

# Using your Patio door

Patios are produced as standard with one side fixed and the other part sliding, each being of equal width.

The opening door is on the outside. When the door handle is released, the door moves out approximately 7mm and then can be easily moved sideways. The door can simply be stopped and restrained in any open position on the track by closing the door handle.



There is a secondary locking device on the fixed mullion for use at all times when the door is closed. It is positioned centrally, where the fixed and opening mullions meet (see Pic 1).



**Pic 2: Locked**

## Locking and Unlocking procedure

- To lock:**
1. Close the door and engage handle.
  2. Lock the cylinder.
  3. Lock the meeting stiles fully (see pic 2).

Always ensure the lock is pushed as far forward as possible so the hook is fully gripping the door leaf.



**Pic 3: Unlocked**

- To unlock:**
1. Unlock the meeting stiles (see pic 1+3).
  2. Unlock the cylinder and operate the door.

It is important to make certain that the hook on the meeting stile is always either fully locked or fully released. This is to ensure that the hook does not collide with the door leaf when opened.

## Maintenance: Patio doors

- To remove the door in order to gain full access to all the parts, first open 20 to 30cm. Unscrew the two disks in the head track assembly. Open the door fully then lever off from the bottom. This enables the door to be lifted off the track. To re-fit the door, reverse the process.
- Lubricate the multi locking espagnolette with a few drops of oil once a year.
- Always keep the bottom metal track and threshold clean and clear of any small stones and debris.
- Check the paintwork for any loose or flaking finishing. Remove loose paint with a stiff brush then re-coat. For further information ask for a copy of the NorDan finishing leaflet. NEVER get any paint on the weather gasket. Damaged or painted weather gasket must be replaced.

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**Timber needs discipline to hold its shape so you must always lift the handle up every time you close the door.**



Think Safety



Act Safely

For further information on NorDan, NorDan products  
or extra copies of this publication please contact:

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**Park West Industrial Park**  
**Dublin 12**

**Tel: 01 460 0210**

**Fax: 01 460 1111**

**Email: [info@nordan.ie](mailto:info@nordan.ie) Internet: [www.nordan.ie](http://www.nordan.ie)**