Balanceuk

Vertical Sliding Windows Installation Manual

Timber Windows with EasyTilt

30-32 Martock Business Park, Great Western Road, Martock, Somerset TA12 6HB. Tel: +44 1935 826960 Fax: +44 1935 829215.
Part of ERA Home Security Ltd www.erahomesecurity.com www.eraexpert.com

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All dimensions throughout this manual are in mm and are nominal.

ERA Home Security reserves the right to change specification without notice

It is the responsibility of the window manufacturer to ensure that the finished product meets any required safety and performance specification.

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Key Features and Benefits

Balances

- UK manufactured in Somerset
- Simple fixings
- Stainless Steel Spiral Rods
- Dual Tension Springs with a semi-flexible outer tube
- Trueglide F&K balances are delivered pre-tensioned for ease of fabrication
- All balances can be adjusted with a screwdriver for easy on site adjustment
- Combination of spiral rod torsion and tension springs produce a smooth operating easy to use balance,capable of maintaining the equilibrium of the window at any point
- Lifetime homeowner guarantee

Tilt Gearing

- Pivot bar kits are all slide in and out for quick release and ease of maintenance
- Tilt Restrictors are quick release and provide enhanced safety of the window for cleaning

Hardware

- Full range of hardware including standard and high security Cam Locks, Fitch Catches, Sash Lifts, Guide Catches and Bow Handles
- Extensive colour range available in chrome, white, gold, satin chrome and black
- Suited Decorative high security Cam Locks and Decorative Bottom Sash Knobs

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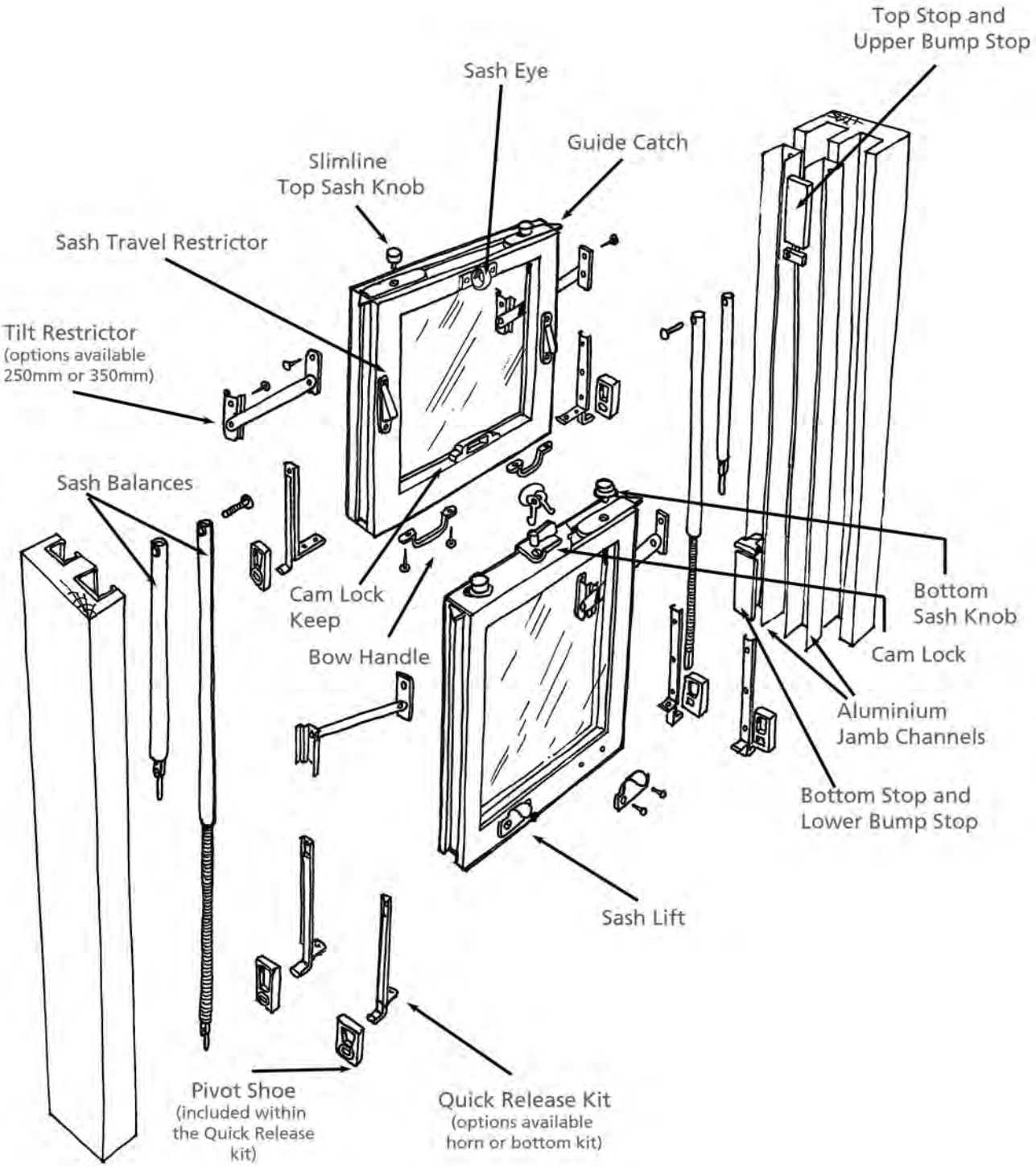
Timber VS Windows Exploded View



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Typical Tilt VS Kit for Timber Windows

A typical full tilt kit for 1 window includes:

Description	Quantity (each unless otherwise stated)
Pre-tensioned TrueGlide Balances (F/K)	2 pairs
Jamb Channel	4
Top Stop Section 130mm	2
Bottom Stop Section 220mm	2
Upper Bump Stop	2
Lower Bump Stop	2
Rounded Guide Catch Cover Plate	4
Jamb Channel Groove Cover Strip	Optional
610 Quick Release Horn Kit	1 Kit **
610 Quick Release Bottom Kit	1 Kit
Tilt Restrictors	2 pairs
Rounded Guide Catch Left Hand	2
Rounded Guide Catch Right Hand	2
Cam Locks (key locking)	2*
Keep	2*
Bottom Sash Knob	2
Slimline Top Sash Knob	2
Sash Lift	2
Sash Eye	1

* for windows over 800mm wide

** only required if window has horns, otherwise please use 2 x bottom kits only

Please Note:

Balance Tube colour options include White, Brown, Grey, Cream, Black & Tan. Finish options for hardware include: White, Black, Polished Chrome, Polished Gold and Satin Chrome. Available hardware in these finishes include Sash Eyes, Bottom Sash Knobs, Bow Handles, Cam Locks, Cam Lock Keeps and Sash Lifts. Keeps are available in either 8mm, 11mm or double staged, Tilt Restrictors are available in different sizes, for guidance we suggest using a 250mm for sashes up to 600mm in height, any sash over 600mm high will require the 350mm Tilt Restrictor.

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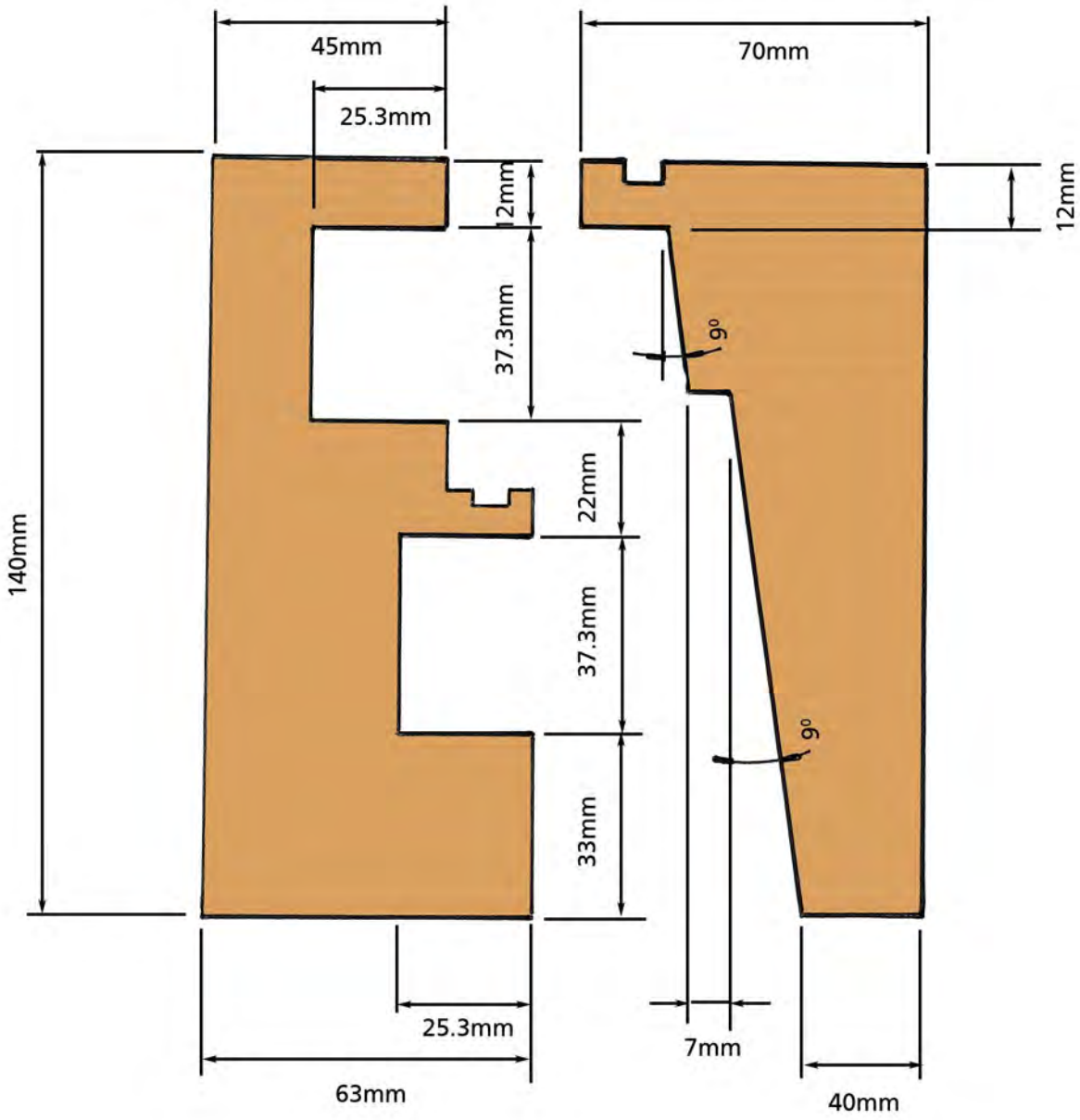
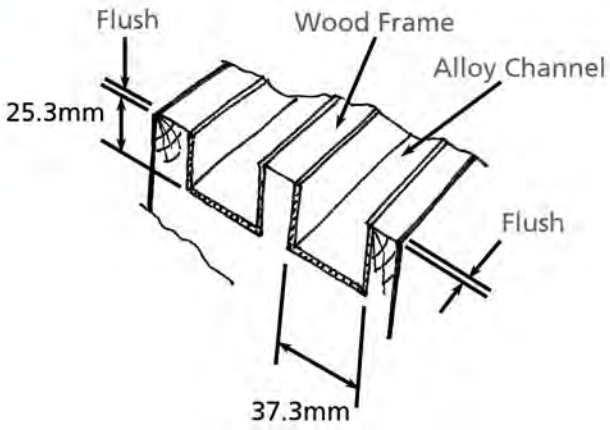
Timber Tilt System - Preparation



Typical Preparation - the above diagram shows how to typically prep a window
(please note these dimensions are for guidance only)

Timber Tilt System - Outer Frame Preparation

1



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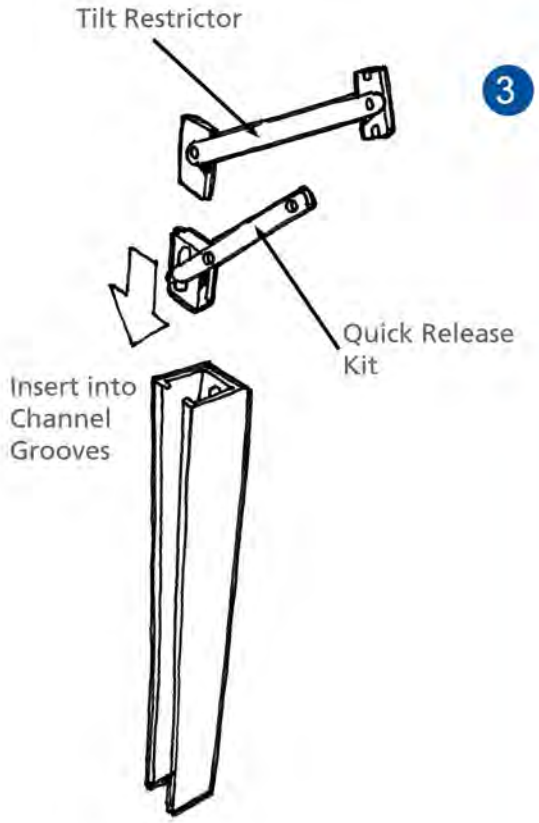

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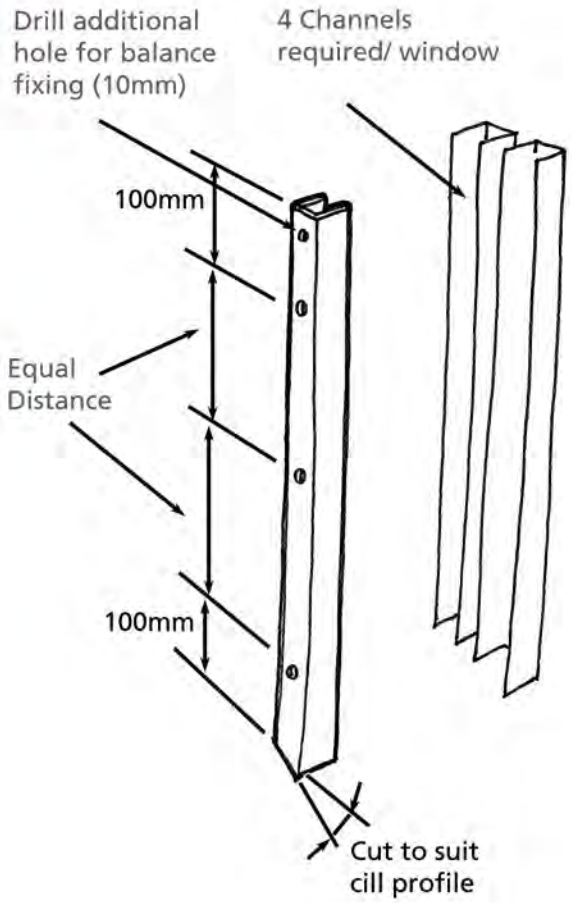

1 Routing:

Route side sections of outer frame to house aluminium jamb channel section. (Revert to jamb channel drawing for depth/width). Note needs to sit flush with frame and no overhang. Assemble outer frame with head and cill screwed together.

2 Jamb Channel:

Cut all four jamb channel sections to length of sash run. Note for sloping cill ensure jamb is cut to shape which avoids any area for water to build up. Then drill 3 holes (100mm from top/bottom and one in the middle of jamb) so that it is ready to screw to outer frame side sections. Prep one further hole in top of frame for when installing balance.

3 Tilt Restrictors/ Quick Release Arms:

Insert tilt restrictors and quick release kits into jamb. Insert brush pile into jamb section. Alternatively if you do not require brush in jamb section you can insert a jamb liner to cover section. Screw jamb to outer frame side sections via the 3 prepared holes. Note the tilt restrictors must be installed as above for correct assembly.

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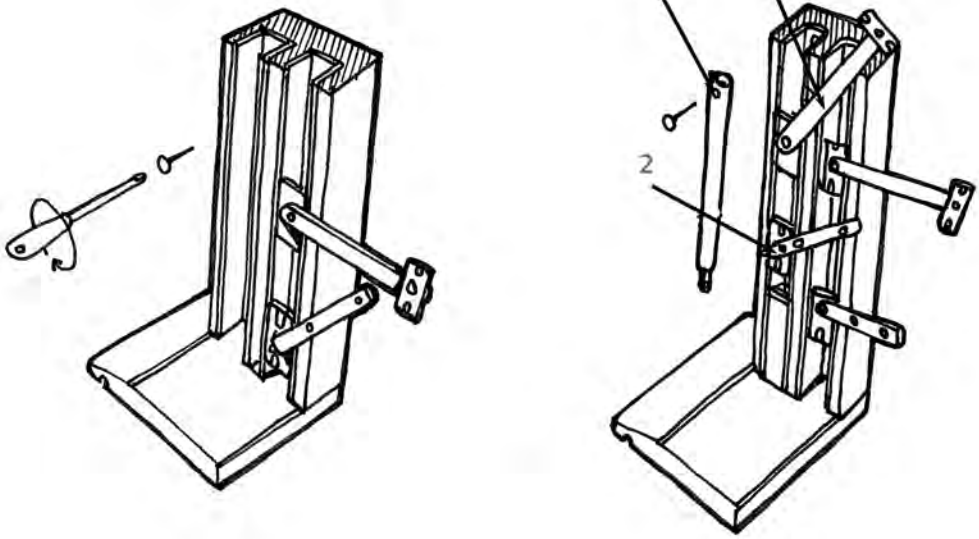
Timber Tilt System - Outer Frame Preparation

4



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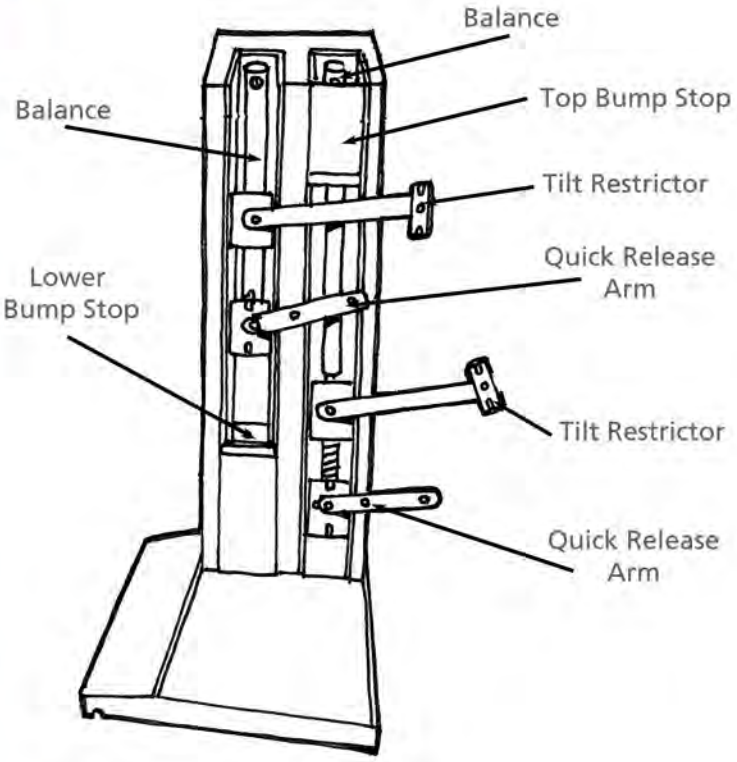

4 Balances:

Screw balance into top of outer frame via prepared hole, then connect bottom of balance to quick release kit. Note the tilt restrictor should be situated above the quick release kit which sits and operates over balance tube.

Ensure correct length/ weight balances are installed to top and bottom sashes. Refer to the despatch note for guidance.

5 Stops:

Insert top/bottom stop sections with lower/upper bump stops to avoid over extension of the balances.

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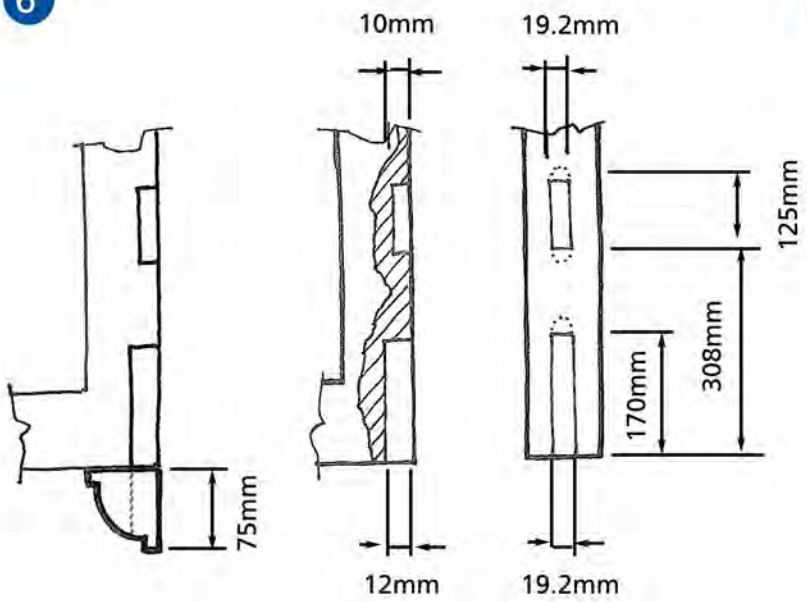
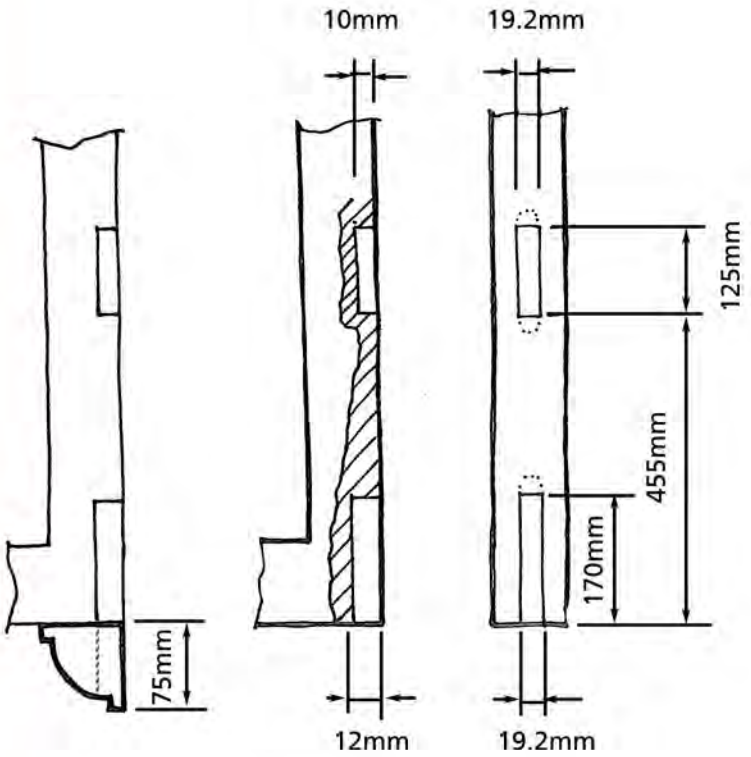
Timber Tilt System - Sash Preparation

6

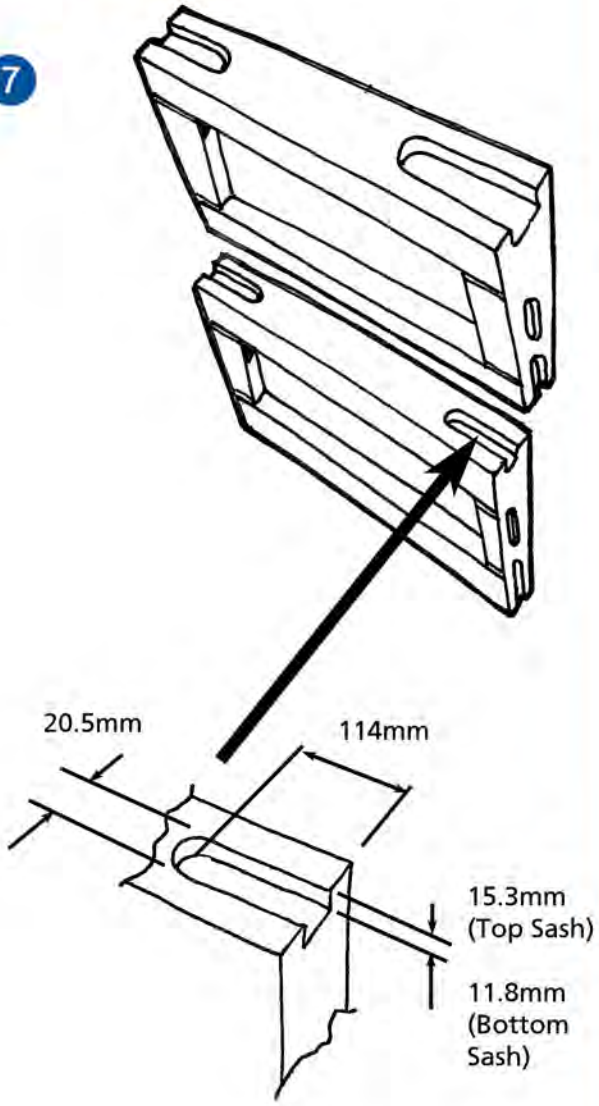


Sash Heights of 600mm
or less (use 250mm restrictor)



Sash Heights of 600mm
or higher (use 350mm restrictor)

7



6 Routing:

Route out sash as per drawings to the left. For sashes up to 600mm use the 250mm restrictor and for sashes over 600mm use the 350mm.

7 Guide Catch:

On top sash router out top corner sections to house rounded guide catch and guide catch covers. On bottom sash router out top corner sections to house rounded guide catch and guide catch covers.

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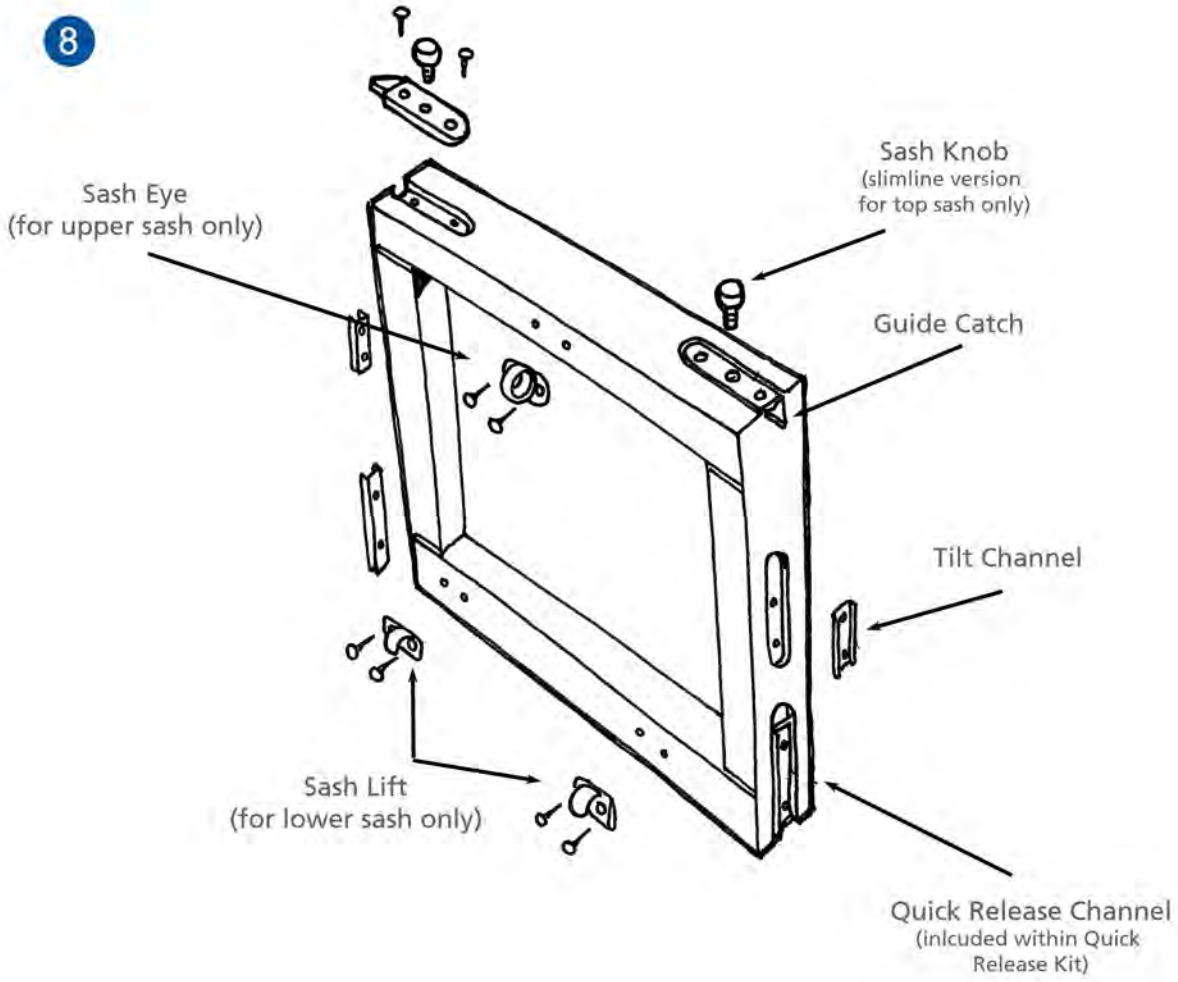
Timber Tilt System - Sash Preparation



8 Sash Preparation:

Screw the long channel from the quick release kit to corner of sash using flat headed screws through countersunk hole and another screw at top of channel to secure in place.

Screw the small channel from tilt restrictor onto side of sash, ensure flat head screws are used again to avoid any catching of tilt restrictor component and for bottom screw on channel use plastic washer to avoid tilt restrictor end coming out.

Screw rounded guide catches with cover plates in situ. Insert and screw sash knobs into guide catches.

Screw external hardware to sashes (i.e. Fingerpulls, sash eyes, travel restrictors and keepers).

Glaze the sashes.

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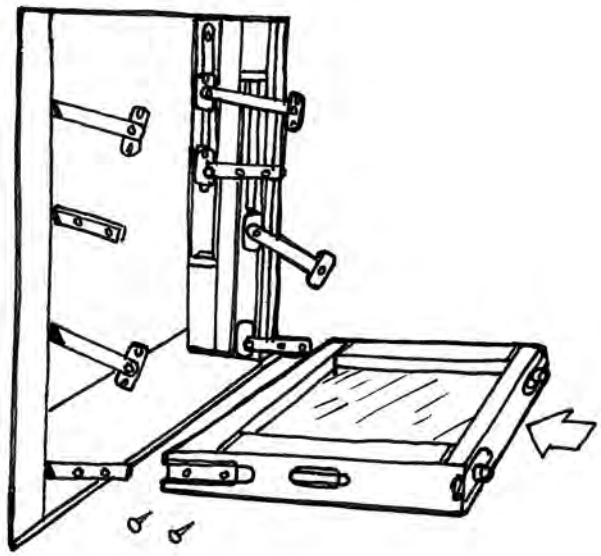
Timber Tilt System - Sash Preparation

9



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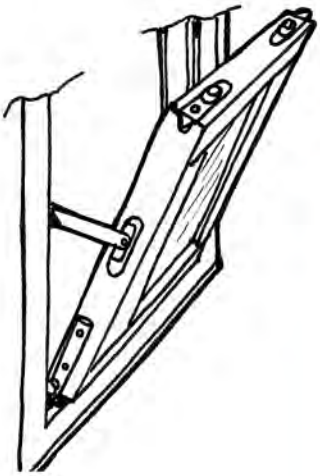

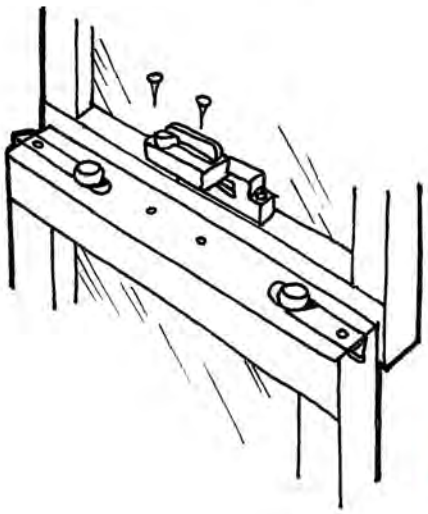

11

9 Assembly:
Assemble the window by sliding the sashes onto the quick release kit in outer jamb sections and then attach the tilt restrictors sliding them into channel over spring clip so secure in place. Repeat for both sashes.

10 Adjusting Tension:
Close sashes fully so the guide catches click into place. Raise and lower the top sash, if the sash stays in the chosen position and requires reasonable effort to move/ close/ open then the balance setting is correct. If the sash falls from a chosen position then the tension is incorrect.

Please refer to the balance adjustment instructions (page 15).

11 Cam Lock Keeps:
Finally in closed position place and line up cam lock to keeper and screw down to top section of interlock so it locks both sashes together.

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Typical High Security Kit for Timber Windows

A typical full kit for 1 window includes:

Description	Quantity (each unless otherwise stated)
Pre-tensioned TrueGlide Balances (F/K Type)	2 pairs
Quick Release Pivot Bar Kits	2 pairs
Tilt Restrictors	2 pairs
Sash Eye	1
High Security Cam Locks (key locking) - Standard or Decorative	2
High Security Keep	2
Bottom Sash Knob - Standard or Decorative	2
Slimline Top Sash Knob	2
High Security Guide Catches (left/ right)	4
Travel Restrictor (optional)	2
Sash Lift	2
Security Chimney	2

* for windows over 1200mm wide an additional security block mounted across the top sash is required

Please Note:

Finish options for standard High Security hardware include: White, Polished Chrome, Polished Gold and Satin Chrome. Other hardware in finishes specified above include Sash Eye, Bottom Sash Knob, Bow Handle, Cam Locks, Cam Lock Keeps and Sash Lifts. High security Guide Catches (left/right) available in white only. Keeps are available in 11mm only. Please contact us for details of the correct Quick Release Kits and Tilt Restrictors. Tilt Restrictors are available in different sizes, for guidance we suggest using a 250mm for sashes up to 600mm in height, any sash over 600mm high will require the 350mm Tilt Restrictor.

Decorative
Security Cam Lock

Decorative
Bottom Sash Knob

Security
Guide Catches

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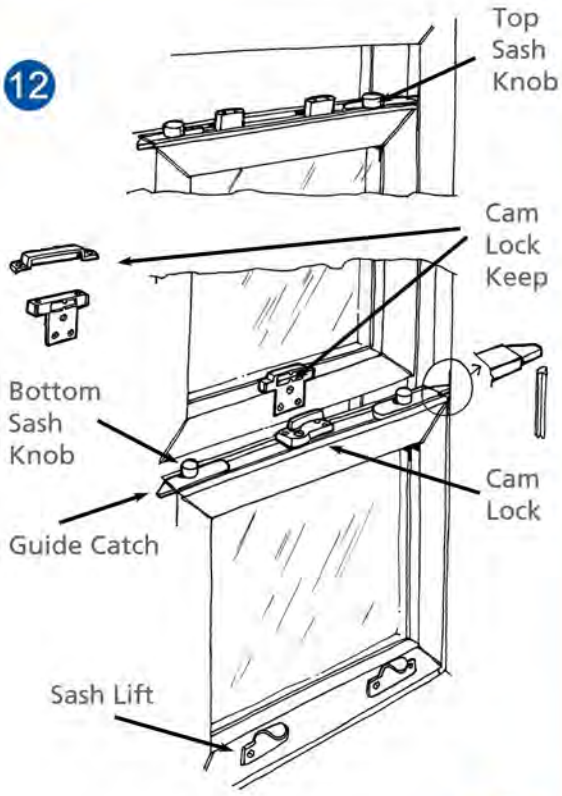
Installation Instructions Security Hardware

Note: the window specification requirement for security is to use toughened glass. All screws fixings must securely locate into the window.

12 Preparation:

Hardware is available to suit popular profiles, with Cam Locks in a choice of standard or decorative. Two cam locks and two security blocks are required for installation.

A sash width over 1200mm width requires an additional security block mounted centrally across the top sash. Routing preparation will be required in head of outer frame section to house position of chimneys once the top sash is closed.

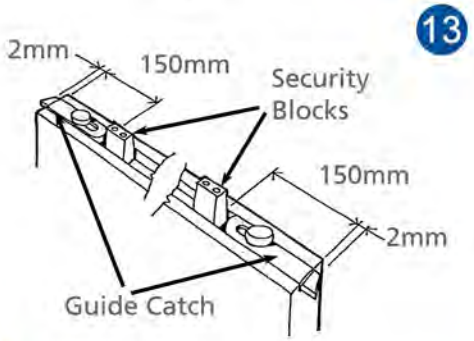


13 High Security Guide catch installation:

Guide catches are installed on each side of both sashes.

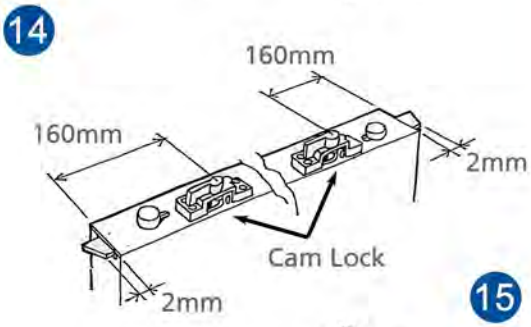
Note that the protrusion of the tapered face is set at 2mm to ensure good penetration of each catch into the frame. The parts are marked left and right hand. Two of each are required.

Guide catches require different routing details for the sash than standard catches; and are only available in white.



14 High Security Cam locks:

Place the cam locks as illustrated and use the longest screws possible without breaking into the glass channel etc. The cam locks are not handed.



15 High Security Keepers:

Each security cam lock needs a keeper. The keepers have to be aligned true to the cam lock such that when closed the two parts match up by eye giving a neat sight line. Some keeps are made with 3 face screws. Ignore the one illustrated. It may suit to install the keeps before the interlocking section is trimmed and fitted.

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Hardware - Applications and Maintenance

APPLICATIONS/ WARRANTY

All products have been designed to meet the requirements of current and proposed Standards and are manufactured in accordance with BS EN ISO 9001 Quality Management Systems, and meet the requirements of BS EN 1670 for Corrosion Resistance.

In the unlikely event of a product failing as a result of defective manufacture or design, Balance UK will replace free of charge or credit any component returned and deemed as not meeting its high exacting standards. The credit shall not exceed the original value of the part. This guarantee is valid for 10 years from the date of manufacture, with the exception of balances (please see separate information) from date of manufacture.

This guarantee does not apply to surface finishes or to faults caused by wilful or neglectful damage or by excessive wear and tear. The guarantee as set out above is the full extent of Balance UK's liability. Please note corrosion levels may be effected in coastal areas or highly polluted locations.

RECOMMENDED SCREWS

Cam Lock:	4.3 x 45mm	Cam Lock Keeps:	4.3 x 55mm
Sash Travel Restrictors:	3.9 x 25mm drill point	Sash Lifts:	4.3 x 25mm
Sash Eyes:	4.3 x 25mm	Bow Handles	4.3 x 25mm
Tilt Restrictors:	4.3 x 25mm		

MAINTENANCE

All hardware should be lightly lubricated twice a year (if applicable) and the surface cleaned with a soft damp cloth to remove any dust or grime, taking care not to scratch the surface finish.

TESTING

High Security Cam Lock and Keeps

Corrosion Resistance: Meets the requirements of BS EN 1670:2004 Grade 3

Sash Travel Restrictor

Corrosion Resistance: Meets the requirements of BS EN 1670:2004 Grade 3
Performance: Meets the requirements of BS EN 14351-1 clause 4.8

Other Hardware (excluding Gearing, Guide Catches, Top Sash Knob)

Corrosion Resistance: Meets the requirements of BS EN 1670:2004 Grade 3

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Balances Technical Specification

F BALANCE

Technical Specification	
Tube Diameter	17mm

K BALANCE

Technical Specification	
Tube Diameter	19mm

PART NUMBERS

F0	16	045	W	TILT
Denotes type of balance (e.g. F0, F1, K)	Tube length in inches (e.g. 16 inches)	Weight of sash in lbs (e.g. 45lbs)	Tube Colour (e.g. White)	Tilt (if applicable)

'F' and 'K' balances are pre-tensioned and therefore should be correct weight for the sash provided the information supplied was correct. The 'F' and 'K' balances should not need adjusting but if they do adjust according to the 'installation instructions'. For Tube Colour - W=White, B=Black, R=Brown, G=Grey, C=Cream and T=Caramel.

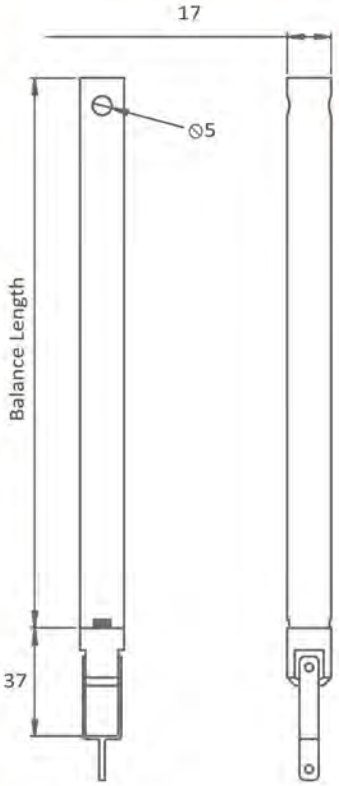
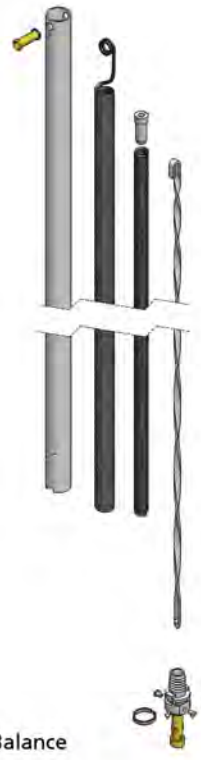


Diagram not to scale. F Balance shown. All dimensions are in mm and are nominal.

SASH WEIGHT RANGE

Type	Sash Weight Range
F Balance	3.6kgs (8lbs) - 27.2kgs (60lbs)
K Balance	6.8kgs (15lbs) - 49.9kgs (110lbs)

F Balance



K Balance

Foot for Tilt applications

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Balances Applications and Maintenance

APPLICATIONS

A pair of balances is required for each sash. The balance is housed in the outer frame jamb where a screw is secured through the brass eyelet at the top of the frame. The balances Tilt Foot is then connected to the Quick Release Kit via the Tilt Shoe.

Balances are calculated and supplied for the appropriate weight bracket of the sash. On site adjustment can be made easily using a Flathead screwdriver and turning in an anti-clockwise direction. Apply tension until the window is holding the weight correctly.

All balances have semi flexible tubes which enable the balance to be slightly bowed during installation. This can be vital in a replacement situation.

Notes:
A universal balance foot attachment is also available which may be used on alternative systems.

RECOMMENDED SCREWS

Balances: F Balance - 8 x 1 1/2" CSK POZI W/SCREW
K Balance - 10 X 2" CSK POZI W/SCREW

MAINTENANCE

Depending upon location, cleaning and lubrication of the spiral rod may be desirable after a length of time, the period of which will vary according to site circumstances. A few drops of light oil (e.g 3 in 1 oil) applied to the spiral rod will always improve the operating action of a balance after long service.

TESTING

TrueGlide F and K Type balances have been tested to over 25,000 cycles.

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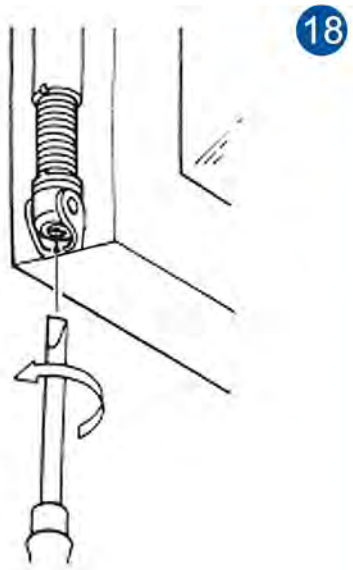
Balances Adjustment Guidelines

18 Balances sashes and adjusting balances:

Try the sashes up and down TO THE LIMIT OF THEIR TRAVEL. If there is a tendency for either sash to drop when in the up position, adjust the balances as follows:



A screwdriver can now be inserted in the slot in the ratchet fitting at the bottom of the balance (see Fig. 18). Adjust by turning the ratchet in an anti-clockwise direction as viewed from underside (see Fig. 18). Two 'clicks' of the ratchet equal one complete turn. Ensure that the same number of turns are applied to each balance pair.

Two turns maximum would be required ONLY if necessary and sash is not holding correctly. Please make sure you only turn in an anticlockwise direction. When the balance is tensioning you will hear it click on every turn. Do not over tension otherwise it will break spring. Weight guidance is printed on the balance tube.

19 IMPORTANT:

Don't use balances on sashes beyond their respective weight.
Don't tension balances more than necessary.
Don't tension balances before glazing.
Do keep the foot attachment tight into the sash and make sure that the covers of the fitting do not rub the jamb when the sash is moved.
Do fit correct travel stops.

NB: Image for illustration only, foot attachment can differ on installation.

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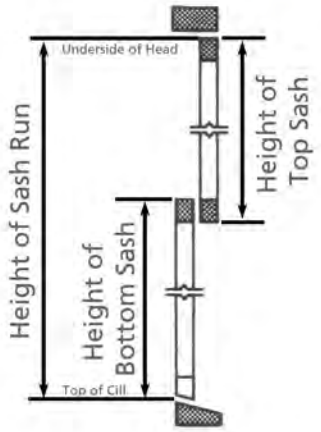
Timber VS Windows - Measuring Guidelines



20 Standard Window:

When using Balance UK sash balances, key dimensions are required to ensure the correct balances for the size and weight of the window:

Dimensions

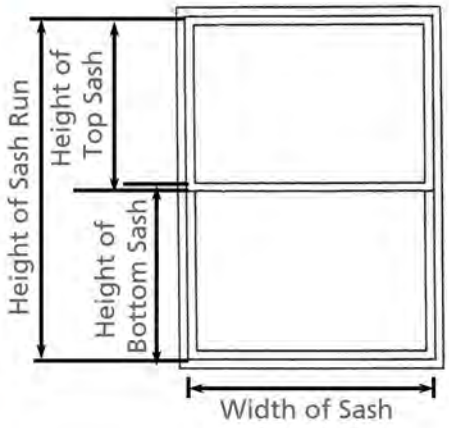
Height of Sash Run - is the overall height of both sashes in mm (must not be greater than the combined top and bottom sash heights)

Height of Top Sash - is the overall height of the top sash; and is measured from the underside of the head to the bottom of the top sash in mm (excluding horn).

Height of Bottom Sash - is the overall height of the bottom sash; and is measured from the top of the bottom sash to top of the cill in mm (excluding horn).

Width of Sash - is the overall width of the sash in mm.

20



21 Arched Window:

When using Balance UK spiral balances, key dimensions are required to ensure the correct balances for the size and weight of the window:

Dimensions

Height of Sash Run - is the overall height of both sashes in mm (excluding height of arch). Must not be greater than the combined top and bottom sash heights.

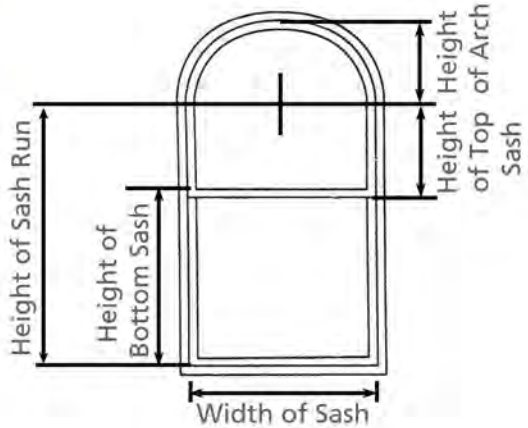
Height of Top Sash - is the dimension from the centre line on the top sash to the bottom of the top sash in mm (excluding horn).

Height of Arch - is the dimension from the centre line on the top sash to the top of the head in mm.

Height of Bottom Sash - is the overall height of the bottom sash; and is measured from the top of the bottom sash to top of the cill in mm (excluding horn).

Width of Sash - is the overall width of the sash in mm.

21



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Troubleshooting Guide - TrueGlide F/K Balances

PROBLEM	CAUSE	SOLUTION
Rods disconnecting from the bottom of the balance on the lower sash	Balance is too short	Replace with correct length balance
Rods disconnecting from the bottom of the balance on the top sash	Balance is too short; or Cill stops are too short of not correctly fixed in place	Replace with correct length balance; or Ensure cill stops are fixed correctly and of the right dimensions
Damaged or bent outer tube or damage to the bottom of the balance or bracket	Balance too long; or No head stop on the bottom sash	Replace with correct length balance; or Ensure the head stop is fitted correctly and of the right dimensions
Noisy operation of balances when the window is operated	Bent rod; or Dry spring	Replace balance
Top/ bottom sash not holding position when opened	Insufficient tension	Apply more tension, using a screwdriver to turn the screw on the balance. Please ensure you apply (no more than 2 turns) equally to each balance
Top/ bottom sash jumping up when opened	Too much tension	Reduce the tension, using a screwdriver to turn the screw on the balance. Please ensure you apply (no more than 2 turns) equally to each balance
Top/ bottom sash not holding position when opened even after application of more tension	Balance may be broken; or Balance may not be strong enough for the weight of the sash	Reduce the tension, using a screwdriver to turn the screw on the balance. Please ensure you apply (no more than 2 turns) equally to each balance
Balance will not adjust. Rod will not move	Balance has been over tensioned and spring collapsed	Replace balance; or Check sash weight against the limitations of the balance
Sash drops at top position but jumps from cills	Balance too strong for the window	Balance broken. Check sash weight against and ensure correct balance has been used
Damaged or distorted brackets	Protruding fixing screws	Change screws and brackets
Pivot bars bending	Window could be bowed as a result of the installation or fabrication of window size; or Pivot bars have been inserted too far	Adjust window fixing; or Adjust pivot bars

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Troubleshooting Guide - Hardware

PROBLEM	CAUSE	SOLUTION
Cam Lock does not work or locate into Keep	Keep or Cam Lock not positioned correctly	Reposition lock or keep to suit
Finishes corroding or fading	Incorrect use of cleaning products, or hardware subject to extreme atmospheres	See maintenance guidelines

Troubleshooting Guide - Sash Travel Restrictor

PROBLEM	CAUSE	SOLUTION
Sash is not restricted but restriction is required	Restrictor is not in the operating position	Release latch using key provided
Sash is restricted but not required	Restrictor is not in the closed position	Push latch back into restrictor body and lock using key provided
Key is broken	Too much pressure has been applied to the key	New key required

Troubleshooting Guide - Guide Catches

PROBLEM	CAUSE	SOLUTION
Sash will not stay in the upright position	Guide Catches are not engaged properly into the outer frame	Push the sash hard against the weatherseal/ gasket whilst pulling the Sash Knob back. Once sash is closed, release the Sash Knob to engage the latch back into the outer frame

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Troubleshooting Guide - Tilt Restrictors

PROBLEM	CAUSE	SOLUTION
When installed the sash will not close after tilting	Incorrect length of restrictor has been used for the sash size; or a gap smaller than recommended has been left between the sash and frame	Replace restrictor with the correct length and ensure the correct gap is left between sash and frame
The Tilt Restrictor will not fit into the profile section	Incorrect Tilt Restrictor used	Replace with the correct part
Channel stands proud of sash arm	Channel not screwed flat	Changes the screws and screw the channel flush

Troubleshooting Guide - Pivot Bars

PROBLEM	CAUSE	SOLUTION
Sash will not tilt	Grub screw in the Tilt Shoe is not assembled correctly	Contact Balance UK, a new part is required

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Part Codes

Hardware				
Product Name	Colour Options	Box Qty	UOM	Part Code
Fingerpull 	Gold	100	EA	BF-CCH-GOL21
	White	100	EA	BF-CCH-WHI20
	Chrome	100	EA	BF-CCH-CHR22
	Satin	100	EA	BF-CCH-CHS23
	Black	100	EA	BF-CCH-BLK24
Sash Eye 	Gold	100	EA	BH-EYE-GOL31
	White	100	EA	BH-EYE-WHI30
	Chrome	100	EA	BH-EYE-CHR32
	Satin	100	EA	BH-EYE-CHS33
	Black	100	EA	BH-EYE-BLK38
Small Diameter Sash Eye 	Gold	100	EA	BH-EYE-GOL34
	White	100	EA	BH-EYE-WHI35
	Chrome	100	EA	BH-EYE-CHR36
	Satin	100	EA	BH-EYE-CHS37
Bow Handles 	Gold	100	EA	BF-HDL-GOL34
	White	100	EA	BF-HDL-WHI35
	Chrome	100	EA	BF-HDL-CHR36
	Satin	100	EA	BF-HDL-CHS37
	Black	100	EA	BF-HDL-BLK38
Full Grip Handle 	Gold	100	EA	BF-CCH-05571
	White	100	EA	BF-CCH-05570
	Chrome	100	EA	BF-CCH-05572
	Satin	100	EA	BF-CCH-05573
Flush Fit Handle	Gold	100	EA	BF-FFH-SCH31
	White	100	EA	BF-FFH-SCH30
	Chrome	100	EA	BF-FFH-SCH32
	Satin	100	EA	BF-FFH-SCH33
RH Locking Camlock 	Gold	100	EA	BH-LOC-GOL05
	White	100	EA	BH-LOC-WHI01
	Chrome	100	EA	BH-LOC-CHR09
	Satin	100	EA	BH-LOC-CHS13
	Black	100	EA	BH-LOC-BLK17
LH Non-Lock Camlock 	Gold	100	EA	BH-LOC-GOL38
	White	100	EA	BH-LOC-WHI37
	Chrome	100	EA	BH-LOC-CHR39
	Satin	100	EA	BH-LOC-CHS42
	Black	100	EA	BH-LOC-BLK44
11mm Keeper 	Gold	100	EA	BH-KPR-GOL07
	White	100	EA	BH-KPR-WHI03
	Chrome	100	EA	BH-KPR-CHR11
	Satin	100	EA	BH-KPR-CHS15
	Black	100	EA	BH-KPR-BLK18
8mm Keeper 	Gold	100	EA	BH-KPR-GOL08
	White	100	EA	BH-KPR-WHI04
	Chrome	100	EA	BH-KPR-CHR12
	Satin	100	EA	BH-KPR-CHS16
Doublestage Keeper (Night Vent)	Gold	100	EA	BF-KPR-06005
	White	100	EA	BF-KPR-06001
	Chrome	100	EA	BF-KPR-06006
	Satin	100	EA	BF-KPR-06008
Travel Restrictors (Side Fix) 	Gold	200	EA	BF-STP-GOL02
	White	200	EA	BF-STP-WHI03
	Chrome	200	EA	BF-STP-CHR01
	Satin	200	EA	BF-STP-CHS04
Travel Restrictors (Front Fix) 	Gold	200	EA	BF-STP-GOL10
	White	200	EA	BF-STP-WHI07
	Chrome	200	EA	BF-STP-CHR08
	Satin	200	EA	BF-STP-CHS09
Slimline Top Sash Knob	Anodised	200	EA	BF-KNB-SLM00
Bottom Sash Knobs 	Gold	200	EA	BF-KNB-GOL02
	White	200	EA	BF-KNB-WHI01
	Chrome	200	EA	BF-KNB-CHR03
	Satin	200	EA	BF-KNB-CHS05

EasyTilt Gearing				
Product Name	Colour Options	Box Qty	UOM	Part Code
Quick Release Kit	Top Horn Kit	50prs	PRS	QR-HORN-610B
	Bottom Kit	50prs	PRS	QR-BTM-610B
QR Tilt Restrictors	250mm	50prs	PRS	BD085-2
	350mm	50prs	PRS	BD085-3
Rounded Guide Catch	LH White	200	EA	BF-CAT-05571R
	RH White	200	EA	BF-CAT-05572R
	LH Brown	200	EA	BF-CAT-SCH40R
	RH Brown	200	EA	BF-CAT-SCH41R
Rounded Guide Catch Cover Plate	Gold	100	EA	TT-COV-GOL
	White	100	EA	TT-COV-WHI
	Chrome	100	EA	TT-COV-CHR
	Satin	100	EA	TT-COV-CHS
	Black	100	EA	TT-COV-BLK
Jamb Channel (White)	4'6"	24	EA	TT-JMB-WHI46
	5'6"	24	EA	TT-JMB-WHI56
	6'6"	24	EA	TT-JMB-WHI66
	8'6"	24	EA	TT-JMB-WHI86
Jamb Channel (Brown)	4'6"	24	EA	TT-JMB-BRW46
	5'6"	24	EA	TT-JMB-BRW56
	6'6"	24	EA	TT-JMB-BRW66
	8'6"	24	EA	TT-JMB-BRW86
Jamb Channel Groove Cover Strip	White	200	MTRS	TT-LIN-WHI
	Brown	200	MTRS	TT-LIN-BRW
Stop Section	Top Section 130mm White	100	EA	TT-STP-WHIT
	Bottom Section 220mm White	100	EA	TT-STP-WHIB
	Top Section 130mm Brown	100	EA	TT-STP-BRWT
	Bottom Section 220mm Brown	100	EA	TT-STP-BRWB
Bump Stops	Upper Bump Stop	100	EA	TT-BUM-UPP
	Lower Bump Stop	100	EA	TT-BUM-LOW

Acorn & High Security Hardware				
Product	Colour Options	Box Qty	UOM	Part Code
Acorn RH Locking Camlock	Gold	100	EA	BH-LOC-ACR05
	White	100	EA	BH-LOC-ACR01
	Chrome	100	EA	BH-LOC-ACR09
	Satin	100	EA	BH-LOC-ACR13
Acorn Bottom Sash Knobs	Gold	200	EA	BF-KNB-ACR02
	White	200	EA	BF-KNB-ACR01
	Chrome	200	EA	BF-KNB-ACR03
	Satin	200	EA	BF-KNB-ACR05
High Security Camlock	Gold	100	EA	BH-LOC-SBD05
	White	100	EA	BH-LOC-SBD01
	Chrome	100	EA	BH-LOC-SBD09
	Satin	100	EA	BH-LOC-SBD13
High Security Keeper	Gold	100	EA	BH-LOC-SBD07
	White	100	EA	BH-LOC-SBD03
	Chrome	100	EA	BH-LOC-SBD11
	Satin	100	EA	BH-LOC-SBD15
High Security Slimline Keeper	Gold	100	EA	BH-LOC-SBD08
	White	100	EA	BH-LOC-SBD04
	Chrome	100	EA	BH-LOC-SBD12
	Satin	100	EA	BH-LOC-SBD16
High Security Guide Catches	White LH	500	EA	BF-CAT-SBD71
	White RH	500	EA	BF-CAT-SBD72
Security Chimneys	N/A	500	EA	BF-CHM-SBD

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VS Glossary of Terms

Sash Balance	Mechanism for vertical sliding windows to keep a sash in position
Bow Handle	A component fitted to a sash to enable movement by a user
Cam Lock/ Fitch Catch	A locking mechanism for a VS window
Travel Restrictor/ Sash Restrictor	Mechanism for preventing children falling out of a fully open window, it restricts the opening of the sash
Guide Catch / Tilt Latch	A mechanism that is fitted to the top of a sliding sash and permits the sash to tilt inwards for cleaning purposes on VS windows.
QR Horn Kit/ Horn Pivot Assembly	Combination of pivot bar, pivot shoe and channel to house pivot bar in one kit
Lift Off	A method of removing sashes from vertical sliding windows
Lift Off Pivot Bars	A mechanism that permits sash lift off from a VS window
Outer Tube	Cylinder shape covering used to house the spiral rods and springs which make up the sash balance, usually made from PVCu
Pivot Bar	A product that enables sashes on VS window to be tilted inwards
Pivot Shoe	A mechanism to enable sashes on a VS windows to tilt whilst balances are fitted
Pre-tensioned	A balance with the correct tension for a specific sash weight supplied ready to install
Restrictor	A device that reduces movement of a window from the maximum possible
Sash Balance	A device to support the weight of a sash on a VS window
Sash Eye/ Finger Pull	RoundA component fitted to a sash to enable movement by a user using there finger or fingers
Sash Keep/ Cam Lock Keep	A device used with a sash lock (cam lock) to prevent sash movement

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VS Glossary of Terms (continued)

Sash Knob/ Tilt Knob	A device that is used to operate the guide catch/ tilt latch
Sash Lift/ Finger Pull	A component fitted to a sash to enable movement by a user
Sash Lock/ Cam Lock/ Window Catch	A mechanism that locks a sliding sash on a VS window
Sash Window	A VS window with either one or two sliding sashes
Sliding Window	A window with one or more sashes sliding either vertically or horizontally
Sliding Window Hardware	Hardware products for a sliding window
Spiral Balance	A balance with a helical rod generating vertical thrust in conjunction with a spring to use on VS window sashes
Springs	Wound steel from flat or round wire; hardened and tempered high carbon, greased for extra protection
Take Out System	A mechanism that enables sliding sash balance mechanisms to remain in place whilst a sash is removed
Tension Tool	A hand held tool used to apply turns to a spiral balance to create the required tension to support the sash mass
Travel Restrictor	A mechanism that limits the travel of a sliding sash to a pre-determined amount
Vertical Slider	A window type with one or two sashes sliding vertically
VS	A vertical sliding window
Window	A purpose made frame glazed and for fitment to a building or structure
Window Balance	A device to counter weight the mass of a sliding sash on a VS window

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Product Warranty

Balance UK has an unrivalled reputation for high quality design and technical innovation establishing it as one of the UK's leading VS window component manufacturers. All products have been designed to meet the requirements of current and proposed standards and are manufactured in accordance with BS EN ISO 9001 Quality Management Systems.

Balance UK offers guaranteed performance and reliability provided the product is fitted and maintained in accordance with the manufacturer's guidelines and shall not be subject to stresses and operating forces beyond recommended levels.

In the unlikely event of a product failing as a result of defective manufacture or design, Balance UK will repair, replace or credit any component returned and deemed as not meeting its high exacting standards.

The credit shall not exceed the original value of the part. This guarantee applies to all products supplied by Balance UK including sash balances, gearing and hardware.

Sash Balances

This product guarantee is valid as shown below from the date of purchase:

- TrueGlide F and K balances - Lifetime of the window
- D and M balances - 10 years

Balances must be stored adequately to protect against dust, contaminant, damage, corrosion or deterioration.

Hardware and Gearing

This product guarantee is valid for 10 years from the date of purchase. This guarantee does not apply to surface finishes or to faults caused by wilful or neglectful damage or by excessive wear and tear.

Notes
The guarantee as set out above is the full extent of Balance UK's liability in relation to our products.

Balance UK will not be liable for any other losses incurred by its customer whether direct, indirect or consequential which might arise from any failure in the performance of its products. Balance UK reserves the right to recover costs incurred from handling false claims. This guarantee does not exclude any statutory rights of the purchaser.

Parts required or replaced under this warranty shall be warranted under these terms and the period of such subsequent warranty shall be subject to that part in whole calendar months which remains out of the original warranty period at the date the defect was notified to Balance UK.

Balance UK reserves the right in the case of defects in materials or equipment not manufactured by Balance UK in place of its right set out above, that the buyer shall be entitled only to receive the same benefit from Balance UK as received by the company under any guarantee or warranty given to it by the supplier of such materials or equipment. The benefit of this warranty shall not be capable of assignment without the consent of Balance UK. All other terms as set out in Balance UK's general terms and conditions of sale.