



Heron Joinery®

PRODUCT TECHNICAL DETAIL

WINDOW AND DOOR OPERATING INSTRUCTIONS



WHO ARE WE

*Crafting
Beauty &
Warmth*

Quality You Can Trust

At Heron Joinery, we have been crafting timber windows and doors for over 60 years. We understand that choosing the right windows and doors for a house is one of the most important decisions that a homeowner has to make. Whether your home is contemporary or traditional, our timber range of windows and doors give you the choice of colours and styles that will add beauty, warmth and value to your home.

Timeless Elegance

We believe in the beauty of wood, crafted and finished to the highest standards. Energy saving, low maintenance and friendly to the environment our doors and windows are made to last. That means unbeatable long-term value too.

Outstanding Choice

We offer a fabulous range of 14 stylish windows and doors. Whether you're a private homeowner looking for beauty and warmth or an architect specialising in conservation, we can tailor each product to meet your needs. You ask - we deliver!

Person To Person

Friendly and flexible, your needs are our priority. We guarantee fast lead-in times, a speedy delivery and can refer you to a further network throughout the UK and Ireland. Just pick up the phone or email us at info@heronjoinery.com. Our welcoming customer care representatives are waiting to hear from you.

WINDOW AND DOOR OPERATING INSTRUCTIONS

CASEMENT WINDOW - OPERATION

Opening and Locking

HHeron Joinery Casement window opening and locking is operated via a handle that activates a locking mechanism. Where fitted insert the handle key and turn and/or depress the button to unlock the handle, and then rotate the handle through 90° (horizontal position) to disengage the locking mechanism and open the window opening sash by slowly pushing outwards, to the desired opening angle.

Each bedroom has an opening window that is fitted with hinge system, which also allows for emergency egress from the flat or upstairs room. As the opening sash is hung back close to, the frame to clean the outside face of the glass you will need to depress the tab in the hinge at the top and bottom of the window.

This will enable you to slide the opening sash towards the middle of the window up to the stop and be able to reach around the side of the sash to clean.

Some opening sashes may have a simple safety restrictor fitted which will automatically operate as you open the window sash and restrict the amount of opening. To fully open the window, once the window has opened to the restricted position, slightly close the sash and manually release the restrictor by lining up the slot opening with the striker post this will allow the sash to open, this is a two handed operation as you need to hold the hook back whilst further opening the window

To close; pull the sash towards the closed position in the normal manner and the restrictor will automatically re-engage.

Ventilation

Heron Joinery Casement windows have a slot ventilator installed in the head of the window that meets the requirements of building control requirements. In order to open or close a manual fitted ventilator, use the vent lever (located on the face of the vent) and move/push in the direction as indicated for opening or closing.

Kitchens, also some lounges maybe be fitted with a permanent ventilator in order to comply with current gas regulations, (these ventilators have no facility for manual opening or closing).

Window Security

Heron Joinery Casement windows include a variety of security features, in order to enhance the added protection of your home against intrusion. We never the less recommend a number of sensible precautions which should be taken to gain full advantage of the security features encompassed, such as to never leave a window open when your home is unattended, and for added protection, lock all windows and remove any keys as relevant to the handles fitted.

Note: In order to provide adequate means of escape in the event of any emergency arising, we recommend that the appropriate keys for windows are located within the vicinity of the window, but out of external view.

SLIDING SASH CORDS AND WEIGHTS WINDOW - OPERATION

Opening and Locking

Heron Joinery Sliding Sash Cords and Weights window opening and locking is operated via a 'Cam and Sash Lock'. To disengage the window locking mechanism insert key fully into the locking mechanism and turn ant-clockwise to unlock.

To open either of the tilt slide window vertical moving sashes, up or down respectively, turn the locking mechanism lever 180° to the right. To lock the window, reverse the above process.

Opening and Closing Sashes

To move up and down the upper sash use the fitted sash ring(s), and gradually pull in a vertical direction upwards or downwards respectively to provide additional ventilation

To move up and down the lower sash use the fitted hook lift(s), and pull gradually in a vertical direction upwards or downwards respectively to provide additional ventilation

Ventilation

Heron Joinery Sliding Sash Spiral Balance windows have a slot ventilator installed in the head of the window that meets the requirements of building control requirements. In order to open or close a manual fitted ventilator, use the vent lever (located on the face of the vent) and move/push in the direction as indicated for opening or closing.

Kitchens, also some lounges may also be fitted with a permanent ventilator in order to comply with current gas regulations, (these ventilators have no facility for manual opening or closing).

Window Security

Heron Joinery Sliding Sash Spiral Balance windows include a variety of security features, in order to enhance the added protection of your home against intrusion. We never the less recommend a number of sensible precautions which should be taken to gain full advantage of the security features encompassed, such as to never leave a window open when your home is unattended, and for added protection,

lock all windows and remove any keys as relevant to the handles fitted.

Note: In order to provide adequate means of escape in the event of any emergency arising, we recommend that the appropriate keys for windows are located within the vicinity of the window, but out of external view.

SLIDING SASH SPIRAL BALANCE WINDOW - OPERATION

Opening and Locking

Heron Joinery Sliding Sash Spiral Balance window opening and locking is operated via a 'Cam and Sash Lock'. To disengage the window locking mechanism insert key fully into the locking mechanism and turn ant-clockwise to unlock.

To open either of the tilt slide window vertical moving sashes, up or down respectively, turn the locking mechanism lever 180° to the right. To lock the window, reverse the above process.

Opening and Closing Sashes

To move up and down the upper sash use the fitted sash ring(s), and gradually pull in a vertical direction upwards or downwards respectively to provide additional ventilation

To move up and down the lower sash use the fitted hook lift(s), and pull gradually in a vertical direction upwards or downwards respectively to provide additional ventilation

Ventilation

Heron Joinery Sliding Sash Spiral Balance windows have a slot ventilator installed in the head of the window that meets the requirements of building control requirements. In order to open or close a manual fitted ventilator, use the vent lever (located on the face of the vent) and move/push in the direction as indicated for opening or closing.

Kitchens, also some lounges may also be fitted with a permanent ventilator in order to comply with current gas regulations, (these ventilators have no facility for manual opening or closing).

Window Security

Heron Joinery Sliding Sash Spiral Balance windows include a variety of security features, in order to enhance the added protection of your home against intrusion. We never the less recommend a number of sensible precautions which should be taken to gain full advantage of the security features encompassed, such as to never leave a window open when

your home is unattended, and for added protection, lock all windows and remove any keys as relevant to the handles fitted.

Note: In order to provide adequate means of escape in the event of any emergency arising, we recommend that the appropriate keys for windows are located within the vicinity of the window, but out of external view.

HOPPER WINDOW - OPERATION

Opening and Locking

Heron Joinery Hopper type windows are fitted with a rotating handle located in easy reach of the window (left or right hand side dependant where fitted during the operating mechanism installation) and rotating the handle operates a cable drive, to open the window sash

To open the window sash rotate the handle in an anti-clockwise direction until the desired opening is made or until the sash will open no further (approx 250mm)

The sash opening via the handle requires no-undue force, and it is important not to try and force the sash further open than it is set to do so

To close the window sash rotating the handle in a clockwise direction (opposite direction to that indicated for opening) until the sash is in the fully closed position.

Ventilation

Heron Joinery Hopper windows have a slot ventilator installed in the head of the window that meets the requirements of building control requirements. In order to open or close a manual fitted ventilator, use the vent lever (located on the face of the vent) and move/push in the direction as indicated for opening or closing.

Kitchens, also some lounges may also be fitted with a permanent ventilator in order to comply with current gas regulations, (these ventilators have no facility for manual opening or closing).

Window Security

Heron Joinery Hopper Windows include a variety of security features, in order to enhance the added protection of your home against intrusion. We never the less recommend a number of sensible precautions which should be taken to gain full advantage of the security features encompassed, such as to never leave a window open when your home is unattended, and for added protection, lock all windows and remove any keys as relevant to the handles fitted.

FLUSH CASEMENT WINDOW - OPERATION

Opening and Locking

Heron Joinery Flush Casement window opening and locking is operated via a handle that activates a locking mechanism. Where fitted insert the handle key and turn and/or depress the button to unlock the handle, and then rotate the handle through 90° (horizontal position) to disengage the locking mechanism and open the window opening sash by slowly pushing outwards, to the desired opening angle.

Each bedroom has an opening window that is fitted with hinge system, which also allows for emergency egress from the flat or upstairs room. As the opening sash is hung back close to, the frame to clean the outside face of the glass you will need to depress the tab in the hinge at the top and bottom of the window.

This will enable you to slide the opening sash towards the middle of the window up to the stop and be able to reach around the side of the sash to clean.

Some opening sashes may have a simple safety restrictor fitted which will automatically operate as you open the window sash and restrict the amount of opening. To fully open the window, once the window has opened to the restricted position, slightly close the sash and manually release the restrictor by lining up the slot opening with the striker post this will allow the sash to open, this is a two handed operation as you need to hold the hook back whilst further opening the window.

To close; pull the sash towards the closed position in the normal manner and the restrictor will automatically re-engage.

Ventilation

Heron Joinery Casement windows have a slot ventilator installed in the head of the window that meets the requirements of building control requirements. In order to open or close a manual fitted ventilator, use the vent lever (located on the face of the vent) and move/push in the direction as indicated for opening or closing.

Kitchens, also some lounges maybe be fitted with a permanent ventilator in order to comply with current gas regulations, (these ventilators have no facility for manual opening or closing).

Window Security

Heron Joinery Flush Casement windows include a variety of security features, in order to enhance the added protection of your home against intrusion. We never the less recommend a number of sensible precautions which should be taken to gain full advantage of the security features encompassed, such as to never leave a window open when your home is unattended, and for added protection, lock all windows and remove any keys as relevant to the handles fitted.

Note: In order to provide adequate means of escape in the event of any emergency arising, we recommend that the appropriate keys for windows are located within the vicinity of the window, but out of external view.

TILT AND TURN WINDOW - OPERATION

Opening and Locking

The operation of the Heron Joinery Tilt and Turn window on each occasion should begin with the opening sash being in the closed position, notable by the handle being in the vertical downwards position. This is the position the window must be in before selecting any of the opening modes, e.g. to put the opening sash into either the tilt or turn mode.

In order to select the 'Tilt' mode, and if fitted insert the handle key and turn or depress the button to unlock the handle, and rotate the handle 90° (from the closed vertical downwards position to the horizontal upwards position) to disengage the locking mechanism, and carefully pull the window sash inwards.

To be able to select the 'Turn' mode, unlock the handle as detailed above, and rotate the handle 180° to the vertical position to disengage the locking mechanism. Then carefully pull the window sash inwards to the required angle of opening.

It is important, that you ensure on each occasion the window is fully closed position, before changing the position of the handle to the required opening mode. Do not try to open the opening sash when the handle is between the described positions.

Ventilation

Heron Joinery Tilt and Turn windows have a slot ventilator installed in the head of the window that meets the requirements of building control requirements. In order to open or close a manual fitted ventilator, use the vent lever (located on the face of the vent) and move/push in the direction as indicated for opening or closing.

Kitchens, also some lounges may also be fitted with a permanent ventilator in order to comply with current gas regulations, (these ventilators have no facility for manual opening or closing).

Window Security

Heron Joinery Tilt and Turn windows include a variety of security features, in order to enhance the added protection of your home against intrusion. We never the less recommend a number of sensible precautions which should be taken to gain full advantage of the security features encompassed, such as to never leave a window open when your home is unattended, and for added protection, lock all windows and remove any keys as relevant to the handles fitted.

Note: In order to provide adequate means of escape in the event of any emergency arising, we recommend that the appropriate keys for windows are located within the vicinity of the window, but out of external view.

DUAL SWING WINDOW - OPERATION

Opening and Locking

Heron Joinery Dual Swing window opening sashes are activated by two (2) handles located to the right and left hand sides of each opening sash. To open each individual sash and where fitted, inset the handle keys and turn to unlock, then whilst depressing the handle button, turn the handle through 90° to disengage the handles and open the individual sash by slowly pushing outwards.

The opening of the individual sash will be automatically restricted at an opening of approx 100 mm, to open further depress and hold down the button located on the sash left hand hinge, whilst further opening the sash past the restricted point.

To enable the cleaning of the outside of the sash glass from the inside of the premises, pull the top of the individual sash downwards and inwards, until completely reversed, and the sash is engaged with the restrictor holding the individual sash firmly in this position.

To return the individual sash into the normal position, reverse the process above by depressing the button located on the left hand sash hinge, and fully position into the closed position before rotating the two (2) handles 90° back to the vertical position.

Ventilation

Heron Joinery Dual Swing windows have a slot ventilator installed in the head of the window that meets the requirements of building control requirements. In order to open or close a manual fitted ventilator, use the vent lever (located on the face of the vent) and move/push in the direction as indicated for opening or closing.

Kitchens, also some lounges maybe be fitted with a permanent ventilator in order to comply with current gas regulations, (these ventilators have no facility for manual opening or closing).

Window Security

Heron Joinery Dual Swing windows include a variety of security features, in order to enhance the added protection of your home against intrusion. We never the less recommend a number of sensible precautions which should be taken to gain full advantage of the security features encompassed, such as to never leave a window open when your home is unattended, and for added protection, lock all windows and remove any keys as relevant to the handles fitted.

Note: In order to provide adequate means of escape in the event of any emergency arising, we recommend that the appropriate keys for windows are located within the vicinity of the window, but out of external view.

FULLY REVERSIBLE CASEMENT WINDOW - OPERATION

Opening and Locking

Heron Joinery Fully Reversible Casement window opening and locking is activated by two (2) handles located to the right and left hand sides of the opening sash. To open the sash and where fitted, inset the handle keys and turn to unlock, then whilst depressing the handle button, turn the handle through 90° to disengage the handles and open the sash by slowly pushing outwards.

The opening of the sash will be automatically restricted at an opening of approx 100 mm, to open further depress and hold down the button located on the sash left hand hinge, whilst further opening the sash past the restricted point.

To enable the cleaning of the outside of the sash glass from the inside of the premises, pull the top of the opening sash downwards and inwards, until completely reversed, and the sash is engaged with the restrictor holding the sash firmly in this position.

To return the open sash into the normal position, reverse the process above by depressing the button located on the left hand sash hinge, and fully position into the closed position before rotating the two (2) handles 90° back to the vertical position.

Ventilation

Heron Joinery Fully Reversible windows have a slot ventilator installed in the head of the window that meets the requirements of building control requirements. In order to open or close a manual fitted ventilator, use the vent lever (located on the face of the vent) and move/push in the direction as indicated for opening or closing.

Kitchens, also some lounges maybe be fitted with a permanent ventilator in order to comply with current gas regulations, (these ventilators have no facility for manual opening or closing).

Window Security

Heron Joinery Fully Reversible windows include a variety of security features, in order to enhance the added protection of your home against intrusion. We never the less recommend a number of sensible precautions which should be taken to gain full advantage of the security features encompassed, such as to never leave a window open when your home is unattended, and for added protection, lock all windows and remove any keys as relevant to the handles fitted.

Note: In order to provide adequate means of escape in the event of any emergency arising, we recommend that the appropriate keys for windows are located within the vicinity of the window, but out of external view.

TILT AND SLIDE WINDOW - OPERATION

Opening and Locking

The Heron Joinery Tilt Slide window opening and locking is operated via a 'Cam and Sash Lock'. To disengage the window locking mechanism insert key fully into the locking mechanism and turn to unlock.

To open either of the tilt slide window vertical moving sashes, up or down respectively, turn the locking mechanism lever 180° to the right. To lock the window, reverse the process

Opening and Closing Sashes

To move up and down the upper sash use the fitted sash ring(s) and gradually pull in a vertical direction upwards or downwards respectively to provide additional ventilation. To move up and down the lower sash use the fitted hook lifts, and pull gradually in a vertical direction upwards or downwards respectively to provide additional ventilation

Tilting Sashes

To tilt the sashes, first moves both of the lower sash tilt latches towards the middle of the window, and gradually tilt the top edge of the sash inwards to the room. As required repeat the operation for the upper sash by moving both sash tilt latches towards the middle of the window, and gradually tilt the top edge of the sash inwards to the room. The tilt latches can be locked into position by turning the plastic slotted finger screw through 90°. To release from the locked position reverse the process.

Important: Make sure both latches are moved and held in the open position when tilting open or closing either the top or bottom sash.

The sashes will come to stop at approximately a 400 and then be restricted from further opening by the sash bar restrictors. Ensure that when tilting the sashes are supported until it comes to rest on the restrictor bar. Do not allow the sash to drop freely onto the restrictor bars, and do not lean on either of the sashes whilst in the tilt position.

Once the sashes are in the tilt position it will be possible to clean the outside of the windows from inside the room. To return the sashes to the vertical position push the sash back towards the window and re-engage the tilt latches.

Ventilation

Heron Joinery Tilt and Slide windows have a slot ventilator installed in the head of the window that meets the requirements of building control requirements. In order to open or close a manual fitted ventilator, use the vent lever (located on the face of the vent) and move/push in the direction as indicated for opening or closing.

Kitchens, also some lounges may also be fitted with a permanent ventilator in order to comply with current gas regulations, (these ventilators have no facility for manual opening or closing).

Window Security

Heron Joinery Tilt and Slide windows include a variety of security features, in order to enhance the added protection of your home against intrusion. We never the less recommend a number of sensible precautions which should be taken to gain full advantage of the security features encompassed, such as to never leave a window open when your home is unattended, and for added protection, lock all windows and doors and remove any keys as relevant to the handles fitted.

Note: In order to provide adequate means of escape in the event of any emergency arising, we recommend that the appropriate keys for windows are located within the vicinity of the window, but out of external view.

RESIDENTIAL DOOR - OPERATION

Opening and Locking

Residential doors are fitted with a lever handle on the inside and outside of the door, and its operation e.g. locking and opening is via the use of the keys supplied.

Dependant on intended circumstance the door handle can activate various locking mechanisms e.g. when the door is used constantly, only the middle locking latch is engaged.

To fully lock the door, the handle needs to be used to activate both the centre, top and bottom locking points. This is achieved by lifting the handle upwards, until no further movement is possible, and all locking points will be activated, then release the handle, insert and turn the door key and the door is locked correctly.

In instances where the door key will not turn, lift the handle once again to its maximum position, until no further movement is possible and then turn the door key.

To unlock insert the door key and turn the key in the alternate direction for locking, then press down the door handle to release (disengage) the door locking points and then open the door.

Door Security

Heron Joinery Residential Doors have been specifically designed to include a variety of security features in order to enhance the added protection of your home against intrusion. We never the less recommend a number of sensible precautions which should be taken to gain full advantage of the security features encompassed, such as to never leave door unlocked when your home is unattended, and for added protection, lock all doors and remove any keys as relevant to the handles fitted.

Note: In order to provide adequate means of escape in the event of any emergency arising, we recommend that the appropriate keys for doors are located within the vicinity of the door, but out of external view.

DOUBLE LEAF DOOR - OPERATION

Opening and Locking

Heron Joinery Double Leaf doors are fitted with a lever handle on the inside and outside of both door leaves, there operation e.g. locking and opening is via the use of the keys supplied. To unlock the master doorleaf insert the door key and turn the key, press down the door handle to release (disengage) the doorleaf locking points and then open the doorleaf. Where required repeat the opening process for the slave door.

Dependant on intended circumstance the door handle of the master door can activate various locking mechanisms e.g. when the door is used constantly, only the middle locking latch is engaged.

To lock the slave door (when opened) the handle needs to be used to activate both the top and bottom locking points, this is achieved by closing the doorleaf and lifting the handle upwards, until no further movement is possible and the locking points will be activated. Then release the handle, insert and turn the door key and the doorleaf is locked correctly.

In order to fully lock the master doorleaf, the handle again needs to be used to activate both the centre, top and bottom locking points, this is achieved by fully closing the doorleaf and lifting the handle upwards, until no further movement is possible. All locking points will be activated, release the handle, insert and turn the door key and the doorleaf is locked correctly.

In instances where the door key will not turn, lift the handle once again to its maximum position, until no further movement is possible and then turn the door key.

Door Security

Heron Joinery Double Leaf doors have been specifically designed to include a variety of security features in order to enhance the added protection of your home against intrusion. We never the less recommend a number of sensible precautions which should be taken to gain full advantage of the security features encompassed, such as to never leave door unlocked when your home is unattended, and for added protection, lock all doors and remove any keys as relevant to the handles fitted.

Note: In order to provide adequate means of escape in the event of any emergency arising, we recommend that the appropriate keys for doors are located within the vicinity of the door, but out of external view.

SLIDING PATIO DOOR - OPERATION

Opening and Locking

Heron Joinery Sliding Patio doors are fitted with a 1800 rotating handle for use in opening and closing the sliding door leaf. To unlock the sliding doorleaf insert the door handle key and turn the key, and then fully rotate the handle through 1800 then use the handle to slide the doorleaf in to the desired opening position.

To close and fully lock the sliding patio door, slide the doorleaf back into the closed position and rotate the handle 1800 in opposite direction for opening, the master door handle then needs to be re-locked by insert and turn the door key and the sliding patio door is locked correctly.

Door Security

Heron Joinery Sliding Patio doors have been specifically designed to include a variety of security features in order to enhance the added protection of your home against intrusion. We never the less recommend a number of sensible precautions which should be taken to gain full advantage of the security features encompassed, such as to never leave door unlocked when your home is unattended, and for added protection, lock all doors and remove any keys as relevant to the handles fitted.

Note: In order to provide adequate means of escape in the event of any emergency arising, we recommend that the appropriate keys for doors are located within the vicinity of the door, but out of external view.

BI-FOLD DOOR - OPERATION

Opening and Locking

Heron Joinery Bi-Folding doors are fitted with a master door and a series of door leaves. To unlock the master door insert the door key and turn the key, and then fully turn the handle through 90° to the horizontal position and push the door outwards to engage on the face of the adjacent door leaf.

Once the master door is engaged on the retaining clip, turn the handle on the first doorleaf adjacent to the master door again 90° to the horizontal position and push outwards to the fully folded position and slide along, then repeat the process for remaining door leaves until all the door assembly is fully opened.

To close and fully lock the bi-folding door, slide the doors back into the closed position and return the handles to the vertical position, the master door handle then needs to be re-locked by insert and turn the door key and the door is locked correctly.

Door Security

Heron Joinery Bi-Fold doors have been specifically designed to include a variety of security features in order to enhance the added protection of your home against intrusion. We never the less recommend a number of sensible precautions which should be taken to gain full advantage of the security features encompassed, such as to never leave door unlocked when your home is unattended, and for added protection, lock all doors and remove any keys as relevant to the handles fitted.

Note: In order to provide adequate means of escape in the event of any emergency arising, we recommend that the appropriate keys for doors are located within the vicinity of the door, but out of external view.

HERON JOINERY

Traditional or contemporary,
our joinery is always beautifully
crafted from the finest
sustainably sourced timber.

Our windows and doors give a
distinctive stamp and warmth to
a home and are ideal for any new
build or refurbishment project.



ISO 9001:2008



A member of

The **Wood Window** Alliance

Setting standards for high performance windows and doors



WINDOW AND DOOR RANGE



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Our window and doors are available as Double Glazed or Triple Glazed, with the option of internal or external glazing. They are factory finished in a colour of your choice.

Windows

- Flush Casement Window
- Stormproof Casement Window
- Traditional Sliding Sash Window using Cords and Weights
- Traditional Sliding Sash Window using a Spiral Balance
- Tilt and Slide Window
- Fully Reversible Window
- Tilt and Turn Window
- Dual Swing Window
- Aluclad Window

Doors

- Traditional Door Sets – single and double doors
- Sliding Patio Door
- Bi-Folding Door
- Aluclad Door

All windows and doors are crafted to the standards of the UK Q Mark (Timber Window and Door Quality Standard) and are Secure by Design Certified. They come with an extensive warranty covering timber, glass, paint and ironmongery.