

# Traditional Roof Lanterns

Unit 8 Rye Industrial Park  
Harbour Road  
Rye  
East Sussex  
TN31 7TE  
01797 224483  
Enquiries@rooflanterns.co.uk  
www.rooflanterns.co.uk

## **Guarantee and Maintenance Manual 2021**

### **IMPORTANT:**

#### **IMMEDIATELY AFTER INSTALLATION:**

It is essential that attention is paid to ventilation immediately after a roof lantern has been installed. The reason for this is that most new building work involves 'wet trades' such as plastering, concrete etc. All the resulting moisture needs to get out of the building and until it is able to do so the moisture will rise, especially with warm air, and want to saturate the highest point in rooms / the building etc. There could be quite a lot of condensation and this could persist for many months if attention is not paid to adequate ventilation. It is especially important therefore to ventilate in a controlled manner to alleviate the potential problem of paintwork cracks. Any cracks or paint defects caused by this will be the responsibility of others to make good further down the line. **(Please see further notes on ventilation and condensation).**

#### **Materials and Structural Integrity:**

All materials used in the construction of our roof lanterns are guaranteed for a period of:

- 10 years for structural timber / glazing capping.
- 5 years manufacturers guarantee for standard double glazed units.
- 2 years manufacturers guarantee for electric motors and controller units.

(please see appendix A for glazing guarantee period and below for Electric Motors and Control Units). The structural integrity of each roof lantern is also guaranteed against failure assuming that no other external influences cause an adverse effect.

## **Installation:**

### **By Builder or Main Contractor:**

If others install the lantern, our guarantee only covers the materials used, including the glass. Any leaks that may occur would be down to the installer.

### **Footnote on Glass Units:**

As stated in appendix A, the double glazed units themselves are guaranteed for a period of 5 years. This does not automatically cover the labour cost for replacement although in practice we will sometimes accommodate this cost depending on the individual circumstances.

## **DETAILED GUARANTEE**

### **Paintwork:**

The lantern finish is factory sprayed, with industry standard micro porous paint designed for external joinery (Teknos AQUATOP 2600-24 a highly versatile, robust and easy to use topcoat, which typically is used for exterior windows, doors, shutters, conservatories or claddings). We apply 2 coats of primer and 3 coats of topcoat, applied with an airless spraying system to guarantee a minimum of 200 microns of paint per wet pass.

The paintwork should stand up very well and give many years of service, but it would pay to inspect the exterior of the lantern at least once a year.

We recommend the following to maintain and extend the life of your exterior:

- Once cleaned, scrape, lightly sand and touch up any necessary areas with a matching microporous paint or stain. Any bare wood should be primed first.
- Weather seals to opening skylights / sashes should be checked and cleaned.
- Any vents should be cleaned, and any blockages removed.
- Timber is a natural product and therefore performs differently through the year.

Generally, the only likely maintenance aspect in this respect is that should a corner joint in the lantern cill open up slightly it would be advisable to fill the joint with 'Painter's mate' or a similar proprietary flexible filler and touch up with white paint afterwards. A small amount of movement in the lantern structure is quite normal for any timber product and does not impair the structural integrity.

Always follow the instructions given by the paint manufacturer.

### **Timber:**

Hardwood in many cases is now 'engineered', which means that it comprises several layers of timber bonded together. This increases stability and strength but a by-product is that on rare occasions a small hairline crack may appear due to fractional movement. This is not structural and will not impair the integrity of the lantern. A small touch up with painters mate / paint will remedy the situation.

### **Lead Ridge Capping:**

Lead ridge cappings work extremely well and will last for an exceptionally long time. HOWEVER, although patinated on both sides before delivery to site they must be re-patinated externally once the lead capping has been finally dressed down by whoever is installing the lantern. This is to prevent oxidization of the lead which can look a bit unsightly

and run down onto the glass units. Eventually the capping will simply weather down, but it is recommended that the lead ridge capping is re-patinated every year. Lead cladding to rafters will also need re-patinating if it is used with self-cleaning glass and / or it is required that the lead stays its original colour.

### **Self Cleaning Glass (Bio-Clean):**

Self-cleaning glass works well. However – 2 important points:

- 1) Self-cleaning glass is not ideal with a lead ridge capping. The integrity of the lantern is not impaired but, in some instances, lead oxide from the capping has been known to cause some streaks on the external glass units. To minimize the risk of this we recommend frequent patination of the lead. See appendix A under self clean glass.
- 2) There are specific cleaning agents that we recommend for self-cleaning glass which do not harm it. Please see Appendix B.

### **Electric Motors and Control Units:**

These have a manufacturer's guarantee of two years. If a replacement unit is needed, we will supply one under guarantee, but the electric installation work / interface is not our responsibility. If the unit fails, we purely supply a new unit by post. The faulty unit would need to be returned for inspection first.

### **Opening Skylights and Sashes:**

These generally work very well – However:

- 1) With manual opening skylights / sash it is important not to overtighten the screw openers as this can cause a problem.
- 2) Electric motors – CAVEAT. Do not alter the settings on the motors. These are factory set and work well but if the settings are changed a problem can occur. Altering or opening the motor housing invalidates the guarantee.

### **Ventilation and Condensation:**

Although our roof lanterns are all double glazed there are important points to remember to avoid potential problems.

Always be aware that during the after building work there is normally an excess of moisture which needs, in time, to find its way out. It can take a year or so for this process to happen.

We recommend some ventilation from the moment that the roof lantern is installed (see paragraph 'IMMEDIATELY AFTER INSTALLATION').

It is possible that condensation may form during the drying out period and it can also happen occasionally for other reasons such as a large number of people in the room or where there is cooking and no extractor.

In high humidity environments condensation will appear on the coldest surfaces, usually windows, this could include the glazing of the roof light. It is important to periodically wipe

down the paintwork, particularly the cills internally to prevent any staining / discolouration or in extreme cases mould growth.  
See Appendix A under 'Condensation'.

### **IMPORTANT:**

**We do recommend that the lantern is inspected at least once a year for any maintenance issues that may occur as mentioned above but also it is very important to clear away any leaf build up or debris around the base of the lantern which could cause problems in the long term. Failure to do this could compromise this guarantee.**

Finally – our products have been well tested over many years. We have installed several thousand roof lanterns with few problems. Where an incident has occurred, we have maintained a policy of offering support and advice to rectify the situation.

## Appendix A

### Glass manufacturers detailed guarantee.

#### Glass Cleaning:

Float glass (toughened is a treatment applied to float glass) used in most double glazed units, is easily scratched and it is therefore recommended that hand jewellery is removed prior to cleaning.

Any proprietary household cleaner may be used with a soft cloth and it is recommended that heavy external grime be initially removed with a solution of soap and water.

Laminated glass is cleaned in exactly the same manner.

It is imperative that glass surfaces are cleaned on a regular basis to stop water staining.

Water carrying atmospheric contamination will leave permanent marks on the glass surfaces if left un-cleaned for long periods.

**All glass surfaces should be cleaned at least once every three months.**

#### Leaded Glass Cleaning:

Lead to the stepped glazing should be re-patinated annually along with the lead ridge capping.

#### Self Cleaning Glass (Bio-Clean):

Only nonabrasive window cleaning products should be used, see list in appendix B, if more than a normal solution of soap and water is required.

If any 'leaching' from natural oxidization of the lead capping is seen it must be cleaned off immediately to avoid a permanent stain on the self-clean coating.

#### Scratched Glass:

If scratches occur (not to self-clean coated glass) most can be removed with jewellers rouge, or an equivalent rubbing compound.

#### Condensation:

Water vapour is continually present in the atmosphere. In the home, this natural water content is increased by normal day to day living. For example, activity that generates steam such as cooking, bathing, laundering, boiling a kettle or even breathing.

The water vapour remains undetectable while floating in warm air, but upon contact with cold surfaces such as windows, mirrors, tiles etc, condensation occurs, and the vapour turns to water droplets.

Traditional house construction allowed the escape of this water vapour through natural ventilation such as open flues of coal fires, air bricks and ill-fitting windows and doors.

The drive to conserve energy and reduce heating costs has led to the sealing of homes, resulting in trapped water vapour and increased problems of condensation.

#### Ventilation:

Provide natural ventilation whenever possible by:

- opening a window.
- fitting a ventilator/extraction unit in the kitchen and bathroom.
- fitting wall vents to provide air flow.

*N.B. Security should be kept in mind.*

**Heating:**

Maintain some permanent heat in the house during cold weather.

Marginally increase the temperature in areas where condensation is a particular problem.

**Circulation:**

Water vapour will easily drift on convection currents far from where originated.

Keep internal doors to kitchen and bathroom areas closed and draught sealed where possible, to prevent the excessively moist air in these rooms being transferred to other areas of the house.

**Glazing:**

**Glass Defects:**

All double glazed units are susceptible to a degree of surface damage during the manufacturing process. Certain imperfections in the glass cannot be avoided, even in the most carefully controlled production environment.

Such blemishes and imperfections are inherent in all double glazing and therefore beyond our control but are considered acceptable by the most rigorous industry standards.

We wish to draw your attention to the following extract from an industry accepted standard, relating to glass generally:

- Transparent glass, used in the manufacture of double glazed units is identical to that used in traditional single glazing and we will therefore have a similar level of quality.
- Both panes of the double glazed unit shall be viewed from the room side, standing at a distance of two meters (6.5') in natural daylight and not in direct sunlight. The area to be viewed is the normal vision area, except for a 50mm (2") wide band around the perimeter of the unit.

Flat transparent glass shall be deemed acceptable if the following phenomenon are neither obtrusive nor bunched:

- totally enclosed seeds
- bubbles or blisters
- hairlines or blobs
- fine scratches, not more than 25mm (1") long
- minute embedded particles
- Obtrusiveness of blemishes shall be judged by looking through the glass and not at it, under normal lighting conditions as described in point 2.

*(Extracted from the Glass & Glazing Federation Standards)*

The glazing manufacturer uses only the highest quality float glass available, whether laminated, toughened, or annealed, which conforms to the requirements of the current EN numbers.

Double glazed units produced to BS EN 1279, conform to the highest manufacturing standards and most uncompromising quality control and inspection routines.

Double glazed units manufactured using the insulating coatings can reduce the visual quality of the unit resulting in a "haze" appearance, especially when viewed with the sun in a lower position. This is not a glass fault and cannot be avoided when using this type of glass.

When glass goes through the toughening process it can also affect the visual appearance, resulting in “roller waves” usually seen when viewing the glass from outside at an angle to the light reflection. This is an inherent part of the process itself and cannot be avoided.

## **SEALED UNIT GUARANTEE:**

Free of charge replacement Double Glazed Sealed Units will be supplied by Traditional Roof Lanterns Ltd for units of their own suppliers manufacture that have broken down, provided that the following conditions apply:

- The Double Glazed Sealed Unit has failed resulting in condensation forming inside the unit.
- The Double Glazed Sealed Unit has not been subjected to any misuse or neglect.
- The Double Glazed Sealed Unit has been correctly installed.
- Where the Double Glazed Sealed Unit is fitted in a timber frame, the frame has been properly maintained.

**Glass breakage (oppose to glass failure) is excluded from this guarantee.**

## **SEALED UNIT GUARANTEE LENGTH:**

For Double Glazed Sealed Units **glazed into timber frames** the guarantee period is **five years from the date of manufacture.**

NB: Special dispensation with regards to “Reduced Sight-line Slimline Units”

- Where Double Glazed Sealed Units are manufactured with a visible sightline of **less than 12mm**, the guarantee period offered against unit failure is **one year from the date of manufacture.**
- Where Double Glazed Sealed Units are manufactured to the customer's request with a visible sightline of **less than 9mm**, **the glazing manufacturer is not able to offer a guarantee period against unit failure.**

## Appendix B

GG BIOCLEAR has a special property which means that the glass stays cleaner for longer than normal glass. The more exposure the product has to both sun and rain, the cleaner it will stay, for longer. However, a number of other factors affect the time it takes for a mark to be naturally removed, such as the level of ambient pollution, atmospheric conditions (e.g. long periods without rain) etc.

### Labels:

If the SGG BIOCLEAR label is still attached to the glass carefully peel it off. Care must be exercised when removing the label from the glass to ensure that the special coating is not damaged. Do not use a razor, scraper or wire-wool to detach the label.

Cleaning for the first time:

Wait at least a week before cleaning the product for the first time to ensure all sealants used in its installation are fully set.

Start with a rinse or hose-down with clean water and continue, when necessary, with a normal maintenance routine.

Self-cleaning function:

During the week after initial installation and clean-down the self-cleaning property of SGG BIOCLEAR will be progressively activated, triggered by exposure to UV light.

The length of time required to activate the coating by UV rays can vary depending on the season and the orientation of the glass, but is normally within a week.

When the glass is wet a small border of water droplets may appear around the perimeter surface of the glass. This is perfectly normal.

Routine Maintenance:

SGG BIOCLEAR is not a '100% maintenance-free' product. Should the glass require occasional cleaning carefully follow these instructions:

Cleaning equipment required:

- A soft, clean lint-free cloth or chamois leather
- or a clean, soft non-abrasive sponge
- or a clean, non-metal window squeegee

All equipment must be kept clean. This is to prevent any dirt or abrasive particles transferring from the equipment back onto the glass which may scratch or damage the coating.

Cleaning products:

- Clean water will normally suffice. Standard, mild glass-cleaning products can also be used (visit [www.selfcleaningglass.com](http://www.selfcleaningglass.com) to view our list of recommended cleaning products).
- 'Soft' water is best for cleaning glass. In hard-water areas a small amount of washing-up liquid can be used to soften water.
- For the removal of stubborn marks white vinegar can be used. Always ensure that the vinegar does not come into contact with the frame and that it is washed off the glass after application.

Important:

- Vinegar is not to be used as a regular cleaning method.



- Do not use any glass treatment products containing silicones or abrasive particles.
- Do not use any commercial cleaning products which are intended specifically for cleaning elements other than glass.
- Do not use chemical products: soda, bleach, washing powder, white spirit etc.
- Avoid contact with all sharp or abrasive objects including jewellery, buckles, tape measures, razor blades, Stanley knives, scouring pads, steel wool, sandpaper etc.
- Never attempt to clean off a specific mark on the surface of SGG BIOCLEAN without applying water first.

NB: If any other works are taking place in the vicinity of SGG BIOCLEAN then protect with a clean plastic sheet to prevent any splashes or staining from aggressive compounds (paint, varnish, glue, sealant, cement, plaster, mortar, etc). This will also protect the product from abrasive or hot particles (grinding or welding sparks, etc).

SGG Bio-Clean (self-cleaning) glass is a product of Saint-Gobain Glass.

Below lists those glass cleaning agents which have been tested by Pilkington, and approved for use with Pilkington Activ™ self-cleaning glass.

Additional advice can be found in the "Pilkington Activ™ Cleaning & Maintenance Guidelines".

Other products may be compatible, but if they have not been tested by Pilkington they will not appear on this document (Nov 2003).

**Please do not use abrasive cleaning agents or equipment to clean Pilkington Activ™.**

**List of Approved Cleaning Agents:**

- |  |   |
|--|---|
| Ajax 3-Fach Aktiv  | Gunge Wipes (Ritec International)                         |
| Ajax Antistatic  | Kristall Fenster  |
| Ajax Citrofrisch   | Mr Muscle Window Cleaner                                  |
| Ajax Fete Des Fleurs   | Nationwide Glass Cleaner                                  |
| Ajax Glass Universal Double Action   | Nova Window Cleaner                                       |
| Ajax Glasrein Zitro-Frisch   | Ritec Glass Cleaner                                       |
| Ajax Kristall  | <b>Brand names of Sidolin cleaners:</b>                   |
| Ajax Streak Free Professional Glass Cleaner  | ~ Sidolin 2 Phasen (DE)                                   |
| Ajax Tip-Top   | ~ Sidolin Streifenfrei Aktivschaum (DE)                   |
| Ajax Window Cleaner  | ~ Sidolin Streifenfrei Cristal (DE)                       |
| CIF Window Wipes   | ~ Sidolin Streifenfrei Zitrus-Frisch (DE)                 |
| Cleani Glass Universal   | ~ Instanet Ruiten / Instanet Ruiten Citron (B, NL)        |
| Cosmofen 10 and 20 (with water rinse)  | ~ Clin Windows / Clin Universal (Austria, Eastern Europe) |
| Decra Sheen (Regal Lead)   | ~ Bref Vitre / Bref Vitre Citron (F)                      |
| Denk Mit Glasreiniger  | ~ Bref Multiuso (IT)                                      |
| Domol Glasklar   | ~ Tenn Crystales e Superficies / Tenn Multiusos (S)       |
| Dow Corning's Silicone Eater (will remove silicone but will not prevent re-leaching) | ~ Sonasol Vidros / Sonasol Vidos e Superficies (Pt)       |
| Elite Force 2000 UPVC Cleaner  | Safeway Vecta Window Cleaner                              |
| Elite Force Extra Strength   | Spontex Glass Wipes                                       |
| Ettore Squeege Off (concentrate)   | Spray Clean Glass Universal                               |
| Fenosol S10 (For PVC)  | Wilko Window Cleaner                                      |
| Frosch Spiritus Glas-Reiniger  | Windowlene Spray (Original)                               |
| Graffiti Wipes (Ritec International)   | Windowlene Wipes For Glass and Shiny Surface              |
|  | Zack Glasreiniger   |