

# WINDOWS WELCOME PACK

## IMPORTANT INFORMATION



A close-up photograph of dark-colored window frames and handles. The handles are sleek and modern, with a metallic finish. The background is dark and out of focus, emphasizing the window hardware.

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DOORS AND WINDOWS

THANK YOU FOR  
CHOOSING THE  
ORIGIN WINDOW

# Welcome to Origin...

Origin is the UK's leading manufacturer of aluminium architectural solutions.

Now award-winning and operating internationally, Origin began in 2002 as a family company dedicated to the design, creation and manufacture of the UK's best quality doors, backed by uncompromising levels of service.

Cousins, Neil Ginger and Victoria Brocklesby, have since worked relentlessly to perfect the design and functionality of bi-folding doors, and to create and maintain the highly respected reputation for quality and service that they have today, while expanding the range to include Entrance Doors, Internal Doors, Sliding Doors and Windows.

As the business has continued to grow and diversify, the foundations of family ethos, pride and ownership in all stages of production firmly remain.

Thank you for choosing Origin.

Neil

NEIL GINGER CEO

Victoria

VICTORIA BROCKLESBY COO



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DOORS AND WINDOWS



WINDOW  
OPERATING INSTRUCTIONS

# Opening the Window...

1. If locked, unlock the window with the key and then remove key
  - 2a. Before turning the handle, press and hold the lock-plate
  - 2b. For right hung windows, turn the handle anti-clockwise 90° from the closed downwards position to the horizontal position
  - 2c. For left hung windows, turn the handle clockwise 90° from the closed vertical position to the horizontal position
  - 2d. For top hung windows, turn the handle anti-clockwise 90° from the closed horizontal position to the vertical upright position
3. Ensure that the handle is fully turned in order to ensure that the lock is fully disengaged
4. Push the window frame from either the handle itself or the sash



**Reverse the above process to close**



## Closing the Window...



- 1.** Place your hand on the handle and pull the window closed. Ensure that the opening sash is pulled firmly in so that the lock can engage
- 2a.** For right hung windows, turn the handle clockwise 90° from the open horizontal position to the closed downward position
- 2b.** For left hung windows, turn the handle anti-clockwise 90° from the horizontal position to the closed vertical position
- 2c.** For top hung windows, turn the handle clockwise 90° from the open vertical upright position to the closed horizontal position
- 3.** Lock the window if desired by turning the key clockwise in the handle keyhole to the horizontal locked position. Remove key once finished

# Releasing a restrictor hook...

1. Open window
2. Locate the restrictor hook
3. Pull the window in until the end of the hook is past the pin
4. Lift the hook up (top hung) or push sideways (side hung) and push the window out
5. Close the window as normal to re-engage the hook
6. Open window to ensure hook is re-engaged
7. Close the window





## Adjusting the hinge friction stays...

The hinges can be adjusted to increase or decrease how easily the window can open

1. Open window
2. Locate the friction adjustment screw on the hinge rail
3. Using a flat head screwdriver, turn:
  - anti-clockwise to loosen
  - clockwise to tighten
4. Ensure that the hinges are adjusted equally



# Operating the easy clean function...

On side hung windows, those with easy clean hinges can be opened fully and moved across to the centre of the aperture. This allows the outside of the window to be cleaned

1. Open window fully
2. Locate black button on the hinge marked "PRESS"
3. Push the button and slide 1cm away from the corner
4. Repeat for the opposing hinge
5. Locate your hand centrally on the window sash and pull to the centre of the window, ensuring the top and the bottom are moving equally
6. Clear access is now available to clean the face of the window
7. Once the window is clean, close it as normal to reset the hinges in their original position



# Maintenance Instructions...

The Origin Window contains mechanical moving parts that will need to be lubricated periodically. This will include the hinges, handles and lock. Lubricate using silicone spray or grease and wipe away any excess with a non-abrasive cloth.

Extra care should be taken in marine environments to ensure that the hinges are well protected. Application of silicone twice a month is advisable to minimise the risk of corrosion.



# Routine Care of your Origin Windows...

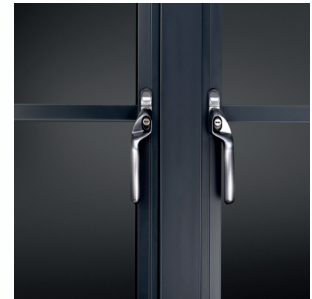
## **Powder coated aluminium profile**

Use a light, soapy solution (such as a diluted baby bath product) and non-abrasive cloth to wipe dirt from the window frame. Washing up liquid is not recommended, and do not use solvent based cleaning products. Please also refrain from using an abrasive cloth such as a scouring pad as the window frames can be scratched.

If you are in a marine environment, the windows and hardware should be washed down on a weekly basis with fresh water as it is common for harmful deposits to build up.

## **Seals**

Use a light, soapy solution and non-abrasive cloth to gently clean these. Do not use solvent based cleaning products on the seals.





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If you would like any aspect of the window operation explaining to you, please call or email a member of the team using the details below.

**t** 0808 168 5816   **e** [enquiry@origin-global.com](mailto:enquiry@origin-global.com)   **w** [origin-global.com](http://origin-global.com)





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DOORS AND WINDOWS

IF SOMETHING'S NOT RIGHT...

Contact your installer  
in the event of  
any problem...

**We hope your life has been transformed following  
the installation of your Origin Home.**

Rest assured - as you have chosen Origin, you can relax  
knowing you're in safe hands.

If, however, you encounter any problems, please contact  
your installer and they will work with us to rectify any  
difficulties you may be experiencing.

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