



**OWNER'S
UNLOAD, STORAGE
AND INSTALL GUIDE FOR
WINDOWS AND DOORS**

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The guidelines presented below are a synopsis of best practices as experienced by VETTA and its manufacturers. Each window /door order and its installation is different, so it's important to use best practices as determined by the job. The advice below, if improperly used could result in loss of warranty.

1. DELIVERY PREPAREDNESS AND UNLOADING

Standard default deliveries to residential areas are roadside drops and require you or your designate to be present at delivery. It is the client's responsibility to notify VETTA of special delivery route conditions such as the presence by unpaved, narrow, steep, and/or private roads / laneways or water ferry.

Default delivery is a tractor hauling a 53' trailer or 40' sea container. Transfer to a dedicated small truck or LTL (less than full load) courier service can be arranged where available. Individual pallet weight often exceeds 1000 lbs. You are responsible to unload the cargo from the truck onto your delivery site and have appropriate labour, equipment (telehandler with 6' forks are recommended), snow removal and road blockage/traffic management, to ensure adequate safety for everyone involved. If you have requested transfer to a high cube truck with tailgate, please note it can only be used for pallets 6 feet long or less, the driver will operate it and may require your assistance. If you have requested transfer to a truck with mounted crane/lift, please note the driver will operate it and may require your assistance. If the driver feels the situation is unsafe or if you refuse a roadside delivery, the driver will return your order to a VETTA warehouse and you will be charged a return fee and redelivery. VETTA can't guarantee delivery dates. If you are unable to accept cargo when it arrives, additional shipping and storage fees will apply.

Your cargo is fully insured to delivery, prior to unload. The driver will ask you to sign a Bill-of-Lading (BOL) which legally transfers ownership and responsibility from VETTA to you. Protect your rights by inspecting the cargo before you sign the BOL. You are not expected to unwrap and inspect your cargo fully but if there are obvious issues at the time of unload, you must take photos and note the issue in writing on the BOL before signing and notify VETTA immediately so we can immediately begin to act. Kindly leave products on the pallets and save all pallet/package materials as VETTA may be required to send an Insurance Transport Surveyor to inspect and document the claim.

You have an additional 90 days from the delivery date to notify VETTA of damage that was hidden at time of delivery or items missing. For delivered items with product defect, please notify VETTA immediately and refer to the VETTA warranty for timing requirements.

2. INSTALL PREPARATION

a. Important Considerations

Correct installation of windows is very important for their proper use. Improper installation in this scope can cause deformation of frames, leaks, decreased durability of the goods, difficult opening and closing of the sashes, as well as possible loss of warranty.

- After unloading, the windows and doors should be moved and put in a safe place without exposing

them to external hazards and taking extra precautions to assure that the relative air humidity is within 30-70%.

- During storage, windows should be separated from supporting elements and from each other with soft spacers, with sufficient padding to prevent dents in the windows and doors;
- Place off the floor, at least 10 cm on horizontal wooden joists or pallets. The windows and doors should be stored almost upright, do not transport or store the windows laying on their side. It will damage the hardware and coatings.
- Wooden windows and doors must be stored, installed and remain in conditions where the relative humidity is within 30-65%. Buildings under construction can often become very humid with concrete that is curing, drywall, tiling etc. It is imperative that the humidity levels be monitored and adjusted with dehumidifiers.
- It is also absolutely necessary to protect the products against mechanical damage and dirt which may occur by other subcontractors during construction. This can include over spraying of paint, drywall mud and dust, stucco, concrete, cement dust, spray foam, adhesive tapes, air hoses and extension cords damaging gaskets, air hoses and caustic chemicals.
- Care must be taken to protect these products while construction is going on. Do not run extension cords under the door gaskets. This will damage the gaskets!
- When required, only Neutral Cure silicone can be used (i.e. GE Silicone II, Spectrum 2, Tremsil 400 or 600, Dowsil 737). Your local hardware store will probably carry it. If it smells like vinegar, do not use it.
- Ensure the rough openings horizontally and vertically are level and square. We cannot stress this enough. VETTA Windows and Doors are CNC machined and undergo quality control inspection for operable functionality prior to leaving the factory warehouse. In the vast majority of cases, if the window or door is not operating correctly, its because something is not level.
- These high performance products are much heavier than your average window or door. The framing, especially headers must be solid to support your windows and especially the doors.
- Doors can't be installed within 1.5 m of a heat source such as a radiator, air conditioner, fireplace etc.

b. Measurements

Each installation of windows and doors should be preceded by a physical measurement. In order to install the windows properly, the Client should take into account solutions applied in the building. Before taking or calculating measurement, it is necessary to make sure that the person representing the Client has such knowledge.

Windows and doors are usually fitted in one of the following situations:

Installing in a building in an unfinished condition, the most important aspect is to determine:

- Sizes of openings prepared in the wall should be carefully assessed based on the installation method chosen by the contractor.
- Verify their correctness in terms of evenness at the level of lintels and wall verticality;
- Verify levels and axes of window openings relative to each other (in the case of windows placed next to each other in the façade, as well as on individual storeys);
- Take into account wall thickness (particularly important in the case of windows with a vent - to prevent the vent fitted in the leaf from striking against the corner of the inner splay), wall thickness can vary in various parts of the building.
- Take into account thickness of thermal insulation (particularly important in the case of fitting windows beyond the wall face - selection of insulation materials, or if windows are fitted in corner parts of walls, as well as in the case of bays - to eliminate problems caused by excessive overlapping of the insulation layer and window);
- Take into account thickness of flooring layers on each storey separately - in the case of balcony doors (hinge style doors), particularly important in the case of sliding balcony door type HS, in which the threshold surface should be as even as possible with the surface of the installed floor
- Take into account the material to which the anchoring elements will be fitted - it is very important to install screw fasteners and bolts suitable for the given solution;
- Verify directions of opening the windows based on layout of partition walls in the building, and the Client's requirements;
- In the case of necessity to modify the openings, set the scope of the works and parties responsible therefore in writing.

Installation when replacing old windows and doors and processing of losses which occurred during fitting, in addition to the above, it is equally important to:

- Verify with your contractor or architect the method of seating the existing windows in the wall - depth and method of seating them as well as checking whether there are any structural elements of the building hidden in the frames of French windows;
- Verify dimensions of wall thickness from the inside to the outside of the building;
- Take into account proper mounting clearance in the proper wall - after removing the old window, taking into account possible widening and additional elements;
- Verify location of outer and inner sills relative to the new window - take into account a necessity to refit the existing sills in a way enabling proper installation - by seating them in sill undercuts in the window thresholds.

3. WINDOWS

a. Placement

Connection between windows and wall must meet the following requirements:

- To effectively transfer loads caused by the window weight, external influences, e.g. wind pressure, and additional operational loads to the wall;
- To provide tightness - "more tightly inside than outside", to channel humidity which could occur inside the wall, e.g. due to vapour condensation;
- To provide tightness against effects of rain;
- To provide thermal insulation at least equal to the insulating power of the window;
- To provide sound insulation at least 15dB higher than the sound insulating power of the window;
- The insulation layers should be UV resistant;
- to provide protection of the window top coats against weather conditions - by retracting the window relative to the facade face by at least 11cm;
- To provide aesthetic and hygienic qualities.

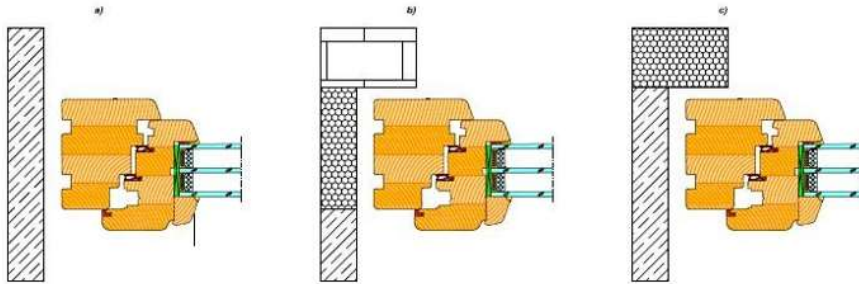
Location of window in the reveal

Windows and doors should be situated in the reveal in such a way, that there were no thermal bridges causing condensation of vapour on the inner side of the frame or on the reveal surface.

Take into account the operation of the window or door and how much swing is required. Your building professional should determine the ideal location.

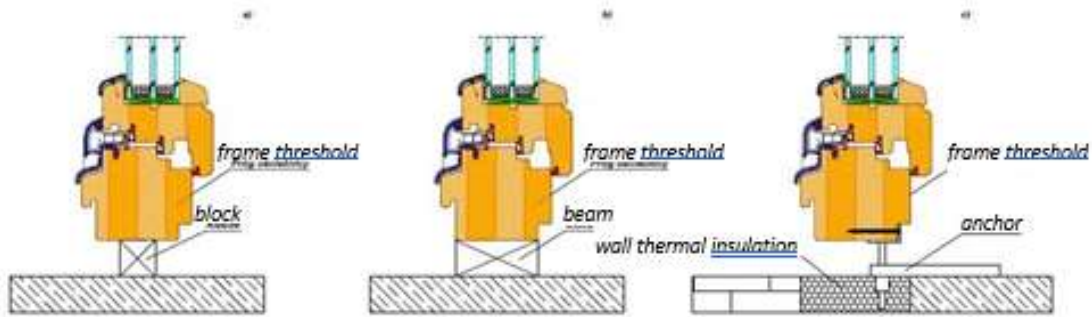
Depending on construction of the walls, the following situation of windows in the reveal is recommended:

- a. in single - layer wall - in the middle of the wall thickness
- b. in sandwich wall with internal thermal insulation - in the thermal insulation area
- c. in a wall with external insulation - aligned to the external reveal



Bottom support

The window frame sill is propped with wooden or plastic blocks, or wooden beams – so-called ground beams - and steel brackets.



Seating the window in the wall

Before starting the installation of a windows in the wall, clean the wall surfaces and prep for the desired install process.

After a pre-fit of the windows in the wall, be sure to check:

- Situation of the window in the opening axis - the window is to be positioned in such a way that after completing all trim, the window can still open to 90 degrees, while maintaining the desired mounting clearances
- The window is level and plumb
- Keeping even distance from the outside surface of the wall,, enabling proper installation of the facade elements;

Retaining conformity with the aforementioned assumptions, it is necessary to temporarily wedge the window frame in the wall, preventing its movement during further installation works.

b. Construction Handle

USED AS A HANDLE: To protect your window handles we recommend that you do not install your handles until construction is almost completed. Instead, use this handle while under construction.



USED TO REMOVE THE HINGE PIN SO THE SASH CAN BE TAKEN OFF: If the hinge cover is on, put your finger nail in behind the cover, pop it out and give it a light squeeze. To take the top pin out, push down with the construction handle as indicated in the photo. The pin will pop out of the hinge at the bottom. Pull the pin down and remove. On the top right hand corner there is a cammed bushing so if you turn the window to 45° it will make it easier to put the window back in again. Open the window, rotate to 45° while holding the sash securely with both hands. Pull it out from the top and then lift the bottom corner. For more information: visit our YouTube channel. <https://www.youtube.com/channel/UC9tCpIV-c9ZOynMs4HvnVRg>

c. How to Operate a Tilt & Turn Window



HANDLE DOWN
Closed and locked



HANDLE IN HORIZONTAL POSITION
Opened

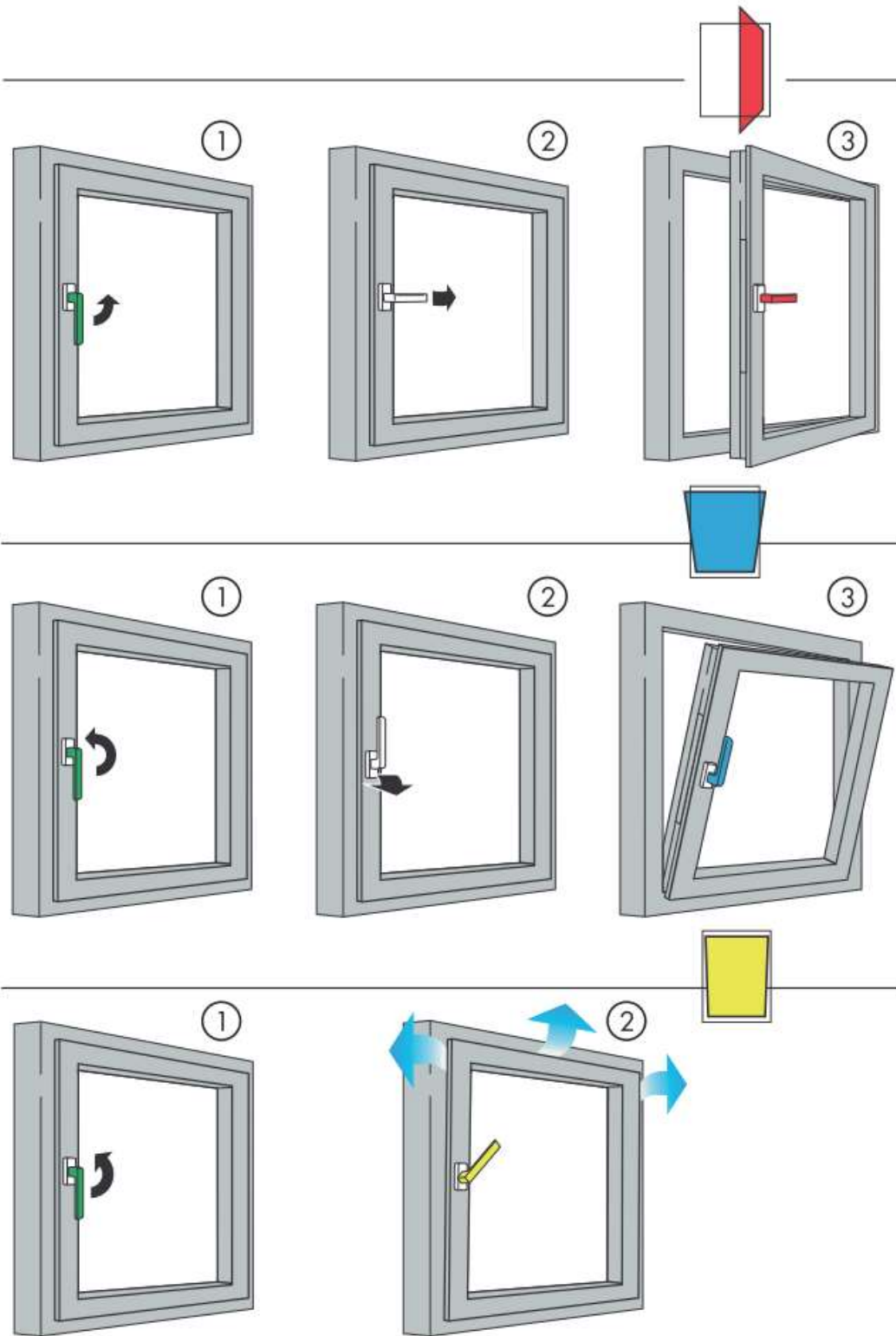


HANDLE UP
Tilt Position



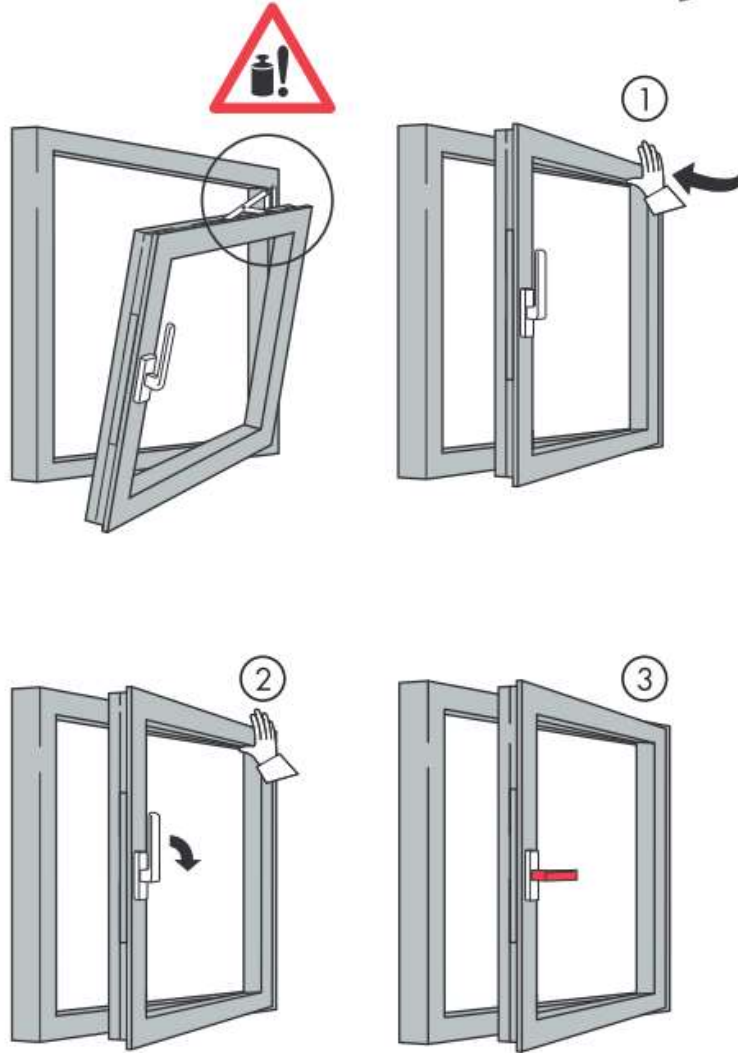
FLYING MULLION
Swings completely open
*Note: Special order

Directions for Use - Turn and Tilt



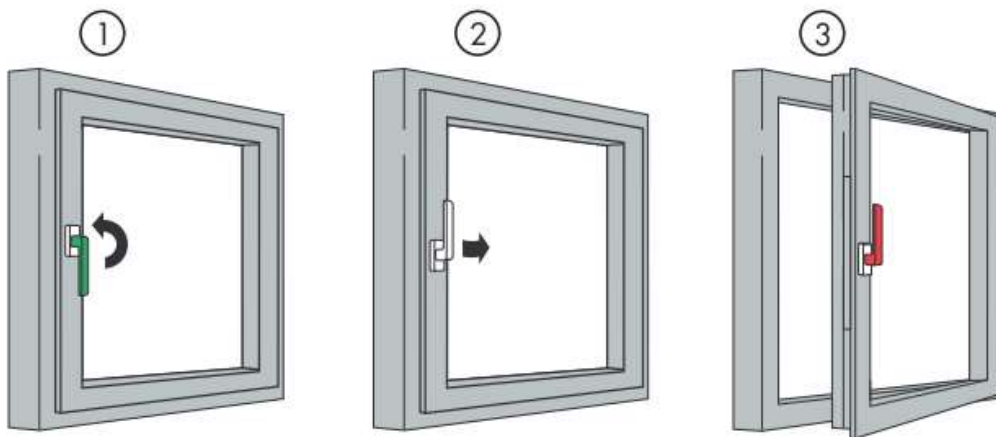
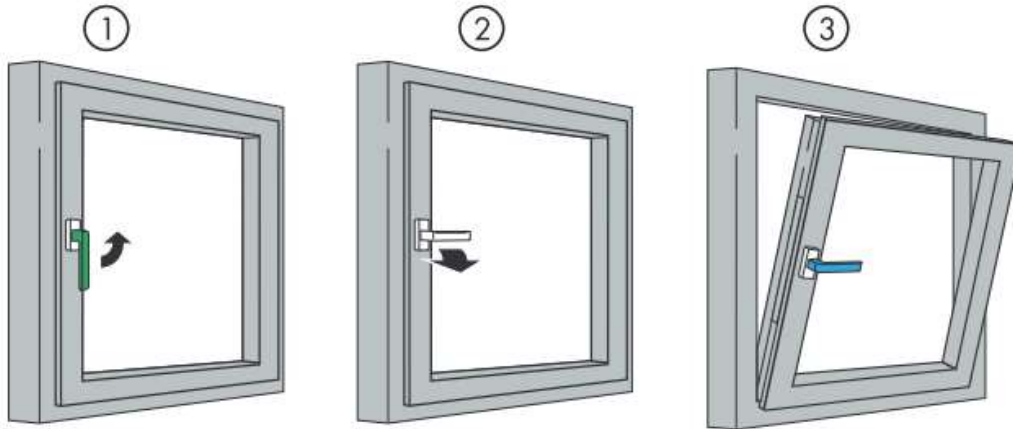
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Rectifying Operating Problems



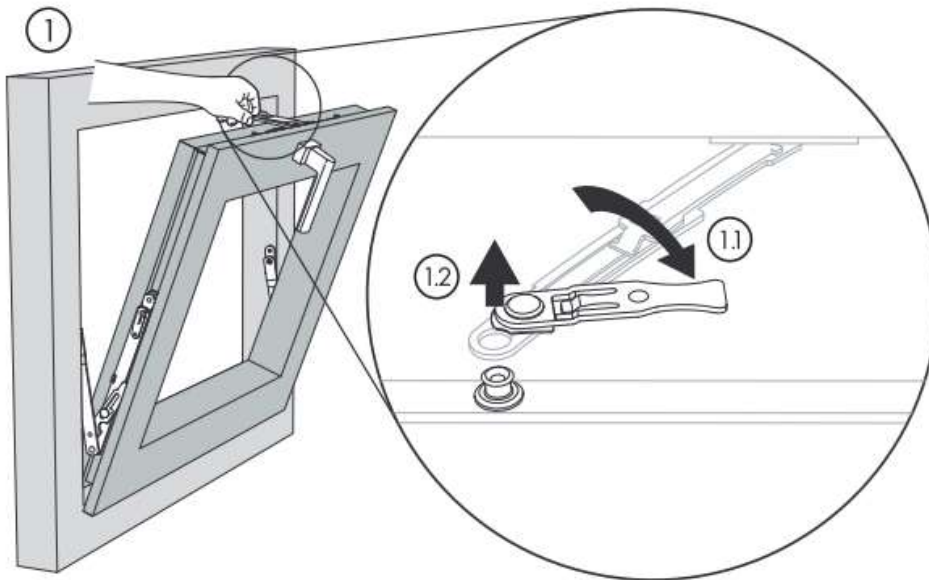
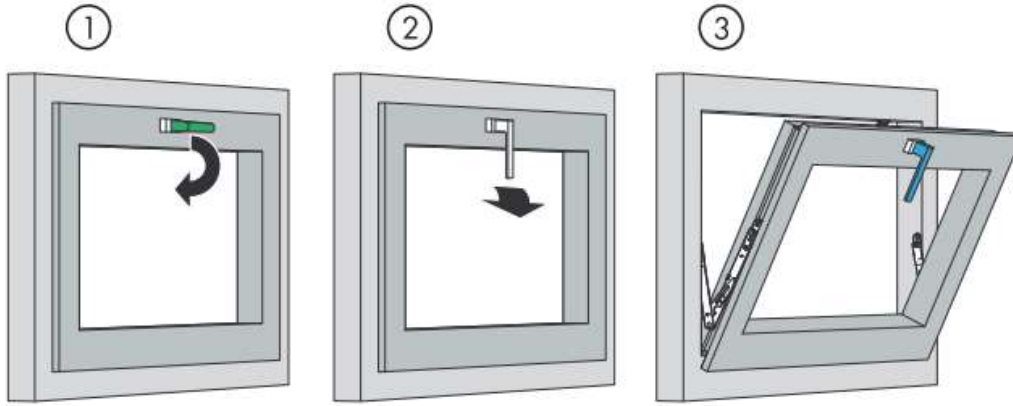
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Directions for Use - Tilt Before Turn (TBT)



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Directions for Use - Tilt



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FITTING

d. Removing the Window Sash & Determining Fixing Points

The windows should be fixed to the walls using approved system anchors or expansion bolts. Before commencing the installation, remove the sash from the frames and fit fixing anchors in the frames, or drill holes for expansion bolts or other preparation for the desired installation method.

Installing and Removing the Window Sash

Install the window sash

1.

2. a

2. b

3.

a = Hinge side TITAN
Insertion of the top hinge pin at 0° or 60° opening position.

b = Hinge side Si-line
Note the orientation of the bushes relative to the top hinge
- upper and lower sleeve must be parallel.

Remove the window sash
Remove it in the reverse order.
Please note:

Please note::
When using the mishandling device (FBS) on the corner drive VSU, the sash must only be mounted in the turning position with the sash open.
Failure to do so may cause damage to the mishandling device or lead to a malfunction.

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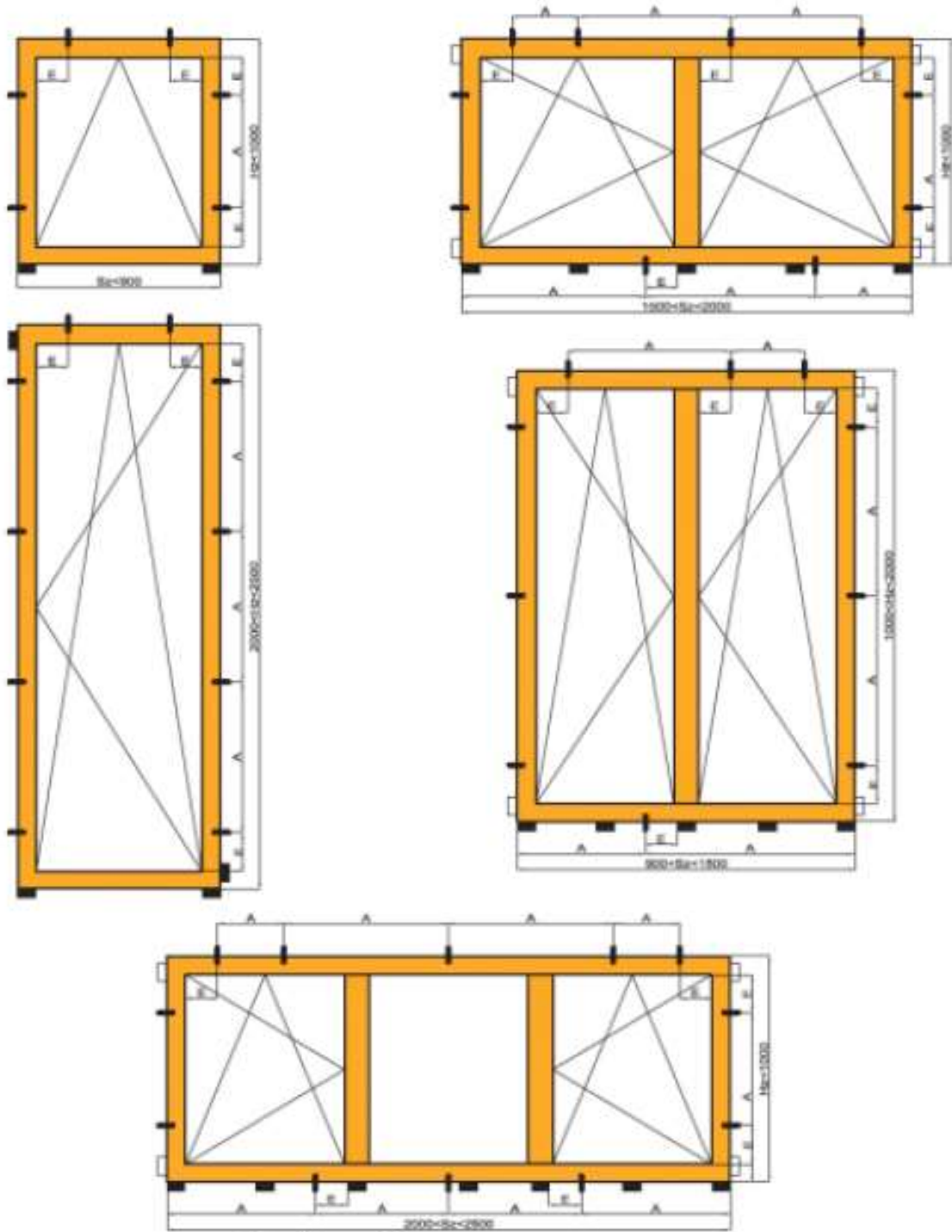
*If you need assistance with removing the sash from the frame, see below or watch our short video on YouTube to assist. <https://www.youtube.com/channel/UC9tCpIV-c9ZOynMs4HvnVRg>



Fixing points are to be determined observing the following rules:

- Distances between fixing points cannot exceed 800 mm;
- Distances between window corners or structural element (mullion) and the fixing point should be 100-150mm;
- Location of fixing points should be determined in such a way that the fixing elements (dowels or anchors) could be fixed to solid fragments of the frame;
- Lower window support points should be situated 50-70mm from the window corner;
- in the case of installing in a thermal insulation layer, using mounting fixtures of the system provider, it is necessary to take into account additional requirements regarding the number of fixing points;
- Upon completing the above actions, fit the frame to the wall, taking care not to change position of the elements. Drill holes in the wall through the previously prepared openings in the frame, or openings in the fixing anchors. Before final tightening of the expansion bolts or screws, ensure tight fitting of shims at distances as specified. Before applying the foam, it is recommended to moisten the wall surface before applying the fitting foam, and to spray the foam surface with water. Water improves PU foam performance.
- After the foam dries, cut off excessive portions.

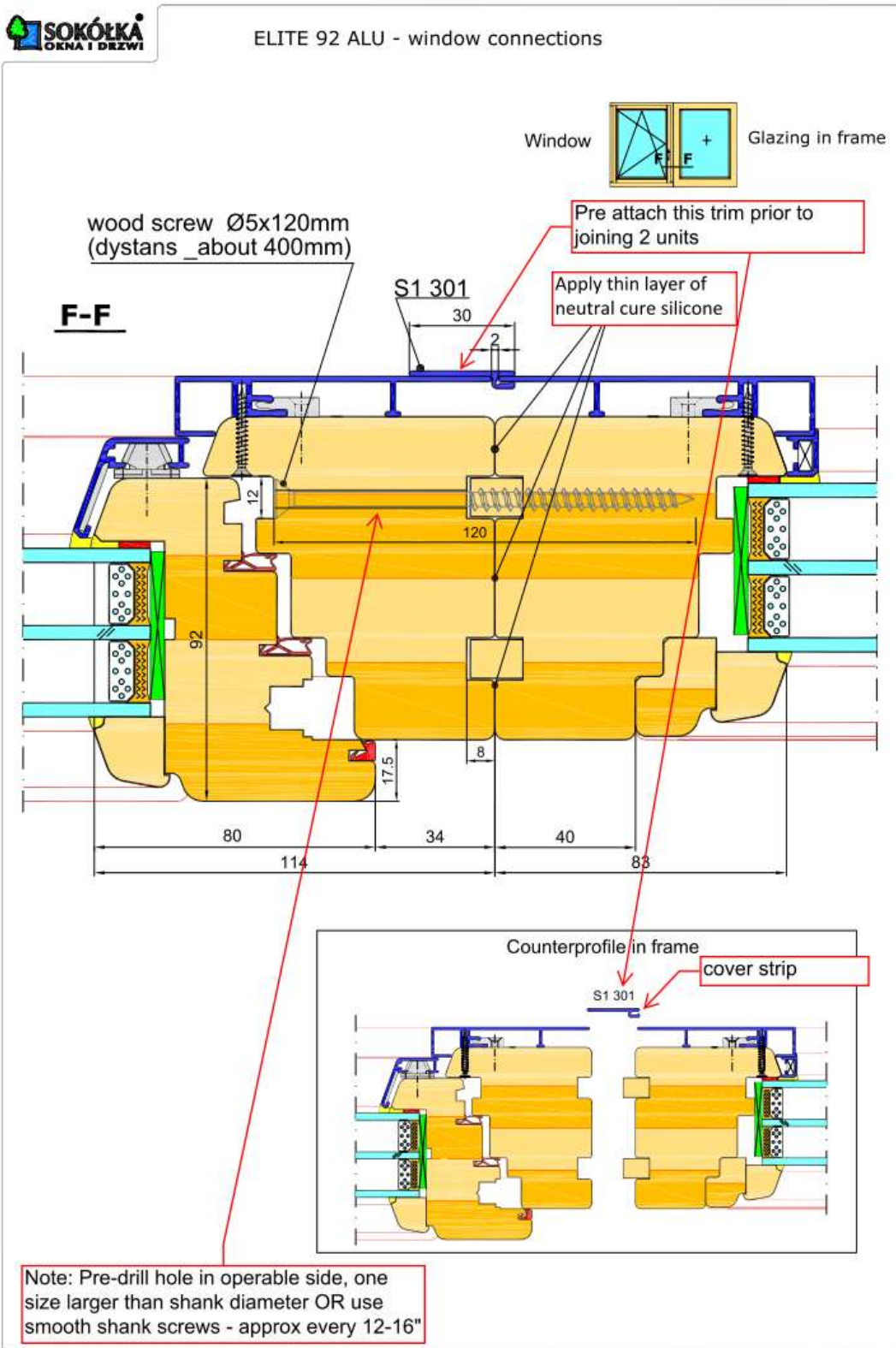
GUIDELINES FOR FIXING POINTS IN OPERABLE WINDOWS



1. Size „A“ = max. 800 mm
 2. Size „E“= 100:150 mm (measured from the inner side of the frame)
- carrying-strutting block
 spacer block

e. Muller Windows – Connecting Windows Beside Each Other

ELITE SERIES



f. Muller Windows – Connecting Windows One on Top of the Other

ELITE SERIES



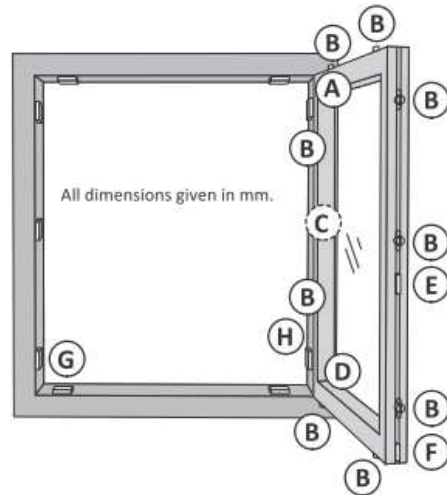
g. Window Handle Installation and Removal

Gently pull and rotate the cover plate to expose the screws.



h. Window Adjustments

Making Adjustments

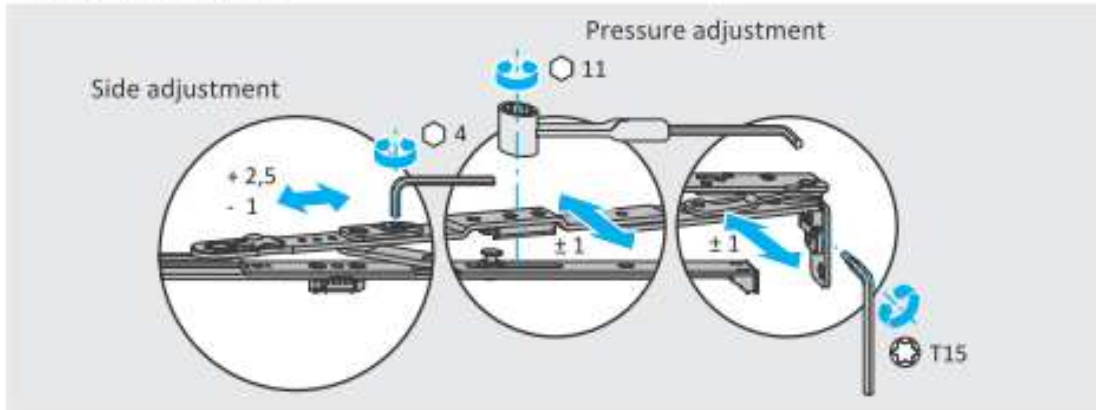


- A** Stay and top hinge
- B** Locking point
- C** Tilt sash hinge (only for tilt sash)
- D** Corner hinge - rebate corner hinge - bottom hinge
- E** Door snapper
- F** Sash lift
- G** Run-up
- H** Load Transfer

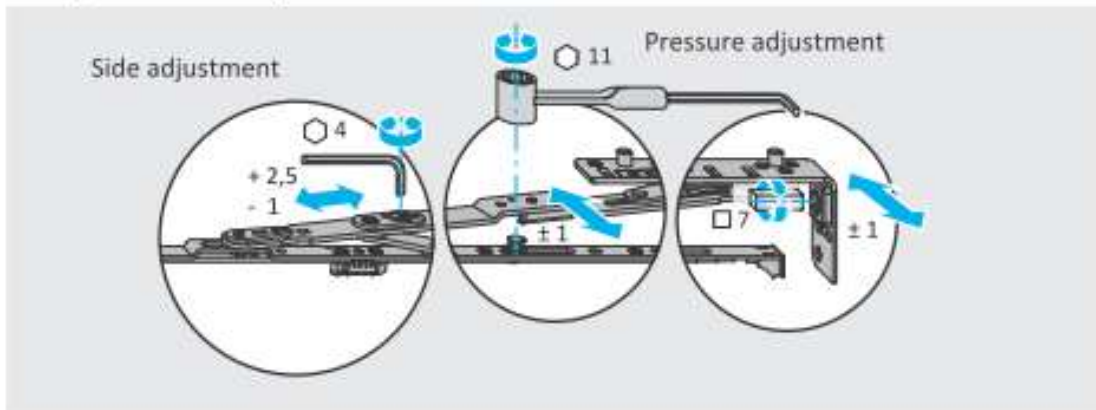
Making Adjustments

(A) Stay

Hinge side axxent 24+

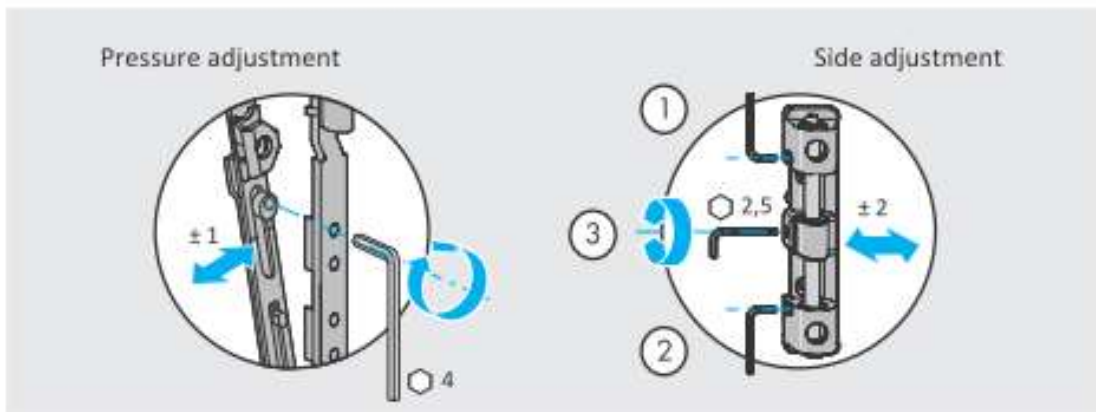


Hinge side axxent 34/axxent SE

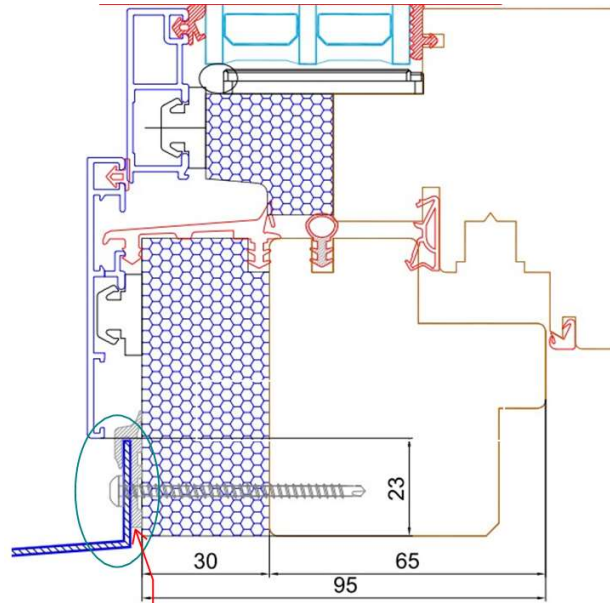


(A) Stay/Top hinge

Arched head



Exterior Water Management – Summit Series Windows



Black Gasket AU1681 (Aluron)

In the SUMMIT design, there is no machined groove in the frame. Instead, a gasket wraps around the sill / flashing which screws into the frame. It is very important that sill / flashing is fully inside the gasket, as noted above in green circle, to ensure a good seal. Once the flashing or sill is screwed into the frame this force will compress the gasket and create a waterproof seal.

Installation that doesn't comply with these specifications will void the VETTA warranty and may cause water to leak into the wall assembly.

Sill Dimensions and Supports

- The exterior window sill – regardless of the material it is made of – should protrude about 40 mm beyond the wall surface (min 35 mm).
- Expansion joints should be spaced every 2,50 cm / 8 ft to effectively manage temperature-induced size variation (contraction / expansion in cold/hot temperatures).
- Secure / support the sill from wind uplift, which increases in risk with the larger the length of the sill.
- To muffling the sound of raindrops, use muffling tapes.

4. Optima and Euro Alu Doors

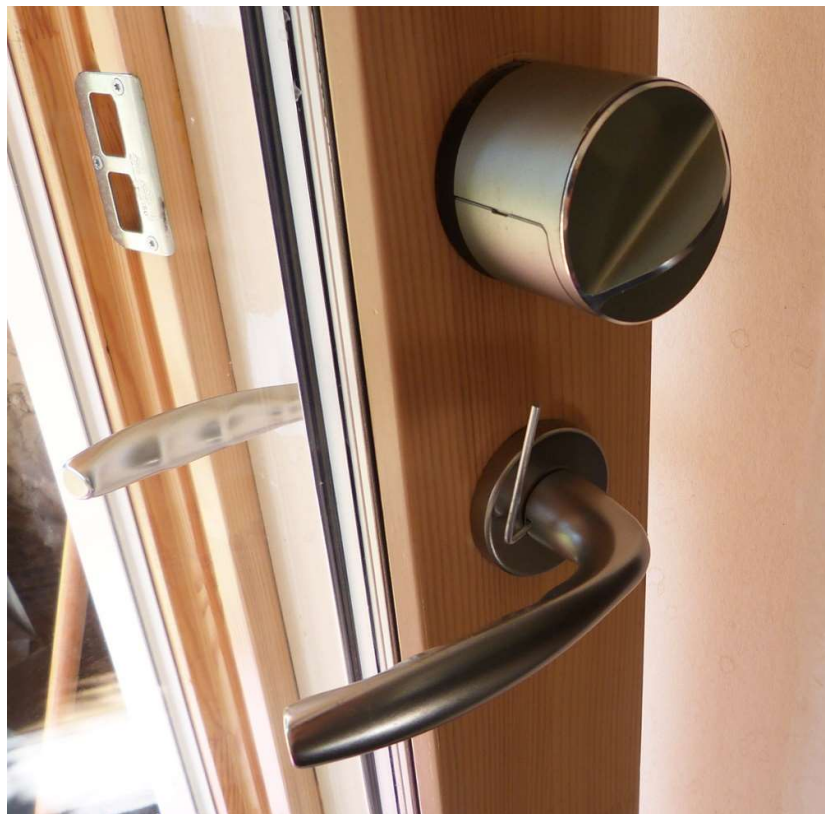
a. Handles



Made by HOPPE

To remove the HOPPE Handle, insert the HOPPE installation key into the small hole on the bottom side of the handle. Gently pull the key towards you. Pull both handles out to remove. (Installation keys come with all handles). For more information watch this short video:

https://www.youtube.com/watch?v=t_1TUx0JPqs&list=UU9tCpIV-c9ZOynMs4HvnVRg&index=1



b. How to Operate



HANDLE DOWN TO OPEN DOOR



HANDLE UP TO ENGAGE MULTI-POINT HARDWARE



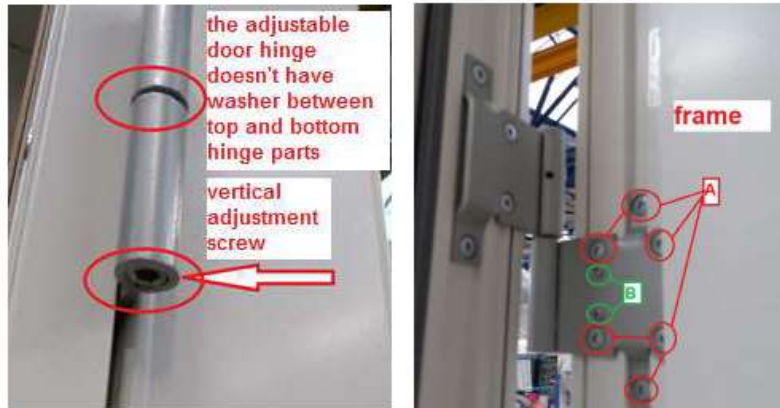
HANDLE IN CLOSED POSITION



ALWAYS ENGAGE MULTI-POINT HARDWARE BY RAISING THE HANDLE UP BEFORE LOCKING THE DOOR

c. Adjustments

EURO ALU DOOR ADJUSTMENTS



The adjustable hinge including the vertical adjustment screw (+ /- 2mm) as shown on the left picture above. The hinge can be also adjusted in horizontal direction with using of screws marked with letter **B** on the right picture above.

The adjustable hinges are without washers between top and bottom hinge part to make possible vertical adjustment.

Adjustments - TOOLS

In order to make adjustment there are needed following tools:

1. Allen key 6mm
2. Allen key 3mm
3. Torx 20



IMPORTANT! The adjustment of adjustable hinges with using of CRANKED KEYS is forbidden, because of big risk to damage the hinges!



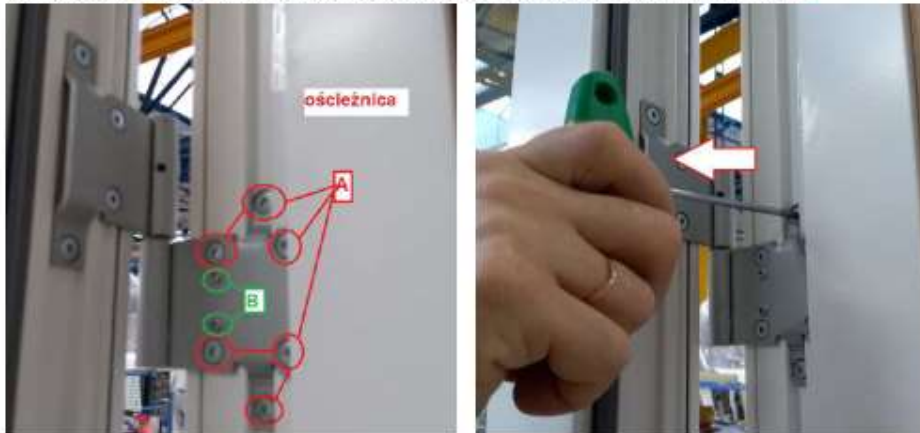
EURO ALU DOOR ADJUSTMENTS

1. **Vertical adjustment** – in order to adjust the hinge in vertical direction please use Allen key 6mm. The adjustment range is +/- 2mm. The adjustment operation should be repeated to each hinge of the doors to make sure that all hinges working evenly.

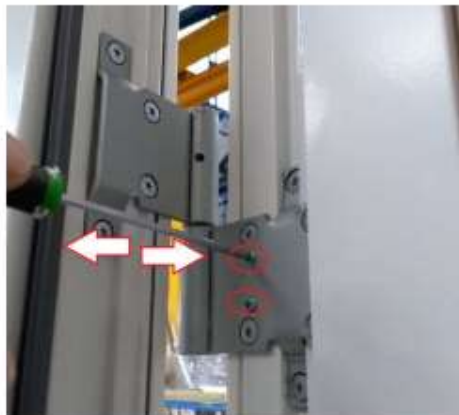


2. **Horizontal adjustment** – in order to adjust hinge in horizontal direction please open the sash and follow with steps:

- a) Use key/screwdriver with Torx 20, please loosen the screws shown with letter **A**

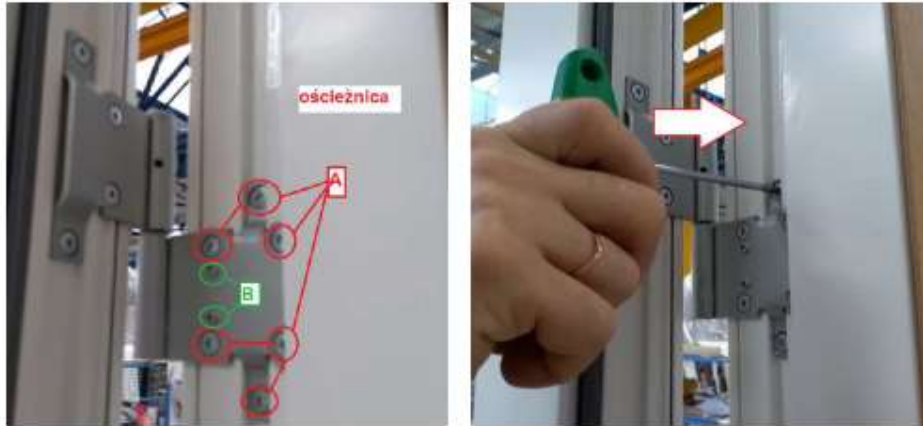


- b) Use Allen Key 3mm in order to make horizontal adjustment, please rotate the screws marked with letter **B** as above



EURO ALU DOOR ADJUSTMENTS

- c) Use key/screwdriver with Torx 20, please tighten all screws loosen before marked with letter **A**



5. LIFT AND SLIDE DOORS

a. Install Requirements

The ELITE and OPTIMA Lift and Slides are produced on a CNC machine, using the Siegenia hardware technology.

Installation requirements should be determined by your architect or engineer, and must include the following in order to ensure the doors operate as intended with frictionless movement and gentle locking:

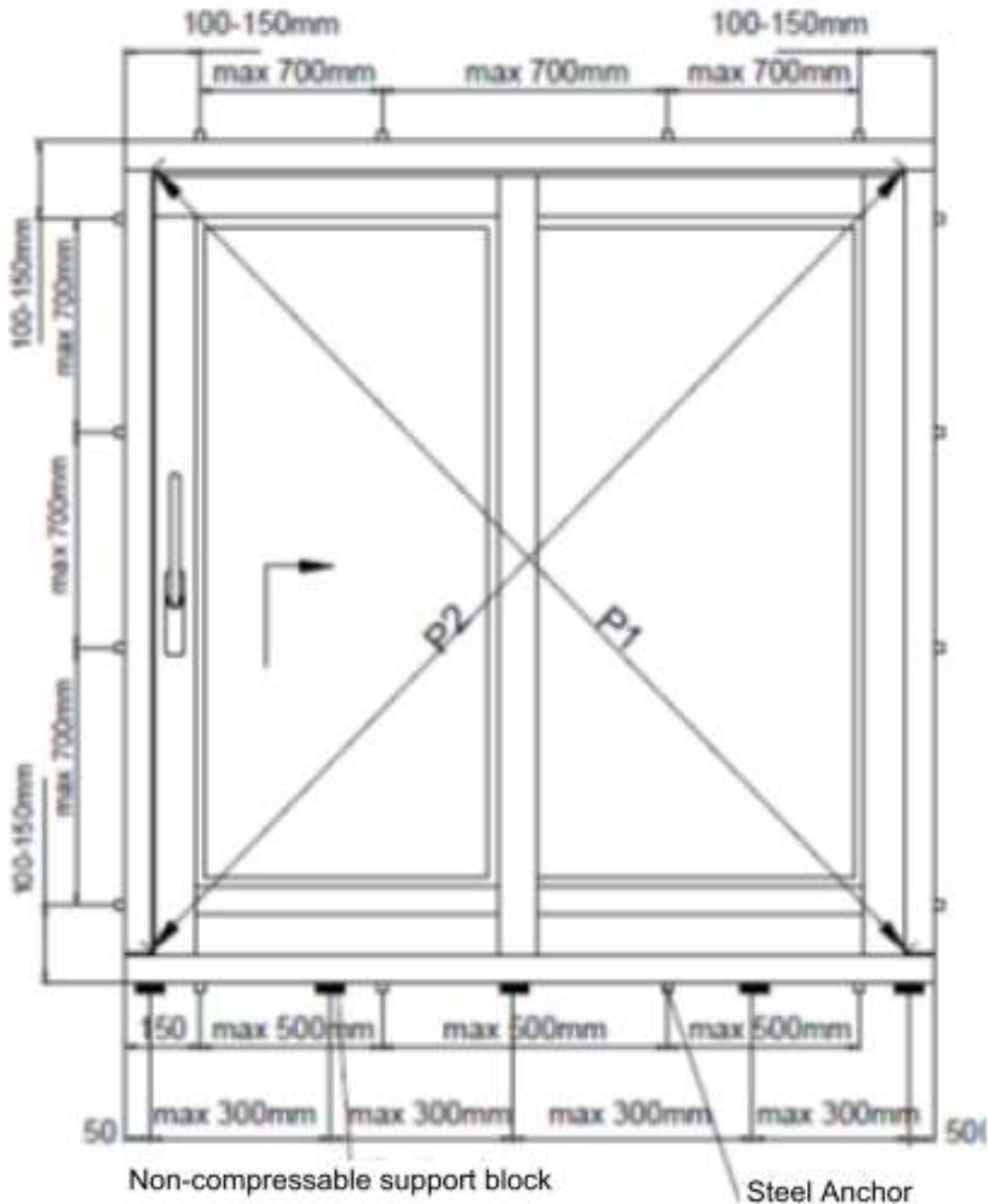
- a) Installed on a floor that is very solid and level
- b) The doors must be plumb and square on both the vertical and horizontal
- c) A strong supporting wall is required
- d) Properly secured with anchors to the walls, header and floor.
- e) The threshold should be insulated.

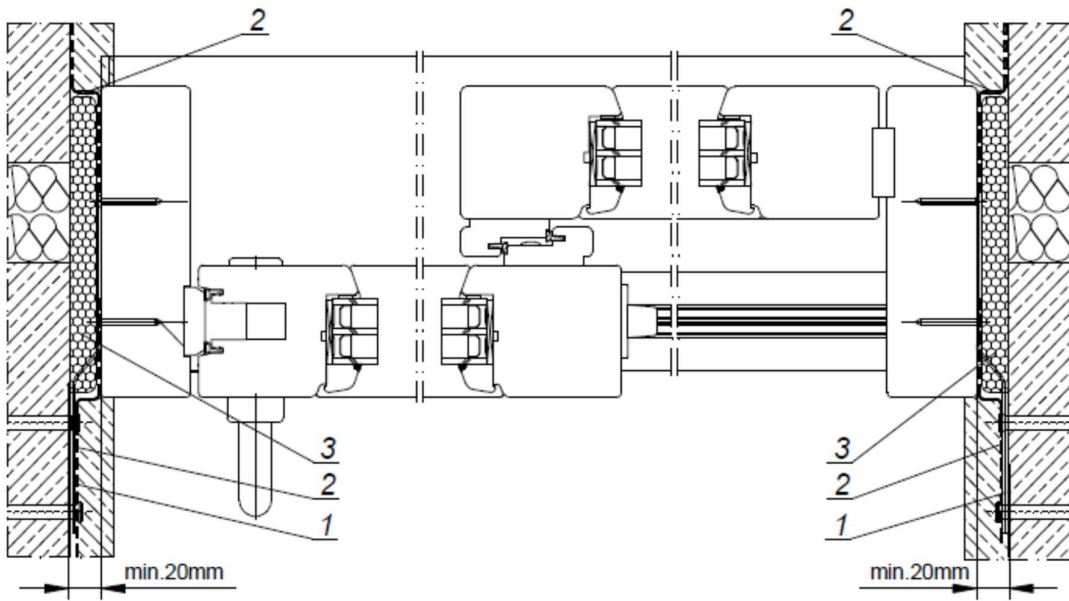
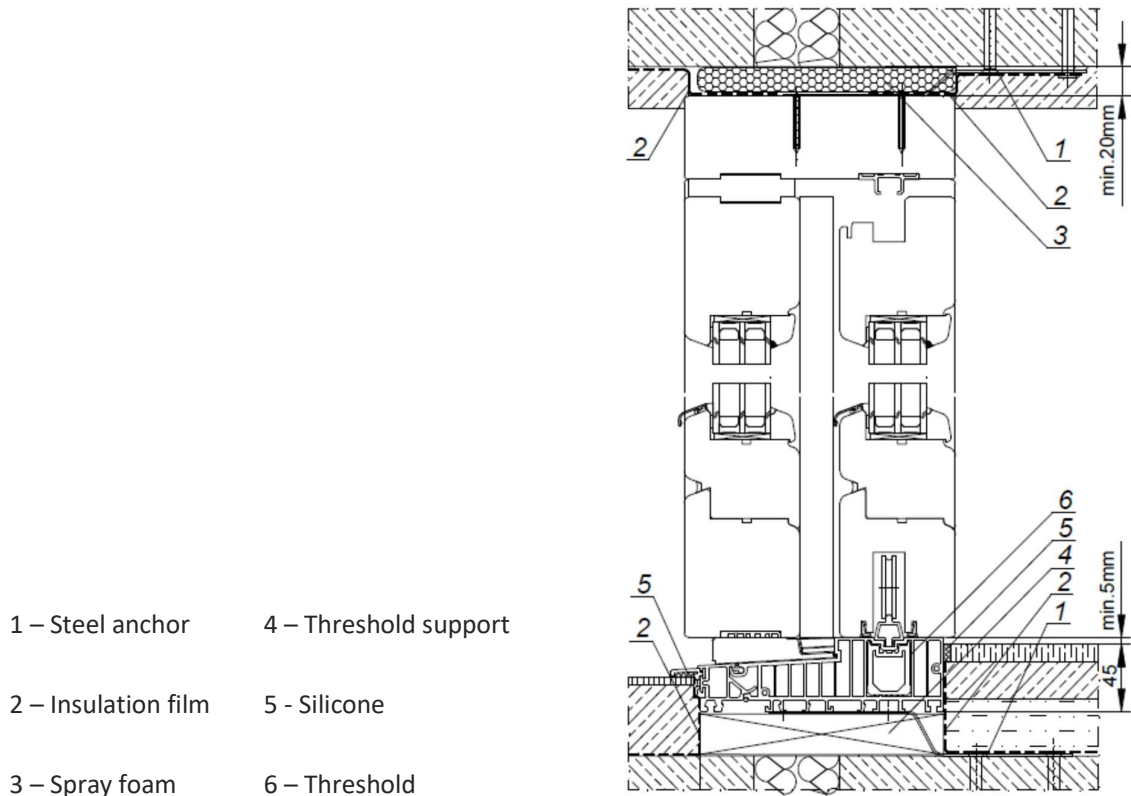
b. Added Guidance for the ELITE HS80

When installing this lift and slide door, because of the large dimensions and weight, particular attention should be paid to:

- The door must be installed on a floor that can support the additional weight of these doors.
- The door threshold must be supported along the entire length, with maximum spacing of 300 mm and fixed with anchors to the floor.
- The upper surface of the threshold should be at least 5 mm above the finished floor from the inside.
- The diagonal measurements of P1-P2 should be equal.

No adjustments can be made. Following the proper installation guidelines is critical so that your door operates correctly.



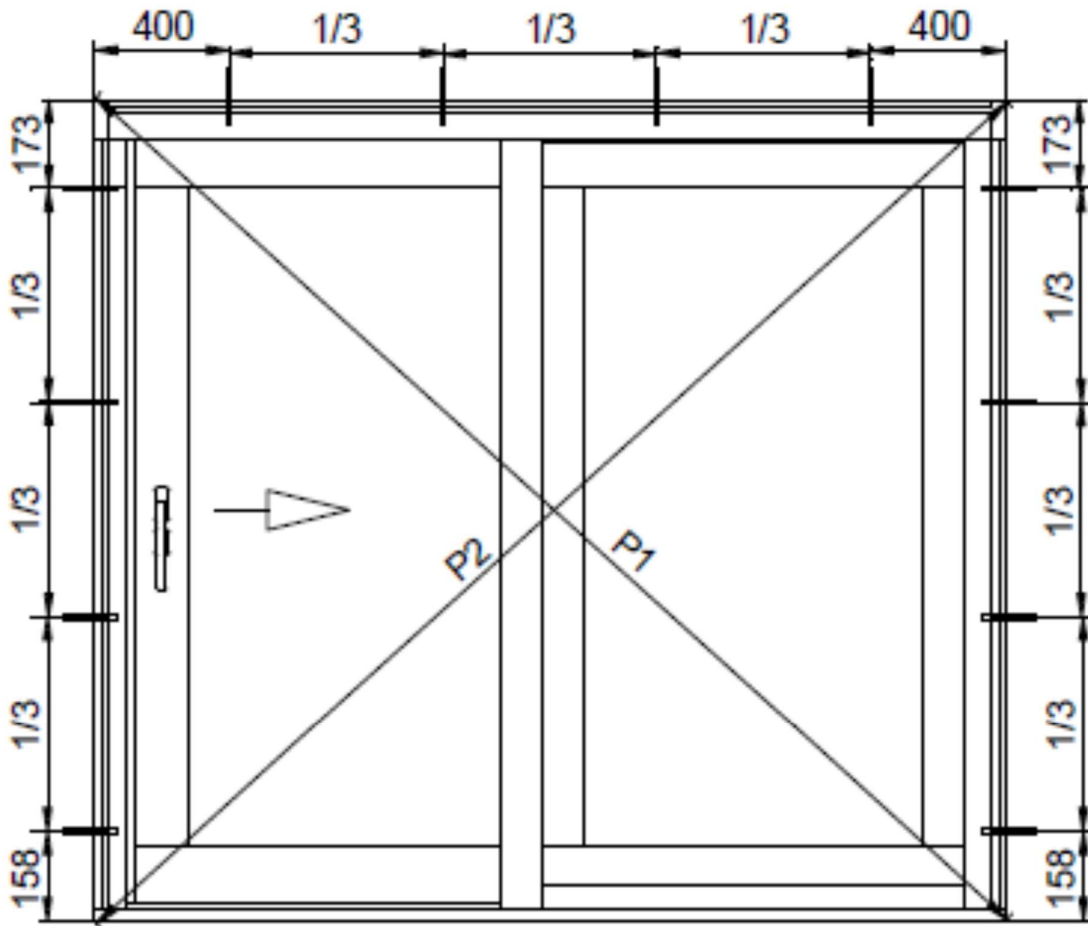


c. Added Guidance for the OPTIMA EL79

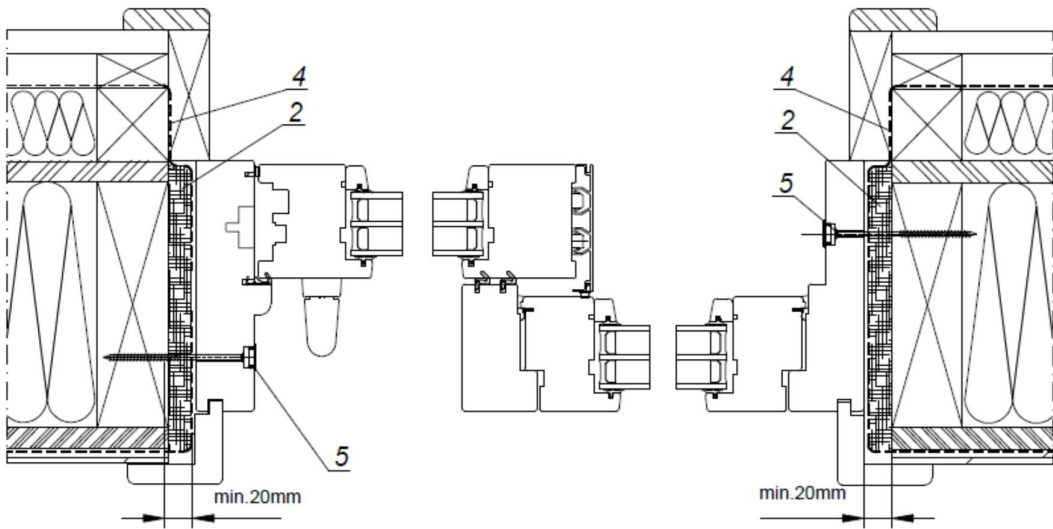
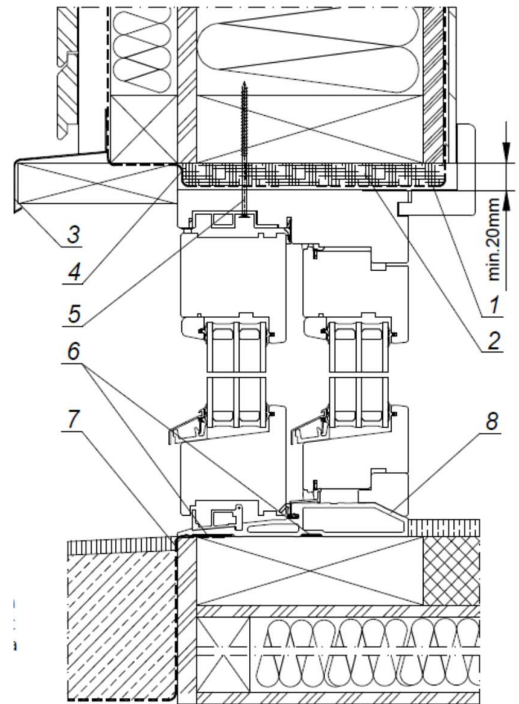
When installing this lift and slide door, particular attention should be paid to:

- The clearances should be at least 20 mm
- The diagonal measurements of P1-P2 should be equal.

No adjustments can be made. Following the proper installation guidelines is critical so that your door operates correctly.



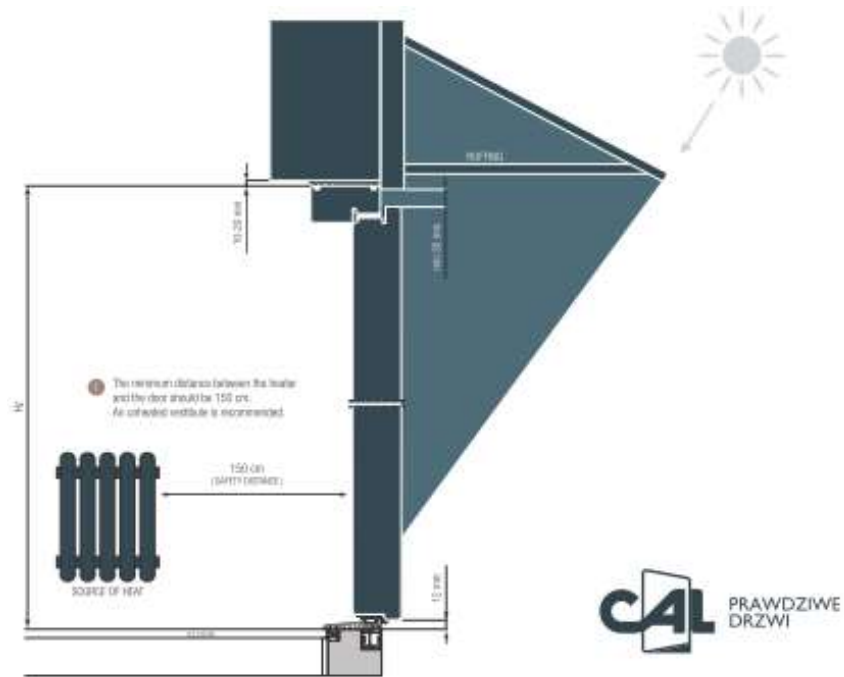
- 1 – Inside vapour-tight film
- 2 – Mineral wool sealing
- 3 – Flashing
- 4 – Anti-wind film
- 5 – Screw
- 6 – Expansion tape sealing
- 7 – Insulation film
- 8 – Door threshold (fiberglass)



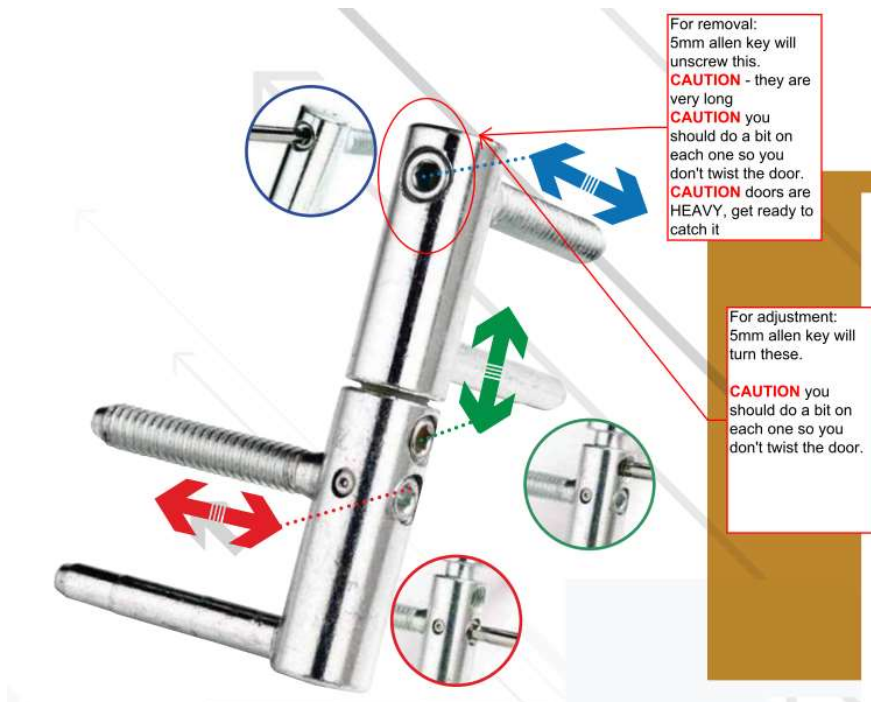
6. CAL Entry Doors

a. Protection for Wood Exterior Doors

Non-aluminium clad Entry Doors must be protected from the elements. Overhangs are necessary to protect from precipitation and direct sunlight at midday during the summer months.



b. Adjustments

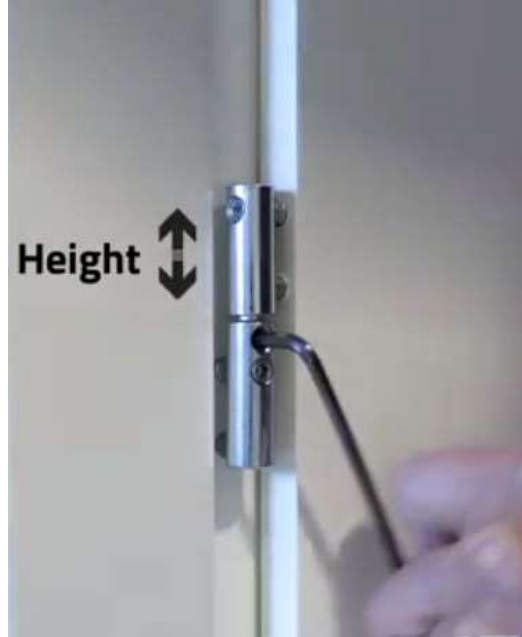


See below for more detail or visit: <https://www.youtube.com/watch?v=216-OxEarwE>

1. Remove hinge covers

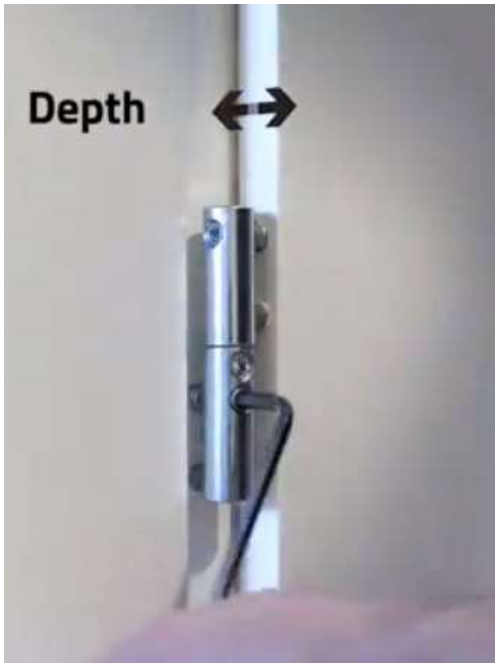


2. To adjust the height of the door up and down



3. Adjusts the pressure between the

4. To adjust the door from side to side door and the frame.



c. Daytime Latch Option

When the door is open, the daytime latch is located half way down edge of the door frame.

Push the blue hook down to engage the daytime latch.

This will mean that the door will open with just a push.

Push the blue hook up to return to the normal operation of the door.

