

CRIMPLE COURT
HARROGATE
NORTH YORKSHIRE
HG2 8PB

Founded in 1983 by Robert Tunnicliffe, Ventrolla has over 40 years' experience of renovating, repairing, draught-proofing and replacing wooden sash and casement windows. Taking our name from the slightly warped portmanteau of 'ventilation control', Ventrolla's founder utilised skills from his previous job developing specialised gaskets and seals at Ford Motors, creating the first perimeter sealing system for draught-proofing historic sash windows.

Ventrolla

Owner's Manual

Thank you for choosing Ventrolla.

We trust you are relishing in the beauty and performance of your beautifully renovated heritage windows.

Our products are designed to provide you with years of high performance with minimal maintenance. This commitment is backed by The Ventrolla Standard and our ten-year guarantee on all joinery for complete peace of mind.

To maximise the condition and longevity of your windows, it's important to maintain them in line with the helpful instructions within this Owner's Manual. By following this step-by-step guidance, you'll also ensure that your guarantee remains valid.



GUARANTEE



Your Ventrolla guarantee.

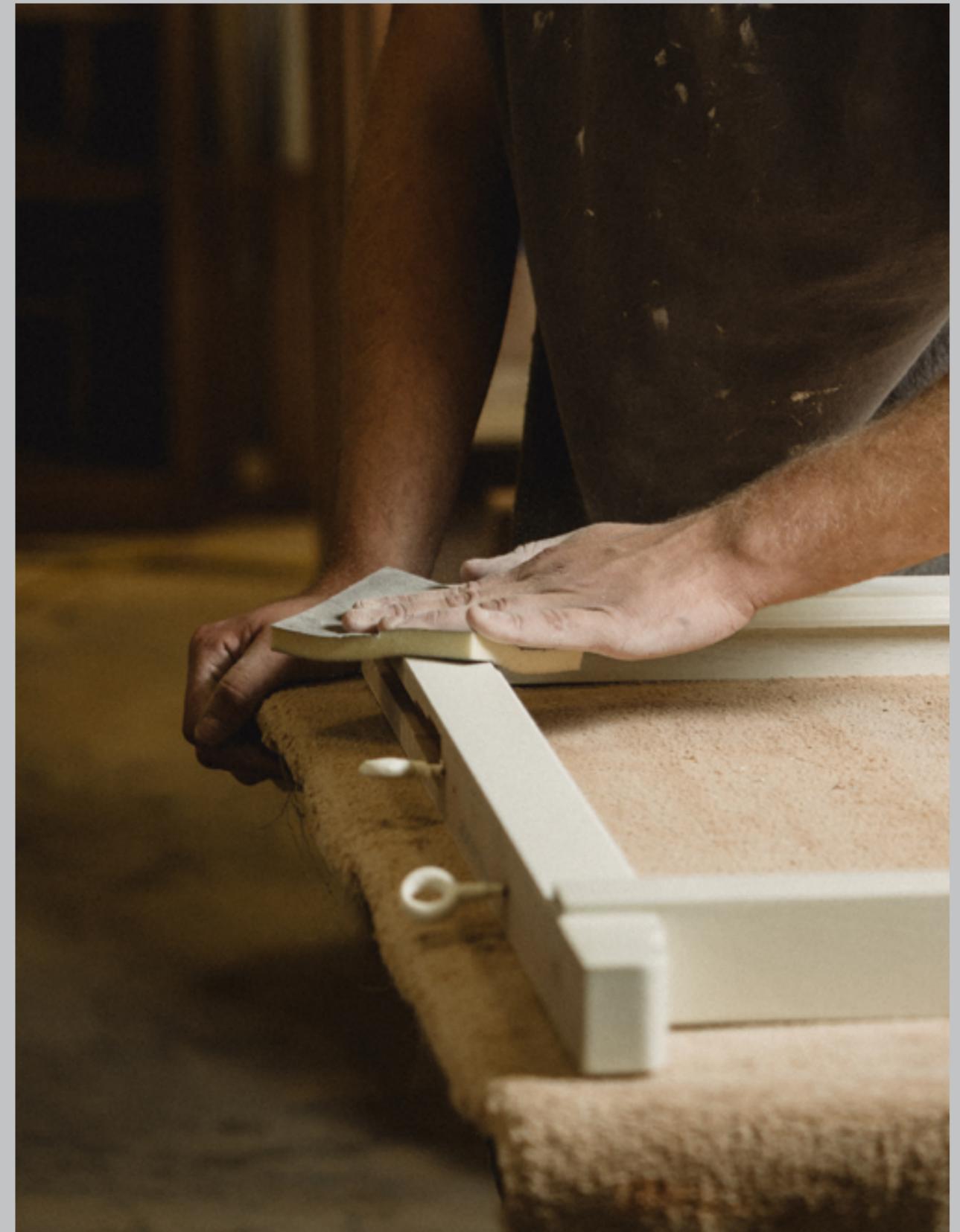
Ventrolla is obsessed with restoring heritage timber windows and has been for over 40 years. By combining traditional craftsmanship with leading innovations, we ensure your windows are not only beautiful but built to last.

To reflect our dedication to preservation and performance, we proudly offer the following guarantees as standard:

Section	Type	Total guarantee	Supply & fit	Supply only
Glazing	Fineo vacuum	20 years	3 years	17 years
	Passiv vacuum	15 years	3 years	12 years
	LandVac vacuum	25 years	3 years	22 years
	Slim double glazing	10 years	3 years	7 years
	Single glazing	10 years	10 years	
Secondary Glazing	Materials	10 years	3 years	7 years
	Moving parts	1 year	1 year	
Paint	Factory finish	10 years	10 years	
	Handpainted onsite	1 year	1 year	
Timber Rot	New Joinery	30 years	30 years	
	Renovation	5 years	5 years	
Ironmongery		10 years	0 years	10 years
Draught proofing		5 years	5 years	
Spiral balances	Timber secondary	25 years	3 years	22 years

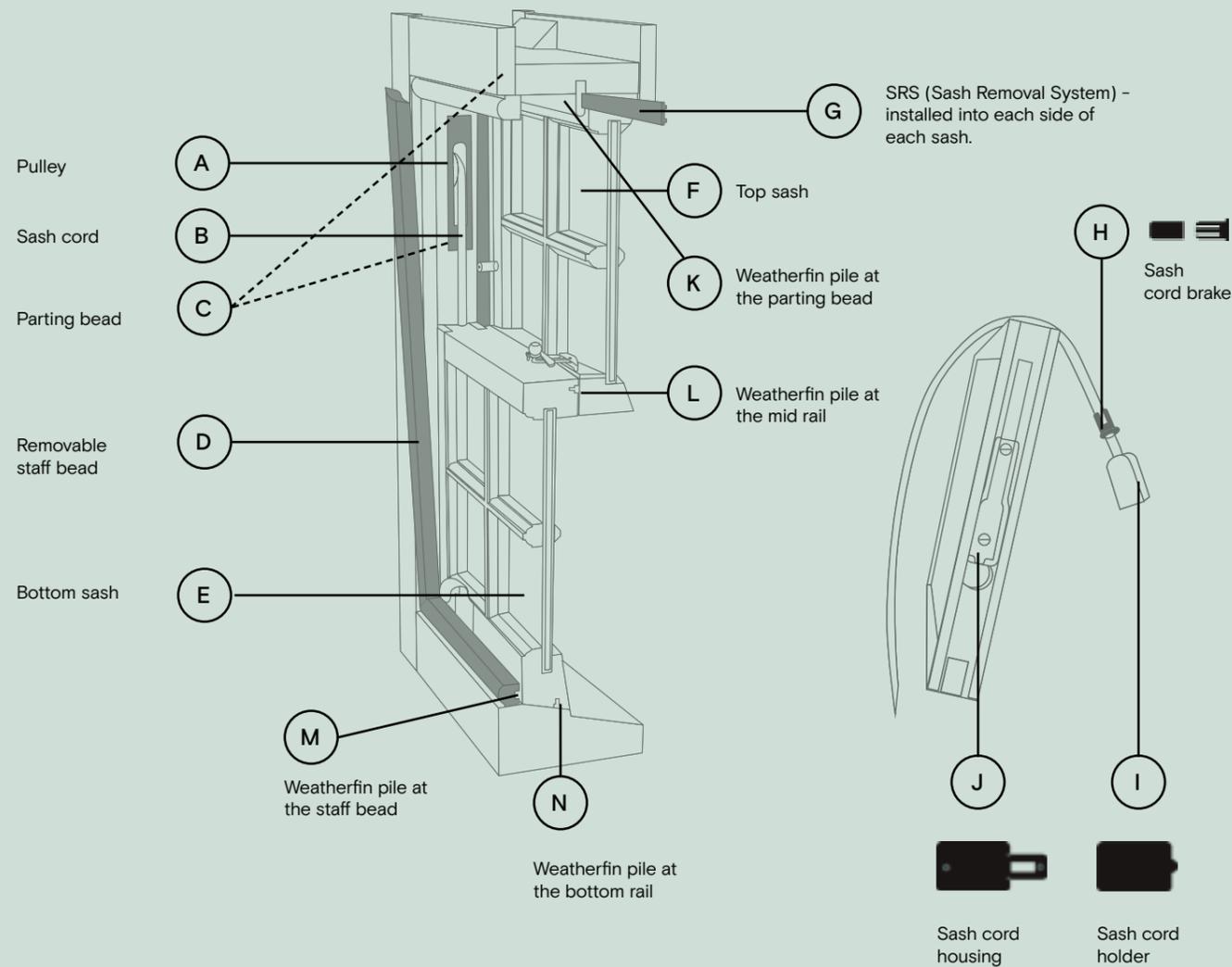
Supply and Fit: Ventrolla will attend the site, supply all necessary materials, and complete the required works.

Supply Only: Ventrolla will supply the replacement materials only. If the customer wishes to use Ventrolla for installation, labour will be chargeable at the appropriate rate. Alternatively, the customer may arrange their own contractor to carry out the works.



MAINTENANCE INSTRUCTIONS

Removing sashes with SRS (Sash Removal System)



Scan the QR code to watch our video instructions.



- | | |
|---|---|
| <p>01 DETACH STAFF BEAD
–
Begin by removing the detachable staff bead(s) (D). Unclip or unscrew them, starting from the middle and working your way to the top.</p> <p>02 REMOVE BOTTOM SASH
–
Carefully lift out the bottom sash (E) and rest it internally at the base of the window.</p> <p>03 RELEASE CORD BREAK
–
From the SRS (G), slide out the cord brake (H) from its housing and push it up towards the pulley (A).</p> <p>04 REMOVE SASH CORD HOLDER
–
Pull the sash cord holder (I) down and out from the cord housing (J). Repeat steps 3 and 4 on the opposite side.</p> <p>05 REMOVE BOTTOM SASH
–
The bottom sash (E) is now fully released and can be carefully removed.</p> | <p>06 REMOVE LOWER PARTING BEADS
–
Gently ease out the bottom two parting beads (C) using a chisel if required.</p> <p>07 LOWER TOP SASH
–
Pull down the top sash (F) and remove the top three pile carriers.</p> <p>08 UNHOOK TOP SASH CORD
–
Pull the top sash (F) inward and unhook the sash cord holders at the top sash as described in steps 3 and 4.</p> <p>09 REMOVE TOP SASH
–
Carefully remove the top sash (F) internally, allowing easy access for maintenance, cleaning, and painting.</p> |
|---|---|

REPLACING YOUR SASHES

- Reverse the removal steps, starting with the top sash (F).
- Reattach the staff beads (D) from the bottom up.
- When replacing the parting beads, ensure that the weatherfin pile in the lower sections face inwards when viewed from inside and that the upper pile sections face outwards.

Please note: Ventrolla is not responsible for any paint damage to the weatherfin pile.

SAFE LIFTING LIMITS

Always adhere to proper lifting techniques and get assistance for heavy or bulky items. Windows over 25kg or double-glazed sashes require at least two people for lifting.

TYPICAL SASH WITH 4MM GLAZING	450MM X 500MM	800MM X 700MM	700MM X 900MM	1000MM X 1100MM
SASH WEIGHTS	6.5KG	10KG	11KG	14KG
LIFTING REQUIREMENTS	1 PERSON	1 PERSON	2 PEOPLE	2 PEOPLE

Painting your sashes

01 PROTECT THE WEATHERFIN PILE

The weatherfin pile sits in a routed U-section within your sashes and should easily slide out. However, it may sometimes be pinned in place. In such cases, use masking tape to protect the weatherfin pile from paint damage.

The weatherfin pile is located in the following areas:

WINDOWS WITH SRS

- Under the bottom rail of the bottom sash (N)
- The rear of the mid rail (or top rail) of the bottom sash (L)
- The top rail of the top sash (meeting the frame) or in the parting bead (K) spanning the width of the window at the top of the box frame
- The staff bead (M) spanning the width and height of the window, surrounding the sash box

REMOVE OLD PAINT

If repainting the entire window you may need to sand the old paint from the sashes and frame. After sanding, wipe with a very lightly dampened sponge to remove dust.

Ensure you wear a protective dust mask if sanding lead-based paint.

Avoid exposing the VPSS (Ventrolla Perimeter Sealing System) to excessive heat, including heat guns.

02 MASK THE GLAZING

Use masking tape to shield your glazing from potential paint damage.

03 PAINT YOUR WINDOWS

Apply a high-quality primer and topcoat for a flawless finish and to safeguard the timber. Avoid getting paint on the glazing, except for the final coat, which should overlap the glass by approximately 1mm to protect the seal.

Painting may be easier with a “sash trim brush”, which is slightly angled to reach into 90-degree corners and tight spaces.

Please note: Ventrolla is not responsible for any paint damage to the weatherfin pile.



Cleaning your windows

WEATHERFIN PILE

The weatherfin pile requires minimal maintenance. Should cleaning be necessary, gently brush it with a stiff brush and wash it with a mild detergent.

WEATHERFIN PILE CARRIERS

The carriers that house the weatherfin pile can be cleaned with a mild detergent diluted in water, applied with a non-abrasive cloth or pad. Avoid saturating.

Do not use these products on the weatherfin pile or carriers:

- Acids
- Abrasive pads
- Solvent-based chemicals
- Methanol-based products
- Paint or stains
- Abrasive cleaners
- Wire wool
- Paint removers
- Sandpaper
- Bleach

HARDWARE MAINTENANCE

Wipe hinges and window catches clean, and apply a light coating of oil or spray with a lubricant.

Please note: The colour of the Ventrolla Perimeter Sealing System may naturally fade over time.

Secondary glazing

OPERATION AND MAINTENANCE

Secondary glazing involves adding an extra layer of glass or acrylic pane to an existing window, creating a double-glazing effect without replacing the original window. This method enhances thermal insulation, reduces noise, and improves energy efficiency. It's often used in older buildings or heritage properties where replacing windows isn't feasible.

Balanced vertical slider

The balanced vertical slider is designed for sash windows, allowing the panes to move smoothly and stay in place at any desired height.

OPERATION

01 DISENGAGE THE FITCH CATCH

Unlock the fitch catch located at the centre of the meeting stiles. This allows the bottom panel to slide upwards and the top panel to slide downwards.

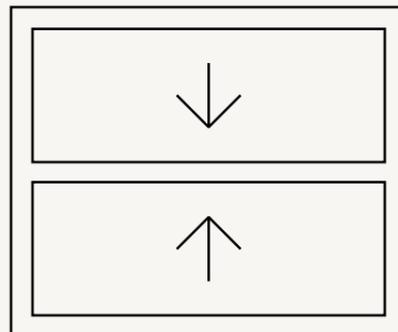
02 RE-ENGAGE THE FITCH CATCH

Ensure the top panel is fully raised to the top and the bottom panel is fully lowered to the bottom. Then, simply refasten the fitch catch to lock the panels in place.

03 LOCK IN PLACE

When both panels are back in their original position, you can securely lock the fitch catch.

TRADITIONAL
BALANCED
VERTICAL SLIDER
CONFIGURATIONS



Hinged unit

This secondary glazing unit has a slim 72mm sightline and is designed to provide additional insulation and security with minimal visual impact.

It can be opened from the side or base, depending on the configuration, and uses a single handle with a multi-point locking system.

OPERATION

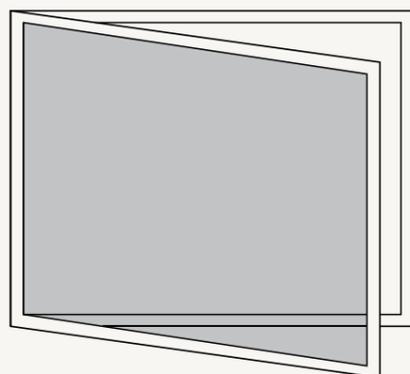
01 TO OPEN

Turn the handle towards the centre of the window to a horizontal position. This will allow the window to open (or lift, in the case of a top-hung unit).

02 TO CLOSE

Ensure the window is securely closed and return the handle to the vertical position to lock in place.

HINGED UNIT TRADITIONAL CONFIGURATIONS



Horizontal slider

The horizontal sliding unit is designed for effortless cleaning and improved ventilation. It is compatible with most window types and can include two to five sliding panels.

OPERATION

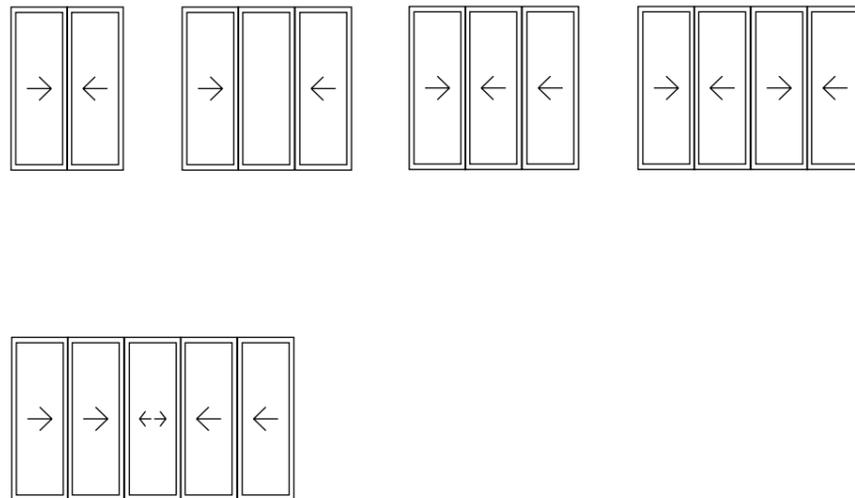
- 01 OPEN THE PANELS**
Release the spring clip handle and, using both hands, gently glide the panels along the tracks. Take care not to slam or push the panels too quickly.
- 02 CLOSE AND SECURE**
Slide the panels back to the closed position. Ensure the spring clip handles are properly engaged with the outer frame to secure the panels.

REMOVING THE PANELS

To remove the panels for maintenance, lift them upwards into the head track and forward to clear the bottom of the outer frame. Handle with care, as the panels can be heavy. To reattach, simply reverse the process.



HORIZONTAL SLIDER TRADITIONAL CONFIGURATIONS



Lift out

A handcrafted removable panel, set within an outer frame, either fixed to the face or reveal of your existing window.

This unit uses an aluminium twin-track profile, providing a robust and secure mounting for larger panes of glass.

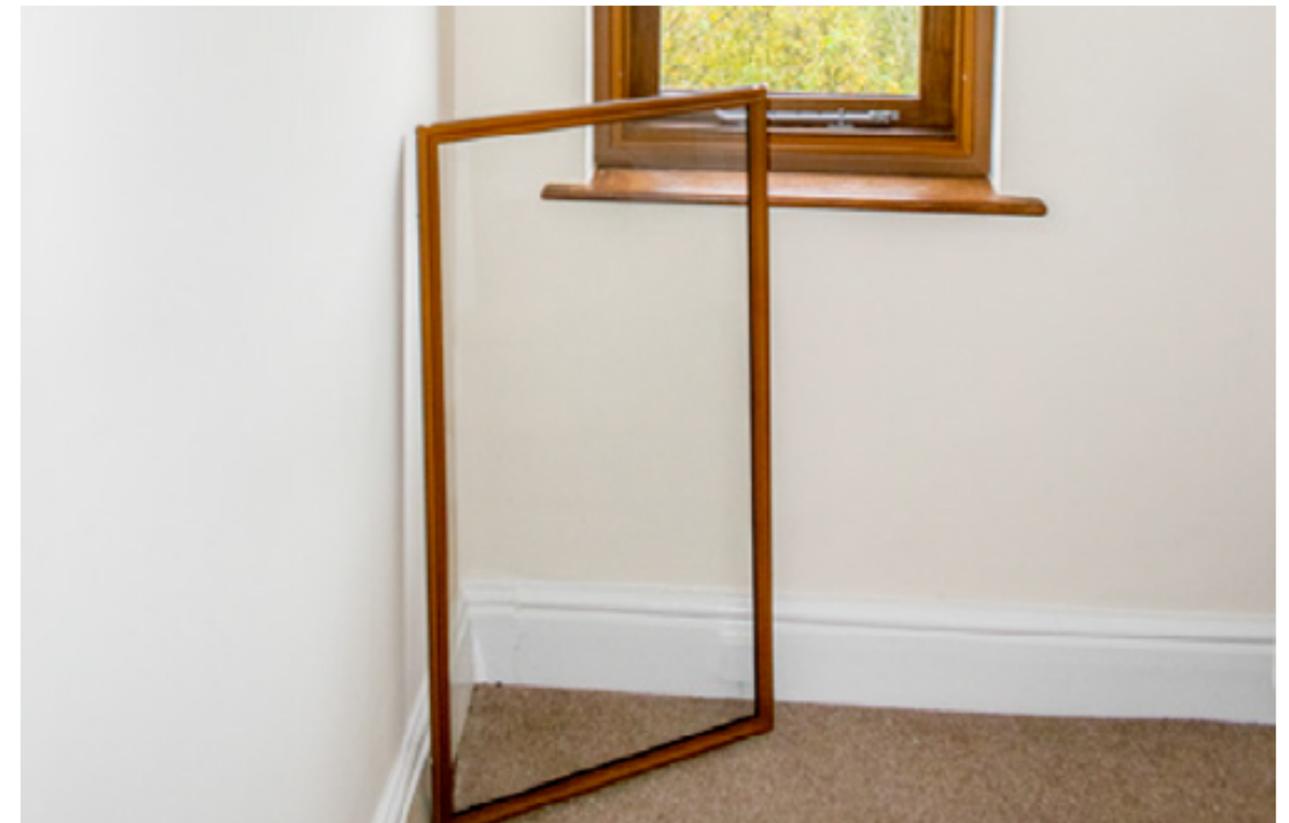
OPERATION

01 REMOVE THE PANEL

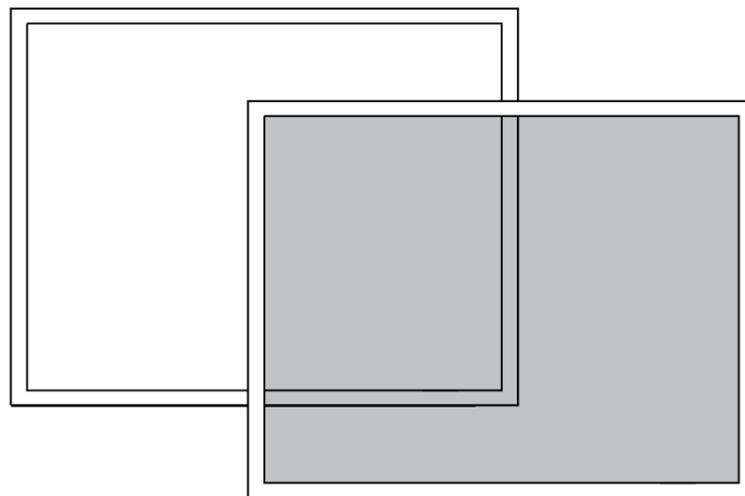
Gently lift the panel upwards into the head track and forward to clear the bottom of the outer frame. Handle with care, as the panels can be heavy.

02 REPLACE THE PANEL

To reattach, simply reverse the removal process. Please ensure the panel is firmly secured within the outer frame to prevent any risk of detachment.



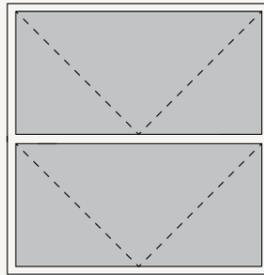
LIFT OUT TRADITIONAL CONFIGURATIONS



Tilt-in balanced vertical slider

This tilt-in balanced vertical slider features self-supporting panes that can be easily released and tilted inward for nearly 180° access, making maintenance simple.

TILT IN VERTICAL SLIDER TRADITIONAL CONFIGURATIONS



TO SLIDE OPEN:

- 01 DISENGAGE THE FITCH CATCH**
Unlock the fitch catch located at the centre of the meeting stiles. This allows the bottom panel to slide upwards and the top panel to slide downwards.
- 02 RE-ENGAGE THE FITCH CATCH**
Ensure the top panel is fully raised to the top and the bottom panel is fully lowered to the bottom. Then, simply refasten the fitch catch to lock the panels in place.



TO TILT:

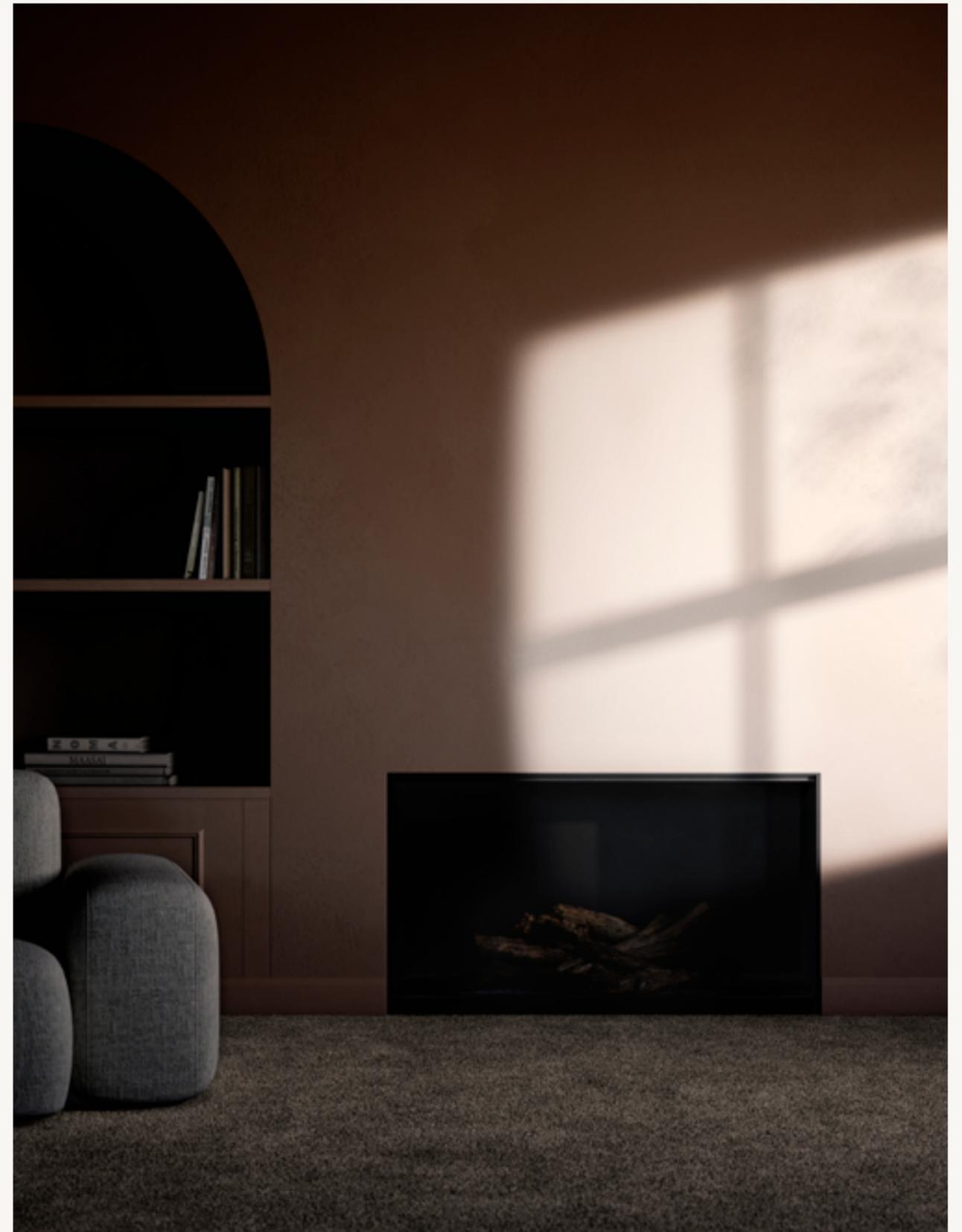
- 01 TILT THE PANELS**
 - A. BOTTOM PANEL TILT**
Unlock the fitch catch located at the centre of the meeting stiles. Pull the small sliding catches on the left and right sides of the bottom panel towards the centre and tilt the panel towards you.
 - B. TOP PANEL TILT**
Ensure the bottom panel is in the tilt position. Slide the top panel down to the desired height. Pull the small sliding catches on the left and right sides of the top panel towards the centre and tilt the panel towards you.
- 02 RETURN PANELS TO A CLOSED POSITION**
Tilt the top panel back towards the window, ensuring the catches are securely locked into the track. Slide the top panel back into its original position. Repeat this process for the bottom panel.
- 03 RE-ENGAGE THE FITCH CATCH**
Once both panels are returned to their original positions, lock the fitch catch to secure the panels.

Painting your secondary glazing

No matter your style of secondary glazing, all moving parts are factory-sealed with lubricant during assembly, ensuring smooth operation and minimal upkeep.

To keep your secondary glazing in excellent condition, any chips or scratches in the paint finish can be touched up with [nitrocellulose lacquer paint](#).

Be sure to avoid getting paint on draught seals or moving parts to maintain the integrity and functionality of your secondary glazing.



Cleaning your secondary glazing

Periodic cleaning is required to keep your windows in pristine condition. The frequency of cleaning will depend on environmental factors such as location, weather, and traffic.

To clean, simply wash the glass and aluminium frames using a non-alkaline detergent mixed with warm water. A soft cloth or sponge works best. After cleaning, rinse the surface with clean water and wipe dry to prevent water spots.

YOU WILL NEED:

- Non-alkaline detergent
- Soft cloth or sponge
- Clean water
- Dry cloth

AVOID:

- Abrasive cleaners
- Steel wool
- Strong acids or alkalis



Ventrolla

For any further assistance or
for expert advice, please get
in touch.

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