

Cleaning & Maintenance

TECHNICAL INFORMATION



Peninsula Care & Maintenance Guide

Windows • Doors • Living Spaces • Outdoor Living • Balustrades • Roofline

Customer edition

A single practical guide covering Peninsula's core product range, including PVCu, composite, aluminium, timber / alu-clad, self-cleaning glass, stainless steel balustrades, living spaces, outdoor living products and roofline.

Solarlux

Internorm

Rationel

VELFAC

Smart

Solidor

Apeer

Residence

Roseview

Issue date: 1 April 2026

Where a product-specific manufacturer guide differs, the product-specific guide should take precedence.

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How to use this guide

This guide is designed for customers and covers Peninsula's main product families. It combines Peninsula's own care page and product range with brand / supplier maintenance guidance. Use the section relevant to the product in your home. In mixed installations—such as alu-clad windows, glass living spaces or outdoor structures—more than one section will apply.

Two key rules apply to almost everything we install:

- Low maintenance does not mean maintenance free.
- Coastal and exposed sites need more frequent inspection, cleaning and lubrication.

Suggested Maintenance Cycle

Standard locations

- Clean frames & glass: every 6 months
- Lubricate moving parts: every 12 months
- Inspect seals/drainage: every 6 months

Coastal / exposed locations

- Clean frames & glass: every 3 months
- Stainless steel: every 1-2 months
- Lubricate moving parts: every 6 months

Quick reference maintenance schedule

Product family	Routine cleaning	Lubrication / service	Coastal / exposed note
Aluminium frames, sliding / bi-fold / patio systems, verandas and glass houses	Every 3-6 months with warm water and mild neutral detergent	Moving metal parts every 6-12 months; keep tracks and drainage clear	Use the shorter 3-month cleaning cycle and 6-month lubrication cycle
PVCu windows, doors and roofline	Every 3-6 months with warm soapy water	Locks / hinges every 6-12 months	Wash more often where salt spray or traffic film builds up
Composite doors	Monthly wipe-down recommended	Cylinder: graphite every 6 months if applicable; locks / hinges every 6 months	Dark colours, stainless furniture and exposed sites need closer attention
Timber / alu-clad systems	Wash at least twice yearly; inspect finish annually	Hardware every 6-12 months	Inspect coating edges and vulnerable junctions more often
Glass / self-cleaning glass / roof glazing	Clean as needed; inspect at least every 3-6 months	N/A	Self-cleaning glass still needs periodic cleaning to remove salt, dust and run-off
Stainless steel balustrades / hardware	Every 2-6 months depending on environment	Condition / renovate as needed	Near the sea, every 1-2 months is advisable to avoid tea staining

Where manufacturer literature for a specific system gives a different interval, follow the product-specific manufacturer literature.

General cleaning rules

Safe defaults for most Peninsula products

- Use clean warm water and a mild neutral / pH-neutral detergent unless the manufacturer says otherwise.
- Use only a soft cloth, soft sponge or soft bristle brush.
- Rinse with clean water and dry where appropriate.
- Always clean from the least aggressive method upwards.
- Always remove grit and salt before rubbing, especially on darker finishes.

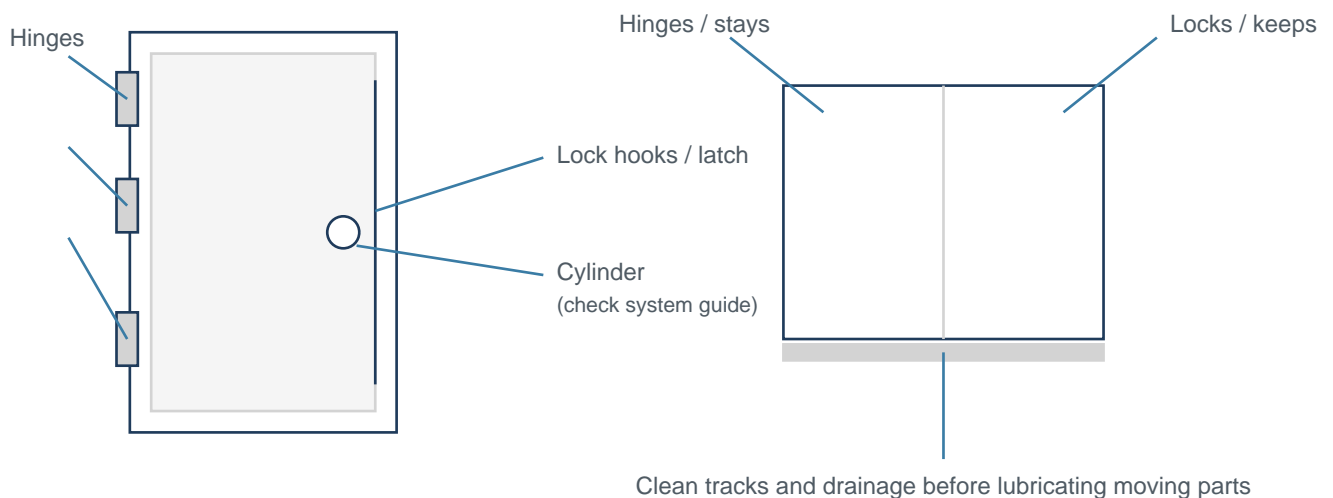
Do not use

- Abrasive pads, scouring powders, wire wool or razor blades.
- Strong alkaline, acidic, solvent-based or bleach-type cleaners unless a manufacturer explicitly allows them.
- Pressure washing directly into seals, thresholds, locks, tracks or drainage paths.
- Oil in euro-profile cylinders unless the manufacturer explicitly allows it.

Good housekeeping

- Keep drainage slots, tracks, cills, thresholds and gutter outlets clear of dirt and leaf debris.
- Do not allow plaster, cement wash, paint, welding sparks or metal filings to remain on frames or glass.
- Where furniture or balustrades are stainless steel, clean more often near the coast to avoid surface tea staining.

Typical Lubrication Points



Aluminium windows, doors & living-space systems

Applies to

Smart, Solarlux aluminium systems, aluminium patio / sliding / bifold doors, SkyRoom-style aluminium conservatories, verandas, glass houses, glazed atriums, lantern-framed systems and other powder-coated or anodised aluminium frames.

Cleaning

- Wash down with clean warm water and a mild non-alkaline liquid detergent.
- Use a soft cloth, sponge or soft bristle brush; rinse thoroughly and dry.
- Clean grooves, tracks, drainage channels and joints where salt and deposits collect.
- For heavier soiling, use only manufacturer-approved renovator / preservative products.

Frequency

- Minimum every 6 months in cleaner locations.
- At least every 3 months in salt-water, industrial or similarly aggressive environments.
- Where canopies or verandas are under trees or near the sea, inspect monthly and clean sooner if deposits are visible.

Lubrication and service

- Lubricate accessible hinges, locking points, rollers, keeps and gears every 12 months minimum.
- In coastal / exposed sites, use a 6-month lubrication cycle.
- Keep sliding and bi-fold running tracks free from grit before lubricating moving hardware.
- Do not lubricate friction pads where the manufacturer says not to.

Avoid

- Abrasive cleaners, strong alkalis, strong solvents or unknown cleaning agents.
- Leaving salt spray, sand or industrial fallout to build up around tracks and thresholds.

PVCu windows, doors & roofline

Applies to

PVCu casements and doors, Residence Collection timber-alternative systems, most PVCu outer frames to doors, fascias, soffits and related low-maintenance roofline products.

Cleaning

- Use warm soapy water and a soft cloth or sponge.
- Rinse clean and wipe dry if needed.
- For woodgrain and foiled finishes, avoid solvent cleaners, paint remover and harsh chemicals.
- Wash out drainage paths and the base of frames.

Frequency

- Every 6 months minimum for general domestic use.
- Every 3 months near the coast, under trees or on roads where traffic film builds up.
- Roofline and rainwater goods should be visually checked at least twice yearly and cleared of leaf debris as needed.

Lubrication and checks

- Lightly lubricate hinges, keeps, espagnolette points and locks every 12 months minimum.
- Use a 6-month cycle in exposed or coastal environments.
- Check that trickle vents, drainage slots and weatherseals remain clear and unobstructed.

Sliding sash windows

Applies to

Roseview and similar vertical sliding sash systems.

Cleaning and operation

- Use warm, soapy water for the frames and glass; rinse with clean water.
- If the sash has a tilt facility, use it for cleaning the outer glass only and return it to normal locked operation afterwards.
- Do not use glazing bars or decorative features as lifting points.
- Clean staff bead channels and visible tracks gently so operation remains smooth.

Frequency & service

- Frame cleaning: every 6 months minimum, more often in exposed environments.
- Locks and moving points: lubricate at least annually, or every 6 months near the coast.

Composite entrance doors

Applies to

Solidor, Apeer and similar composite entrance doors with PVCu frames and mixed-material construction.

Door slab and frame cleaning

- Clean monthly where possible using warm soapy water and a soft sponge or microfibre cloth.
- Natural soap or car-shampoo type cleaners are commonly accepted by composite door suppliers.
- Dry the surface with a soft lint-free cloth.
- External glass can be cleaned with a conventional glass cleaner if it does not contact vulnerable adjacent finishes.

Hardware

- Clean handles, letterplates, knockers and exposed hardware with a soft cloth and mild detergent.
- Stainless furniture needs more frequent attention near the sea to avoid tea staining.
- Mechanical parts should be lightly lubricated every 6 months; more often in corrosive or dusty locations.

Cylinder care

- Where the cylinder manufacturer specifies graphite, use graphite powder every 6 months.
- Do not use oil or WD40 in cylinders where graphite-only guidance applies.

Avoid

- Harsh solvents, aggressive chemicals and abrasive pads.
- Allowing salt, traffic film or sea mist residue to remain on dark-coloured slabs and stainless furniture.

Timber & alu-clad systems

Applies to

Rationel, VELFAC, Internorm-type composite windows and doors, hardwood entrance doors and other timber-faced or aluminium-clad products.

Timber internal or exposed timber surfaces

- Wash with water and a mild pH-neutral cleaner.
- Inspect at least annually for coating damage, splits, open joints or localised wear.
- Touch up and repair any coating breach promptly so moisture cannot track behind the finish.

Alu-clad external faces

- Follow the aluminium care section for the external cladding.
- Where products are installed in harsh environments, increase inspection and maintenance frequency.

Hardware

- Clean and lubricate moving fittings annually minimum.
- Use the shorter 6-month interval in harsh or coastal environments.
- Use the fitting lubricant type specified by the product manufacturer; PTFE / Teflon-based or similar light lubricants are common.

Glass, roof glazing & self-cleaning glass

General glass cleaning

- Use lukewarm water with a few drops of mild detergent and a soft cloth or soft brush.
- For local residues such as labels, use only cleaners recommended for glass and test first.
- Do not use scrapers, razor blades or abrasive pads on coated or self-cleaning surfaces.

Self-cleaning glass

- The coating helps break down organic dirt and allows rainwater to rinse the surface more easily.
- It does not remove the need for periodic maintenance.
- It is less effective in sheltered locations, under wide overhangs, beneath trees, on heavily contaminated roofs, or where salt and inorganic deposits collect.
- Roof glazing often needs extra attention because residues can dry in place rather than being washed away evenly.

Important note for coastal and roof glazing

Salt, dust, pollen, traffic film and run-off from adjacent materials can all remain on the outer glass surface. If deposits are left in place for extended periods they can become difficult to remove and, on specialist coated glass, may reduce the coating's performance or leave visible marking.

Self-cleaning glass: helpful, not maintenance-free



Stainless steel balustrades & tea staining

Applies to

Glass balustrades, stainless steel handrails, brackets, clamps, fixings and stainless door furniture.

What tea staining is

Tea staining is a cosmetic surface discolouration caused by contamination and corrosion products on the surface of the stainless steel. It is not the same thing as structural failure.

How to reduce the risk

- Clean with fresh water and a mild detergent, then dry with a soft cloth.
- Always wipe in the direction of the brushed or polished grain.
- Inland: clean at least every 6 months. Near the sea or in corrosive locations: every 1-2 months is advisable.
- Where tea staining is visible, use a stainless renovation / conditioning product suitable for architectural stainless steel.

Important

'Stainless' means stain-less, not stain-free. Stainless steel exposed to sea air or pollutants needs ongoing cleaning if it is to keep its original appearance.

Seals, drainage channels, tracks & thresholds

- Inspect accessible seals at least every 6 months and clean gently with water and a mild cleaner.
- Where the manufacturer allows it, weatherseals can be conditioned with a silicone-based care product.
- Inspect cills, thresholds, guide rails, tracks, drainage paths and weep holes every 6 months minimum and every 3 months in exposed sites.
- Do not allow leaf debris, pet hair, plaster dust or grit to build up in drainage paths.
- Before reporting a performance issue on a sliding or folding system, check that tracks and drainage outlets are clear.

Leadwork & patination oil

Lead is a natural roofing material and it weathers over time. Patination oil is a temporary protective treatment used to slow early oxidation and help the lead weather more evenly.

Important points

- Patination oil is not a permanent coating and naturally wears away over time.
- Lead can produce run-off as it weathers; this is a normal characteristic of the material.
- Adjacent surfaces such as glazing may need periodic maintenance where they are exposed to environmental deposits or run-off.
- Reapplication of patination oil may be appropriate as part of normal upkeep where the lead remains exposed.

Garden pods, verandas, glass houses & outdoor living

Many Peninsula outdoor living products combine aluminium, glass, seals, tracks and drainage components in one structure. Garden pods may also incorporate cladding, rainwater goods, decking or internal timber finishes. For best results, maintain each material in accordance with its relevant section of this guide.

Priority checks

- Keep roof outlets, gutters, verandah channels and downpipes clear.
- Clean exposed glass and aluminium at the intervals stated earlier in this guide.
- Lubricate moving glass elements, sliders and locks in line with the aluminium section.
- Inspect sealant joints and thresholds periodically so small issues can be addressed before they worsen.
- Where furniture or hardware is stainless steel, apply the stainless maintenance section as well.

Reporting concerns promptly

Any visible change in finish, operation or appearance should be raised promptly so advice can be given before the condition worsens. Early attention often prevents minor issues becoming permanent, more expensive or more invasive to rectify.

In practice this means

- Do not ignore changes in operation, draughts, visible finish breakdown, staining or standing water.
- Take photographs and note when you first noticed the issue.
- Continue reasonable routine maintenance while the issue is being assessed, unless advised otherwise.

Closing note

This guide is intended to give customers one practical reference point for the main Peninsula product range. If you are unsure which section applies to your installation, please contact Peninsula and we will point you to the most relevant product-specific guidance.

Please get in touch with our aftersales team as soon as possible to report any issues or concerns, or if you have any general enquiry regarding your products:

Service@PeninsulaWindows.co.uk