



Install App
iOS (iPhone/iPad)

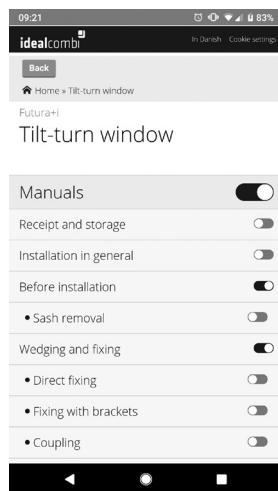
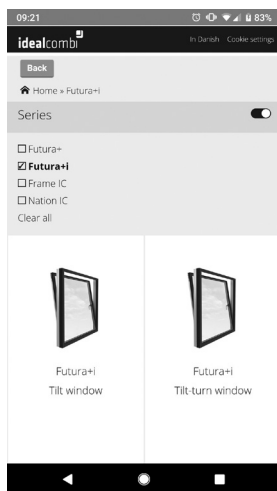
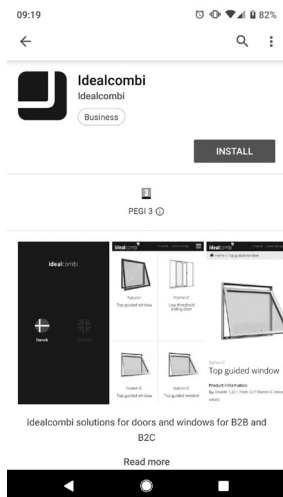


Android



An installation manual in your pocket

Always up-to-date and always within reach, download the app today!



When you have downloaded the app and selected language, select the product series and opening type you are installing.

You will then see a list of content, simply tap the section from which you need information. In the app you will find a mix of text, drawings and videos.

This will explain the different aspects of the installation and ensure you install the windows and doors correctly.

You can always access the installation manuals from your PC at: install.idealcombi.com

General user manual

See more details in the installation app or on install.idealcombi.com

Windows, outward opening

Windows supplied with an espagnolette are operated with a single handle placed on the sash. The espag has adjustable mushroom bolts that locks into the keeps securing the window in a closed position.

This helps to prevent forced entry. The mushroom bolt can be adjusted as needed to ensure the sash has a tight seal against the frame.



The keep has two positions. The first position is for closing the window normally, the second allows for ventilation providing an opening of 10 / 20 mm. Windows and terrace doors with friction brakes allows the sash to be held in any position while open. The friction can be adjusted by tightening or loosening the friction screw on the glider on the aluminium gliding track.



The position cannot be locked in place - if this functionality is wanted, a handle operated brake must be selected (standard on outward opening terrace doors).

The handle operated brake is activated by turning the handle to a closed position, while the window is open. The sash must be slightly open before the brake can be activated.

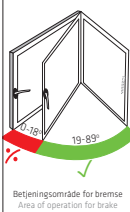


Reversible ironmongery is equipped with an opening restrictor that prevents the window from being opened more than about 100 mm. The restriction can be over-

ridden by pressing the black safety lock before fully opening the window. The restrictor will automatically re-engage when the window is flipped about 170° - allowing cleaning from the inside.

Windows, inward opening

Grebsbetjent bremse
Handle operated brake stay



Tilt position gives an opening of approx. 20 mm. If the turn function is used for ventilation, the frame should be secured against wind. When switching between functions, the frame is pushed into place before turning the handle. Turn or turn/tilt elements may have handle operated brakes. The brake is activated by turning the handle down.

If the bracket has malfunctioned, the handle is turned to horizontal and the hinge side of the sash pressed into the frame. By activating the frame lifter, the handle can be raised vertically. The window is then closed and the handle is turned to the closed position. The bracket is now back in its basic position.

Doors



As standard front doors are supplied with espagnolette with minimum three locking points.

The espag has a lock box half way up the sash, hook bolts, mushroom bolts and safety keeps at the top and bottom. The lock box itself has a latch, solid hook bolt and a height adjustable keep.

When the handle is activated, all the locking points are released and the door can be opened.

The locking points are activated by lifting the handle up, after which the door can be locked with the key.

Maintenance

General cleaning and lubrication of all ironmongery parts as required and at least once a year. In coastal areas, perform maintenance at least twice a year.

Receipt and storage

When unloading and handling the elements, use tools and methods which do not damage the elements or endanger anyone working on-site.

Upon receipt, the buyer must check that the consignment complies with the agreement and that the elements are free from apparent defects, faults or transportation damage. If any issues are discovered upon delivery please contact Idealcombi's Service Department on tel. 01582 860 940 before installing the elements.

A fitted element is considered an accepted element unless otherwise agreed in writing with Idealcombi's service department.

Stickers and cork chips on window glass and other protective packaging must only be removed just before installing the elements.

If stored outdoors, the elements must be placed on battens or pallets to keep them clear of the ground. The elements must be covered with a suitable and secure material to protect them from precipitation and dirt. Allow for sufficient ventilation around the elements in order to reduce the risk of condensation forming underneath the covering and excessive heat building up due to direct sunlight.

Individual window elements should be stored under a roof structure, in a container or preferably inside.

Our doors and windows are supplied with a small tin of paint in the colour of the internal timber. This paint is for the fitter in case of minor damage during installation.

Idealcombi's Service Department is always willing to offer help and advice on surface treatment maintenance and on where to buy additional paint in a particular colour.

To ensure optimal function and operation, windows and doors must be installed correctly. Incorrect installation can result in faulty windows and doors. Damage to products installed incorrectly will not be covered by the warranty.

You are always welcome to contact our service team if you have any concerns regarding installation. You can reach the service team on tel: 01582 860 940.



According to the DVV installation requirements it is the contractor installing the windows and doors that is responsible for complying with the installation guidelines set out by both DVV and Idealcombi. Claims or service requests that is caused by faulty installation or maintenance are not covered by guarantee.

Installation in general

See more details in the installation app or on install.idealcombi.com

A window is never better than its installation...

We know, that you already know how to fit windows perfectly. But here is a friendly reminder of how you can ensure a top professional job when installing Idealcombi windows and doors.

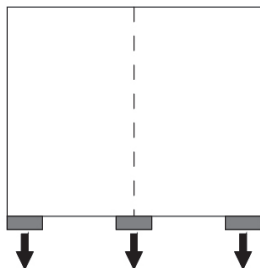
10 top tips before you get started:

- Read the installation manual.
- Use packers correctly.
- Always place the fixings correctly.
- Make sure everything is plumb and level.
- Keep heads, jambs, and sills/threshold straight.
- Check the diagonal measures.
- Clean rebate and ironmongery from building dust.
- Function test and adjustment of ironmongery and locking points.
- Lubricate ironmongery and moving parts. (BUT NOT FRICTION STAYS)
- Treat rubber seals with silicone.

Be proud of a job well done – It is the installer that makes the last and crucial difference for the customer!

Packers

Units are placed in the aperture and packed up with wedges under the jambs and mullions. For other permanent wedging see the respective opening types on the following pages. Packers and wedges must always support both timber and idealcore, be moisture resistant and have a width of min. 40 mm. Full depth packers must be used on doors with fibre threshold with a distance of max. 300 mm. For sliding door with low threshold and units with fibre threshold a fully supportive packer must be used.



Improved strength

Packers can be placed by all closing/locking points to increase strength in case of break-ins.

Be careful!

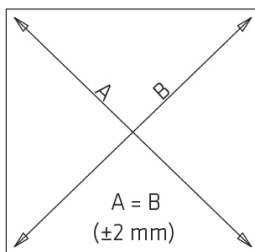
No packers are allowed at the head if there is a risk of load transferred from the construction above.

Tolerances

The frame is placed in the aperture and there must be uniform sealing space at the jambs and the head. Consider the use of sills and/or finished floor levels. Tolerance around the window/door should be around 12 mm.

Diagonal measures

The frame must be plumb and square. The frame must be secured to ensure a tight seal when the sash is closed - with a uniform gap between sash and frame. The tolerance on diagonal measures is max. ± 2 mm.



Installing specific element types

On the following pages you will get a quick overview of installing the different element types.


In *idealcombi's* installation app or on install.idealcombi.com you will find more detailed installation information in words, pictures and videos.

See more details in the installation app or on install.idealcombi.com

Packer width min. 40 mm.

Mandatory permanent packers.

Depending on the fixing screw used, the responsible installer must consider the need for packing type 2.

In these considerations, make sure that forces illustrated by , must be absorbed by the surrounding construction.

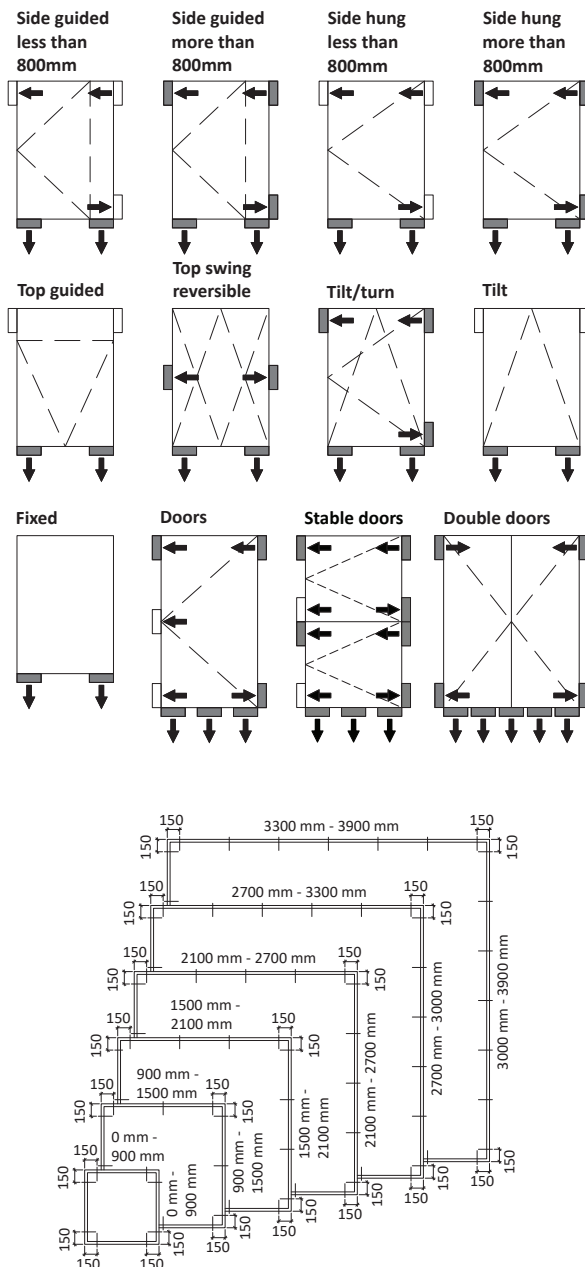
For doors with 18mm low threshold, packers in full frame depth must be used with max. 300mm between packers. Alternatively a fully supportive packer can be used.

Wedges are placed at the corners. Never hit on the frame directly, always use a pad, pre-drilling through Idealcore™ must never be done with a hammer drill. This will lead to rejection of material on the back, and thus greatly weaken the frame fixings. When installing the unit, distance must be controlled with a wedge or permanent packer

Windows and external doors must always be secured to the surrounding building with suitable screws or brackets.

Fixing locations are industry standard:

150mm from each end or mullion, then at 450 - 600mm centres.



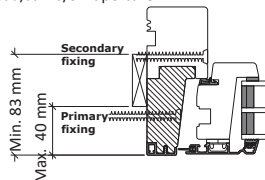
Installation - a quick overview

See more details in the installation app or on install.idealcombi.com

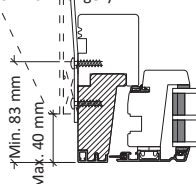
Outward opening windows

Packers must support both Idealcore™ and timber

Head/Jamb/Sill aperture



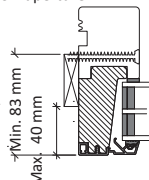
Head/Jamb/Sill ironmongery



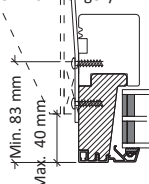
Fixed light (outward opening)

Packers must support both Idealcore™ and timber

Head/Jamb/Sill aperture

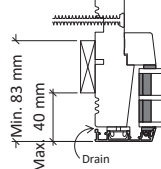


Head/Jamb/Sill ironmongery

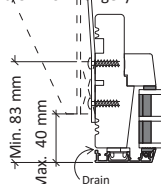


Fixed light (inward opening)

Head/Jamb/Sill aperture



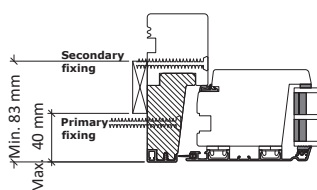
Head/Jamb/Sill ironmongery



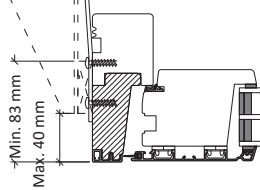
Outward opening doors

Packers must support both Idealcore™ and timber

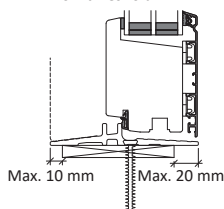
Head/Opening Jamb aperture



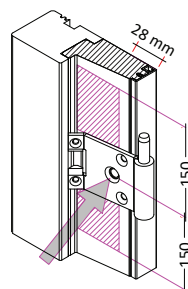
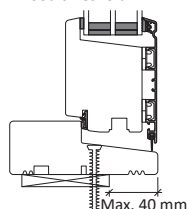
Head/Jamb ironmongery



Low threshold



Wood threshold



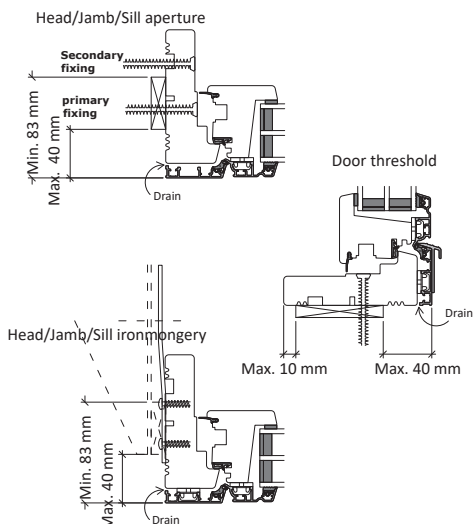
Note: Door should be fixed through the fixing holes in the hinges, where possible.

Permanent packers behind top and bottom hinges.

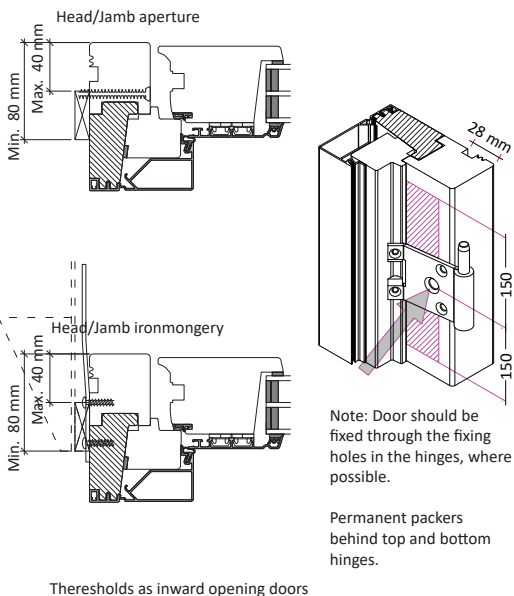
Installation - a quick overview

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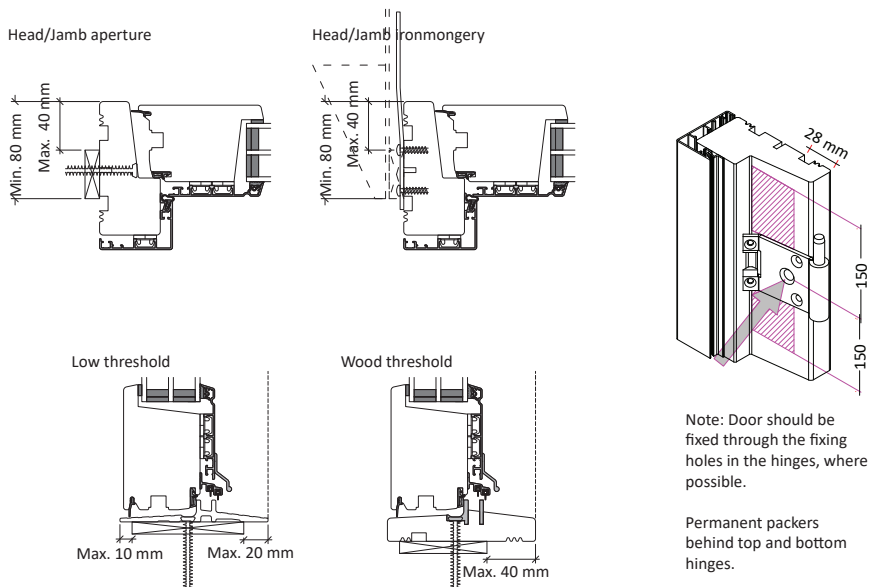
Inward opening windows/doors



Inward opening doors with reversed rebate



Inward opening doors



AFTER SALES & SERVICE

After Sales

If you want to purchase accessories for your windows or replacement parts, you can do this through our After Sales department. We will require specific order details to purchase accessories or extras. You can find these specifications on the spacer bar between the glass or on your order confirmation. See below for contact information.

Report a product issue

We do our best to deliver high-quality windows and doors without defects. But there can be no rules without exceptions!

If, against expectations, defects occur during production, transport or delivery, you must report any issues as soon as it is discovered. You must not install the elements before you have the approval of our Service Department. We strive to process reports of issues quickly and professionally, and we take any contact regarding defects on our products very seriously.

Remember not to fit damaged or faulty units without first consulting with Idealcombi's Service Department.

Tel.: +44 (0)1582 860 940

Email: aftersales@idealcombi.com

Please use the form available on our website to report all service issues:
idealcombi.com/customer-service/