

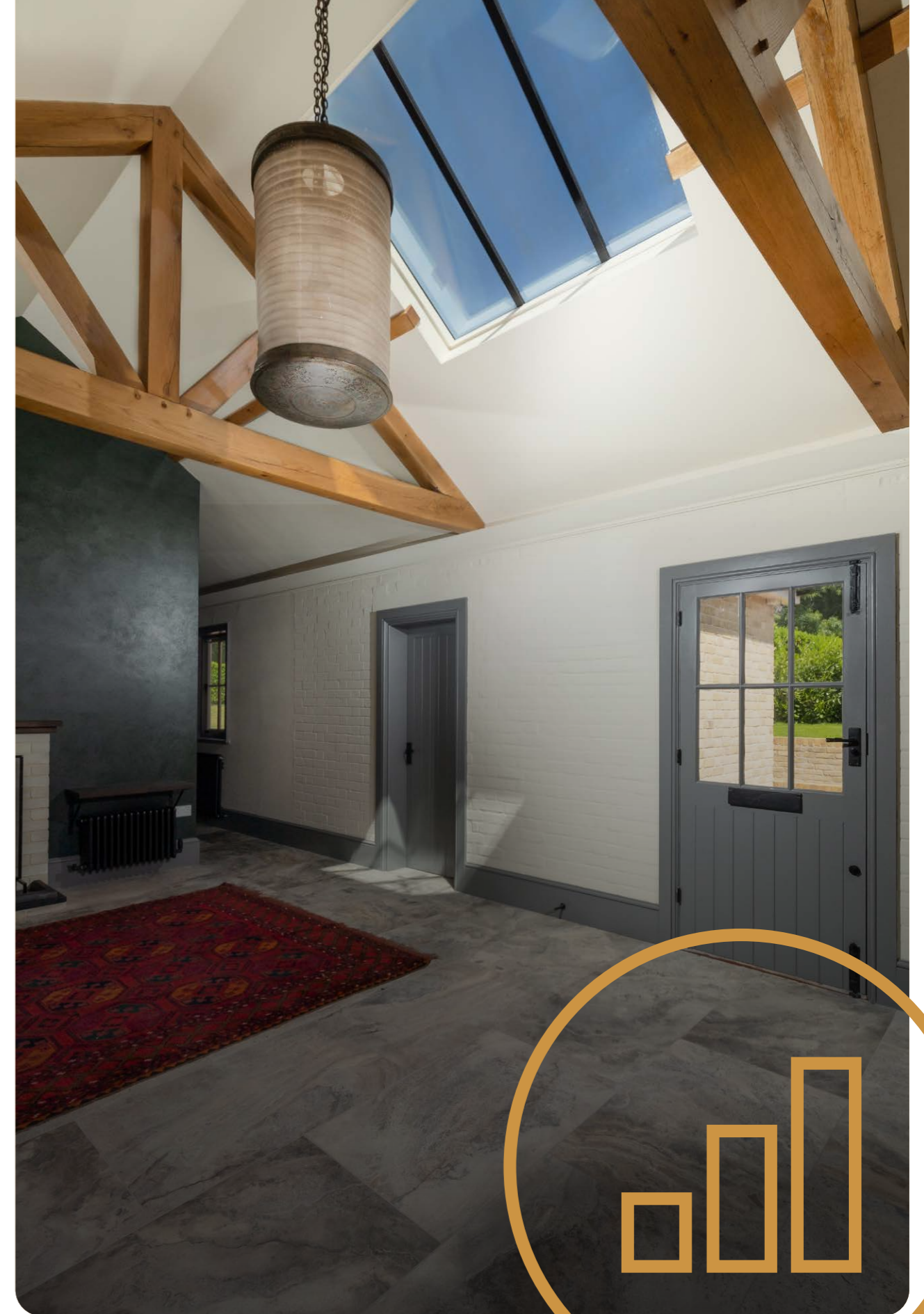


STELLA
ROOFLIGHT 

MAINTENANCE GUIDE

DECLARATION OF PERFORMANCE

1	Product type:	Stainless Steel Roof Window
2	Product type ref:	Stella 001
3	Intended use:	Pitched Roof - 17-70°
4	Manufacturer:	Metal & Glass Limited - T/A Stella Rooflight Unit 5, Pinnacle Business Park, Tinners Way, Callington, Cornwall, PL17 7FF, United Kingdom
5	Authorised representative:	As Above
6	System of assessment of performance:	3
7	Reference harmonised standard:	BS EN 14351-1:2006 + A1:2010 Weather performance 235770 issued by Building Research Establishment Ltd. (BRE Ltd.) Thermal Performance issued by Build Check Ltd.
8	European Technical Assessment:	Not Applicable
9	Declared performance:	
	Essential characteristics	Performance
	Watertightness	Class 8A (450 Pa)
	Dangerous Substances	None
	Resistance to wind load Class	Class AE2100 (3150 Pa)
	Acoustic performance	npd
	Thermal transmittance	BS EN 14351-1:2006 + A1:2010
	a. Whole Window Value	
	b. Centre Pane	
	Radiation properties	npd
	Air permeability	Class 4 (600 Pa)
10	The performance of the product identified in points 1 and 2 is in conformity with the declared performance in point 9. This declaration of performance is issued under the sole responsibility of the manufacturer identified in point 4.	



STELLA ROOFLIGHT GUARANTEE

1) Stella provides the end-user with a guarantee as follows:

Framework	10 years	The guarantee shall apply to the aforementioned components located in Great Britain (mainland & islands) that have been delivered after 01/01/2022.
Interior liner	1 year	
Glass units	5 years	
Tapes	5 years	
Rubbers	5 years	
Gas struts (on escape rooflights)	1 year	
Stainless steel nuts, bolts and washers	10 years	
Manual winding mechanism	1 year	
Electrical mechanism	1 year	

2) Commencement of the guarantee:

The guarantee period commences from the date of delivery.

3) Extent of guarantee:

The guarantee shall cover defects in the products arising from defects in material or production. Coverage provided by the guarantee is provided on condition that the end-user proves that any defects or faults do not result directly or indirectly from a) faulty installation, i.e. installation made contrary to the installation or (in the absence of such instructions) contrary to good craftsmanship, b) installation outside recommended installation areas, c) incorrect operation or misuse, d) transportation, installation or any other form of handling, e) product modifications or f) other factors not due to defects in material or production.

Coverage provided by the guarantee is also provided on the condition that the end-user proves that any defects in the product do not result directly or indirectly from neglect of maintenance as described in the maintenance instructions – or that any defects could not have been prevented through maintenance. Instructions are supplied at the time of order and further copies can be obtained via our office or www.stellarooflight.co.uk.

Product/equipment is supplied only for the purpose for which it is specifically designed and which is clearly defined in the appropriate brochure or manual. We do not accept liability for damage or injury caused as a result of the product/equipment being used for any other purpose.

We do not accept any liability for incorrect calculations, incompatible designs or advice which may result in the product/equipment supplied not being suitable for the purpose for which it was purchased.

4) Repairs under the guarantee

Unless otherwise decided by Stella Rooflight, the end-user shall be responsible for repairing the product. The guarantee covers free of charge delivery of any replacement parts/materials necessary for the end-users repair of the defect. Where a product is repaired under the guarantee, the repaired product will continue to be under guarantee. No new guarantee will apply to that repaired product or any spare parts/material which are used by the repair.

Specification of any replacement parts will need to be identified by the end-user. Where this information is not available, Stella Rooflight will use the invoicing date to provide the replacement specification. Stella Rooflight operate a policy of continued product development and where an exact match is not possible, we shall issue parts/materials to the current specification.

5) Replacement under the guarantee:

A replacement shall be made free of charge by replacing the old product with a new product of the same kind, type and quality. If at the time when the complaint is made, the product is no longer in production or is not made in exactly the same version (form, colour, covering, finish etc) Stella Rooflight shall be entitled to replace it with a similar product.

Stella Rooflight will pay all costs relating to the transportation/dispatch of the replacement to the end user address. The installation of the item and any associated costs are at the liability of the end user.

6) Refunds

Only in exceptional circumstances and by previous written agreement will we accept back, for credit, items which have been supplied against orders which have been manufactured in accordance with your specifications. However, this cancellation right does not apply in the case of any bespoke, made-to-measure or custom-made products.

Unfortunately, as bespoke products are made to your requirements, you will not be able to cancel your order once the approval drawings have been signed off (but this will not affect your legal rights as a consumer in relation to bespoke/made to measure products that are faulty or not as described). Consumers covered by the Distance Selling Act will revert to these terms after the period covered by the Act expires.

7) Non-Coverage

This guarantee does not cover:

- Any change of colour and fading irrespective of these being caused by sun/condensation/acid rain/salty splashes or any conditions with corroding or material changing effect.
- Any cosmetic conditions such as changes in the sealant or condensation
- Knots in the wood
- Inevitable and/or expected reduction of the efficiency of the product, including technical specifications and tolerances.
- Variations that occur naturally in the materials used.
- Malfunction or restricted function resulting from blocking or the like due to environmental factors such as twigs and leaves.
- Any other similar conditions, irrespective of these being characterised as defects.

This guarantee does not cover any default or damage caused by failure to maintain the product as set out in the documents which accompany this guarantee document.

Faulty goods shall not form the subject of any claim for labour costs or other expenditure incurred by the buyer/end-user. In addition, Stella Rooflight does not accept liability for any loss or damage incurred by the buyer/end-user arising directly or indirectly from incidents beyond our reasonable control, including but not limited to industrial disputes, fire, war, terrorism, unusual natural occurrences or other force majeure.

Stella Rooflight does not accept liability for third party products irrespective of these being sold or displayed together with the products referred to in this guarantee.

This guarantee may be invoked only on condition that the product has been paid for in accordance with our payment terms agreed for the product.



PAINT MAINTENANCE

We use a two pack polyurethane fine texture topcoat with excellent exterior durability and chemical resistance. The product offers a fine texture appearance for an aesthetic finish.

A routine cleaning & maintenance schedule must be implemented for the guarantee to be valid. For any particular region or territory, there may be local regulations or local requirements to be met in order to achieve conformance to certain published quality labels or standards. It is the users' responsibility to be aware of such standards.

Liquid coatings are organic coatings which need to be cleaned and maintained regularly to ensure that the decorative and protective properties of the coating are retained.

Cleaning Coated Surfaces - Method

Usual maintenance can be done with an appropriate cleaning product, followed by clear water rinsing and wiping using a soft cloth.

All surfaces should be cleaned using a soft cloth or sponge, using nothing harsher than natural bristle brushes. (Cleaning of window sections etc. can be conveniently carried out at the same time as glazing cleaning.)

If the project is subject to any hazardous or unusual environmental factors, or is close to salt water, an estuary or marine environments, then Stella must be consulted on an individual project basis.

If the coating is very heavily soiled (i.e. due to lack of maintenance), then the recommendation is to consult a specialised company.

Cleaning Products

Before cleaning, the cleaning agent's datasheet must be consulted. Usual maintenance can be done using water with mild detergent (pH 5 to 8).

Before cleaning paintwork which has been heavily soiled, test a small area to ensure that the paint surface is not removed or damaged by the cleaning method. Proprietary cleaners, based on alcohol, petroleum spirits, white spirit or bleach may damage or degrade the performance of the original coating. In no circumstance should any abrasive cleaner or polish, or any cleaner containing ketones or esters be used.

The frequency of cleaning depends in part on the standard of appearance that is required and also the requirements to remove deposits, which could, during prolonged contact with either the paint film or the metal substrate, (if exposed) cause damage.

An example of a recommended cleaning frequency for external environments (depending on the listed factors) is as follows:

- The geographical location of the building
- The environment surrounding the building, i.e., marine, swimming pool, industrial, or a combination of these environments etc.
- Levels of atmospheric pollution
- Prevailing wind
- Protection of the building by other buildings
- Possibility of airborne debris (e.g., sand/dust etc.) causing erosive wear of the coating.
- If the environmental circumstances change during the lifetime of the building (e.g., rural becomes industrial)

Records of all cleaning schedules and frequencies shall be kept and maintained and made available if requested.

Environment	Frequency of cleaning
Normal Urban industrial, Moderate SO2 levels in coastal area with low salinity	12 months
Severe Industrial areas and coastal areas with moderate salinity and SO2 levels > 30mg/m ³	6 months
Hazardous Industrial areas with humid and aggressive atmospheres, with SO2 > 30mg/m ³ Coastal and offshore areas less than one km from coast with high UV, high humidity and salt > 12mg per litre rain water	3 months



GLASS MAINTENANCE INSTRUCTIONS

Applications

SGG BIOCLEAN has been specially designed to help your glass remain cleaner for longer than conventional glass. A transparent coating on the external surface of the glass harnesses the power of ultra-violet rays and rain (or water) to break down dirt and grime then wash it clean away.

The coating is totally integrated into the surface of the glass and is highly durable. However, as with all coated glass a certain level of care must be taken when handling and maintaining SGG BIOCLEAN.

Guidelines for initial contact with SGG BIOCLEAN

- Labels: If the SGG BIOCLEAN label is still attached to the glass carefully peel it off. Care must be taken when removing the label from the glass to ensure that the special coating is not damaged. Do not use a razor, scraper or wire-wool to detach the label.
- Cleaning for the first time: Wait at least a week before cleaning the product for the first time to ensure all sealants used in its installation are fully set. Start with a rinse or hose-down with clean water and continue, when necessary, with a normal maintenance routine (see below).
- Self-cleaning function: During the week after initial installation and clean-down the self-cleaning property of SGG BIOCLEAN will be progressively activated, triggered by exposure to UV light.

The length of time required to activate the coating by UV rays can vary depending on the season and the orientation of the glass, but is normally within a week. When the glass is wet a small border of water droplets may appear around the perimeter surface of the glass. This is perfectly normal.

Routine Maintenance

SGG BIOCLEAN has a special property which means that the glass stays cleaner for longer than normal glass. The more exposure the product has to both sun and rain, the cleaner it will stay, for longer. However, a number of other factors affect the time it takes for a mark to be naturally removed, such as the level of ambient pollution, atmospheric conditions (e.g. long periods without rain) etc.

SGG BIOCLEAN is not a '100% maintenance-free' product. Should the glass require occasional cleaning carefully follow the instructions opposite:

Protection during building/maintenance works

If any other works are taking place in the vicinity of SGG BIOCLEAN then protect with a clean plastic sheet to prevent any splashes or staining from aggressive compounds (paint, varnish, glue, sealant, cement, plaster, mortar, etc). This will also protect the product from abrasive or hot particles (grinding or welding sparks, etc).

Important!

Please retain these instructions for future reference. These instructions must be made known to anyone coming into contact with SGG BIOCLEAN glass e.g. your window cleaner.

Cleaning equipment required:

- A soft, clean lint-free cloth or chamois leather
- or a clean, soft non-abrasive sponge
- or a clean, non-metal window squeegee
- All equipment must be kept clean. This is to prevent any dirt or abrasive particles transferring from the equipment back onto the glass which may scratch or damage the coating.

Cleaning products:

- Clean water will normally suffice. Standard, mild glass-cleaning products can also be used (visit www.conservatory-glass.com to view a list of recommended cleaning products).
- 'Soft' water is best for cleaning glass. In hard-water areas a small amount of washing-up liquid can be used to soften water.
- For the removal of stubborn marks white vinegar can be used. Always ensure that the vinegar does not come into contact with the frame and that it is washed off the glass after application.
- Vinegar is not to be used as a regular cleaning method.

Important:

- Do not use any glass treatment products containing silicones or abrasive particles.
- Do not use any commercial cleaning products which are intended specifically for cleaning elements other than glass.
- Do not use chemical products: soda, bleach, washing powder, white spirit etc.
- Avoid contact with all sharp or abrasive objects including jewellery, buckles, tape measures, razor blades, Stanley knives, scouring pads, steel wool, sandpaper etc.
- Never attempt to clean off a specific mark on the surface of SGG BIOCLEAN without applying water first.



CARING FOR YOUR INTERNAL WOOD LINER

The internal liners used on our Stella rooflights are typically crafted using American Ash. We prefer to use natural materials with low toxicity and decided to choose a natural wood rather than MDF which can be laden with noxious glues.

Wood is a natural, responsive material that reacts to variations in the atmosphere like all living elements do. The beautiful and varied colours that mature with age can be protected and polished to give the wood a stunning, classic look that can last for generations. It is wood's timeless appeal and myriad uses that make it an ever popular construction and decorative material. Wood must receive the proper protection and maintenance to ensure its long-lasting quality and help you get the best from both its functional and aesthetic properties. Our liners are supplied with a minimum of two coats of Teknos Aquatop which is a flexible, durable and micro porous protective film which is resistant to bacterial, mould and UV attack

A large portion of freshly sawn wood is comprised of water. In order to be fabricated into Stella Rooflight liners it is dried out gently, withholding just enough moisture to allow it to adjust to your homes humidity. Wood is constantly able to respond to the changes in your homes temperature, contracting and expanding as a living object.

The appearance and quality of wood can be maintained with an annual wax or proper polish. To prevent build up, remove the old wax first with a solution of a non-alkaline soap and water. Test it on an unseen patch first to make sure it is not damaging. However, waxing furniture coated with urethane will attract dust rather than repel it. A good wax to use is beeswax. You need only apply a little at a time as the shine is produced by the buffing action rather than plenty of wax. Too much and you will only cause a dull build up. Avoid: silicone sprays, oil based polishes and feather dusters.

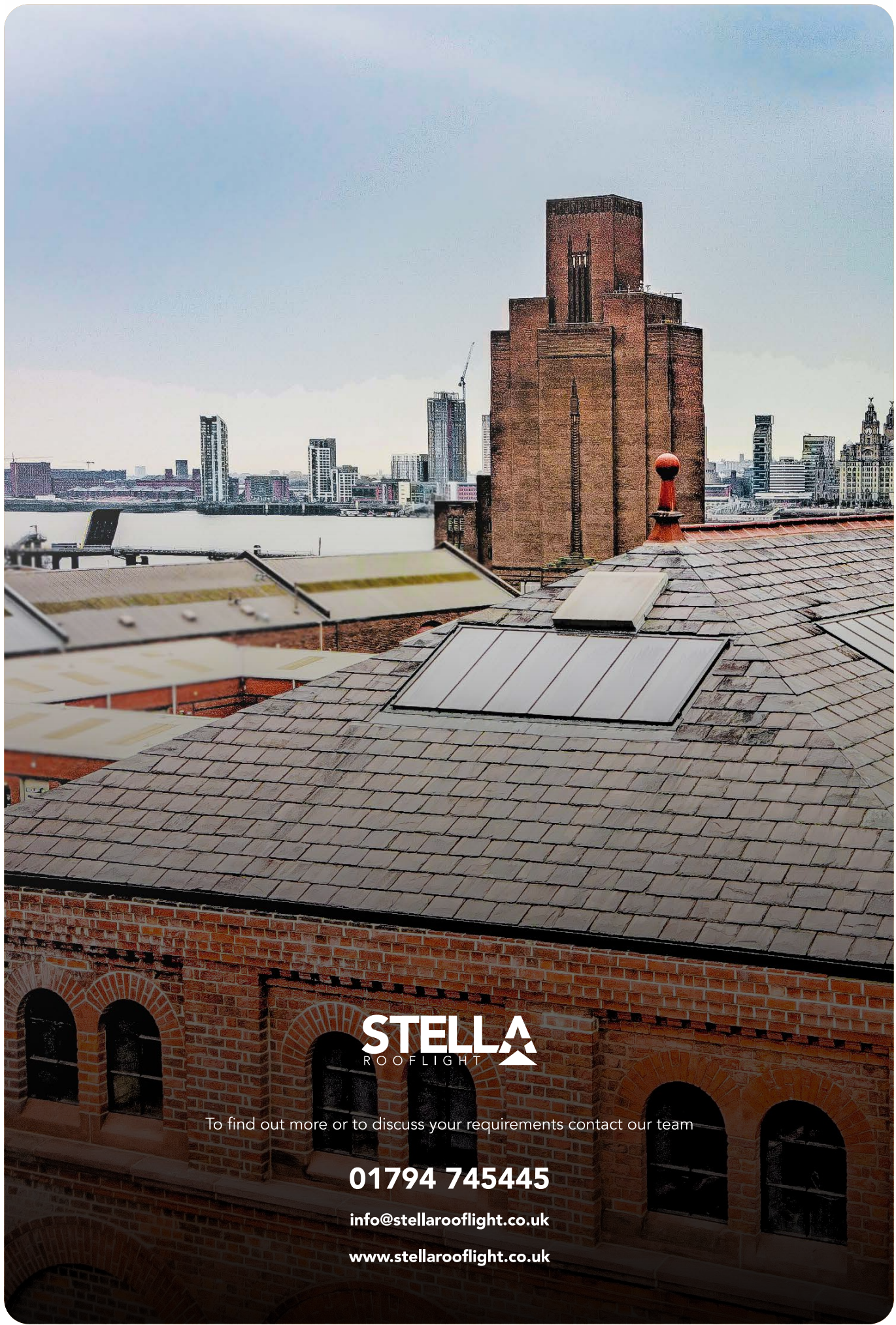
Wet rot occurs as a result of water seeping into cracks or penetrating the wood finish and being unable to dry out. At the first sign, seal the cracks and recoat the wood. For any damage it will be necessary to call a professional, but usually instances of wet rot can be treated without resorting to extra expense.

The conditions in which wet rot usually occurs are in damp areas that are poorly ventilated, or where a leak has occurred. The wood will feel damp to the touch, look dark and shrunken. To verify the presence of rot, poke it with a screwdriver and see if the wood is very soft or crumbly. Window and door frames are particularly prone to rot. They should be inspected regularly and protected with paint or coating to prevent water penetration.

YEARLY ACTUATOR MAINTENANCE

Domelights, flaps or window wings	Optical or functional testing	Maintenance procedures / testing devices
General	By activation of the tripping device or open manually by activation of a vent button	Check all screws on opening mechanism and tighten, if necessary. Check all movable parts for well-running.
Electric drive	Visual examination for damages, tightness and dirt accumulation	In case of special dirt accumulation and load, clean and regrease outer mechanical moving parts. Attention: use only colourless, fat free spray. No fat, so that dirt cannot cling. Do not use detergents on solvent basis (e.g. acetone)
Skylight, window	Visual examination for damages, tightness and dirt accumulation	Check well-running of hinges and grease, if necessary. Check seals, possibly renew.





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To find out more or to discuss your requirements contact our team

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