



Ellbee

HOLIDAY HOMES



CUSTOMER SERVICE GUIDE

CONTENTS

SECTION 1	-	INTRODUCTION
SECTION 2	-	GENERAL CONDITIONS FOR ALL GUARANTEES
SECTION 3	-	TROUBLE SHOOTING GUIDE & PRODUCT CARE INSTRUCTIONS
SECTION 4	-	PRODUCT IDENTIFICATION
		<ul style="list-style-type: none">• CRYSTAL WINDOW• ALUMINIUM STATIC DOOR• VISION WINDOW• PREMIER WINDOW• PREMIER DOOR• SHIELD WINDOW• SHIELD DOOR

INTRODUCTION

Ellbee Ltd. a ‘forward thinking company’ has put together this Customer Service Guide for their current window and door products in the Holiday Home Market.

Contained in this handbook are the guidelines within which our Customer Service Procedure operates clarifying conditions and guarantees. We have also included some essential Product Identification and Troubleshooting information, which will assist in resolving any query as effectively and efficiently as possible.

We have also put together a section on ‘Product Care’ which by following these simple instructions should keep your window / door looking good and trouble free for many years to come.

Ellbee doors and windows offer the very best in quality and we can back this up by the numerous accreditations in not only health & safety, but also in environmental issues. Our accreditations demonstrate our total commitment to quality, so you can rest assured that our products are to the very best of standards.

Our accreditations include:



**BS EN ISO 9001:2008
Quality Management Systems**



**BS EN ISO 14001:2004
Environmental Management &
BS EN OHSAS 18001:1999
Health & Safety Management**



BS Kite Mark Licence

“Working together with customers, colleagues and suppliers to deliver class leading service and value”

GENERAL CONDITIONS FOR ALL GUARANTEES

What is covered under this “Warranty”?

This “Warranty” covers defects in material and workmanship on the following products:

Windows

- Double glazed units
- Frames
- Beading
- Hardware including handles friction stays and catches

Doors

- Double glazed units
- Panels
- Frames
- Beading
- Hardware including handles, hinges and locks and/or mechanisms

It is relative to all window and door systems supplied by Ellbee Ltd.

What is not covered under “Warranty”?

Our “Warranty” does not cover normal wear and tear, cuts or scratches, or damage caused by impacts or accidents and deliberate or negligent damage.

Our “Warranty” does not apply to products that have been installed, assembled or stored incorrectly, abused, misused altered or cleaned with incorrect cleaning methods or incorrect cleaning products.

Our “Warranty” does not cover incidental or consequential damage.

‘Adjustment’ or a Holiday home that is not correctly levelled are not covered by the ‘Warranty’. Ellbee reserve the right to apply a call out charge if it is deemed that the fault can be remedied by ‘adjustment’ or that the Holiday home that is not levelled is causing the poor operation.

Please ensure you follow our assembly, installation and care instructions carefully.

What will Ellbee Ltd. do to correct the problem?

After the notification of a problem, we will evaluate and implement a course of action to remedy the situation.

For products that have been established to be under guarantee, are fitted to the Holiday Home and we have received a completed Customer Services Form, we will assign one of our trained Customer Support Engineers to attend.

All replaced parts become the property of Ellbee Ltd.

If an item is no longer stocked by Ellbee Ltd., we reserve the right to provide an appropriate alternative.

Duration of “Warranty”

All manufactured items, with the exception of double glazed unit breakdown, are guaranteed against manufacturing or material defects for a period of one year from the date of purchase by the consumer.

Double glazed units are guaranteed against unit breakdown for five years from the date of purchase by the consumer.

General Legal rights

Our “Warranty” / Guarantee offer is given as an extra benefit and doesn’t prejudice the customers own legal rights.

This “Warranty” is to the benefit of the original purchaser of the product. It is not transferable but again the consumers’ rights are not prejudiced.

Product or Parts that show inherent issues outside the company “Warranty” period will be reviewed where appropriate on a case by case basis

Ellbee Ltd. operates a policy of continuous development and improvement.

We reserve the right to change specification. Failure to follow the recommendations set out in our instructions or to install in a manner not approved by the manufacturer may result in all or part of the product guarantee being null and void without prior notice.

'Adjustment' or a Holiday Home that is not correctly levelled are not covered by the 'Warranty'. Ellbee reserve the right to apply a call out charge if it is deemed that the fault can be remedied by 'adjustment' or that the Holiday home that is not levelled is causing the poor operation.

TROUBLE SHOOTING & PRODUCT CARE

Ellbee uPVC Entrance Doors

Correctly fitted entrance doors on a properly sited Holiday Home should provide years of trouble free operation.

It is important that routine maintenance is carried out and the door operation is fully inspected on a regular basis.

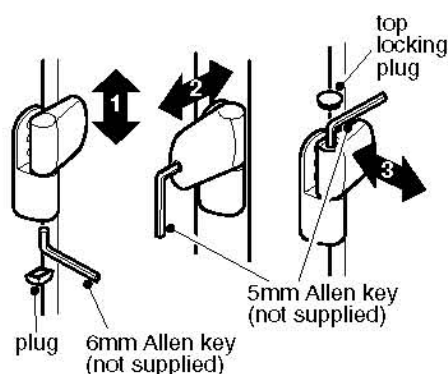
It may be necessary to, from time to time, adjust the door, to ensure it continues to operate effectively.

Ellbee uPVC entrance doors have been designed with 'built-in' adjustment in the following areas:

Hinges

The hinge has 3 way adjustment.
Adjust hinges as required (8mm approx. coverage at lock side). If required, to view the adjustment, remove the front cover of the hinge by unscrewing the locking screw on the inside.

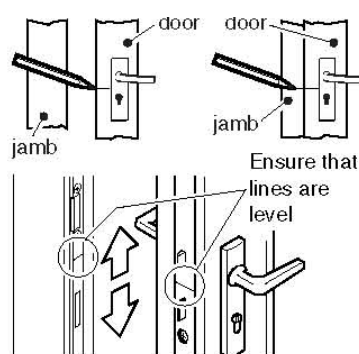
Important: the top locking plug must be fitted correctly to prevent the door dropping.



Lock Keep Alignment

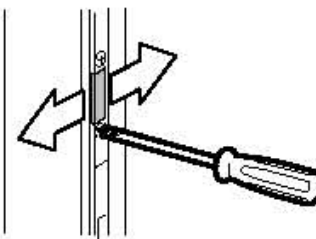
The lock and keep have an alignment line scored on them, these need to be aligned to ensure correct operation. Push the door until nearly closed. With a pencil, draw a short line on the outside face or the locking jamb, level with the groove in the centre of the lock on the door.

Open the door and place the lock keep plate in position in the locking jamb with the groove on the plate level with the short pencil line.



Lock Keep Adjustment

Slacken the screws securing the latch and move the latch towards the inside to increase the compression or towards the outside to reduce the compression. Re-tighten the screws.



Examples of problems which can be overcome by 'adjustment'

- The door is catching at the bottom of the outer frame.
- The door will not open or close properly.
- The door does not hold on the latch.
- The door lock is jamming or stiff to operate.
- The door lock is jamming when operated and the key will not turn.

Ellbee Aluminium Entrance doors

Correctly fitted entrance doors on a properly sited Holiday Home should provide years of trouble free operation.

It is important that routine maintenance is carried out and the door operation is fully inspected on a regular basis.

It may be necessary to, from time to time, adjust the door, to ensure it continues to operate effectively.

Ellbee aluminium entrance doors have been designed with 'built-in' adjustment in the following areas:

Vertical adjustment of the door is available by loosening the hinge screws located in the slotted holes, manoeuvring the door and re-tightening.

Latch adjustment is available by loosening the keep screws and manoeuvring the keep and re-tightening.

Please note: *It is important that it is established that the Holiday Home is levelled and the door(s) is fitted square prior to making any adjustment. Doors that fail to operate correctly can be due to incorrect fitting or the Holiday Home has not been levelled correctly. It is important that these are checked prior to referring to the manufacturer.*

'Adjustment' or a Holiday Home that is not correctly levelled is not covered by the 'Warranty'.

Ellbee reserve the right to apply a call-out charge if it is deemed that the fault can be remedied by 'adjustment' or that the Holiday Home that is not levelled is causing the poor operation.

Ellbee Windows

Correctly fitted windows on a properly sited Holiday Home should provide years of trouble free operation.

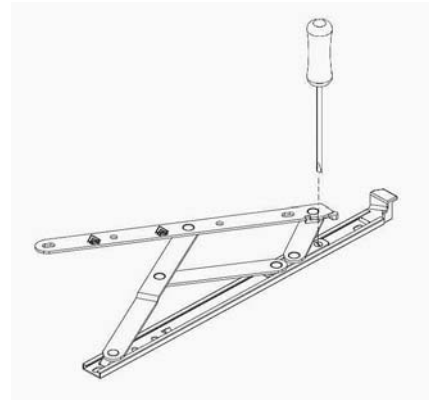
It is important that routine maintenance is carried out and the window operation is fully inspected on a regular basis.

Ellbee windows have a 'built-in' adjustment screw on every friction stay. This can be adjusted to assist the window to hold in its open position. This operation should be periodically checked and the screw adjusted to meet the needs of the consumer.

Windows that fail to operate correctly can be due to incorrect fitting or are fitted to an 'un-level' Holiday Home.

Friction Stay Adjustment

Ellbee windows have a 'built-in' adjustment screw on every friction stay. This can be adjusted to assist the window to hold in its open position. This operation should be periodically checked and the screw adjusted to meet the needs of the consumer. Windows that fail to operate correctly can be due to incorrect fitting or are fitted to an 'un-level' Holiday Home.



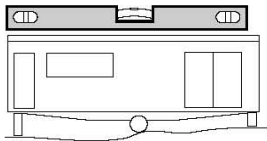
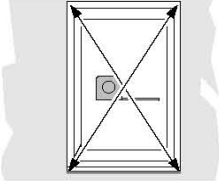
Please note: *It is important that it is established that the Holiday Home is levelled and the window(s) is fitted square prior to making any adjustment. Windows that fail to operate correctly can be due to incorrect fitting or the Holiday Home has not been levelled correctly. It is important that these are checked prior to referring to the manufacturer.*

'Adjustment' or a Holiday Home that is not correctly levelled is not covered by the 'Warranty'.

Ellbee reserve the right to apply a call-out charge if it is deemed that the fault can be remedied by 'adjustment' or that the Holiday Home that is not levelled is causing the poor operation.

Trouble Shooting Guide for Single Entrance Doors

Correctly fitted entrance doors on a properly sited Holiday Home should provide years of trouble free operation. It is important that routine maintenance is carried out and the door operation is fully inspected on a regular basis. It may be necessary to from time-to-time, to adjust the door, to ensure it continues to operate effectively.


<p>Prior to making any adjustments, check to see if the Holiday Home is level and the door frame is square</p>	<p>1 Check that the Holiday Home is level and rectify if necessary</p> 	<p>2 Check that the door frame is square. Measure the door frame diagonals, noting the measurements. If these dimensions differ by 2mm or more the frame is 'out-of-square' and needs adjusting - follow steps a to f</p> 
---	---	--

Question: Is the Holiday Home level and the door frame square?

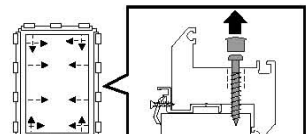
NO Remedy: Level the Holiday Home and square the door frame

DOOR 'SQUARING PROCEDURE'

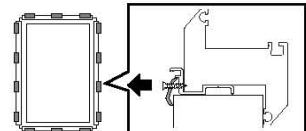
a Remove the internal 'clip-on' plastic liners and corner caps on the inside of the door.



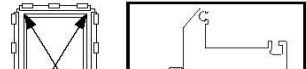
b Open the door and remove the 'through-frame' fixings and caps located around the perimeter of the outer frame. Close the door.



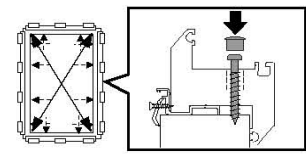
c With the door closed, back off the clamps holding the frame in the body of the Holiday Home and add or remove packers as necessary.



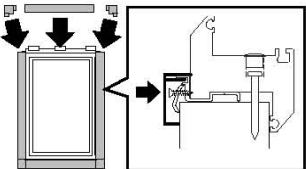
d Check for squareness and, once satisfied, re-tighten the clamps.



e Re-check for squareness. Once satisfied, open the door and re-fit the 'through-frame' fixings and caps, ensuring that the frame is 'packed' sufficiently between the frame and the door to prevent the frame from distorting.



f Re-check for squareness and, once satisfied, re-fit the 'clip-on' internal plastic liners and corner caps.



Once the door frame is square on the levelled Holiday Home, check the door operation. If the door still does not operate correctly follow the adjustment guide under the 'YES' section. ▶

YES It is likely that the Holiday Home has 'settled' or moved, resulting in the door moving slightly out of alignment. All Ellbee entrance doors have 'built-in' adjustment, however no amount of adjustment will compensate for a badly sited Holiday Home. **If in any doubt please contact your on-site maintenance team.**

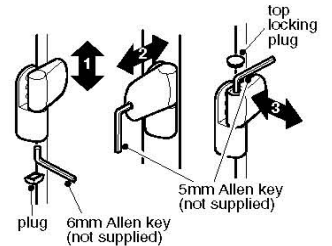
Prior to any adjustment ensure that the Holiday Home is level.

HINGE ADJUSTMENT

Symptom:
The door is catching at the bottom of the outer frame
The door will not open or close properly
The door drops after adjusting the hinges and returns to 'out-of-square'.

Remedy:
The hinge has 3 way adjustment. Adjust hinges as required (8mm approximate coverage at lockside). If required, to view the adjustment, remove the front cover of the hinge by unscrewing the locking screw on the inside.

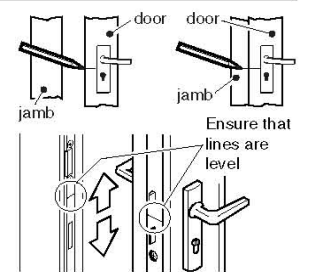
IMPORTANT: THE TOP LOCKING PLUG MUST BE FITTED CORRECTLY TO PREVENT THE DOOR DROPPING



LOCK AND KEEP ALIGNMENT

Symptom:
The door will not close properly.
The door does not hold on the latch.
The door lock is jamming or stiff to operate.

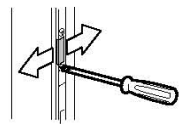
Remedy:
The lock and keep have an alignment line scored on them, these need to be aligned to ensure correct operation. Push the door until nearly closed. With a pencil draw a short line on the outside face of the locking jamb, level with the groove in the centre of the lock on the door. Open the door and place the lock keep plate in position in the locking jamb with the groove on the plate level with the short pencil line.



LOCK KEEP ADJUSTMENT

Symptom:
The door lock is jamming or is stiff to operate.

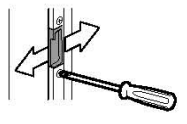
Remedy:
Slacken the screws securing the latch and move the latch towards the inside to increase the compression or towards the outside to reduce the compression. Re-tighten the screws



ROLLER KEEP ADJUSTMENT

Symptom:
The door lock is jamming or is stiff to operate.
The door lock is jamming when operated and the key will not turn

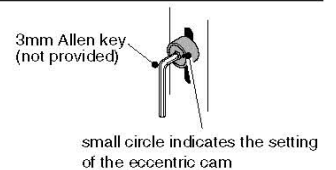
Remedy:
Slacken the screws and move the roller keep as necessary. Re-tighten the screws



LOCKING CAM ADJUSTMENT

Symptom:
The door does not close in the frame correctly when locked.
The door lock is jamming or is stiff to operate.

Remedy:
The roller cams (top and bottom only) are adjustable for fine tuning the compression. They are factory set with the mark at 3 o'clock. The cam is fitted on an eccentric centre and can be rotated with a 3mm Allen key (not supplied)



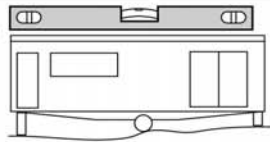
Trouble Shooting Guide for French Doors

Correctly fitted French Doors on a properly sited Holiday Home should provide years of trouble free operation. It is important that routine maintenance is carried out and the door operation is fully inspected on a regular basis.

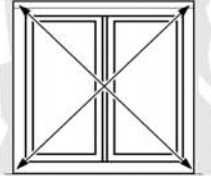
It may be necessary to from time-to-time to adjust the doors, to ensure they continue to operate effectively.

Prior to making any adjustments, check to see if the Holiday Home is level and the door frame is square

1 Check that the Holiday Home is level and rectify if necessary



2 Check that the door frame is square. Measure the door frame diagonals, noting the measurements. If these dimensions differ by 2mm or more the frame is 'out-of-square' and needs adjusting - follow steps a to f



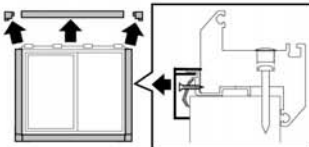
Question: Is the Holiday Home level and the door frame square?

NO

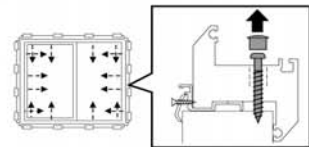
Remedy: Level the Holiday Home and square the door frame

DOOR 'SQUARING PROCEDURE'

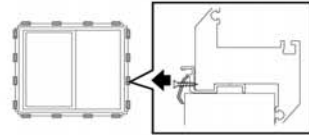
a Remove the internal 'clip-on' plastic liners and corner caps on the inside of the doors.



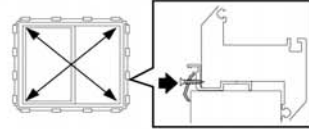
b Open the doors and remove the 'through-frame' fixings and caps located around the perimeter of the outer frame. Close the doors.



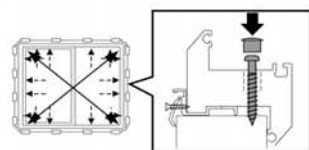
c With the doors closed, back off the clamps holding the frame in the body of the Holiday Home and add or remove packers as necessary.



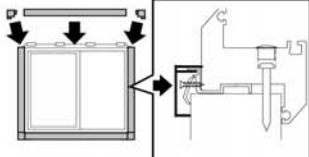
d Check for squareness and, once satisfied, re-tighten the clamps.



e Re-check for squareness. Once satisfied, open the doors and re-fit the 'through-frame' fixings and caps, ensuring that the frame is 'packed' sufficiently between the frame and the doors to prevent the frame from distorting.



f Re-check for squareness and, once satisfied, re-fit the 'clip-on' internal plastic liners and corner caps.



Once the door frame is square on the levelled Holiday Home, check the door operation. If the doors still do not operate correctly follow the adjustment guide under the 'YES' section. ▶

YES

It is likely that the Holiday Home has 'settled' or moved, resulting in the doors moving slightly out of alignment. All Ellbee entrance doors have 'built-in' adjustment, however no amount of adjustment will compensate for a badly sited Holiday Home.

If in any doubt please contact your on-site maintenance team.

Prior to any adjustment ensure that the Holiday Home is level.

HINGE ADJUSTMENT

Symptom:

The doors are catching at the bottom of the outer frame
The doors do not close squarely to each other
The doors will not open or close properly
The doors drop after adjusting the hinges and return to 'out-of-square'.

Remedy:

The hinge has 3 way adjustment. Adjust hinges as required (8mm approximate coverage at lockside). If required, to view the adjustment, remove the front cover of the hinge by unscrewing the locking screw on the inside.

IMPORTANT: THE TOP LOCKING PLUG MUST BE FITTED CORRECTLY TO PREVENT THE DOORS DROPPING

LOCK AND KEEP ALIGNMENT

Symptom:

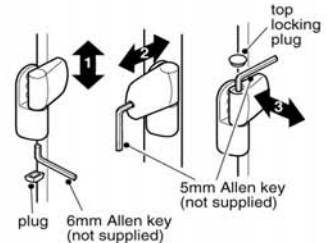
The doors will not close properly.
The doors do not hold on the latch.
The door lock is jamming or stiff to operate.

Remedy:

The lock and keep have an alignment line scored on them, these need to be aligned to ensure correct operation.

Push the door until nearly closed. With a pencil draw a short line on the outside face of the locking jamb, level with the groove in the centre of the lock on the door.

Open the door and place the lock keep plate in position in the locking jamb with the groove on the plate level with the short pencil line.



LOCKER KEEP ADJUSTMENT

Symptom:

The door lock is jamming or is stiff to operate.

Remedy:

Slacken the screws securing the latch and move the latch towards the inside to increase the compression or towards the outside to reduce the compression. Re-tighten the screws

ROLLER KEEP ADJUSTMENT

Symptom:

The door lock is jamming or is stiff to operate.
The door lock is jamming when operated and the key will not turn

Remedy:

Slacken the screws and move the roller keep as necessary. Re-tighten the screws

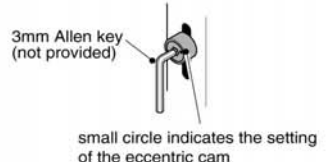
LOCKING CAM ADJUSTMENT

Symptom:

The doors do not close in the frame correctly when locked.
The door lock is jamming or is stiff to operate.

Remedy:

The roller cams (top and bottom only) are adjustable for fine tuning the compression. They are factory set with the mark at 3 o'clock. The cam is fitted on an eccentric centre and can be rotated with a 3mm Allen key (not supplied)



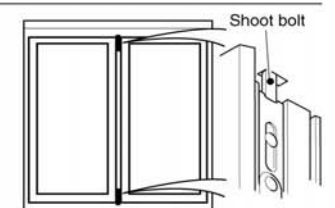
SHOOT BOLT ALIGNMENT

Symptom:

The door lock is jamming or is stiff to operate.
The shoot bolts do not locate properly in the top and bottom keeps when the door is locked.

Remedy:

Adjust hinges as required (8mm approximate coverage at lockside). If required, to view the adjustment, remove the front cover of the hinge by unscrewing the locking screw on the inside.



PRODUCT CARE

uPVC Products

Stains on the framework may be removable using a domestic non-abrasive cream cleaner. However these should not be used to excess as they may affect the gloss finish.

Foiled surfaces should be cleaned regularly with a damp cloth.
If necessary a mild solution of detergent/ soap in luke warm water can be used.
The veneer is a finished product and consequently should not have any additional enhancements made to it, for example - do not varnish the veneer.

On no account should any polishes, abrasive or solvent-based cleaners be used as some of these may affect the finish.

Most organic solvents affect uPVC and must not be used for cleaning. Brands of uPVC cleaners specially designed for use with can be used providing they are clearly suitable and the manufactures instructions are followed carefully.

A proprietary glass cleaner can be used if necessary.

Periodically:

- Clean the gaskets and framework with a mild solution of detergent and water to maintain the appearance.
- Check all drainage channels and remove any obstructions.
- Check all seals and gaskets and repair/ replace any defects.
- Check all moving parts and clean/ repair/ replace any defects.
- Regularly (as conditions require) clean and lightly oil Locks, Lock mechanisms, and Handles.
- Check the operation of entrance doors and windows and adjust where necessary.

Aluminium Products

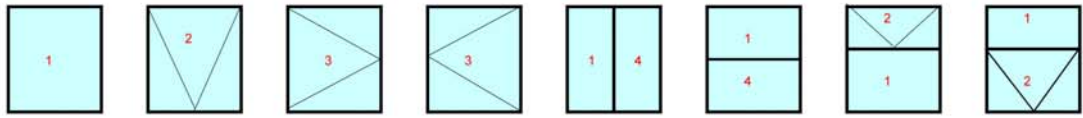
On no account should any polishes, abrasive or solvent-based cleaners be used as some of these may affect the finish. A proprietary glass cleaner can be used if necessary.

Periodically:

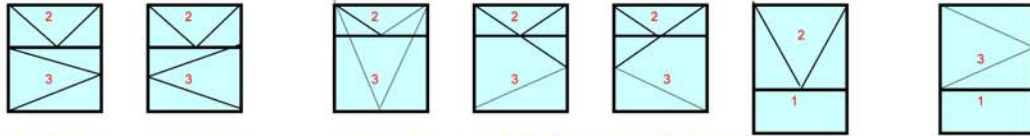
- Clean the gaskets and framework with a mild solution of detergent and water to maintain the appearance.
- Check all drainage channels and remove any obstructions.
- Check all seals and gaskets and repair/ replace any defects
- Check all moving parts and clean/ repair/ replace any defects
- Regularly (as conditions require) clean and lightly oil Locks, Lock mechanisms, and Handles
- Check the operation of entrance doors and windows and adjust where necessary.

ELLBEE WINDOW STYLE IDENTIFICATION

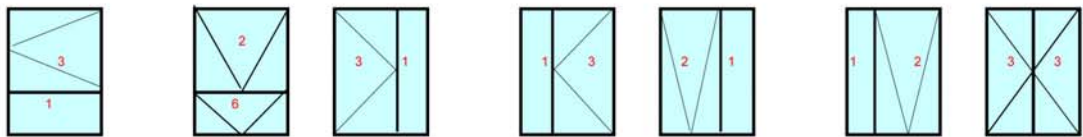
NOTE:- Arrow points to handle not to hinge



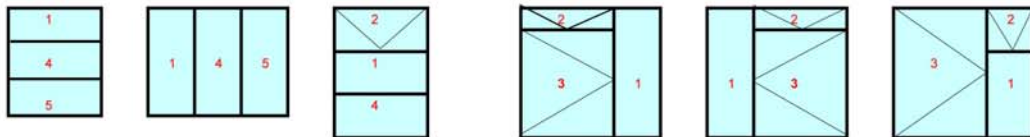
101- FIXED 102- OIP 103- SIDE OPENER LH 104- SIDE OPENER RH 201- 2 PAN FIXED VERT 202- 2 PAN FIXED HORIZ 203- 2 PAN TOV 204- 2 Pan OIP Top Fixed



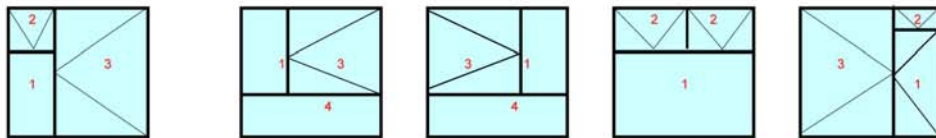
207- 2 Pan Case LH TOV 208- 2 Pan Case RH TOV 210- BOTTOM OPENER INT TOV 211- SIDE OPENER LH INT TOV 212- SIDE OPENER RH INT TOV 213- 2 PAN OIP BTM FIXED 214- 2 PAN TOP SIDE OPENER LH



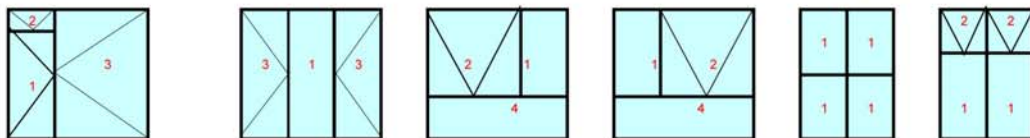
215- 2 PAN TOP SIDE OPENER RH 216- 2 PAN OIP OIP 217- 2 PAN CASE LH 218- 2 PAN CASE RH 219- 2 PAN LH TOP HUNG 220- 2 PAN RH TOP HUNG 221- 2 PAN CASE LH, RH



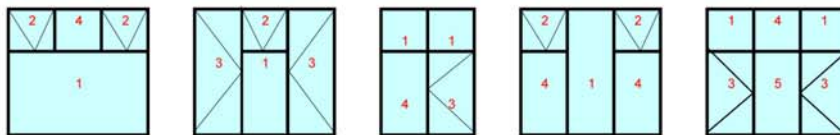
301- 3 PAN FIXED HORIZ 302- 3 PAN FIXED VERT 303- 3 PAN TOV HORIZ 304- 3PAN CASE LH LH TOV 305- 3PAN CASE RH , RH TOV 306- 3PAN CASE LH RH TOV



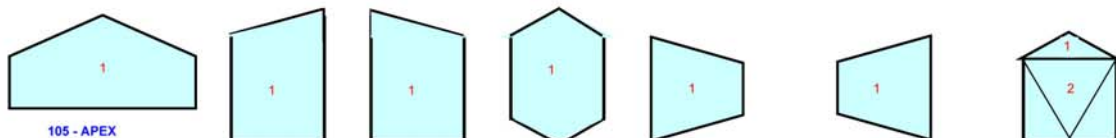
307- 3PAN CASE RH LH TOV 308- 3 PAN TOP RH CASE 309- 3 PAN TOP LH CASE 310- 3 PAN 2 TOV 311- 3PAN CASE RH, LH , RH TOV



312- 3PAN CASE RH, LH , LH TOV 313- 3PAN CASE LH CASE RH 314- 3 PAN TOP HUNG LH 315- 3 PAN TOP HUNG RH 401- 4 PAN FIXED CROSS 402- 4 PAN CROSS 2TOV



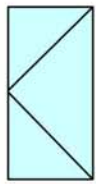
403- 4 PAN 2 TOV 404- 4 PAN CASE LH CASE RH TOV 405- 4 PAN CASE LH 501- 5 PAN 2 TOV 601- 6 PAN CASE LH RH



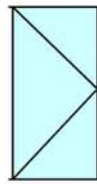
105- APEX 106- OFFSET LH 107- OFFSET RH 108- HEXAGONAL 109- TWIN OFFSET RH 110- TWIN OFFSET LH 222- 2 PAN APEX BTM OIP

ELLBEE DOOR STYLE IDENTIFICATION

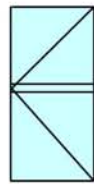
Note:- arrow points to handle not hinge. ALL DOORS VIEWED FROM OUTSIDE



D101-RH



D102-LH



D103 RH T/R



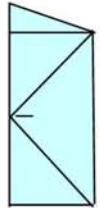
D104 LH T/R



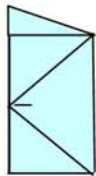
D105 RH
T/R MULL



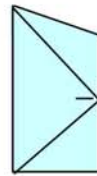
D106 LH
T/R MULL



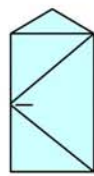
D107 RH
RH OFFSET



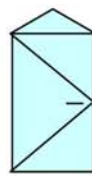
D107 RH
RH OFFSET



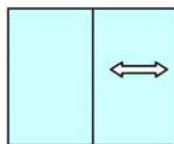
D108 LH
RH OFFSET



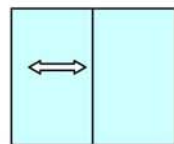
D109 RH APEX



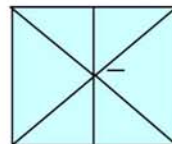
D110 LH APEX



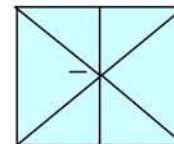
D201 RH PATIO



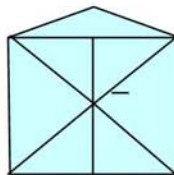
D202 LH PATIO



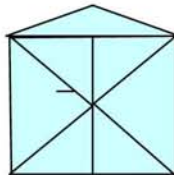
D203 RH FRENCH



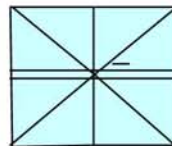
D204 LH FRENCH



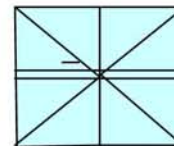
D207 RH FRENCH APEX



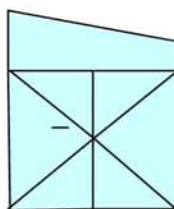
D208 LH FENCH APEX



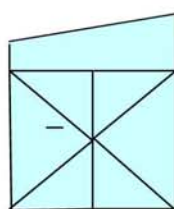
D205 RH FRENCH TR



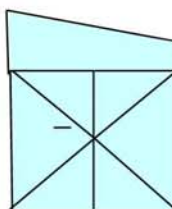
D206 LH FRENCH TR



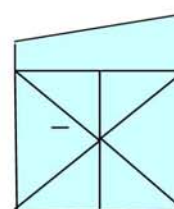
RH OFFSET



LH OFFSET



D211 LH FRENCH
RH OFFSET



D212 LH FRENCH
LH OFFSET



CRYSTAL



VISION



PREMIER



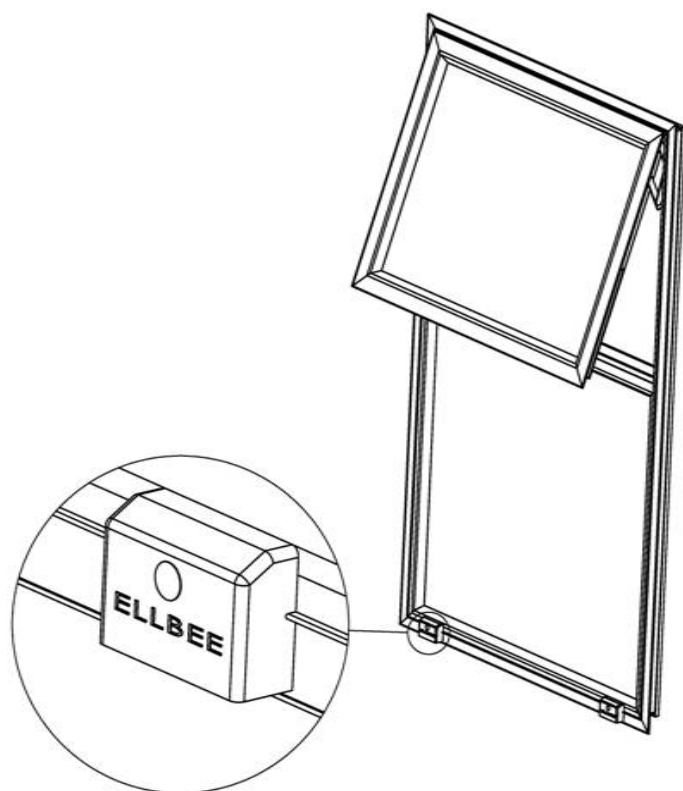
SHIELD

CRYSTAL ALUMINIUM WINDOW SYSTEM

The **Crystal** aluminium window system is the entry level system, used extensively throughout the market. Supply of the **Crystal** system commenced in 1998.

These are finished with either a powder or anodised coating, are single glazed, and are easily identified by the rectangular drain cap on the outside with **ELLBEE** lettering. Internally they have a condensation channel, measuring approximately 15mm wide, a cockspur handle and domestic style friction stays.

This window system is either external or internally fitted. External fitted windows are secured from the outside with screws, internally fitted windows are secured on the inside with clamps and finished off with a white plastic liner and corner caps.

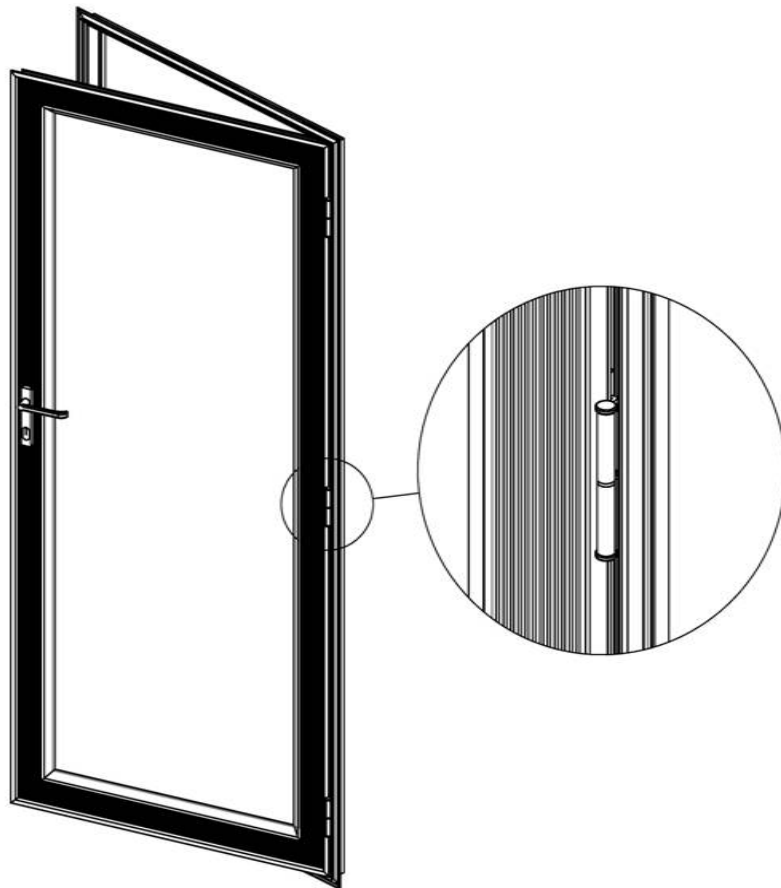


ELITE ALUMINIUM DOOR SYSTEM

The **Elite** aluminium entrance door system is the entry level system, used extensively throughout the market. Supply of the **Elite** door system commenced in early 1992.

These are finished with either a powder or anodised coating and are easily identified by the Handle/hinge and Lock keep and the lock cylinder internal thumb turn usually has **ELLBEE** lettering on it. They can be single or double doors and are usually glazed with patterned, toughened safety glass.

This door system is either external or internally fitted. External fitted doors are secured from the outside with screws, internally fitted doors are secured on the inside with clamps and finished off with a white plastic liner and corner caps.



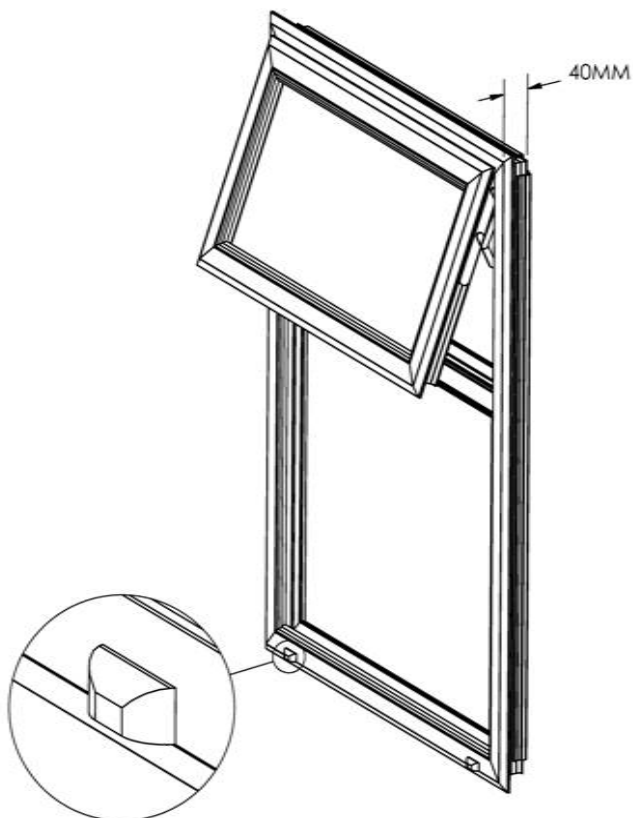
VISION uPVC WINDOW SYSTEM

The **Vision** uPVC window system is currently the biggest selling uPVC system in the market. It is supplied in white and foiled finishes. Supply of the **Vision** system commenced in 2005.

Window and door systems can be identified by the front to back dimension of the uPVC section, the Vision system measures 40mm.

These are predominantly supplied with double glazing, but are also available in a single glazed option. These can also be identified by the external drain cap and the complementary chamfer to the sash and outerframe. Internally these have a push button non-locking handle and domestic friction stays.

This window system is internally fitted, secured on the inside with clamps and finished off with a white plastic liner and corner caps.



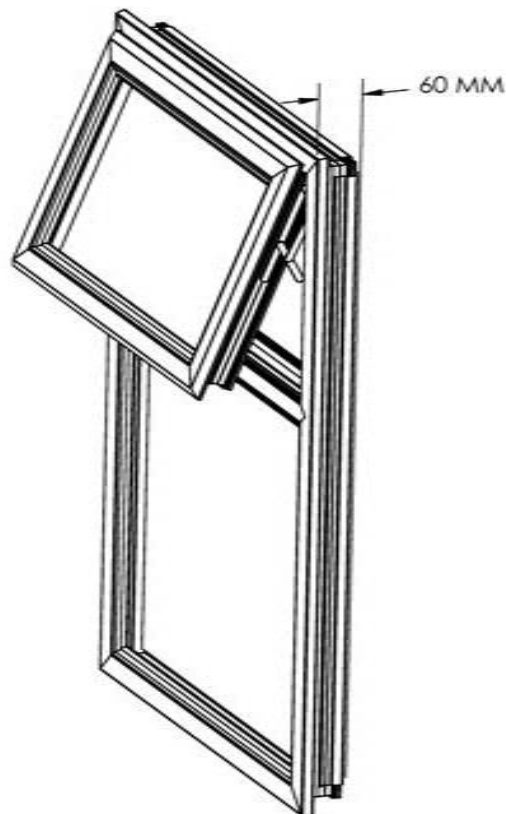
PREMIER uPVC WINDOW SYSTEM

The **Premier** uPVC window system is predominantly used on retail Holiday Homes and is supplied in white and foiled finishes. Supply of the **Premier** system commenced in 2002.

Window and door systems can be identified by the front to back dimension of the uPVC section, the **Premier** system measures 60mm.

These are double glazed and can also be identified by the concealed drainage slot on the bottom edge of the outer frame and the sash has a 40 degrees chamfer to its outside edge, whilst the outer frame has a squarer edge. Internally these have a push button non-locking handle, usually with a night vent moulding and domestic friction stays.

This window system is internally fitted, secured on the inside with clamps and finished off with a white liner and corner caps.



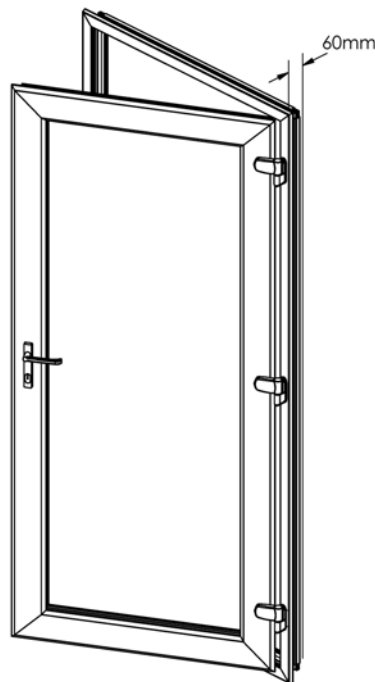
PREMIER uPVC DOOR SYSTEM

The **Premier** uPVC door system is currently our biggest selling uPVC door. It is used to complement the **Vision** and **Premier** uPVC window systems and is supplied in white and foiled finishes. Supply of the **Premier** door system commenced in 2002.

Window and door systems can be identified by the front to back dimension of the uPVC section, the **Premier** system measures 60mm.

These are double glazed and can also be identified by the concealed drainage slot on the bottom edge of the outerframe and the door sash has a 40 degrees chamfer to its outside edge, whilst the outer frame has a squarer edge. They have adjustable 'flag' hinges and internally the lock cylinder thumb turn usually has **ELLBEE** lettering on it.

This door system is internally fitted, secured on the inside with clamps and finished off with a white plastic liner and corner caps.



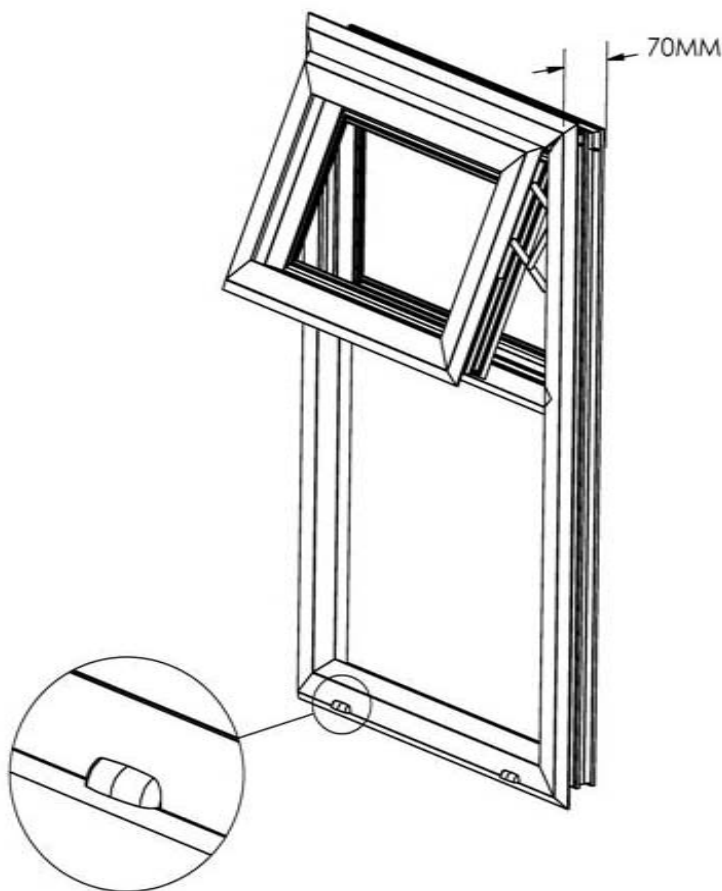
SHIELD uPVC WINDOW SYSTEM

The **Shield** uPVC window system is the **Premium** uPVC window system available. It is predominantly used on twin unit holiday homes, Lodges and Park Homes. Supply of the **Shield** system commenced in 2006.

Window and door systems can be identified by the front to back dimension of the uPVC section, the **Shield** system measures 70mm.

These are double glazed and can also be identified by the external drain cap and the flat angled beading. Internally they have a push button, non-locking, domestic espagnolette handle and domestic friction stays.

This window system is fitted in the traditional domestic method by screwing through the outer frame into the body of the Home.



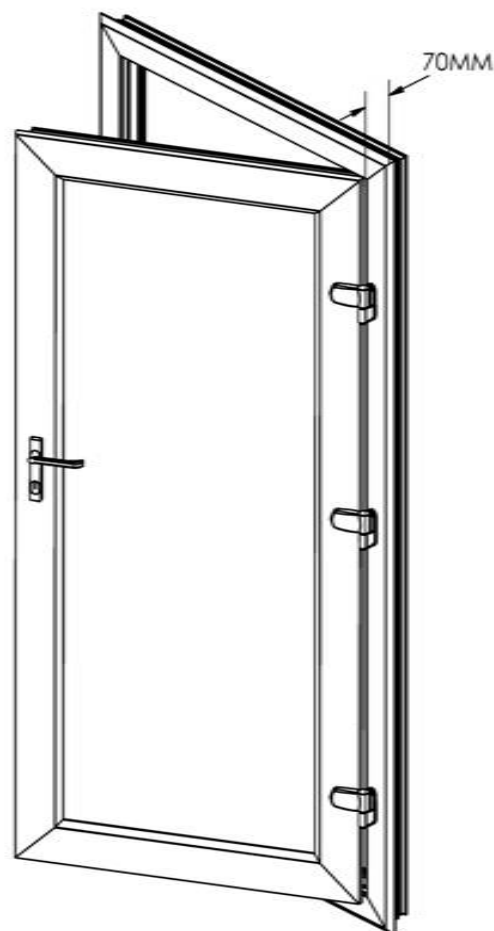
SHIELD uPVC DOOR SYSTEM

The **Shield** uPVC door system is the **Premium** uPVC system available today. It is predominantly used on twin unit holiday homes, Lodges and Park Homes, and is also used for uPVC Patio doors used to complement the **Vision** and **Premier** uPVC systems. Supply of the **Shield** system commenced in 2006.

Window and door systems can be identified by the front to back dimension of the uPVC section, the **Shield** system measures 70mm.

These are double glazed and can also be identified by the external drain cap and have adjustable 'flag' hinges and internally the lock cylinder thumb turn usually has **ELLBEE** lettering on it.

This door system is fitted in the traditional domestic method by screwing through the outer frame into the body of the Home.





***“Working together with customers,
colleagues and suppliers to deliver class
leading service and value”***

Ellbee Ltd. operates a policy of continuous development and improvement.

We reserve the right to change specification. Failure to follow the recommendations set out in our instructions or to install in a manner not approved by the manufacturer may result in all or part of the product guarantee being null and void without prior notice.

'Adjustment' or a Holiday Home that is not correctly levelled are not covered by the 'Warranty'.

Ellbee reserve the right to apply a call out charge if it is deemed that the fault can be remedied by 'adjustment' or that the Holiday home that is not levelled is causing the poor operation.