

USER GUIDE

METAGLAS XL VERTICAL SLIDING WINDOWS

metaglas.

Contents

FOREWORD	2
WARNINGS	4
WINDOW TYPES	5
XEVS TYPE 10-A/D	6
Operating XEVS type A	6
XEVS TYPE 11-A/D	7
Operating the cleaning position	8
XEVS TYPE 10/25-B	10
XEVS type 10-B	10
XEVS type 25-B XL	11
Operating XEVS type B	12
OPTIONS FOR XEVS TYPE A/D	13
FIRST USE	14
CLEANING	15
Cleaning method	15
Cleaning frequency	15
Cleaning agents	16
MAINTENANCE	17
Stainless-steel components	17
Seals	17
Moving parts	17
Motor housing and profiles	17
Periodic maintenance	18
TROUBLESHOOTING AND OPERATION FAILURE	19
CONTACT	20

WARNINGS



CAUTION

Installation, maintenance and service work on the vertical sliding windows must be carried out by MG+ Services. After installation, the windows must be connected by a qualified installer in accordance with NEN 1010.



CAUTION

This manual must be handed to the user to ensure safe use and maintenance of the vertical sliding windows.



CAUTION

Incorrect use of the vertical sliding window may cause serious injury. For this reason, all instructions in this manual must be observed.



CAUTION

You must have a clear view of the window at all times while operating it.



CAUTION

To preserve the functionality of the vertical sliding window, observe the following:

- Do not install screws, drill holes or fit other fasteners in the motor housing or in the frame around the window, as electrical wiring may be located behind it.
- Do not place materials, objects or anything that could cause obstruction in or around the travel area.
- Keep the motor housing clear for maintenance and service.



CAUTION: DANGER TO LIFE!

Never attempt to replace, adjust, repair or move the cables or lifting belts of the vertical sliding windows yourself. They are under high tension. If they come loose, the moving section may fall and cause serious injury. Do not use the window when repair work is required.

WINDOW TYPES

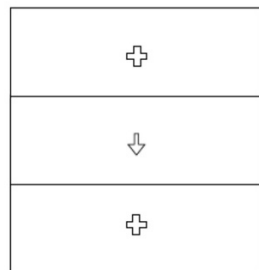
Metaglas vertical sliding windows are available in several configurations. The diagrams below provide an overview of the available window types, together with a brief explanation of each type.



XEVS type 10-A



XEVS type 10-B



XEVS type 10-D

With XEVS type 10-A/D, the upper or middle panel slides downwards. There is always one fixed panel at the bottom. Type XEVS 11-A/D is also available within this range. This version has a special cleaning function that allows the lower panel to be placed safely in a cleaning position for cleaning the glass.

XEVS type 10-B is characterised by a lower panel that slides upwards. There is always one fixed panel at the top. This type is used for applications such as serving counters and walk-through openings. Type B is also available in an XL version (25-BXL), in which the lower panel rises far enough to allow people to walk underneath the open window.

For correct use and operation of your vertical sliding window, refer to the chapter that applies to your window type.

The windows are supplied as standard with hold-to-run control. This means the switch must be held continuously to move the window.

XEVS TYPE 10-A/D

Each window has one or two control switches in the side stile, normally positioned on the right. When two switches are fitted, the upper switch operates the sunshade/insect screen and the lower switch operates the vertical sliding window.



WINDOW CONTROLS

** The illustration above is an example; your window may look different.*

The vertical sliding window is supplied as standard with hold-to-run control. You must keep the control button pressed for the window to move. The window stops immediately when the button is released and stops automatically when the preset end position is reached.

If the window stops while opening or closing, first check whether an obstacle is present in the travel area. After removing the obstacle, operate the window again using the control button.

Do not operate the window continuously for more than 3 minutes. This prevents the motor from overheating.

XEVS TYPE 11-A/D

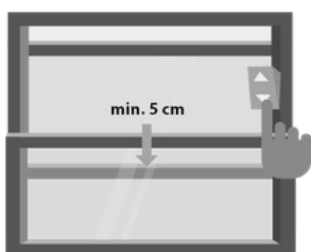
The XEVS type 11-A/D is a variant of the vertical sliding window type A, featuring a specialized cleaning function. This function allows the window to be positioned in a cleaning mode safely and in a controlled manner, facilitating easy cleaning of the glass from the interior. Apart from this, the operation of the window is identical to that of a standard XEVS type 10-A/D.



Cleaning mode functionality

The XEVS type 11-A/D features a cleaning function that enables you to safely tilt the bottom panel partially inward. This makes it possible to clean the window easily and responsibly from inside.

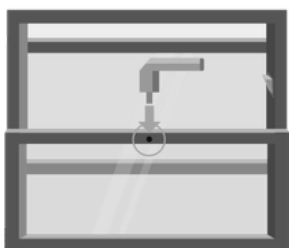
To prevent faults and incorrect use, follow the steps below carefully when using the cleaning function. Furthermore, you may view the accompanying **instructional video** for a clear visual demonstration.



Step 1
Lower the upper window by a minimum of 5 cm.



Step 2
Take the window handle.
Always keep the window handle out of reach of children.



Step 3
Place the window handle into the rosette located at the center of the profile and rotate the handle a quarter turn in a clockwise direction.



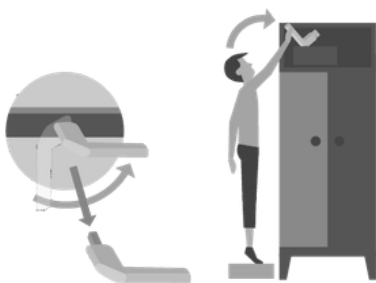
Step 4
Pull the lower panel towards you and allow it to tilt until it reaches its stop.



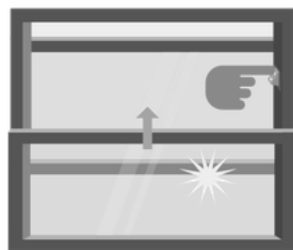
Step 5
Clean the exterior of the lower window. Attach a cord to your wrist and to the end of the squeegee.



Step 6
Push the angled lower window back away from you until it cannot be pushed any further.



Step 7
Rotate the handle back a quarter turn. The window is now secured once more. Detach the window handle from the frame and store it in a safe place.



Step 8
Raise the upper panel again.

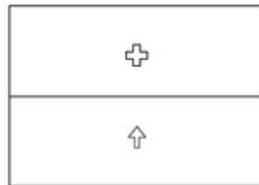


CAUTION

Never pull or force the panel if it does not tilt smoothly or move forwards. Check that the window handle is correctly inserted in the opening and, where possible, check the hinges for obstructions.

XEVS TYPE 10/25-B

Type B vertical sliding windows are available in two versions: standard (10-B) and XL (25-B XL). The following sections explain the points requiring attention and the differences between the versions.



On XEVS type B, the control button is not located in the window side stile. It is mounted separately on a wall near the window. The exact position and design of the control button are agreed with the contractor.

Do not operate the window continuously for more than 3 minutes, to prevent the motor from overheating.



CAUTION: DANGER TO LIFE!

Type B vertical sliding windows do not have infrared sensors as standard, although this safety feature can be fitted as an option. You must have a clear view of the window whenever it is opening or closing to prevent trapping hazards. Do not allow yourself to be distracted while operating the window.

XEVS type 10-B

The standard type B vertical sliding window has a lower panel that slides upwards, for example for use as a serving counter. These windows are not intended to be walked underneath.

The moving panel is fitted with a fall protection device. If a fault occurs, the panel will therefore not fall from the open position.

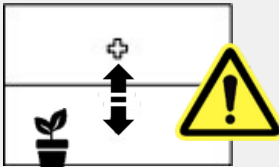
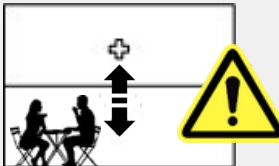
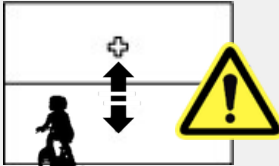
This type can be fitted with locking claws in accordance with the Dutch Police Residential Security certification (Politiekeurmerk Veilig Wonen). The window is then locked at several points and has enhanced burglary resistance. A locked window cannot be operated. Only lock the window when it is fully closed, never while it is opening or closing.

XEVS type 25-BXL

The XL version of the type B vertical sliding window is designed so that the lower panel rises far enough to allow people to walk underneath safely. When fully open, the clear passage height is at least 2 metres. The XL type is also available as type 25-AXL, in which the upper panel slides downwards.

These windows are not fitted with safety sensors. It is therefore essential to maintain a clear view of the window while opening and closing it, to prevent trapping hazards. Do not allow yourself to be distracted during operation.

The moving panel is fitted with a fall protection device. If a fault occurs, the panel will therefore not fall from the open position.

	CAUTION
	With type B vertical sliding windows, where the lower panel moves upwards, make sure that no people or objects are underneath or close to the window while it is being operated.
	The windows are specifically designed to allow people to walk beneath the open sliding panel. Never place objects under the panel, sit underneath it or allow children to play there.
	Ensure that children and unauthorised persons cannot operate the control button.

OPERATING XEVS TYPE B

The control switch for a type B vertical sliding window is mounted on the wall next to the window as standard.

This window type is equipped exclusively with hold-to-run control. To open or close the window, keep the control button pressed. The movement stops immediately when the button is released. The motor stops automatically when the moving panel reaches the preset end position.

Keep the control button pressed until the panel has stopped completely. If the panel stops before reaching the end position while the motor can still be heard, stop operating it immediately. The window may have jammed because a safety mechanism has activated or an object is blocking it. Contact MG+ Services immediately.

During prolonged continuous operation (approximately 3 minutes), the motor may activate its thermal protection. The window will then be temporarily inoperable and the motor will not be audible. Allow the motor to cool for approximately 20 minutes before operating the window again.



CAUTION: DANGER TO LIFE!

XEVS type B windows are not fitted with safety sensors. You must have a clear view of the window whenever it is opening or closing to prevent trapping hazards. Do not allow yourself to be distracted while operating the window.

OPTIONS XEVS TYPE A/D

- These types can be fitted with locking claws in accordance with the Dutch Police Residential Security certification (Politiekeurmerk Veilig Wonen). The window is then locked at several points and has enhanced burglary resistance.

A locked window cannot be operated. Only lock the window when it is fully closed, never while it is opening or closing.



- Vertical sliding windows can be supplied with various options, such as an integrated sunshade or insect screen. Regardless of the selected options, the windows are fitted as standard with a control switch in the right-hand stile.
- Type A/D vertical sliding windows can be fitted with infrared safety sensors in the side stiles at the level of the centre seal. The sensors help prevent trapping. The window stops opening or closing automatically as soon as the infrared beam is interrupted.



CAUTION

The safety sensors operate only horizontally at the height at which they are installed in the side stiles. You must always maintain a clear view of the window while opening or closing it to prevent trapping in areas without sensors, such as above the moving panel.



CAUTION

On type A vertical sliding windows, where the upper panel moves downwards, there are no sensors at the top. When closing the window, you must therefore keep your attention focused on the top of the window at all times to prevent trapping.

FIRST USE

When your vertical sliding window is first used, protective films or stickers containing important information may be present. To prevent damage, do not remove protective films until all building and painting work in the property has been completed. Do not remove stickers containing safety, operating or product information.

Before first use, clean the window thoroughly with non-corrosive, pH-neutral cleaning agents. Do not remove stickers containing operating instructions or product information.

CLEANING

Metaglas façade elements are anodised or finished with a coloured coating. This finish forms a strong and durable protective layer, giving your façade element a long service life under normal conditions.

Maintaining this quality depends on regular and correct cleaning and maintenance. Removing dirt and other contaminants in time prevents acids, salts and other aggressive substances from damaging the protective layer and shortening the service life of the façade element.

Correct and timely cleaning and maintenance are also important for retaining the warranty on your façade element.

Cleaning method

Regularly clean the glass and aluminium profiles of your window, door or façade element with a soft cloth and mild cleaning agents. Also clean the sealant joints, glazing seals and fittings, including hinges, handles and telescopic stays. If necessary, rinse with clean water and dry everything with a soft cloth.

Cleaning frequency

It is essential to follow the cleaning frequencies outlined below for your facade element. More frequent cleaning will undoubtedly enhance the longevity of your facade element.

Coastal areas	a minimum of 2-3 times annually
Industrial areas	a minimum of 2-3 times annually
Other areas	a minimum of 1 time annually

Cleaning agents

Cleaning agents must not damage or attack the façade element. Use a soft cloth. Only neutral, non-abrasive products with a pH value between 6 and 8 are permitted; check the product label. Never use solvents, brushes, filling knives or other blades, scouring pads, sandpaper or any other items that could damage the product. Pressure washing may also cause damage.

Use a suitable cleaning aid that allows both the inside and outside of the window to be reached easily. An adjustable handle or pivoting cleaning tool enables the surface to be cleaned evenly and efficiently, including hard-to-reach areas.

Always work from top to bottom and ensure that dirt is removed rather than spread across the surface. Wipe the surface with a clean, dry cloth to prevent streaks. Regular cleaning contributes to a longer service life and ensures the window continues to look its best. An example of a suitable cleaning tool is shown below.



MAINTENANCE

Most components of your Metaglas vertical sliding window, such as the glass, sealant and profiles, are maintenance-free and mainly require regular cleaning. To ensure a long service life and reliable operation, however, certain components must be maintained periodically. The applicable maintenance instructions are set out below.

Stainless-steel components

Stainless-steel components such as escutcheons, handles, cover caps and rails must be cleaned regularly. Under certain conditions, light discolouration known as tea staining may occur on stainless steel. This does not affect the quality or safety of the product.

Rubbers

Maintain the suppleness of rubber by regularly applying acid-free petroleum jelly.

Moving parts

Clean and lubricate all moving parts regularly. Pivot points and other rotating parts must be lubricated with an acid-free, non-hardening oil. Do not place materials, objects or other items in or around the window travel area.

Motor housing and profiles

Always keep the motor housing clear for maintenance and service. To preserve the functionality of the window, do not install screws, drill holes or fit other fasteners in the motor housing or window profiles.

Periodic maintenance

To maintain the functionality and safety of your vertical sliding window, we recommend annual servicing by MG+ Services. A maintenance contract can be offered without obligation.

Periodic maintenance is optional in most cases. We nevertheless recommend it to ensure long-term, trouble-free use of your product.

For type B XL vertical sliding windows in which the lower panel moves upwards, such as a walk-through opening, a mandatory maintenance contract is required to ensure safety.

A periodic maintenance inspection includes, among other things:

- checking opening, closing and the end stop
- visually checking the suspension and drive system

If deviations or wear are identified during the inspection, the affected components will be replaced or repaired. Components not covered by the warranty, as described in the warranty statement, will be charged.

CONTACT MG+ SERVICES

Would you like to arrange a maintenance contract or submit a service request? Contact MG+ Services:

MG+ Services
4004 LM Tiel
+31 0344 750 400
service@mgplus.nl
www.mgplus.nl

[Submit service request](#)

Your window may occasionally fail to respond temporarily. In most cases, you can resolve the issue yourself. The possible causes and solutions are listed below. If the window still does not work after these checks, contact MG+ Services.

No power supply

The window is connected to the mains supply. Check whether it is still receiving power, for example by checking the power supply and fuses.

Motor overheating

Frequent or continuous operation may cause the motor to become hot. To prevent damage, the motor switches off temporarily. Allow it to cool for 20 to 30 minutes, after which the window can be operated again.

Interrupted infrared beam

A person or object is located between the safety sensors. Remove the person or object so that the infrared beam is no longer interrupted. You can then operate the window again.

Dirty safety sensors

The safety sensors in the side stiles are dirty. Carefully clean both sensor plates with a clean, dry cloth. The sensors have protective plates, one matt and one clear. The window can be operated again after cleaning.

If you have any questions after reading this user manual, contact the contractor responsible for your home or building, your housing association or MG+ Services.

Metaglas products are supported by the MG+ Services service company, which is responsible for service, maintenance and support.

We hope you enjoy the convenience and living comfort provided by your vertical sliding windows.

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