

Overview

This standard is concerned with maintenance work on windows, doors or conservatories. You will need to dismantle windows, doors or conservatories before undertaking maintenance. You will need to undertake maintenance using the correct materials and then reinstate and restore the system to full operation.

This standard is for you if you work in the Fenestration and Glazing Industry and are involved in on-site maintenance and repair work

Performance criteria

You must be able to:

1. identify maintenance and repair work required and possible solutions
2. confirm maintenance and repair work is within own level of expertise and area of responsibility
3. identify and remove fixtures and fittings which prohibit maintenance and repair work following safe working practices and regulatory requirements
4. store removed fixtures and fittings following standard operating procedures (SOPs)
5. remove material from installation using methods and equipment that cause minimum damage to surrounding structure
6. identify, select and use materials for maintenance and repair that are fit for purpose and meet customer requirements
7. identify, select and use tools and equipment that complete maintenance and repairs to meet specifications and in line with regulatory requirements and SOPs
8. carry out maintenance and repairs within timescales acceptable to all parties
9. insert and remove any structural supports or temporary measures required to support or protect installations during maintenance or repair
10. apply finishing materials so they are solid, level and comparable with existing surfaces
11. replace and secure fixtures and fittings removed during maintenance and repair to meet specifications
12. check glazing components function to meet specifications
13. remove surplus materials and debris from site and dispose of them following SOPs and in line with legislation and regulatory requirements
14. give relevant information to customers about maintenance and repairs carried out, giving them the opportunity to ask questions and seek clarification
15. complete necessary records following SOPs and in line with organisational procedures

Knowledge and understanding

You need to know and understand:

1. differences between maintenance and repair
2. how to assess requirements and decide on actions needed
3. actions taken if hazardous materials are exposed during dismantling to minimise periods during which installations cannot be used
4. regulations and legislation relating to the exposure of hazardous materials and any required reporting procedures
5. how to inform customers of further actions required if repairs are only temporary to include timescales and restriction of use
6. why it is important to remove materials and debris from sites after completing work in line with regulations and organisational procedures
7. problems that can occur with maintenance work and how these might be overcome
8. different types of maintenance or repair work carried out on products
9. how to identify replacement parts or components needed for maintenance or repair work
10. how to remove defective parts to avoid damaging installations and why this is important
11. systems for recording work undertaken and information that must be included
12. how to select finishing materials to be used to match existing finishes

GQAFEN13



Maintain and repair windows, doors or conservatories

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Relevant Occupations Glaziers Window Fabric and Fitters

Suite Glazing

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