



WINDOW HANDLES & RESTRICTORS

FOR MENTAL HEALTH

Independently anti-ligature tested –
perfectly balancing practicality, safety and security.

SAFEHINGE[®]
PRIMERA

WELCOME TO SAFEHINGE PRIMERA

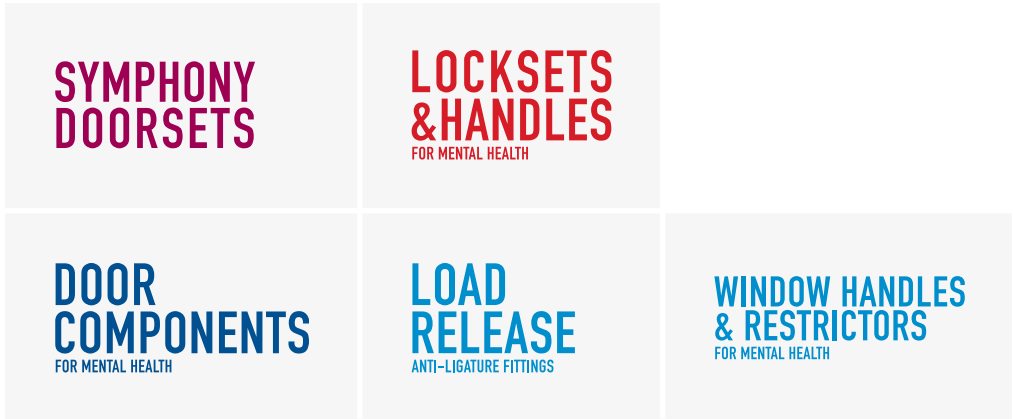
We're the market leader in anti-ligature and anti-barricade locksets and other specialist products for Mental Health environments. In 2016, Primera joined Safehinge, combining our award-winning design and engineering teams to drive innovation and raise the standard of safety, design and durability in Mental Health.

Since 2005, we've worked closely with NHS and private healthcare providers to improve lives and keep both staff and service users safer. Today, we're proud to work with more than 80% of NHS Trusts, plus numerous private providers and residential care homes across the UK.

Because we're a team of designers, engineers and product specialists, we approach problems from first principles and listen carefully to customers' needs. We then prototype, test, gather feedback and improve. This process resulted in our flagship product – the barricade override lockset – which gives staff access even when a service user holds the turn/pull, or a keyway is blocked or damaged.

We've always believed that good design makes a significant contribution to the smooth running of care facilities and the recovery of service users. That's why we also take an active part in creating better Mental Health recovery environments through our role on the Board of the Design in Mental Health Network.

We thank you for considering our products.





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OUR APPROACH TO WINDOW SAFETY

Customers often tell us how important a bedroom window is to a service user. It frames their view and normalises their surroundings. To maintain that normality, windows need to look residential and non-institutional – but also be safe and able to withstand extreme abuse. Luckily, we've addressed both challenges.

Thanks to our passion for research-led design, we've developed a range of **practical** window handles and restrictors that combine **safety** and **robustness**.

And because safety is our number one priority, each product is **independently tested** to ensure total compliance and the **highest standards** in anti-ligature assessments using the TS001 specification from the Door & Hardware Federation.

MEETING MULTIPLE NEEDS

Modern Mental Health units are often used alongside older buildings adapted from previous use. So window safety products must be **flexible** enough to suit every style, from traditional windows to contemporary tilt-and-turns, in **timber**, **aluminium** and **PVCu**.

Our window products are specifically designed to meet **multiple needs on the same site**. So they blend in to any backdrop to provide **seamless safety** for staff and service users alike.

WINDOW HANDLES

Our range of window handles give service users the **perfect balance of access and security**. And our expertise helps designers and clinical teams choose the right option for every project.

Sliding windows are the preferred option for today's new-build bedrooms, with conventional windows fitted elsewhere. By comparison, if a building is being repurposed, it's often just the **existing window handles** that are replaced and retrofitted. Whatever the project, we work closely with major manufacturers to maximise safety by supplying suitable **anti-ligature handles**.

WINDOW RESTRICTORS

Windows in existing buildings are often identified as a risk. So our **retrofit restrictors** deliver appropriate safety levels without replacing the window itself, **reducing costs** and **minimising service user disruption**. For new builds, designing out risks with sliding windows is the ideal scenario – but isn't always within budget. That's why we work with manufacturers and contractors to provide **safe and cost-effective retrofit** window restrictors.

Our **two-part window restrictors** are available off-the-shelf in four sizes, suitable for windows vents up to 1400mm. They are suitable for lower risk environments.

For larger windows, higher risk environments, or where the existing windows are old and can flex with extreme force, our made-to-measure **three-part restrictors** are designed to provide superior robustness and safety. They also reduce the opportunity for contraband to be passed into rooms.



ANTI-LIGATURE WINDOW HANDLES

- ✓ Anti-ligature (DHF TS001)
- ✓ Hygienic
- ✓ Easy-grip handle
- ✓ Robust
- ✓ Easy to maintain
- ✓ Anti-tamper fixings
- ✓ For espagnolette locking windows
- ✓ For side and top opening windows
- ✓ Options for timber, PVCu and aluminium frames

Thanks to meticulous design and thorough testing, we've combined soft lines and attractive finishes with safety and robustness – creating a range of handles suitable for every project.

Safety is our priority. That's why we **independently tested** all our handles using the TS001 specification from the Door & Hardware Federation – and why they all passed at the highest level (A4), rejecting multi-directional 0.5mm ligature attachments. When using a lever fitting, the convertible handle passes at B4 rating.




As well as offering **anti-tamper fixings**, rounded corners, and chamfered edged back-plates, our window handles are **robust** and designed to withstand day-to-day use in **abusive environments**.

Manufactured from die-cast zinc and solid steel plate, they're finished in **satin stainless steel** and can also be **RAL powder-coated** to match any design scheme.

Our flexible range includes locking handles for all levels of access and security – allowing designers and clinical teams to choose the perfect level for each project.

Key

Compatible with locks using:

-  Lifeline key
-  Passport key
-  Espagnolette lock

Suitable for frames of:

-  Aluminium
-  Wood
-  PVCu



LIFELINE KEYWAY PR-8PHS6-LL



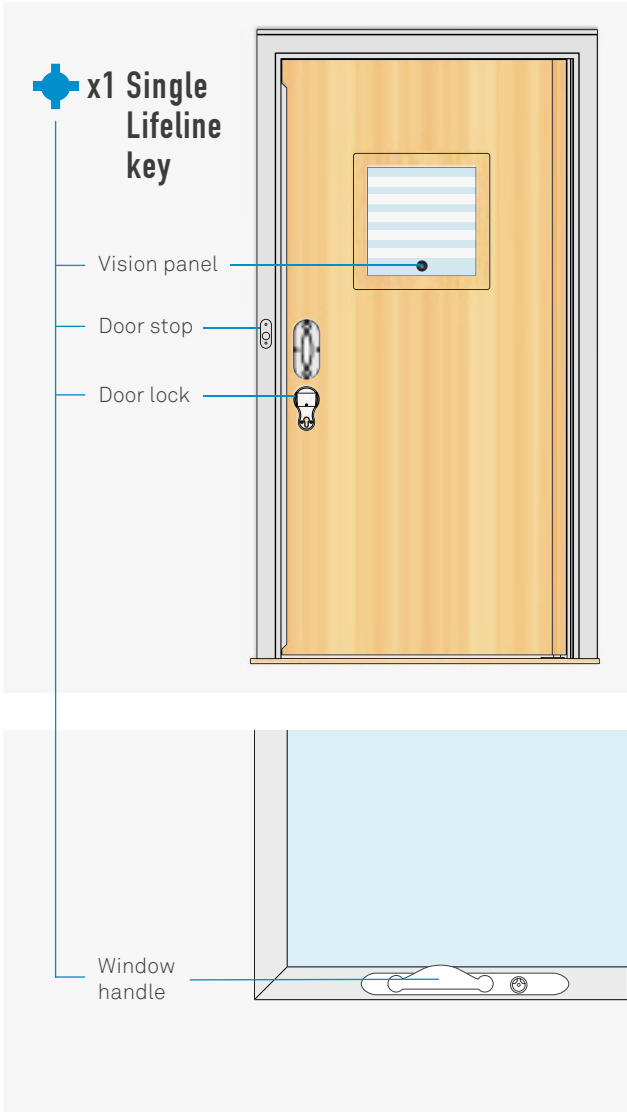
Our Lifeline system uses a special, **staff-only key**, limiting the potential for service users to operate windows on their own. So it keeps windows operational and **reduces maintenance issues** and costs. Plus staff stay in full control of window use at all times.

The **anti-tamper** staff-only key can be used across multiple platforms, including anti-barricade doorstops, locksets and vision panels. This means fewer keys on the ward, which improves security and reduces the number of keys carried on staff key chains – **making things simpler** and reducing the institutional sound of jangling keys.

ONE-KEY ACCESS WITH LIFELINE



Combining safety with convenience, the same window key can be used to operate every locking mechanism on the **Symphony doorset**. It means staff need just one key to operate the **door lock, vision panel, anti-barricade door stop** and **window**.



INTUITIVE AND CONVENIENT

The perfect blend of **speed** and **simplicity** makes the job simpler for staff. It's **easy to learn**, especially for agency workers, and improves **speed of access** in stressful situations.

NON-INSTITUTIONAL

Service users say the jangling of keys on the ward reinforces **feelings of imprisonment**. Our one-key system means fewer keys – reducing anxiety and **promoting recovery**.

ENHANCES SECURITY

With just one key to carry, the risk of **lost or stolen** keys is reduced. Plus, the patented Lifeline key is only available from Safehinge Primera, minimising the risk of illicit online purchases and ensuring only staff can operate locks – enhancing **security and privacy**.

PERFECT HARMONY

The Lifeline closed keyway lockset works perfectly with the **Symphony doorset**. Contact us to find out more and discuss the doorset that's right for you.

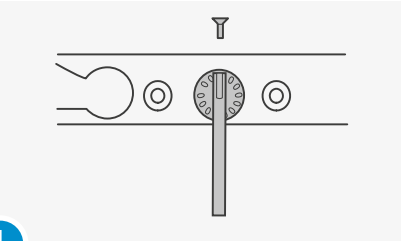
HANDLES

CONVERTIBLE PR-8PHS6-CESP

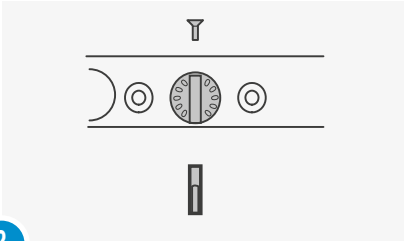


The lock can easily be converted from staff-controlled to user-controlled – and back again. This allows staff to decide who has window privileges, providing **simple flexibility** on the ward.

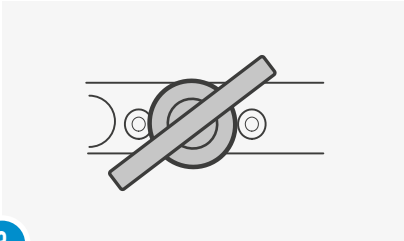
In staff mode, a key is needed to operate the small turn-rose, which provides **insufficient grip** to be turned manually. This gives staff complete control over window operation – maintaining both security and **service user safety**.



1 Remove anti-tamper screw and remove user-controlled handle



2 Insert filling plate, securing with screw



3 The handle can only be operated by the staff key once converted



STANDARD PUSH/PULL

PR-8PHS1-STD

- For unlocked windows
- Service users can operate own windows, restoring dignity
- Ideal for use with hold-closed magnets (see page 19) and for use with horizontal or vertical sliding vents



CAMLOCK

PR-8PHS4-CAM

- Typically supplied keyed alike for convenience, but can be keyed-to-differ
- Solid 3mm cam arm for security
- Compatible with magnetic hold-open window kits (see page 19)





WINDOW RESTRICTORS

- ✓ Anti-tamper fittings
- ✓ Keyless operation
- ✓ Corrosion-resistant
- ✓ Finished in any RAL colour
- ✓ Top or side-hung vents
- ✓ Anti-ligature (DHF TS001)
- ✓ Robust
- ✓ Suitable for PVCu, timber and aluminium frames
- ✓ Wide range of sizes, or made-to-measure

Balancing a therapeutic and homely environment with window safety poses unique challenges in Mental Health units. Open windows provide an opportunity for escape, to throw objects, or pass contraband. Yet permanently closed windows limit fresh air, which is essential to aid recovery.

That's why we designed our window restrictors to address specific Mental Health requirements. And it's why they're robust and safe, yet also offer flexibility and maximise air flow.

Our made-to-measure three-part restrictors are designed to the meet specific requirements in higher risk environments, while our two-part restrictors are suitable for low risk situations.

Southern Health NHS Trust Foundation

Following an incident where a service user forced a window restrictor beyond a maximum of 100mm, Southern Health looked for a more robust window restrictor to create a safer environment. Over a period of eight months, we worked across multiple sites supplying hundreds of two-part and double-vent restrictors for windows of differing styles, sizes, frames and colours.



THREE-PART RESTRICTORS

For challenging scenarios, we've developed a three-part window restrictor, supplied as a bespoke product to meet specific project requirements.

They can be colour matched to any décor, blending into the building's exterior to create a **non-institutional aesthetic** that aids recovery.

SUPERIOR IMPACT RESISTANCE

Specifically designed to provide higher security, the restrictor provides **superior impact resistance**. So it's safe to use in abusive environments and **increases safety and security** without needing to replace existing windows.

MAXIMISES VENTILATION

After best practice and customer feedback, we carefully designed the restrictors to allow **as much ventilation as possible** without compromising on safety.

MINIMISES CONTRABAND

The durable three-part restrictor **eliminates large gaps**, ensuring contraband can't easily be passed through. The result? Safer wards, peace of mind for clinical staff and better care for service users.

ROBUST

Manufactured from steel and **treated to resist corrosion**, the restrictors have multiple fixing points. So they're durable and designed to withstand **high levels of service user abuse** – maximising their lifespan.



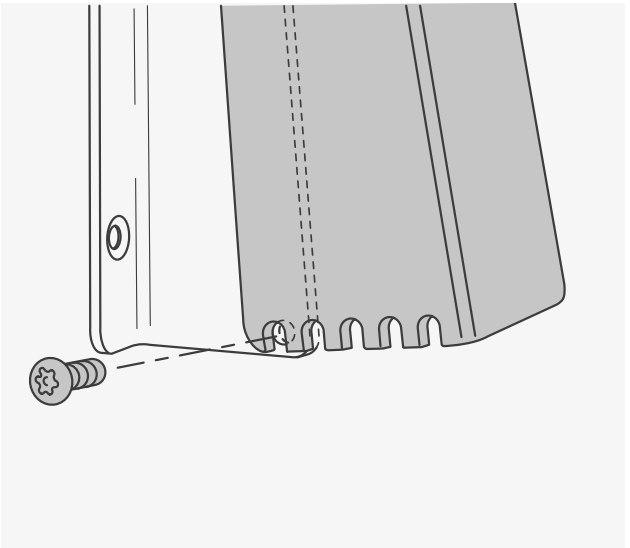
TWO-PART RESTRICTORS

Our two-part, fully-adjustable steel restrictors are strong and anti-ligature. Load and impact tested, they're ideal for lower risk environments.

Manufactured in 3mm steel, each restrictor is treated to **resist corrosion**, extending its lifespan and reducing future replacement costs.

The slim and **unobtrusive restrictors** can be colour matched to any decor for a **non-institutional aesthetic** that helps aid recovery.

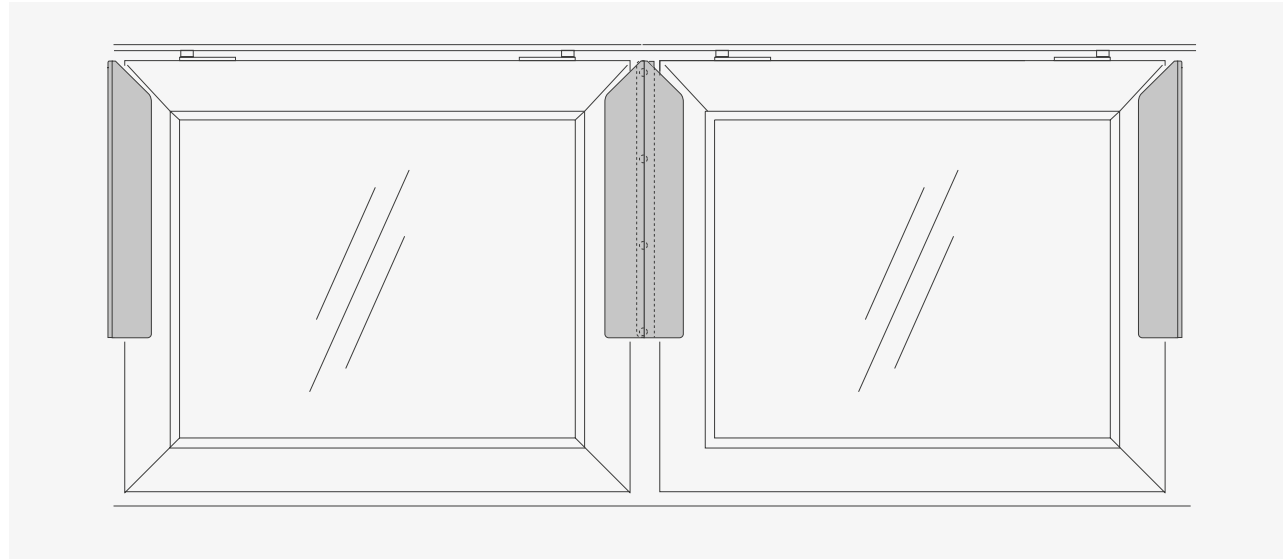
Bolt-through options for more challenging environments are available.



Leeds NHS Trust

Leeds General Hospital wanted to keep service users safer with new window restrictors, while **preserving the building's appearance**. We colour-matched the hospital's existing dark brown window frames and **powder-coated** the restrictors. This allowed them to blend in, **preserving the building's style** without compromising service user safety.

DOUBLE-FLANGED RESTRICTORS



Our double-flanged restrictor is ideal where paired window vents sit close together. It allows both sides of each opening vent to be restricted, preventing weak spots or twisting forces that could compromise security and service user safety.

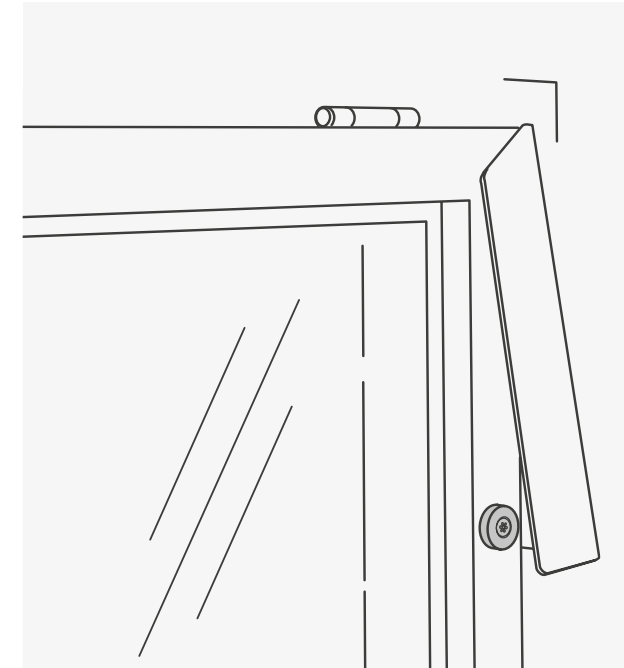
Fabricated from **3mm steel** for strength and surface treated to **prevent corrosion**, our restrictors are designed for ease of maintenance. They also match the discreet style of our single-vent restrictors for consistency and **improved aesthetics**.

Available in a full range of RAL colours, our restrictors fit vents of differing sizes. **Bespoke options** can also be made for other window configurations, allowing protection of almost every window style.

Double-flanged restrictors are appropriate for communal areas where observation is possible, to minimise the risk of service users creating a ligature point by passing a cord round the frame between windows.

Suitable where the gap between vents is between 15 and 50 mm.

HOLD-OPEN MAGNETS

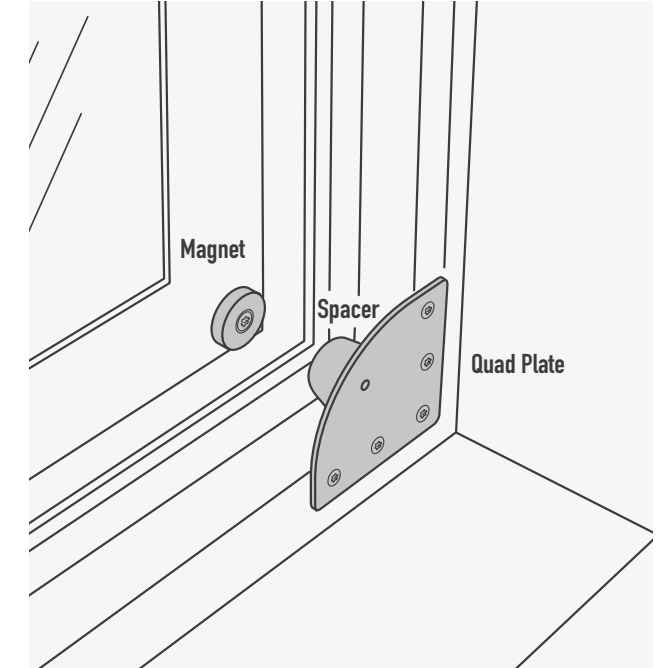


If windows need to be held open, our magnetic solution **avoids the ligature risks** of window stays, protecting service users from self-harm.

Small but powerful, our magnets require no power, making installation **quick and inexpensive** with minimal disruption. And with no moving parts, there's nothing to break and **no maintenance problems**.

- Trial kits for on-site testing
- Quick and simple to install

HOLD-CLOSED MAGNETS



During refurb, existing windows often need updating – for example, removing **casement stays**. Hold-closed magnets offer a functional alternative that keeps windows firmly shut.

Hold-closed magnets are always made to measure, due to the differing space between vent and inner frame. We're always happy to offer **specification assistance**.

- For windows without espagnolette locks
- Ideal for refurbishing old windows
- Ideal substitute if no locking mechanism is available



TECHNICAL AND SPECIFICATION INFORMATION

At Safehinge Primera, we specialise in the design and manufacture of anti-ligature products. Because our products are designed to save lives, and are widely used in Mental Health units, we take technical compliance very seriously.

In the absence of formal British Standards for anti-ligature products, the Door & Hardware Federation has drawn up a method of classifying fixed and load-release devices. This specification – TS001 – has been adopted for independent ligature risk assessment.

We use this specification to **independently test** and classify our anti-ligature hardware, with all our **products passing at the highest level** in their respective categories. Testing is **rigorous, measurable** and **repeatable** – so it's a reliable part of your product assessment process.

The result is **total compliance** and products which reduce the risk of self-harm, without sacrificing durability or aesthetics.

This section provides an overview of our technical information, plus details on how to specify and purchase our products.

For more in-depth technical information, including user manuals and installation advice, please visit our website: www.shp.help/tech

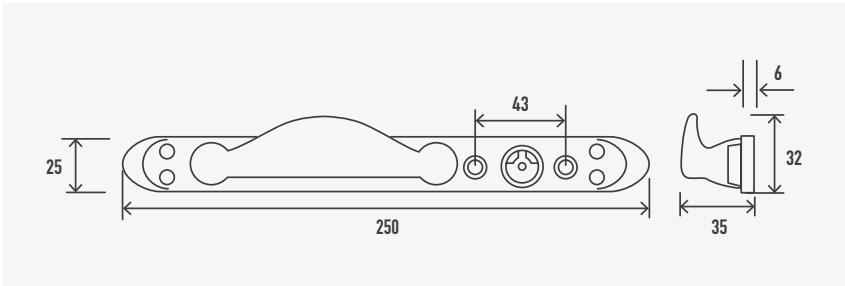
PRODUCT SAFETY

At Safehinge Primera, safety is our number one priority. That's why all our products are rigorously designed and tested to the highest standards and come complete with a warranty. It's also why the specifier should always check the suitability of the product for their application, and always follow the instructions in our technical manuals.

WINDOW HANDLE DIMENSIONS

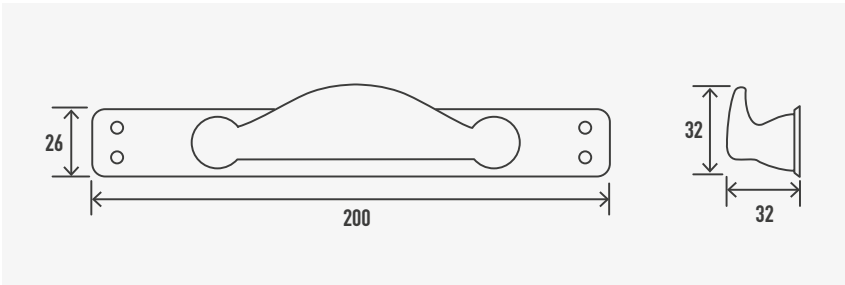
LIFELINE CLOSED KEYWAY

PR-8PHS6-LL,
Key: PR-7320-LLZ-BK



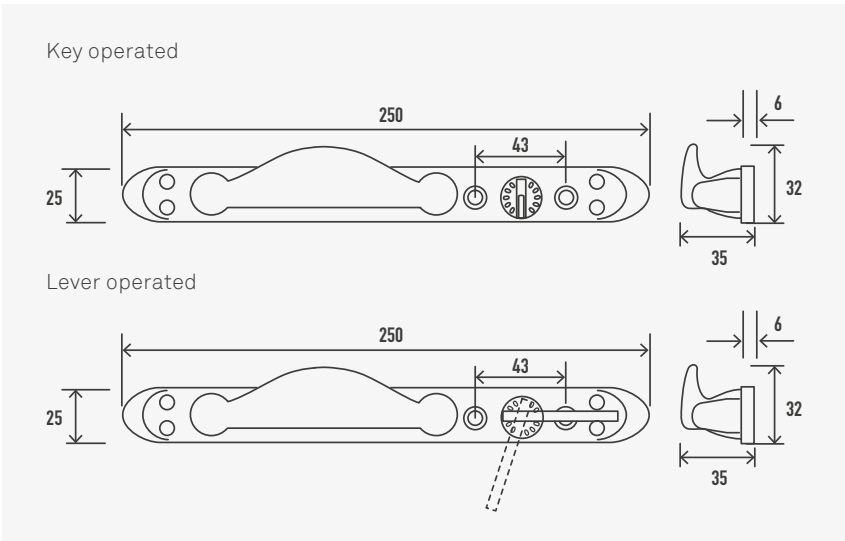
STANDARD PUSH/PULL

PR-8PHS1-STD



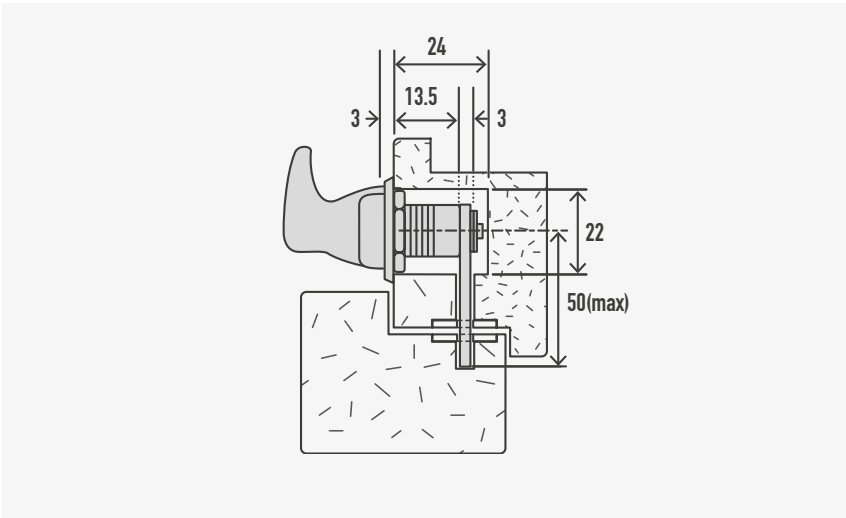
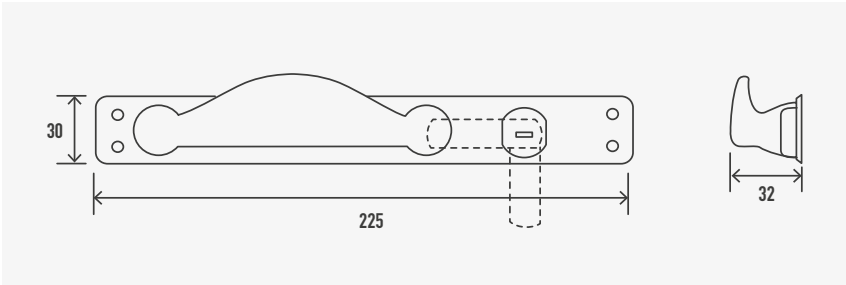
CONVERTIBLE

PR-8PHS6-CESP



CAMLOCK

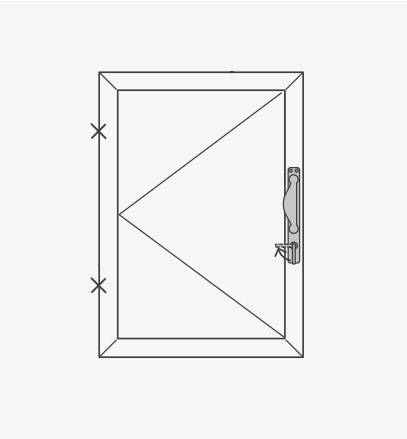
PR-8PHS4-CAM
(2 keys included)



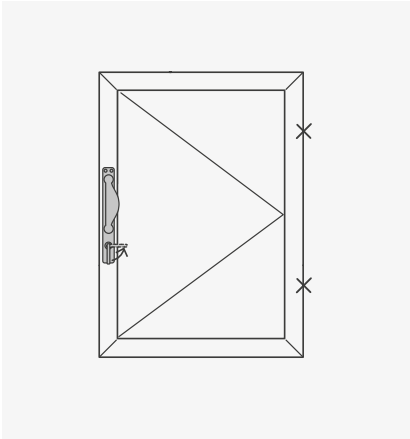
WINDOW HANGING

Viewed internally

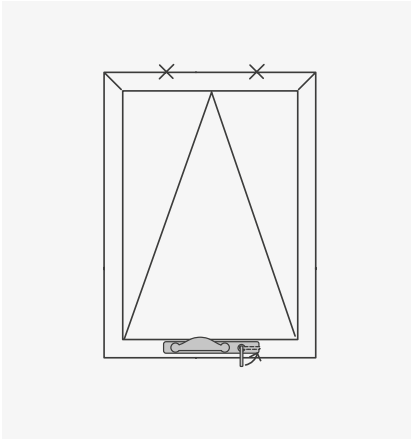
Side hung (left)



Side hung (right)

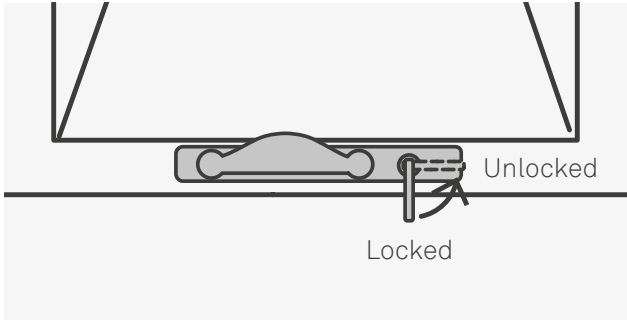
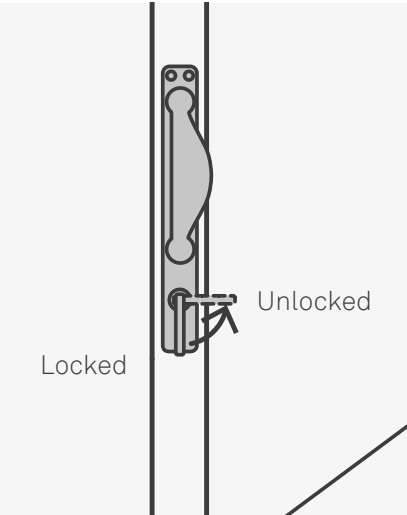


Top hung



HANDLE ORIENTATION

The handle must be positioned with the curved grip area directed towards the glass.



WINDOW RESTRICTOR DETAILS

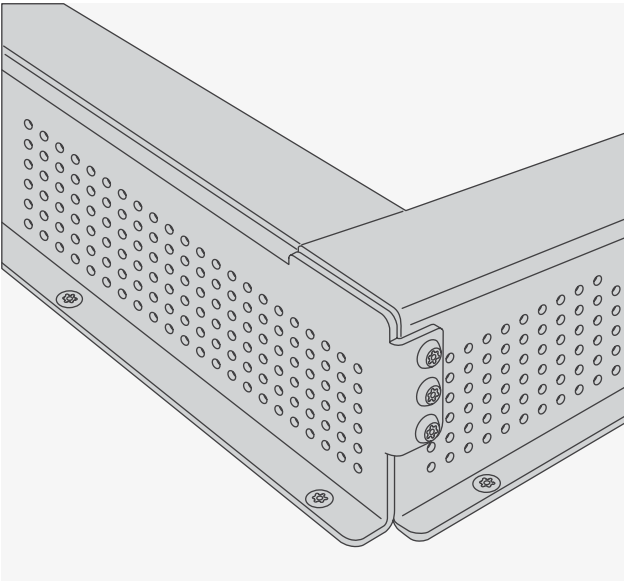
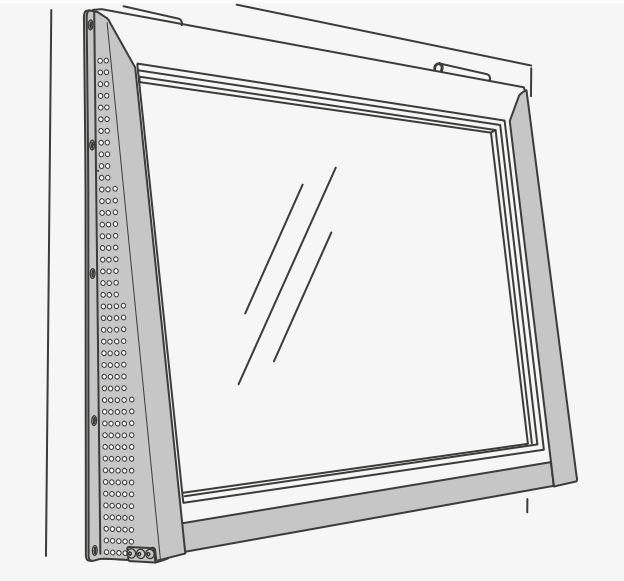
TWO-PART PRODUCT CODES

VENT SIZE	RESTRICTOR LENGTH (MM)	PRODUCT CODE	HANGING
300mm – 600mm	225	PR-8WR225-	L (left) R (right) D (top)
600mm – 800mm	340	PR-8WR340-	
800mm – 1100mm	450	PR-8WR450-	
1100mm – 1400mm	650	PR-8WR650-	

Eg PR-8WR225-D

This table is for guidance only and should be verified by your delivery partner. For vents in excess of 1400mm, or for further information, please get in touch.

THREE-PART RESTRICTORS



HOW TO SPECIFY AND BUY

As award-winning product developers and manufacturers, we supply our products both directly and through specialist distribution partners. These specialists can assist you in the specification process, often supported by our own nationwide specification team.


The nature of our products — and the challenging environments in which they’re used — means the specification process is critical. That’s why we believe our customers’ needs are best served when we’re involved in a project. For over ten years, we’ve been surveying, specifying, supplying and installing anti-ligature products in Mental Health environments. During that time, we like to think our involvement has resulted in the **safest and most cost-effective outcome**.

We’re always ready to offer support and our technical teams are a great source of ideas and help – particularly if you have a specific challenge. They’re also happy to arrange samples and product demonstrations.

Please get in touch to discuss a project, find a suitable local distribution partner, or to check that your regular contact knows our products.

Request product samples or printed brochures

If you’d like printed copies of our brochures, can’t find something in our brochure, or you’d like a product sample, please contact our specification team.



REQUEST SAMPLES & BROCHURES ONLINE

www.shp.help/samples

ACCOUNTABLE PROJECT MANAGEMENT

Our specialist project management service is designed to give you a helping hand – and the best project outcome. To get it just right, we’ve harnessed our years of experience in specifying and supplying Mental Health projects.

- 1

CONSULTATION

We’ll define the exact requirements, aligning the designer’s ambitions with a functional, recovery-led approach. And we’re **always** mindful of budgets and keeping disruption to a minimum.
- 2

SURVEY

Especially for retrofits, where dimensions and fitting can vary from room to room, we check exactly which products and components are suitable.
- 3

SCHEDULING

Aligning an architect or client brief with the survey, we produce a detailed schedule of the products and fittings required.
- 4

INSTALLATION

We’re accustomed to working in live Mental Health wards, so always ensure things are done quickly, safely and with minimum disruption to both staff and service users.
- 5

COMMISSIONING, HANDOVER AND TRAINING

Our final inspection confirms the installation is safe and meets the original brief. We also train staff in the use and safety features of the products installed.

GET IN TOUCH

However you choose to get in touch, we're happy to help. Our customer service and specification teams can help with any queries about our window handles and restrictors.

Because they're experienced in Mental Health environments, our team welcomes the chance to discuss any challenges you might be facing, so we can set to work solving them.

Our specification team covers the whole of the UK and are pleased to drop by and introduce you to Safehinge Primera, explain our products in detail, demonstrate mobile samples and listen to your requirements.

You're also welcome to pay us a visit – we're based in Blackpool and easily accessible from the motorway and train network. And, of course, your feedback is always welcome too.

We look forward to hearing from you.

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