



Proper Care & Maintenance

Frame Cleaning

- Vacuum dirt from the sill and track areas to remove loose debris.
- Mix mild dish soap* with water.
- Use the soapy mixture to wipe down window and door frames gently.
- Never use abrasive or caustic cleaners or solvents, as they can damage surfaces.
- Rinse thoroughly with clean water and wipe dry to prevent streaks and water spots.

Drainage Systems

- Ensure drainage holes at the bottom are clear of dirt and debris.
- It's normal for water to collect in the sill during heavy rain.
- Regularly clean sill and track areas.
- Use a small, soft bottle brush to clear any obstructions in the openings.

Glass Care

- Clean glass with a mixture of mild dish soap* and water.
- Don't wash glass in direct sunlight to prevent streaking.
- Avoid petroleum-based cleaners and caustic chemicals.
- Never use razor blades, putty knives, or abrasive pads on glass.
- Don't use a high-pressure spray nozzle when rinsing to avoid damaging the glass.

Screens

To clean screens, remove them and wash on a flat surface with mild dish soap* and a soft brush. Rinse thoroughly, wipe dry, and then reinstall.

Condensation & mold

Condensation is a natural occurrence in homes. To manage it, check that all windows and doors have airtight seals, and open them when possible to let moisture escape. Use ceiling fans for air circulation, exhaust fans in humid areas (like kitchens and bathrooms), and consider dehumidifiers for high-humidity environments.

Dos & Don'ts

Do:

- Clean the frame surfaces
- Use a glass cleaner or mild dish soap
- Clean tracks and "weep holes"
- Check Weather stripping & hardware

Don't:

- Use a razor blade, putty knife or abrasive pad
- Use any petroleum-based cleaners or solvents
- Use oil-based lubricants
- Live with poor performing components





Painted Window Maintenance

Cleaning Windows after Coating

After the window has been painted, it should not be washed for two weeks to allow for complete curing of coating.

Once it has cured for two weeks, the coated vinyl surface may be cleaned with a mild soap* and water, using a lint free rag or lint free paper towel like Bounty.

Do not use solvents or abrasive materials, such as Scotch Brite pads. Clean the glass of the window with Windex or any other mild AAMA approved cleaner.

Suggested Cleaning:

- Vacuum dirt from sill and track areas before washing.
- Clean window and/or door frames with a mixture of mild soap* and water.
- Abrasive or caustic cleaners or solvents are never recommended because they might cause permanent damage to the frame finish.
- Mild, nonabrasive soaps* are usually safest for most dirt and stain removal.
- Always rinse completely with clear water and wipe or pat dry.
- Check to make sure certain drainage or “weep” holes are always clear of dirt or obstruction – both inside and outside the window or door. NOTE: If the window is “stacked”, there may be weep holes between units.

**Ivory Dish Soap and Windex are examples of mild cleaners and/or soaps. Always test cleaners in an inconspicuous location first.*

Paint Touch-Up Guidelines

Things you will need: Touch-up bottle with brush applicator, Red Scotch-Brite pad, a non-linting towel/ paper towel, and soapy water.

Step 1: Clean area to be touched up using water and a mild soap (dawn dish soap) removing any dirt, dust, and debris from the area to be touched up.

Step 2: Depending on how large the touchup area is you might have to lightly sand down the area with a red Scotch-Brite pad. This is to ensure that the area to be touched up does not sit proud of the rest of the paint.

Step 2a: Be sure to not go too deep as you are only trying to make an area to blend into the surrounding paint.

Step 2b: Clean the area again with soapy water to ensure there is no sanding dust or debris on the area to be touched-up.

Step 3: Make sure the touch-up paint is the same color as the unit to be touched-up.

Step 4: Stir the paint in the bottle with the brush that is on the lid or preferably with a small stirring stick or straw. This is to make sure the pigments have not settled to the bottom of the bottle.

Warning: Do not shake the bottle as this can cause foaming and make the touch-up very difficult to control.

Step 5: Lightly apply a thin layer of paint to the area to be touched-up. Be careful not to apply too much paint on a single pass as you will risk it not properly blending into the surrounding area.

Step 6: Allow the paint to air dry for about 15-20 minutes.

Step 7: Examine how the coating blends into the piece. If you need to add an additional coat, follow Step 4 – 6 again until you are satisfied with the results.