

# **Caring for your Windows and Doors**

## **Frame Surfaces**

When cleaning the glass, don't forget the frame surfaces. It should be cleaned every time you clean your glass or at least twice a year. Airborne contaminants, wind blown dirt, and sand will age your frames prematurely unless these eroding elements are periodically removed.

Remove all stickers and labels (except AAMA Certification label in the frame label) immediately by soaking them first with water from a spray bottle. Remove the moistened labels with a soft cloth. Never use a razor blade, putty knife or abrasive pad to clean your frame or glass. You risk leaving permanent scratches. Use glass cleaner or a mild detergent mixed in water to clean your glass and frames. Wipe dry with a soft cloth. Wax your aluminum frames with a high quality car wax. This is very important in areas within 10 miles of the coast because of the salt-laden air may corrode or stain aluminum surfaces left unprotected.

Remove dirt or smudges from your vinyl frame with mild soap and water. Never use any petroleum-based cleaners, solvents or caustic chemicals on your window frames or glass. Use of such cleaners or solvents will void your warranty. Check periodically for condensation. If you do notice condensation promptly wipe dry. Condensation is a natural phenomenon caused by environmental conditions. Interior humidity as well as exterior temperatures may be the cause for condensation to occur. Excess humidity caused by cooking, showers, and a crowded room or other factors in the building may be the reason for the condensation. A window with continuous condensation occurring should have the environmental factors examined. Windows are typically the coldest surfaces in the wall and thus may show the first evidence of excessive humidity; however this may not be the only location that is allowing the condensation. Improving air movement in some cases will help alleviate condensation.

Mold is another natural phenomenon that homeowners must be careful to avoid. Some molds cause health problems. Mold is formed when it has a food sources and water. A food source could include wood, dirt, dust, food, paper, drywall, and books. The water source may be supplied by the environmental conditions within the house that are properly monitored and regulated as described above. If mold is found, care must be taken while cleaning the mold off the surface.

## **Drainage Systems**

Depending on the window or door product chosen, you may have a water drainage system or “weep” system. On these products, it is normal for water to accumulate in the track in a rain storm and then to drain to the outside through the weep system. To allow this drainage to occur as designed, keep the sill or track areas of all windows and doors free of dirt, sand, sheetrock particle, dead insects, etc.

Once a year before the rainy season, check the sill to insure that the sill remains clean. Vacuum to remove debris in the sill. Check the sill for good sealant adhesion in the corners as it may be separated because of wall settling. If necessary re-seal these joints with an acrylic small joint sealant. The sealant is available at your local hardware stores. Remove the screen during this cleaning process so the screen track area in the sill is cleaned and sealed. Clean out your window or door “weep holes” using a small, soft bottlebrush. These weep holes are visible on the inside track areas as well as the exterior sill surface on the frame. Be careful not to damage the exterior weep hole covers or baffles. Weep holes must remain clean and clear to properly drain water to the outside.

## **Insulating Glass**

You likely have sealed insulating glass in your window and doors. Insulating glass provides energy savings, comfort and a wider selection of glass options than a single pane product. Heat –reflective coatings, gas-filled airspaces, and decorative muntins sealed between the glass are just a few of the choices offered with insulating glass. This also means, however, that your investment in the glass in your home is far greater than ever before – and even more reason to maintain it properly.

Remember: never use any petroleum-based cleaners, or caustic chemicals on your glass or frames. Never use a razor blade, putty knife, or abrasive pad to clean your glass or frames. Do not use a high-pressure spray nozzle when rinsing your windows. All of these practices may damage the glass surfaces, the insulating glass seal, or component parts.

Do not apply any films on your dual glazed (insulated glass) window or doors. These tint films may cause excessive heat buildup inside the insulated glass, resulting in heat cracks or seal failure. Use of such films will void your warranty. Replacing the glass with improved glazing is the recommended method of improving the thermal performance of your window. Glass may be replaced in all All Seasons window and door products with high performance glass that will improve thermal properties of your window or door.

If the exterior of your home requires an oil-based protectant, mask your windows and doors before applying the protectant. Do not allow the oil-based products to come in contact with your windows and doors. Failure to properly protect your windows or doors will cause failure to dual glass units or their components including glazing vinyls, weatherstripping, or vinyl frames.

## **Hardware**

Your building structure will tend to settle over time so that the operation of locks, sash balances, and hinges must be checked regularly. All must operate properly for security and fire safety.

Hardware must be regularly cleaned, lubricated and maintained. In some areas with windborne sand or salt air, rollers and hardware must be cleaned every six months or sooner.

## **Rollers**

Door and window products with rollers need their tracks to be free of dirt and debris. This will prevent the rollers from binding and will reduce excessive wear. Use silicone spray if you want to lubricate your rollers or tracks. Do not use any oil-based lubricants as they may cause metal rollers to collect dirt and nylon rollers to deteriorate.

## **Weatherstrip**

Check weather stripping around operable window and door panels. Clean and fluff the weather strip each year before a rainy season. Make sure it is not excessively worn and seals evenly.

## **Checklist**

Check every 6 months or sooner:

1. Check for condensation.
2. Check for mold.
3. Security, hinges and operation.
4. In some cases clean the frame surfaces.

Check once a year (before a rainy season)

1. In all areas clean the frame surfaces.
2. Clean sill track and weep holes.
3. Check for sealed joints.
4. Check for proper operating hardware.
5. Check for roller operation.
6. Check the weather strip.

## **Key Do's and Don'ts**

Do clean the frame surface but

Don't use a razor blade, putty knife, or abrasive pad.

Do use a glass cleaner or mild detergent, but

Don't use any petroleum based cleaners or solvent.

Do clean tracks and weep holes, but

Don't use oil-based lubricants or damage weep hole covers or baffles.

Do check weather strip and Hardware, but  
Don't live with poor performing component – replace them.

### **Warranty Information**

Your All Seasons product warranty information is covered in a different document and varies by product type. Please be sure to review this warranty.

Windows, doors, wall finishes and roofing make up most of the exterior of your house. All of these building products require maintenance and in some cases repair or replacement over the lifetime of the home. Proper installation, level of care and climate conditions have the greatest impact on the performance life of your windows and doors. Windows and doors contain many different sub components that each have unique properties and maintenance needs.

Any change to our product must be approved by All Seasons in writing and may void the warranty of your product. Vinyl windows should not be painted without All Seasons written approval. A strict procedure must be followed to paint PVC windows in the field. Any change in color will void the warranty without All Seasons written approval. Applying a color darker than a light tan will cause vinyl windows to fail. Applying a tint film to a dual glazed unit may cause the dual glaze to fail and will void the warranty.

Every All Seasons product have been tested to meet or exceed industry standards, however the key to prolonged product performance is performing regular maintenance on these products. Failure to perform regular maintenance will cause degradation of your products performance. The maintenance described in this form is the minimal standard of maintenance required for All Seasons product and failure to follow these standards will void the warranty.

400 Ambassador Row  
Longview, Tx 75604  
1-800-752-7274