

#### FRAME SURFACES

When cleaning the glass, don't forget the frame surfaces! That's like cleaning your car's windshield but letting the body go. Airborne contaminants, coastal spray, 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 frame pocket) immediately by soaking them first with water from a spray bottle. Remove 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 air miles of the ocean because 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 the 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 interior or exterior temperatures may be the cause for condensation to occur. Excess humidity caused by cooking, showers, a crowded room or other factors in the building may be the season for condensation. A window with continuous condensation occurring should have the environmental factors examined. Windows are typically the coldest surfaces in a wall and thus may show the first evidence of excess humidity; however, this may not be the only location that is allowing condensation. Improving air movement in some cases will help alleviate condensation in much the same way as the defroster in a car removes the fog forming on the inside of a car's window.

Mold is another natural phenomenon that homeowners must be careful to avoid. Some molds may cause health problems even in normally healthy people. Mold is formed when it has a food source and water. A food source could include wood, dirt, dust, food, paper, drywall and books. The water source may be supplied through water trapped in a dirty sill or regularly occurring condensation. If mold is found, care must be taken while cleaning the mold off a surface.

#### DRAINAGE SYSTEM

Virtually every window frame, whether aluminum, vinyl or wood, has a simple water drainage or "weep" system. It is normal for water to accumulate in the track in a wind-driven rain and then 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 patio doors free of dirt, sand, sheetrock particles, dead insects, etc. For mechanically joined (screwed together) frames, be sure corners are caulked to prevent water penetration to the interior.



Once a year before the rainy season, check the sill to ensure that the sill remains clean. Vacuum to remove debris in the sill. Check the sill for good sealant adhesion. Some locations on the window to check would be the jamb corners at the head and sill or the joints between the center post and the head and sill. If necessary, re-seal these joints with an acrylic small joint sealant. This sealant is available at a local window store.

Remove the screen during this cleaning process so that the screen track area in the sill is cleaned and scaled. Clean out your window and door "weep holes" using a small, soft bottlebrush. These weep holes are visible on the inside track areas (both the vent track and screen track) as well as the exterior sill surface of the frame. Be careful not to damage exterior weep hole covers or baffles. Weep holes must remain clean and clear to properly drain water to the outside.

## INSULATING GLASS

You may have sealed insulating glass in your window and patio door. Insulating glass provides energy savings, comfort and a wider selection of glass options. 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 investments in the glass in your home is far greater than ever before - 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 windows. These tint films may cause excessive heat buildup inside the insulated unit, 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 IWC 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 the windows and doors before applying the protectant. Do not allow 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

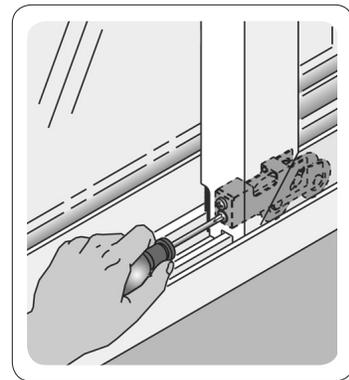
Houses will tend to settle over time so that the operation of locks, tilt handles, sash balances and hinges must be checked regularly. All must operate properly for security and fire safety. Door hinges are provided with an adjustment feature so that doors may be adjusted even after some movement. Hinged doors are made to the highest quality specifications but any heavy blinds or accessories mounted on the panels will void the warranty unless previously approved by IWC.

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

Keeping your patio door and window tracks free of dirt and debris will prevent the rollers from binding and will reduce excessive wear. Use silicone spray if you want to lubricate your window rollers or tracks. Do not use any oil-based lubricants as they may cause metal rollers to collect dirt and nylon rollers to deteriorate. Properly adjust your patio door rollers to align the lock and keeper (strike plate) and to ensure a smoother operation.

You can adjust your patio door rollers by inserting a Phillips screwdriver through the hole located at the lower end of each door vent panel and at all four corners of your screen door.



## WEATHER STRIP

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

## CHECKLIST

*Check every 6 months or sooner:*

- Check for condensation.
- Check for mold.
- Security, hinges and operation.
- In some areas, clean the frame surfaces.

*Check once a year (before rainy season):*

- In all areas clean the frame surfaces.
- Clean sill track and weep holes.
- Check for sealed joints.
- Check for properly operating hardware.
- Check for roller operation.
- Check the weather strip.

## KEY DO'S AND DON'TS

Do clean the frame surfaces;

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

Do use a glass cleaner or mild detergent;

Don't use any petroleum-based cleaners or solvents.

Do clean tracks and weep holes;

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

Do check weather strip and hardware;

Don't live with poor performing components - replace them.

## WARRANTY INFORMATION

The warranty for IWC windows and doors is covered in a different document. Please be sure to get this warranty from your window/door supplier.

Windows, doors, wall finishes and roofing make up most of the exterior envelope 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 climatic 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 changes to our product must be approved by IWC and may void the warranty on our products. Vinyl windows should not be painted without IWC approval. A strict procedure must be followed to paint PVC windows in the field. Any change in color will void the warranty unless previously approved by IWC. Applying a color darker than a light tan will cause the vinyl to fail. Applying a tint film to a dual glaze unit may cause the dual glaze to fail and will void the 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 IWC products with high performance glass that will improve thermal properties of your window or door.

All IWC window and door products have been tested to meet or exceed industry standards, however the key to prolonged window and door performance is performing regular maintenance on these products. Failure to perform regular maintenance will cause degradation of window or door performance. The maintenance described in this brochure is the minimum standard of maintenance required for IWC windows and failure to follow these standards will void the warranty.

