WINDSOR
WINDOWS & DOORS
A Woodgrain Millwork Company

CARE & USE GUIDE

FOR NEXT DIMENSION PRODUCTS

www.windsorwindows.com

Care and Use

The following information has been provided to assist in preserving the integrity and reliability of your Windsor products.

To best use the guidelines that follow, you will need to know whether your windows have a factory applied paint finish.

Some of Windsor's Next Dimension vinyl windows have a factory applied paint finish, some do not. As you read through these guidelines, you will notice that many of the guidelines have different recommendations depending upon whether or not the windows have a factory applied paint finish.

To determine if your windows have a factory applied paint finish, compare exterior and interior colors. If the colors are different, you have a factory applied paint finish. If you are not sure whether your windows have such a finish, please contact Windsor through the phone numbers at the end of this guide.

If you still have questions after consulting this Care and Use Guide, please contact Windsor through the phone numbers at the end of this guide.

Installation

Your product should be inspected and installed following the steps described in the supplemental instruction pamphlet provided with your Windsor unit. Improper installation may cause your unit to perform poorly, which could reduce the life expectancy and/or void the warranty. To receive a copy of the written warranty and/or a copy of the installation instructions, contact your local authorized Windsor distributor or visit www.windsorwindows.com/serviceinfo.aspx.

DO NOT PAINT HARDWARE OR WEATHERSTRIP.

DO NOT PAINT ANY VINYL SURFACES.

If your windows were not manufactured with factory applied paint, **DO NOT PAINT THEM**. (If your windows were manufactured with factory applied paint, then see the "Maintenance" section below for paint touch-up guidelines.)

Cleaning

Glass *(Routine Cleaning)* – Use a vinegar-based solution (10% vinegar and 90% water) or commercially available ammonia-free and alcohol-free window cleaner such as Sparkle Glass Cleaner. Apply a film of cleaner to a lint-free cloth or paper towel. Rub the glass surface to clean. Wipe dry with a clean, dry, lint-free cloth or paper towel. Avoid getting cleaning agents on any non-glass components.

Never use a razor blade or other metallic object to clean the glass. These can scratch the glass, leading to obstruction of clarity and/or glass breakage. (Razor blades or other metallic objects should not be used to clean any other window and door components.)

Spot Removal – Occasional spot cleaning may be required to remove stubborn dirt or foreign materials that have adhered to the glass surface(s). First, follow the Routine Cleaning instructions above. If contaminants remain, apply a small amount of non-abrasive cleaner (such as Bar Keeper's Friend®) or organic solvent (such as Goof-Off®) to a clean, dry, lint-free cloth or paper towel. DO NOT APPLY CLEANER DIRECTLY TO THE GLASS. On the affected area, work the cloth in multiple directions until spot is removed. Avoid getting cleaning agents on any non-glass components. Repeat the Routine Cleaning instruction above to remove any residual cleaner residue. For cleaning of Dual Low-E glass with the room side Low-E coating, please see the cleaning instructions listed next.

Room Side Low-E – Products purchased with the Dual Low-E glazing option have a Low-E coating applied to the room side of the windows. Never use a metallic object to remove debris from the Low-E coating. The room side Dual Low-E glass surface is to be cleaned with a solution of vinegar and water, soap and water, or a standard household window cleaner, such as Windex®. Caution should be taken when using anything abrasive on the Dual Low-E room side surface.

Screens – Remove the screen from the opening, wash with a mild detergent and water. Follow by rinsing with clean water.

Blinds Between the Glass – For Next Dimension vinyl patio doors with blinds between the glass, dirt and dust can build up on the glass surface near the tilt and raise/lower operators, impacting operation. Ensure glass surfaces are clean by using a vinegar and water solution or a standard household window cleaner such as Windex®.

Vinyl Surfaces – A mild detergent and water solution may be used. The following cleaners may also be used: Windex®, 409® Glass and Surface Cleaner, Spic and Span®, Cinch®, Glass Plus®.

CAUTION: If your windows were manufactured with factory applied paint, see the "Maintenance" section below for paint cleaning guidelines.

Coastal Environment – If your unit is located in a coastal environment, inspect all window and door components, including hardware, up to twice per month for indications of salt and sand accumulation, and any signs of corrosion. A rinse of the exterior window/door surface and operating hardware with fresh water is recommended. If additional cleaning is needed, follow the instructions in this guide.

Casement and Awning Hardware – Clean dirt and grime from window hardware. Particular attention should be paid to the hinge track. Clean water should be used to rinse away debris. A solution of mild soap and water can be used to loosen stubborn dirt. Always rinse with clean water. Allow to dry completely before lubricating (Maintenance). Never use cleaners with the following: vinegar base, citrus base, abrasive or industrial type cleaners. These types of cleaners may not only remove or break down lubricants; they can also diminish the effectiveness of corrosive resistant coatings.

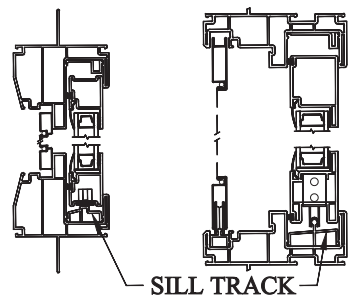

Fig.1

Slider and Sliding Patio Door Sill Track – These two products have similar design concepts. The sash/panel must first be removed, allowing access to the sill track. To do this, refer to the "Sash/Panel Removal" section of this guide. Once the panel is removed you can

proceed with the removal of the sill track. A gap has been provided at each end of the sill track for its removal. Using your finger(s) or some type of hook, pull up on the end of the sill track. Remove the sill track. Clean any dirt or debris from the sill. Pay particular attention to the weep holes. These must be free from any obstructions. Replace the sill track, centering it in the opening. Replace the sash/panel.

Inspection

Inspection of your window/door unit should be performed regularly. (As stated in this guide, it may be necessary to inspect more often in harsher areas such as coastal environments.) Special attention should be paid to:

Sealants – Inspect sealants for any cracking, peeling or gaps, which may have opened up over time.

Finish – Check for deterioration of finishes applied to hardware.

Glass – Check for any cracks or fogging between the panes on an insulated glass.

Hardware – Check for any dirt or grime build-up, which may cause poor operation or excessive wear.

Door sills – Check for any dirt or grime build-up, which may cause poor operation or excessive wear.

Maintenance

Vinyl – Windsor has a vinyl window/door repair kit available. The kit provides materials and instructions needed to make cosmetic repairs to damaged finishes on Windsor vinyl products. Consult your local independent Windsor distributor for information.

Factory Applied Vinyl Paint Finish – If your windows have a factory applied paint finish, please follow these instructions. As with all coatings, good maintenance is necessary.

Cleaning: For factory applied vinyl paint finish, use a soft wet brush or cloth to remove all debris from painted surface. Never wipe with a dry brush or cloth, as some debris can abrade the paint finish. Any dry cement or other construction materials should be removed immediately with a soft brush, as it can attack the painted finish when it becomes wet. Wash the painted surface using a mild detergent with a soft sponge, chamois or similar soft absorbent cloth, then rinse and dry. Never use solvent based cleaners or PVC-U cleaners.

Contaminates such as bird droppings, salt or sand from coastal environments should be removed immediately. When removing these items, never use a dry cloth. Always use warm water containing a mild detergent and a soft absorbent cloth, but not until loose particles have been removed from the finish surface using a soft, wet brush. The surface should be cleaned as described above using a mild detergent and a soft sponge or cloth, rinsed and dried.

Field Touch-Up Paint – Small scratches in the factory applied painted vinyl finish can be repaired using RoyalBond™ Spectra-Coat™ touch-up paint. Small brush bottles of touch-up paint are available for order from Windsor. Clean the affected area to be painted per the paint cleaning instructions immediately above and allow the area to completely dry. Once dry, apply a small amount of touch-up paint and feather paint from the affected area with the surrounding painted finish and allow to dry.

Casement and Awning Hardware – After the hardware has been cleaned, or as a yearly maintenance practice, it should be lubricated to restore smooth operation. The following are recommended lubricants and their applications:

Operator: Lithium grease, automotive grease, petroleum jelly.

Hinges and locks: WD-40®, CD2®, 3-in-1 oil, graphite. Possible staining may occur if any of these products make contact with wood frame or sash members. Avoid the use of silicone-based lubricants as they may result in causing some plastic parts to become brittle.

Door Hardware – Shoot some dry graphite into the lock cylinder keyway once or twice a year.

Sash/Panel Adjustment

Prior to any adjustment, an evaluation should be made of the windows/doors' installation integrity. Is the unit installed correctly and shimmed properly?

Casement – When viewing a casement from the exterior, the margin around the perimeter of the sash should be consistent. If this is not the case, the hinges allow for some adjustment. To familiarize yourself with the hinge assembly, open your casement window. Fastened to the window frame head and sill is a silver hinge track. Stamped into the track, you should see "PRY TO REMOVE SASH" and an arrow.

The arrow points to a stud projecting from the track with a flat bar (hinge arm) attached to it. Under the flat bar is an offset nut. When turned, the center of the stud changes position. Using a flat wrench, which can be obtained from your local independent Windsor distributor, turn the offset nut.

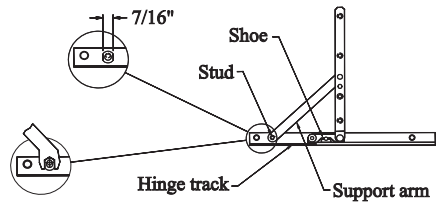

Fig.2

(A 7/16" open end wrench can also be used to make adjustments. The hinge arm must first be pried up and off the stud, allowing access to the offset nut.) Turning the wrench in one direction will move the bottom of the sash in that direction. Turning it in the opposite direction will move the bottom of the sash in the opposite direction. The same can be performed to the top track. Do not rotate more than 45 degrees from the face of the window.

Sliding Patio Door – To ensure your door is performing properly, the active panel should be parallel with the side jamb. Locate the panel edge about 1/16" from the edge of the side parting stop. If the gap is not consistent from top to bottom, the panel requires adjustment.

At the bottom edges of the active panel are roller adjustment screws. Using a screwdriver, turn the screws to adjust each side of the panel up or down until the panel is parallel with the side jamb.

Awning Hinge – If your sash hops or chatters during operation, an adjustment to the hinge may be necessary. An awning hinge is similar to the hinge used on a casement window. A screw in the hinge shoe can be turned in to increase the friction on the hinge track, providing a smoother travel.

Blinds Between the Glass Adjustment

Next Dimension Patio Doors – Blinds between the glass require time to acclimate for proper performance. Typical acclimation time is 24-48 hours. Time will vary depending on geographic location, air pressure and temperature. Recent changes in any one of these conditions can lengthen the acclimation time.

Due to the extended period of time blinds are in the raised position, the cords may gain a memory of the raised position. Because of this, one of the most important and effective ways to correct any initial issues with the blind unit is to exercise the blinds to work out the memory of the raised position.

When to exercise the blinds:

- Blinds will not fully raise or lower
- Raise/lower operator decouples
- If blinds are not level

How to exercise the blinds:

- Fully lower the blinds all the way down at medium speed
- Make sure the blinds are tilted to the fully open position *(you will be able to see through the blinds)*
- Fully raise the blinds all the way to the top at medium speed
- Repeat several times

If your blinds will not raise or lower, the likely cause is the raise/lower operator is disengaged from the magnet under the glass. This can happen on occasion during shipping, handing and installation. To correct this, move the raise/lower operator all the way down (the blinds will be in the raised position). Slowly raise the operator all the way up until you hear two clicks (which is the magnet engaging), thus completing the procedure.

If your blinds will not tilt, as with the raise/lower operator described above, the likely cause is the tilt operator has become disengaged from the magnet under the glass. To correct this, move the tilt operator (top operator) all the way open and closed several times slowly. While doing this, a click will indicate the magnet has re-engaged.

Screen Removal

Casement – Located on the inside edge of the screen frame are a number of screen plungers. To remove the screen, the plungers must be retracted. Grasping both plungers from one side of the screen, pull up on the plungers and swing the screen toward the interior. If the screen does not swing in freely, you have not pulled up on the plunger far enough. Guide the screen sideways and remove. Return the screen by reversing the previous steps.

Double Hung and Single Hung – Located on the inside edge of the screen frame are a number of screen plungers. To remove the screen, the plungers must be retracted. Grasping both plungers, one from each side of the screen, pull up on the plungers and swing the screen toward the exterior. If the screen does not swing out freely, you have not pulled up on the plunger far enough. Lower the screen from the head jamb (double hung) or meeting rail (single hung) and remove. Return the screen by reversing the previous steps.

Sliding Patio Door – Located on the bottom edge of the screen are a pair of rollers. Using a Phillips head screwdriver, lift up on the roller wheel until it clears the track it is riding on. Pull the bottom of the screen toward you. Continue with the remaining wheel. Swing the bottom of the screen toward the exterior lowering the screen from the head track. Return the screen by reversing the previous steps. Using the screwdriver, lift up on the wheels and push the screen back into place, one side at a time.

Sash/Panel Removal

Casement – Open your window about halfway. Opening your sash is a combined effort of two arms. One is snapped over a stud on the inside face of the window sash. The other rides along a track on the inside face of the window sash. The first step is to slide the stud clip off the stud. A slot has been provided in the clip for a standard head screwdriver. Place the tip of the screwdriver in the slot and push away from the stud. Proceed by placing the tip of the screwdriver between the primary arm and the bracket holding the stud.

Twist the head of the screwdriver and pop the arm from the stud. If you push or pull the lock side of the sash, it will swing slightly back and forth. On the inside face of the sash is an operator track. The top of the track has a note specifying "DEPRESS ARM TO DETACH" and an arrow. Located at the end of the secondary arm is a roller.

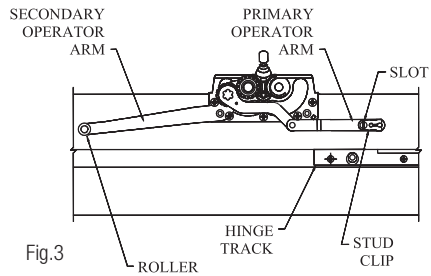

Fig.3

Move the sash in or out and position the center of the roller at the arrow. You may require the assistance of the operator crank to position the arm. Push the secondary arm down and pull forward. It will disengage from the operator track. Swing the sash out until it is 90 degrees to the window frame. The hinge arm must now be detached from the sill hinge track. Place the tip of your flat head screwdriver between the hinge arm and the track. As you did with the primary arm, twist the head of the screwdriver and pop the hinge arm from the stud. Repeat at the head. With one hand on the lock side of the sash and the other hand on the opposite side, slide the sash sideways. Slide the sash along the hinge track until the head can tip outward. Tip the head out as you lift up on the bottom of the sash. Pull the sash in through the window opening. Reverse these steps to replace the sash. Swing the sash out the window opening. Set the base on the sill track and rotate the head up. Located on the top and bottom of the sash is a shoe. A tongue on the hinge track must slide into a groove on the shoe. Once these two are engaged, slide the sash to the side opposite of the lock. Position the hinge arm over the upper and lower hinge track stud and snap in place. Swing the lock side of the sash inward. Align the secondary arm roller with the arrow on the operator track, push down, over and allow it to relocate in the track. Snap the primary operator arm over the stud on the sash stud bracket and slide the stud clip back in place.

Signature and Pro Single Hung – With the operating sash in the closed position, extend the stainless steel spring takeout clips located inside the jamb pockets just above the top of the operating sash. Unlock and slide the operating sash until the balances engage the takeout clips; the sash will feel heavier as the balances engage the clips and release the weight of the sash.

NOTE: It is important that BOTH balances engage in BOTH takeout clips. It is possible to have only one side engage. If this occurs, close the operating sash and try again. Once the sash releases from the balances, continue lifting the sash another 3". Slide the sash sideways until the opposite side of the sash clears the jamb pocket. Rotate the sash out of the jamb. To replace the sash, reverse the previous steps. Holding the sash above the balances rotate the sash into the jamb pocket on one side. Slide the sash horizontally until both sides of the sash are captured in both jamb pockets. Lower the sash to the closed position, automatically engaging the sash with the balances. Push in the stainless steel spring takeout clips.

Signature and Classic Double Hung and Classic Single Hung – Unlock and slide the bottom sash to an open position (about 3"). Located on the top of each end of the bottom sash are tilt latches. The tilt latch has a button on it, which slides. Each of the two buttons must be slid toward each other before the top of the sash can be tilted inward. Swing the sash down until it is 90 degrees to the window frame.

CAUTION: Rotating the sash more than 120 degrees, past vertical, can cause damage to the sash balance components. Rotate one side of the sash up, until the pivot pin releases from the balance shoe. Repeat this process with the opposite side to remove the sash. To replace the sash, reverse the previous steps. Angle sash over the appropriate balances. Drop one corner of the sash, locking the tilt pin into the balance shoe. Repeat process on the opposite side. At this point your sash should be seated in the balance shoes and 90 degrees to the window frame. Swing the sash upward until the tilt latches snap back into the balance pocket. *Double hung units only: To remove the top sash, lower the sash to an open position (about 3") and use the same process to release the sash from the balance shoes.*

Sliding Patio Door – Slide the panel to an opened position. Lift up on the sash/panel and tilt the bottom inward. Once the sash/panel has cleared the sill, lower it from the head jamb. To replace, reverse the previous steps.

Signature, Pro and Classic Slider – Slide the sash to an opened position. There is an anti-lift block located in the head pocket; this feature requires opening the sash 3-6" to avoid the anti-lift feature. Lift up on the sash and tilt the bottom inward. Once the sash has cleared the sill pocket, lower it from the head jamb. To replace, reverse the previous steps.

Condensation

During the process of creating a tighter, more energy efficient home, an increase in elevated indoor humidity presented itself. Older homes had been unknowingly designed and constructed with random gaps, which would allow for the release of warm, moist air and the replacement of cool, drier air. Newer construction methods do not allow for this natural air-to-air exchange, thus trapping any internally created humidity within the structure. Elevated amounts of humidity can cause condensation to form on cold surfaces. Sweaty, frosted or icy windows are all forms of condensation problems. Most assume that these are a problem with the window but, in fact, these are a symptom of excess humidity in the home. Condensation on your windows could be an indicator that other moisture problems could develop, including mold or mildew on cold exterior wall surfaces, peeling paint, wood rot and the failure of wall insulation.

Relative humidity is a measure of how much moisture air will hold relative to the maximum it could hold at a given temperature. Warmer air can hold more moisture than cool air. When warm, moist air comes into contact with a cold surface it takes on its liquid form, much like a glass of ice water on a hot summer day. Indoor humidity must remain at a level that will not permit air to condense on the glass surface.

Indoor humidity levels should be monitored to eliminate the possibility of condensation. The chart to the right illustrates recommended winter humidity levels:

Outdoor Temp.	Indoor Humidity@70ºF
-20ºF or below	not over 15%
-20ºF to -10ºF	not over 20%
-10ºF to 0ºF	not over 25%
0ºF to +10ºF	not over 30%
+10ºF to +35ºF	not over 35%

These are the recommended humidity levels, and may not be applicable for every household. Differences in glass types (LoE vs. clear) will allow for variances in humidity levels. Window condensation is a good indicator as to the maximum allowable humidity level. If your windows begin to sweat, the humidity in your home is too high.

Window Safety

Sash Opening Limiting Devices

- Always refer to applicable building codes when considering the purchase, installation and application for use as a Window Opening Control Device (WOCD). Also refer to ASTM F2090-10 for additional information.
- If Window Sash Opening Limiting Devices are going to be installed, carefully follow all information provided with the Window Sash Opening Limiting Devices, including installation, operation and safety information. Proper installation of Window Sash Opening Limiting Devices, pursuant to applicable building codes, ASTM F2090-10, and the included installation information, along with application of tags/labels including the safety instructions left attached for the homeowner, allows these devices to be used as Window Opening Control Devices.
- Supervision is still required around windows where Window Sash Opening Limiting Devices have been installed.

National Window Safety Council Tips

- Keep windows closed and locked when not in use for ventilation.
- Avoid placing furniture that young children can climb on near windows.
- Do not lean on screens or rely on them to prevent a window fall – insect screens are designed to keep bugs out, not to keep children in the home.
- Supervise children to prevent them from playing near windows, balconies or patio doors.
- Install building code-compliant devices such as window guards (with quick-release mechanisms in case of fire).
- Create soft landing surfaces (i.e., bushes or plant beds) to help prevent serious injuries in case of a fall.
- Have and practice a family escape plan, and teach children how to safely use a window to escape during an emergency.
- When performing spring repairs, make sure windows are not painted or nailed shut, as you must be able to open them to escape in an emergency.

Visit the window safety section of the NSC website (www.nsc.org) to learn more.

WINDSOR WINDOWS & DOORS
A Woodgrain Millwork Company

900 South 19th Street • West Des Moines, IA 50265 • 515.223.6660 • 800.218.6186
2210 Stafford Street Extension • Monroe, NC 28110 • 704.283.7459 • 800.205.5665
www.windsorwindows.com

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