

Homeowner Registration Data

Authorized Dealer _____

Confirmed Order Number (6-digits) _____

****Dealers are required to provide a copy to each customer****

Care & Maintenance Instructions

Read Before Installation: Remove products from all packaging, inspect for quality, confirm all shipped as ordered and store in a dry, cool and clean location until installation. Areas of concern should be photographed and reported to the Authorized Dealer within 48 hours of delivery.

Galvanic Corrosion: Whenever dissimilar metals are placed in the presence of an electrolyte, e.g. moisture, the two metals are "bridged," forming an electrical couple. **Prevention:** *Totally* isolate dissimilar metals to prevent moisture from "bridging" the materials and follow the *Care & Maintenance Instructions* and dry out these areas as quickly as possible.

1.0 Protection During Construction: Immediately following installation each product should be cleaned and examined for finish and glass quality and then **covered with material that will not harm or damage the glass or aluminum finish** (Shurtape PE 444 can be used to secure suitable protective materials).

Caustic Corrosion (e.g. stucco run-off and concrete splashing): Anodized finishes are especially susceptible to staining and etching from contact with uncured masonry materials. Immediately clean affected areas or caustic agents will irreparably damage your window and door finish. Edge corrosion will not crawl under anodized finishes but can migrate under the surface of painted finishes if not removed and kept clean.

2.0 Cleaning Frequency (Documented Cleaning Required)

- a. Procedure 1 - Every 3 Months (Required if within 3 miles of Salt water)
- b. Procedure 2 - Every 6 Months (Required if within 6 miles of Salt water)
- c. Procedure 3 - Every 5 Years Maintenance (Required on all products)

3.0 General: Professionals should perform the initial cleaning process and every cleaning thereafter. Products should be cleaned when shaded, and glass should never be cleaned when temperatures are colder than 50 degrees Fahrenheit. All surfaces exposed to the atmosphere collect debris and the amount varies, depending on geographic area, environmental conditions, finish and location on the building. Most aluminum windows and doors have some unfinished, exposed edges. Pay special attention to these areas to keep them clean. Corrosion will not crawl under anodized finishes but can crawl under paint if not cleaned. In both wet and dry climates, recessed and sheltered areas usually become more heavily soiled because of the lack of rain-washing, most detrimentally in salty environments. Frequent and longer periods of condensation also occur in protected areas increasing the adhesion of the soil.

Door thresholds, window sills and patio door screens are especially susceptible to surface corrosion if not kept clean.

4.0 Procedure 1 (Every 3 Months Following Installation)

4.1 General: All exposed exterior surfaces should be rinsed by lightly spraying fresh water. **DO NOT** use high-pressure devices. Using a car wash brush, clean all glass, metal and screen surfaces with mild soapy water and rinse thoroughly. Ensure all weep holes are free of blockage and pay special attention to exposed, unfinished aluminum edges. Drying is recommended for the best appearance.

4.2 Glass Care (If 4.1 Methods Ineffective):

4.2.1 Foreign matter stuck to the glass should be knocked off before any pressure is applied with brushes. Soak these areas with water and use a fingernail or plastic putty knife to jar it from the glass surface. Professional window cleaners may assume the risk of damaging the glass and choose more aggressive techniques, e.g. razor blades, but it is not recommended.

4.2.2 Use non-ammonia based cleaners designed for glass surface cleaning. With a soft cloth, e.g. micro fiber, apply moderate, circular motion pressure on the areas needing cleaning. Your glass may not be safety glass (tempered or laminated) therefore do not apply too much pressure to the glass. Serious injury can result from broken glass.

4.2.3 If the above efforts are unsuccessful, use isopropyl alcohol with a soft cloth, e.g. micro fiber, applying moderate pressure, in a circular motion, on the areas needing cleaning. Your glass may not be safety glass (tempered or laminated) therefore do not apply too much pressure to the glass. Serious injury can result from broken glass.

*Refer to GANA "Proper Procedures for Cleaning Architectural Glass Products".

STICKERS ARE EASIER TO REMOVE IF SOAKED BY WATER FOR FIVE MINUTES PRIOR. STUBBORN LABELS CAN BE SOAKED WITH SOAPY WATER AND COVERED OVERNIGHT WITH PLASTIC WRAP, AND THEN REMOVED THE FOLLOWING DAY WITH A PLASTIC PUTTY KNIFE.

4.2.4 If stubborn debris remains, carefully apply a light coat of lacquer thinner to a soft cloth, e.g. micro fiber, and apply moderate pressure on the glass until debris is gone. Do not allow any chemicals to touch the vinyl, rubber or plastic surfaces. If solvents are used, rinse the surface completely with clean water and allow the surface to air dry or wipe dry with a chamois, squeegee or lint-free cloth.

IF LACQUER THINNER IS USED, READ THE MANUFACTURER'S WARNING AND INSTRUCTIONS BEFORE USE. When solvents are used, rinse the surface completely with clean water and allow the surface to air dry or wipe dry with a chamois, squeegee or lint-free cloth.

4.3 Anodized Finishes (If 4.1 Methods Ineffective):

DO NOT USE AMMONIA BASED CLEANERS. IF LACQUER THINNER IS USED, READ THE MANUFACTURER'S WARNING AND INSTRUCTIONS BEFORE USE. If solvents are used, rinse the surface completely with clean water and allow the surface to air dry or wipe dry with a chamois, squeegee or lint-free cloth. Prior to cleaning anodized finishes, reference AAMA 609 and 610-02: Cleaning and Maintenance Guide for architecturally finished aluminum.

4.3.1 Use isopropyl alcohol, applying moderate pressure with a soft cloth, e.g. micro fiber, to the areas needing cleaning. If stubborn debris remains, carefully apply a light coat of lacquer thinner to a soft cloth, e.g. micro fiber, and apply moderate pressure until debris is gone. Do not allow any chemicals to touch the vinyl, rubber or plastic surfaces. If solvents are used, rinse the surface completely with clean water and allow the surface to air dry or wipe dry with a chamois, squeegee or lint-free cloth.

4.3.2 As a final effort to remove stubborn debris we suggest using a polishing cleanser designed for hand cleaning that contains pumice (e.g. "Fast Orange Hand Cleaner"). Only use a moist, soft cloth, e.g. micro fiber, to apply the cleanser. Abrasive instruments e.g. Scotch Brite Pads **OR ANY OTHER CLEANSER** may scratch the anodic surface.

4.4 Painted Finishes (If 4.1 Methods Ineffective):

4.4.1 Use isopropyl alcohol, applying moderate pressure, with a soft cloth, e.g. micro fiber, in a circular motion, on the areas needing cleaning.

DO NOT USE ANY CHEMICALS OR OTHER SUCH SUBSTANCE THAT CAN REMOVE THE COLOR OR GLOSS OF THE PAINT.

4.5 Components (If 4.1 Methods Ineffective): Only visible components (exposed directly to the elements) need to be cleaned.

Stainless Steel Track Insert: Use isopropyl alcohol, applying moderate pressure, with a soft cloth, e.g. micro fiber, in a circular motion, on the areas needing cleaning. Always apply light and uniform pressure in the same direction as the grain of the stainless steel.

Stainless Steel Hardware Components: Use isopropyl alcohol, applying moderate pressure, with a soft cloth, e.g. micro fiber, in a circular motion, on the areas needing cleaning. Always apply light and uniform pressure in the same direction as the grain of the stainless steel.

Non-Stainless Hardware Components: Use isopropyl alcohol, applying moderate pressure, with a soft cloth, e.g. micro fiber, in a circular motion, on the areas needing cleaning.

Screen Frame & Mesh: To clean the aluminum frame and screen mesh, remove the screen frame from the window or door and lightly spray with water to remove dirt, debris and especially salt residue. If additional cleaning is required, use mild soapy water and a car wash brush to gently remove dirt and debris and rinse thoroughly.

Sub Sillpans: Make sure all drainpipes are free of debris that can prevent the proper drainage of water. If blockage exists manually remove if possible or flush with fresh water.

5.0 Procedure 2 (Every 6 Months)

5.1 Perform all steps as defined in Cleaning Procedure 1

5.2 **Frame & Panels:** Make visual inspections around the installation looking for: Water leaks around frame, making sure all weep holes are free of blockage and confirming all components are operational.

5.3 **Glazing Vinyl:** Inspect for gaps or damage. Black silicone sealant can be used to correct small gaps due to normal shrinkage.

6.0 Procedure 3 (Every 5 Years)

SEALANTS AND WEATHER-STRIPPING BREAKDOWN OVER TIME. EVERY 5 YEARS A COMPLETE INSPECTION IS RECOMMENDED OF ALL FRAME CORNERS.

6.1 Perform all steps as defined in Cleaning Procedures 1 & 2

6.2 **Glass:** Inspect each insulated glass lite for moisture between the panes. For laminated and annealed monolithic glass, check for cracks or runs. Report any such findings to the Authorized Dealer through whom you purchased the products.

6.3 **Frame & Panels:** Inspect all exposed sealant in each frame corner and reseal if needed with a compatible sealant (Not required if sill pans exist). Replace all weather-stripping / glazing vinyl as needed.
