

care & maintenance
windows & doors



western
window systems
westernwindowssystems.com



Caring for and maintaining your Western window and door systems will help ensure that all of the products within your home operate at the highest performance level possible. By properly caring for each of your products you can save time and money, as well as protect against nullifying your product warranty. Regular inspections and maintenance are the most effective way to ensure your windows and doors stay in proper working condition.

introduction

This Care & Maintenance Guide provides detailed information that will help keep your window and door systems operating smoothly for a long time. To protect your investment in these products it is imperative that you take time periodically to both clean and inspect your windows and doors at the intervals identified in this guide.

As a reference, here are the major sections of this Care & Maintenance Guide:

- pg3** ▶ Care During Installation
- pg4** ▶ Cleaning Precautions & Recommendations ▶ Cleaning Materials
- pg5** ▶ Inspections & Maintenance
- pg6** ▶ Inspections & Maintenance continued
- pg7** ▶ Cleaning Glass
- pg8** ▶ Cleaning Aluminum
- pg9** ▶ Wood Care ▶ Veneered Parts
- pg10** ▶ Cleaning Hardware
- pg11** ▶ Lubricating Hardware
- pg12** ▶ Lubricating Hardware ▶ Warranty Note

If you have any questions as you review this guide, please feel free to contact us via any of the methods identified below:

- ▶ Phone: 1-877-268-1300
- ▶ Website: www.westernwindowssystems.com

The care and maintenance identified in this guide can be done by a homeowner with some basic mechanical skills. If you are uncomfortable performing any of these tasks it is recommended that you contract with your local Western representative for service work provided. Western Window Systems disclaims any and all liability associated with the use and/or provision of these instructions. Any reliance upon the information or advice is at the risk of the party so relying.

The information in this Care & Maintenance Guide may change periodically without notification.

care during installation

you need to protect finished products

All of Western's products are classified as "finished products" and thus must be protected and handled with extreme care. Although both our anodized and painted finishes possess exceptional resistance to corrosion, fading, discoloration and wear, the product can be damaged by harsh chemicals, harsh elements, neglect and abuse. In an effort to protect the finished product and in particular their finished surface, extreme care must be taken to install the product properly, to protect it during construction, and to clean and maintain all windows and doors with the appropriate materials for the life of the product. Failure to properly maintain products can result in the nullification of the factory warranty.

you need to follow installation instructions

It is imperative that all of Western Window Systems window and door products be installed by qualified installation representatives. If you need assistance in locating a qualified installer, please contact your local dealer representatives. Any installer of Western's product must follow our specific installation instructions for each product type. For help finding a dealer or down-loading these installation instructions please visit: www.westernwindowssystems.com.

you need to take steps to avoid corrosion during installation

In addition to following installation instructions, here are some important installation mistakes that must be avoided to ensure proper performance of your windows and doors:

- Work to avoid galvanic corrosion by making sure that dissimilar metals are not placed in contact or close proximity to each other. Evidence of this type of corrosion exists when you see a white, chalky substance on your threshold or frame material. This white substance is typically formed as a result of these differing metals touching and reacting via some outside agent (typically water). To avoid galvanic corrosion, you can:
- ▶ Separate any metals in the vicinity of our product with some form of static, non moving material that protects against chemical reactions.
 - ▶ When cleaning your windows and doors, make sure to dry the product thoroughly and ensure that sitting water is not left to wreak havoc on product materials or any other metals in the vicinity.
 - ▶ Work to avoid caustic corrosion by protecting your windows and doors from chemicals that can damage the finish, hardware, or glass. In particular, you should seek to avoid any stucco or concrete splashing on the frame of your Western products. If these spills are not removed immediately, the caustic agents in these materials can permanently damage your doors and windows. Aluminum frames are extremely susceptible to corrosion caused by various chemicals on a construction site. It is imperative that all products are cleaned very carefully after installation is complete. In addition, Western recommends protecting door thresholds and window sills with protective tape or box frames to keep caustic agents from damaging the aluminum in these particularly vulnerable areas.

you need to keep your windows and doors clean during construction

Upon completion of installation of your Western Window Systems windows and doors it is critical that your product is cleaned thoroughly. You can do this yourself (following the instructions described below), or you can contract with your local Western dealer or an experienced cleaning firm to provide a deep clean of your products.

cleaning precautions & recommendations

Here are some general precautions and safety recommendations as it relates to cleaning and maintaining your Western window and door systems.

- ▶ Never mix cleaners or solvents. Certain combinations can be dangerous and reduce effectiveness.
- ▶ Do not lean on window or door screens. They are not strong enough to protect against falling through.
- ▶ Always use help when working with a large window or door to avoid injury.
- ▶ Use extra caution when cleaning the exterior side of windows and doors above the ground level.
- ▶ Carefully follow directions for all commercial cleaning products, specifically looking for details on warnings, cautions, disposal instructions, ventilation, safety gear, etc.

Here are some important recommendations to keep in mind as you clean your window and door systems.

- ▶ Never use a power washer or garden hose to spray at your windows and doors. The pressure from these water sources can cause seal failure and allow water to penetrate through your windows or doors.
- ▶ Avoid using metal tools and abrasive cleaners unless absolutely necessary. These methods can damage aluminum frames and scratch your glass.
- ▶ Never allow aggressive cleaners to spill onto aluminum frames. Rinse and dry off immediately.
- ▶ Do not allow cleaners to puddle or collect on the edges of your glass or glazing materials.
- ▶ Avoid cleaning when temperatures are too hot or too cold. Annual maintenance should be performed in comfortable weather.
- ▶ Be sure to avoid excessive rubbing or scouring, which can scratch glass or damage materials.
- ▶ Clean and rinse one window or door at a time, to avoid cleaning agents sitting too long on materials.
- ▶ After market tints or films are not recommended, as they can cause damage to the glass or the sealant used to secure the glass to the frame.
- ▶ **Clean all materials as identified in this guide a minimum of once a year (as noted).**
- ▶ **For coastal conditions, clean all materials as identified in this guide a minimum of once a month (as noted).**

cleaning materials

Here are the essential tools and cleaning materials that will be needed in order to properly clean and maintain your Western window and door systems.

- ▶ Soft bristle brush
- ▶ Spray bottle
- ▶ Vacuum cleaner
- ▶ Sponge
- ▶ Appropriate solvent
- ▶ Spray silicone
- ▶ Baby shampoo, mild soap and water, or vinegar and water
- ▶ Several clean, soft, non-abrasive, absorbent chamois or dry cloths
- ▶ Commercial glass cleaning products or solvents (for difficult to remove stains)
- ▶ Plastic putty knife (for paint or putty removal)
- ▶ Plastic wrap (for label removal)

inspections & maintenance

Below you will find directions for basic inspections and cleaning techniques for your bug screens, sash or panels, weatherstrip, and weep systems.

bug screens

Western recommends that you inspect and clean your screens a minimum of once a year. Please follow these instructions:

1. Inspect your screens for cuts, scratches, holes, or looseness.
 2. Replace or repair damaged screens.
 - ▶ You can contact your local Western dealer for repair or replacement.
 - ▶ Please note that the screen replacement may not be covered under your warranty and costs will be provided by the dealer.
 3. Remove the screen and place into a tub or shower (if indoors) or place on your lawn or hard surface (if outdoors).
 4. Gently spray with water and lightly brush with a soft bristle brush until clean.
 - ▶ For dirt that is more difficult to remove, gently scrub with a soft bristle brush and with mild soap and water.
 - ▶ Rinse the screen material with a gentle spray.
 5. Reinstall the screen when dry.
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window sash and door panels

Western recommends that you inspect and clean your window sashes and door panels a minimum of once a year (or a minimum of once a month for coastal applications). Please follow these instructions.

1. Inspect stiles and rails for any visible damage.
2. Check glass for any cracks.
3. For insulating glass units, look for moisture or fogging between the glass panes. Generally, this type of fogging is most visible on cold mornings. This may be an indication that the seal of your glass has failed.
4. Check the sealant at the lower corners of the frame to ensure that it is still intact. Repair as necessary with 100% silicone sealant.
5. Replace or repair damaged or failed glass.
 - ▶ You can contact your local Western dealer for repair or replacement. Please note that the glass replacement may not be covered under your warranty and costs will be provided by the dealer.



weatherstrip

Western recommends that you inspect and clean your weatherstrip on windows and doors a minimum of once a year (or a minimum of once a month for coastal applications). Damaged weatherstrip can lead to water penetrating into your house and also causes energy loss due to air infiltration. It is imperative that you replace weatherstrip that is missing, torn, cracked, brittle, discolored, gummy, or that no longer "bounces back" when pressed down on. To inspect, clean, and repair please follow these instructions:

1. Avoid the use of sharp items near any weatherstripping.
2. For light cleaning:
 - ▶ Clean with a damp cloth or mild soap and water.
 - ▶ Rinse and dry thoroughly. Repeat if necessary.
3. For non water-soluble cleaning:
 - ▶ Test a small area with your lacquer thinner first to avoid product damage.
 - ▶ Clean with small amount lacquer thinner on soft cloth. Repeat if necessary.
 - ▶ Clean with mild soap and water, then rinse. If unsuccessful, consider replacing weatherstripping.
4. For repair or replacement:
 - ▶ Carefully remove loose or damaged weatherstrip.
 - ▶ Apply thin bead of silicone sealant into kerf.
 - ▶ Reinstall weatherstrip.
 - ▶ Hold in place with tape for 24 hours.
 - ▶ Carefully remove the tape.
 - ▶ You can also contact your local Western dealer for repair or replacement. Please note that the weatherstrip replacement may not be covered under your warranty and costs will be provided by the dealer.

weep systems

Western recommends that you inspect and clean your weep systems on windows and doors a minimum of once a year (or a minimum of once a month for heavy rain locations). While your aluminum windows and doors themselves are not subject to damage from moisture, the surrounding structure is susceptible if water does not drain quickly from the sill through the weep system. To inspect and check the weep holes for blockage please follow these important steps:

1. Routinely clean the sill track with a vacuum or wipe thoroughly with a damp cloth.
2. Pour a small amount of water (approximately 1 cup) into interior sill track. If water drains out through the exterior weep holes the system is clean and clear. If not, continue to Step 3.
3. Insert a thin wire into the exterior weep hole in the frame or track. Be careful to not push the wire further than necessary to remove the blockage to avoid risk of damaging the glass (if applicable).
4. Repeat step one until water runs clear to the exterior.
 - ▶ You can contact your local Western dealer for repair or replacement. Please note that the weep replacement or adjustment may not be covered under your warranty and costs will be provided by the dealer.

cleaning glass

Below you will find directions for cleaning the glass surfaces of your windows and doors. You may find it easier to clean your glass by first adjusting your window sash and or door panel for easier access. Some window sashes can be removed (horizontal sliding windows), while others can be opened (casements, awnings, hoppers). If you would like further instructions on how to remove your sash before cleaning please contact Western.

general cleaning

General Cleaning: Western recommends that you do a general cleaning of all your glass surfaces a minimum of once a year (or a minimum of once a month for coastal conditions). Please follow these steps for general cleaning:

1. Prepare cleaning solution (1 tsp baby shampoo to one gallon of water).
 2. Rinse surface with clean water from top to bottom (do not use a high pressure hose).
 3. Clean with mild soap and water and sponge or soft brush with uniform pressure horizontally, then vertically.
 - ▶ Be sure to quickly rinse and dry any run-down. Do not allow cleaning solutions to collect or puddle on surfaces of your windows and doors.
 4. Promptly rinse thoroughly with clean water (often sponging while rinsing can be effective). Do not allow the cleaning solution to dry on the surface.
 5. Wipe dry the window frame and sill with dry cloth or chamois (do not use same cloth used on glass).
 6. If necessary, repeat steps above until clean.
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stubborn stain removal

For more stubborn stains on your glass surfaces, a commercial glass cleaning product may be necessary. Please follow these steps for stubborn stain removal:

1. Apply a small amount of commercial glass cleaner directly to the stain. Avoid spilling or dripping down the glass.
 2. Some persistent stains may need higher strength cleaning solutions that contain active ingredient chemicals such as toluene, xylene, mineral spirits, or naphtha. Take special care to follow instructions carefully when using these types of cleaners.
 4. For oil and grease stains, try using baking soda and water or washing soda and water.
 5. Rinse thoroughly with clean water and dry.
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paint removal

Removing paint from glass can also be difficult. Please follow these steps for removal:

1. Soak dried latex paint drips with warm water and baby shampoo solution.
2. Wipe with a damp cloth or sponge.
3. If needed, scrape gently with a plastic putty knife. Repeat soak and scrape.
4. If necessary, repeat steps above until clean.



label removal

All of your Western windows and doors will come with a product label attached to the glass. Prior to completing your project you will need to remove these labels. Please follow these steps for removal:

1. Slowly peel the label away from one corner.
2. If label tears or sticks, moisten with soapy water and gently scrape with plastic putty knife.
3. 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.

If additional information is required for glass cleaning, Western recommends that you research information made available by PPG (www.ppg.com) or the Glass Association of North America (www.glasswebsite.com).

cleaning aluminum

Below you will find information on cleaning the aluminum surfaces on your Western windows and doors. Your products will either have a painted finish or an anodized finish. Western recommends that you inspect and clean these aluminum surfaces a minimum of once a year (or a minimum of once a month for coastal conditions). Please follow these instructions for inspection and cleaning:

1. Inspect all aluminum surfaces for scratches or cracks in the finish.
2. Pay close attention to bare aluminum (edges and weep holes) and areas of no finish.
3. Bare aluminum will oxidize over time (oxidation is a natural occurrence that produces a coating that wipes off as a dark, metallic-looking residue). Always address oxidation:
 - ▶ Use a fine scratch pad or steel wool to gently remove oxidation. **DO NOT** scratch finished surfaces.
 - ▶ Dust or vacuum residue and wipe clean with damp cloth.
 - ▶ For optimum protection against oxidation, apply a coat of high quality car wax over the enamel or anodized finish.
4. To clean the painted finish or anodized aluminum surfaces:
 - ▶ Wipe with sponge and water.
 - ▶ Dry with a soft cloth.
5. If soil still adheres, try these additional steps:
 - ▶ Sponge or lightly brush with mild soapy water.
 - ▶ Rinse and wipe dry with soft cloth.
6. If stubborn soil is still an issue, try these additional steps:
 - ▶ Wipe with mild solvent (mineral spirits) and a clean soft cloth or non-abrasive nylon cleaning pad to remove grease, sealant, or caulking compounds.
 - ▶ Dry with a separate clean cloth.
 - ▶ Clean residue with sponge, mild soap and water, rinse, and let dry.

When working to clean aluminum surfaces it is very important to remember that you are cleaning a "finished product". Be very careful to not do further damage to your finish by cleaning too aggressively. **Be certain to not use any chemicals or other similar substances that can remove the color or gloss of the paint. Warning labels will identify them as such, and be sure to avoid use of these materials.**

wood care

Timeliness in painting and finishing of wood is very important. After a unit is installed and has been exposed to the weather and/or interior humidity, it can be difficult to dry the wood sufficiently for good finish adhesion or damage may already have taken place. Unfinished wood surfaces will discolor, deteriorate, swell, or may bow and split. **Exposed interior or exterior wood must be finish-coated immediately after receipt to control moisture gain and movement, which can cause warping and other problems.**

Moisture is the enemy of wood. The primary purpose of finishing, in addition to aesthetics, is to protect the wood from moisture. During installation of the products, there may be a penetration of the wood by nails or other fasteners. It is very important to seal these, or any other penetrations, so as to reduce moisture invasion. This protection must also be continued as a maintenance item.

All pieces of wood are unique. Some pieces of wood will have more pronounced grain patterns than others. These are not defects in the wood or the finish. Stain color inconsistencies due to natural wood properties are not wood defects and can be controlled with proper finishing.

Be sure to follow the finish manufacturer's recommendations for finishing before applying finish to your door. Read and follow the manufacturer's safety recommendations and warnings on the container. When caring for your doors, always make sure to use adequate hand, eye and ventilation protection.

veneered parts

Many interior surfaces are not solid wood, but covered with veneer, or a thin piece of wood. Veneered parts are engineered for enhanced strength, warp-resistance and surface consistency when applying paint or stain. Many times it will not be obvious if a part is veneered or not. Due to the delicate nature of veneer, all wooden parts should be treated as though they are veneered. Finishing veneered products is the same as finishing solid wood except it is possible to sand through the veneer. Components receive a factory finish and should not require further sanding. If light sanding is necessary, use closed grit 240 or finer.

cleaning hardware

Cleaning your hardware helps to maintain and restore smooth operation to moveable parts of your Western windows and doors, as well as offer corrosion protection. Western recommends that you inspect and clean your hardware anytime windows are not opening or closing properly or a minimum of twice a year (a minimum of once a month for coastal conditions).

When maintaining your window and door hardware, always do the following:

1. Clean any dirt/debris
2. Tighten any loose screws
3. Replace damaged hardware
 - ▶ You can contact your local Western dealer for repair or replacement. Please note that the hardware replacement may not be covered under your warranty and costs will be provided by the dealer.

The following substances may damage protective hardware finishes. **Do not use:**

1. Vinegar-based cleaners
2. Citrus-based cleaners (lemon, etc.)
3. Paint removers
4. Window cleaners
5. Brick/siding washes
6. Any other industrial or abrasive cleaners
7. Use caution with silicone-based sprays
 - ▶ Apply only in small amounts and do not overspray. Wipe off excess lubricant to avoid staining and/or damage to other window or door parts. Silicone may cause some hard plastic parts to become brittle.
 - ▶ Some lubricants such as WD-40 or other equivalents should not be used because they attract dirt and inhibit performance.

cleaning

Cleaning: As stated previously, Western recommends that you clean your hardware a minimum of twice a year (a minimum of once a month for coastal conditions). Please follow these general steps for cleaning your hardware on your Western windows and doors.

1. Remove hardware for easier cleaning.
2. Use mild soap and water on a soft cloth or sponge; rinse and wipe dry.
3. For stubborn dirt, use a soft bristle brush to gently scrub.
4. Apply several coats of high quality, non-abrasive car wax.
5. Re-install hardware.

Always thoroughly clean all hardware before lubricating.

Lubricating hardware

Lubricating your hardware helps to maintain and restore smooth operation to moveable parts of your Western windows and doors. Western recommends that you inspect and lubricate your hardware anytime windows are not opening or closing properly or a minimum of once a year (a minimum of once a month for coastal conditions).

lubricant types

Different hardware requires different types of lubricants. The instructions below will identify the suggested lubricants as well as specifics on which types to use and how to apply them to individual Western products.

1. White or Lithium Grease

- ▶ Protects metal surfaces against corrosion, reduces friction and wear on moving parts, and is an excellent multi-purpose lubricant.

2. Light Oil (such as 3-In-One)

- ▶ Use for sliding or rotating joints

3. Graphite (spray black carbon powder)

- ▶ Use for door lock key ways and hinges. Apply carefully to avoid possible staining of parts.

4. Spray Silicone

- ▶ Use for slider tracks, jamb liners, and weatherstrip. Do not spray directly onto hardware surfaces. Always spray onto a cloth and then apply.
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plastic hardware

Most hard plastic hardware parts (i.e. sash retainer latches) require periodic cleaning for smooth operation. Please follow the general cleaning method described above. Plastic hardware DOES NOT require lubrication.

hinges

Western utilizes butt hinges on our casement windows and a continuous hinge on our 900 Series Door panels. Lubricate all hinges with light oil (3-In-One oil or equivalent).

horizontal sliders or single hung windows

Please follow these steps for cleaning/lubricating sliders and single hungs from Western:

casement, awning, or hopper hardware

Please follow these steps for cleaning/lubricating casements, awnings, and hopper windows from Western:

1. Remove set screw on crank handle with small screwdriver or Allen wrench; remove handle.
2. Gently remove plastic cover.
3. Apply lithium grease to operator gear mechanisms.
4. Apply light oil to rotating joints such as hinge pivots.

sliding door tracks and jamb liners

Sliding door tracks and jamb liners can become dirty and difficult to operate. Please follow these steps for cleaning/lubricating sliding door tracks from Western:

1. Carefully remove panels on sliding doors (hire a professional if this is too difficult).
2. Vacuum track or wipe with a soft cloth.
3. Apply spray silicone to dry, soft cloth. Wipe onto track, jamb liner, and/or weatherstrip. Do not apply silicone to pile (fuzzy) weatherstrip.
4. Re-install panels and slide back and forth to check for improved operation.

sliding door rollers & multi-point locks

It is important to clean/lubricate your sliding door rollers and all of your multipoint locking hardware for sliding doors and hinged doors.

1. Carefully remove door panels on sliding doors (hire a professional if this is too difficult).
2. Tip the door panel for better access to the rollers on the bottom.
3. Lubricate the rollers where the shaft goes through the middle of the wheels with light oil.
4. Lightly oil the multi-point lock at each latch point.
5. Spray the keyway (of all keyed cylinders) with graphite lubricant.

You can always contact your local Western dealer for assistance with lubricating, repairing, or replacing your hardware. Please note that the hardware replacement may not be covered under your warranty and costs will be provided by the dealer.

warranty note

It is imperative that all customers follow the specific care and maintenance instructions identified in this guide. Implementing and following these procedures will ensure your Western products will provide you with great customer satisfaction and optimal performance.

For a copy of our warranty please visit our website at www.westernwindowsystems.com.