



Care and Maintenance Guide

Windows and Doors

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1. Introduction

Thank you for purchasing Lepage Millwork wood products!

The craftsman's love of his trade is the heart and soul of Lepage Millwork. Our windows and doors are made by hand by true artisans and every care is taken to ensure superior quality. With the proper care and maintenance, we are confident that you will enjoy the quality and performance of Lepage windows doors.

This document lists the maintenance tasks and frequencies recommended for Lepage Millwork window and door products to ensure their optimal performance and beautiful appearance over the years. If you have any questions or comments, please contact your local Lepage Millwork dealer.

Lepage Millwork products are designed to last and simple periodical cleaning of various components is usually sufficient to ensure the proper operation and performance of our products.

Please read the Lepage Millwork *Limited Warranty on Wood Window and Door Products* in full as terms may affect coverage. The owner of Lepage products must respect the recommendations of this Care and Maintenance Guide to avoid any warranty claim disqualifications.

2. Hardware

Cleaning hardware finishes and lubricating their mechanisms are necessary to maintain them in good working condition for years and will also extend their useful life. The frequency of cleaning and lubrication varies based on local environmental conditions. Dust and debris carried by the wind can hinder their smooth operation and may lead to premature wear and corrosion. Routine maintenance is thus even more critical in coastal areas and more industrial environments where harsher environmental conditions and heavier pollution are typical.

When cleaning hardware, always use a mild detergent and a soft cloth. **DO NOT USE** harsh cleaners such as the ones that are vinegar, citrus fruit and chlorine or ammoniac-based or industrial strength or abrasive cleaners. These cleaners can remove or damage hardware finishes.

You can also periodically apply car wax on exterior door hinges and hardware to diminish the impact of sun exposure and refresh and renew the sheen.

Please refer to the Lepage Millwork *Limited Warranty on Wood Window and Door Products* for more details about variations in color or sheen.

2.1 Cleaning

We recommend the following steps to clean hardware:

- First, open the sash and vacuum the sill to remove dust and debris on :
 - ✓ Hinges and sliding tracks of casements and push outs
 - ✓ At the base of jamb tracks on hung windows
 - ✓ Inside the thermal break of in-swing French casement windows
 - ✓ Inside water drainage grooves and holes as well as locking receptacles of doors
 - ✓ On sliding doors tracks and sliding screens



- Use a mixture of water and mild detergent to loosen up stubborn dirt and deposits.
- Always rinse with clean water.
- Wipe interior facing hardware with a damp soft cloth to remove dust and finger prints.
- Pay special attention to products exposed to strong winds or installed close to the ground level.

2.2 Lubrication

Once the hardware is clean and dry, lubricate the lock cylinders, moving parts and hardware mechanisms. Avoid lubricant overflow and overspray to surrounding areas.

We recommend using the following lubricant types:

- For butt hinges, multi-point shootbolts and receptacles use Clear plumber silicone grease
- For lock cylinders and mortice use lock lubricant such as 3-IN-ONE® Lock Dry Lube
- For casement hinges, sliding tracks, multi-point systems on casements balance tracks on hung windows, weather strips on the edge of the PVC casement sash, Polyflex™ weather strips on the jamb of steel doors use a silicone-based lubricant spray compatible with plastic and PVC, such as Jig-A-Loo original version (orange can) or Jig-A-Loo Nano.

3. Caulking & Weatherstrips

Verify the condition of all exterior caulking and redo as needed. Damaged caulking may cause air leakage or water infiltration.

Verify the condition of all weatherstripping and make sure they are clean, undamaged (cracks, tears, etc.) and flexible. Pay special attention to dirt deposits at weather-stripping junctions as this will hinder its sealing performance.

If the weather-strip is damaged, please contact your authorized Lepage Millwork local dealer for more information regarding replacement parts.

Exposed caulking applied at the perimeter of products during the installation must also be inspected periodically and replaced when necessary. A defective bead of caulking can cause water infiltration around the product and cause damages to the product and building components.

4. Screens

We recommend removing screens in the winter. In addition to protecting them by keeping them indoors, removing them will allow the air to better circulate to the surface of the glass and around the window, thus reducing the risk of condensation.

If the screens are mounted on a wood frame, we recommend not storing them directly on cement floors to prevent damage from the humidity.



5. Finishes

The life of any exterior wood finish (paint or stain) will vary based on the level of exposure to moisture, direct sunlight and the accumulation of dirt, dust or salt on the surface. The most intense exposure is normally found on the southern and western faces of buildings, coastline (or other salty body of water) areas and in highly polluted regions.

- All wood surfaces must be protected with a finish (paint or stain). This includes jamb interiors (surface between the jambs and operating sashes or slabs) and all six faces of sashes or slabs (exterior, interior, top, bottom and sides).
- The application of top quality wood finishes (paint or stain) by experts will help increase frequencies between recoatings due to normal wear (loss of sheen, fading of dark colours, etc.). **This precaution will also help maintain the validity of the warranty on wood components.**
- The use of roof overhangs over building openings to protect from direct sun exposure and other exterior elements will also help extend the life of any finish and slow down underlying natural wood colour variations due to UV rays (semitransparent finishes).
- You can determine if the finish should be rejuvenated or restored just by looking at it. Evidence of a dull or dry feel, raised grain and minor surface cracks are all signs that a partial surface restoration is needed. A milky white cast to the coating, lack of luster, particularly on surfaces subject to direct sun and moisture, is also a sign of required finish maintenance. If cracks or dark streaks are starting to appear at the bottom of panels, slabs or sashes it is also a sign that moisture is being absorbed by the wood.
- Paint finishes on aluminium is covered by has a longer manufacturer's warranty than finishes on wood, but still requires periodical inspection, cleaning and maintenance.

5.1 Cleaning and Inspection

Recommended steps to clean finishes (stain or paint):

- Rinse all exterior surfaces with tap water using a low pressure 'shower head' nozzle to remove dust and small debris
- Use a clean cloth and mild detergent to clean surfaces. Rinse your cloth regularly with clean water to prevent debris on your cloth from scratching surfaces.
- Use a clean damp cloth or a mild and neutral soap when cleaning interior surfaces.
- Open sashes and remove any accumulated dirt and debris. This will avoid any activation issues and maintain the air and water tightness of the seals.
- Clean annually or at least twice a year when located within 3.2 km (2 miles) of the ocean (or another salty body of water) or in a polluted area.
- Once cleaned, note any changes to the finish and document any cracks, flaking or other situations that may create a point of entry for water or moisture. **Use the enclosed form (Annex A) to document your cleaning activities and inspection results.**
- Address all problematic situations by paint touch-ups or other refinishing activities without delay. For any advice, please contact your local Lepage Millwork distributor.
- **DO NOT** use a high-pressure washer.
- **DO NOT** use a harsh detergents containing ammonia, bleach or abrasives.
- **DO NOT** use solvents to clean a surface.
- **DO NOT** brush the surface, if needed, use a brush with soft bristles.



5.2 Factory Paint

When a finish coat is field-applied on a factory-applied primer or paint, it is essential to:

- Clean the entire surface with a clean damp cloth and let dry.
- Remove stains and accumulated pollution with a degreaser such as a solution of trisodium phosphate (TSP). Follow the procedure and safety instructions on the product label.
- Fill any holes or cracks that may have appeared in the factory finish. Please contact your authorized Lepage Millwork local dealer if you require any assistance.
- Scuff sand the factory finish with Super Fine 320 grit sandpaper or a Scotch Brite™. This will ensure the mechanical adhesion of the field-applied finish.
- Wipe off any dust.
- Follow the paint manufacturer's recommendations to apply the finish.
- We recommend using wood paint finishes from reputable paint companies like Sherwin-Williams® and Benjamin Moore®.
- **NEVER** apply paint on weather-strips or hardware. Make sure the new coat of paint does not interfere with the product's operation. Remove all door handles during the finishing process to avoid damaging their finish.

5.3 Lepage Millwork Original Stains

Regular cleaning and maintenance of factory-stained finishes is essential to maintain the optimal protection of the underlying wood components.

Evidence of dulling, loss of sheen and a dry feel should be addressed as follows:

- Clean the finish and rinse well with fresh water. Let dry.
- Apply the Lepage Millwork-approved stain regenerator with a lint-free cloth or paint brush. Remove any excess product after 30 minutes.

Restore a coating finish showing signs of partial degeneration such as cracks, splits, varnish wear, small damages and excessive dryness as follows:

- Clean the surface and let dry.
- Lightly sand the affected areas using Super Fine 400 grit sandpaper. Make sure you do not completely sand through the varnish layer. Wipe off any dust.
- Add stain colour touch-ups, if needed.
- Apply one or more coats of compatible clear exterior varnish to reseal the surface.

If the finish coating has not been properly maintained and is showing signs of remarkable deterioration, striping and recoating may be necessary. You can obtain the necessary base stain and varnishes from your authorized local Lepage Millwork distributor.

6. Cleaning Glass

Cleaning glass of common surface debris, including fingerprints, dust and typical environmental deposits is easy to do using soap and water, common household glass cleaners or a mix of 10 parts water with 1 part vinegar.



We recommend the following cleaning steps:

- Carefully rinse all glass surfaces thoroughly with clean water to remove as much dust, sand, tiny rocks and any other kind of dirt as possible. Such debris may scratch the surface of the glass and should be removed periodically.
- Apply a generous amount of cleaning solution to the glass surface.
- Scrub the wet surface with a clean, lint-free towel or cloth.
- Remove the solution using a rubber squeegee. Make sure you do not scratch the glass surface with any metal parts of the squeegee.
- Dry all cleaning solutions from window gaskets, sealants and frames with a lint-free towel or cloth.
- **DO NOT** use cleaning solutions with harsh abrasives or strong solvents.
- **DO NOT** use scrapers, metal blades or any other sharp objects, including steel wool, sandpaper, abrasive pads or acids.
- **DO NOT** clean tinted or coated glass surfaces in direct sunlight.
- **DO NOT** use a high-pressure washer.

Stubborn marks on the glass left by stickers, other adhesives or crayons may be difficult to remove with typical glass cleaners. These can be removed using a mild solvent-based cleaner. We recommend using Goo Gone®, Turtle Wax® Label or Sticker Remover.

Self-Cleaning Glass

The exterior face of self-cleaning glass is specially coated to decompose organic residues on the glass surface exposed to sun rays. The coat also allows dirt to easily rinse off the glass surface when exposed to rain. If a glass is less exposed to the sun and rain, the 'self-cleaning' performance of the coating will be reduced. For manually cleaning this type of glass, follow the steps listed above for regular glass.

7. Minimum Maintenance Frequency

Environnement	Other Areas	Coastlines and Highly Polluted Areas
Task	Frequency	Frequency
Clean glass	Once a year	Once every 6 months
Check operation and weatherstripping	Once a year	Once a year
Clean wood, aluminum and PVC surfaces	Once a year	Once every 6 months
Check paint and repair	Once a year	Once every 6 months
Check exposed caulking beads and redo, if necessary	Once a year	Once every 6 months
Clean and lubricate hardware	Once a year	Every 3 to 6 months
Apply the Regenerator/Protector on factory stain finishes	Once every 12	Once every 6 months
Repaint/re-varnish wood surfaces (depending on their exposition to elements and the condition of the finish)	Every 2 to 10 years	Every 2 to 5 years



ANNEX A

Inspection, Cleaning and Maintenance of Windows and Doors

Complete this form to document your observations when you inspect your Lepage Millwork windows and doors and during cleaning and maintenance activities. We recommend archiving this information until the end of the warranty period.

Dates of inspections, cleaning and maintenance

Targeted items (product type and location)

Observations or maintenance performed per item

Material or products used to clean or maintain (please indicate the names of the products please)

Inspection or repairs performed by (name(s)) _____

Report completed by (name) _____