



SIERRA PACIFIC WINDOWS

OWNER'S MANUAL



A DIVISION OF



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INDUSTRIES





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Important: It is the responsibility of the end user to visually inspect their Sierra Pacific window and door products for necessary maintenance and repairs, at least twice per year, or more frequently as dictated by environment and exposure.

Thank you for choosing Sierra Pacific windows and doors.

Sierra Pacific's unique approach to building and selling quality windows and doors begins with the trees. Our trees are grown and harvested from well managed forests certified as sustainable under the auspices of the Sustainable Forestry Initiative® (SFI). Select Ponderosa Pine or Douglas Fir is fabricated into quality components and assembled into some of the finest windows and doors available.

Service Centers and Dealer locations are staffed with professional, factory-trained sales and service personnel. These personnel are ready to provide quick, convenient service long after the sale.

This Owner's Manual provides useful information regarding your new windows and doors, including how to keep them looking and performing like new for many years to come. Should you have additional questions, please contact your local Sierra Pacific Windows Service Center.



Safety Considerations

Safety should always be the primary consideration when handling and caring for windows and doors. Please carefully read and follow these important safety considerations:

- Wear the appropriate safety equipment for the work to be done (e.g. goggles, safety glasses, gloves, etc.).
- Doors and windows can be very heavy and odd shapes and sizes can be awkward to handle. Two or more people may be required when moving, installing or performing maintenance.
- Aluminum clad windows and doors have sharp corners and edges. Be careful to avoid personal injury when handling these products.
- Never mix cleaning products. The mixing of cleaners may not only be ineffective, but could also be very dangerous. Always follow the manufacturer's recommendation for diluting and using cleaners.
- Do not leave openings in the walls unattended when small children or pets are present.



Caution: Screens are designed to keep insects out. They will not restrain children or pets. Falling from an opening could result in serious injury or death.

Handling and Storage

All Sierra Pacific windows and doors are packaged to avoid damage during shipment. Prior to installation, windows and doors should be stored upright in a clean, dry area. Do not store flat or on edge. Do not expose unfinished windows and doors to direct sunlight, excessive moisture, high heat or extremely dry conditions. Protect unfinished windows and doors, including oak thresholds, from dirt, water and abuse. Excessive water and abusive construction traffic will stain and damage the unfinished oak threshold on your doors.



Important: Do not apply any films onto the insulated glass. These tinted films will cause excessive heat buildup within the insulated unit. This buildup could result in cracks or seal failure. The use of such films will void your warranty.

Sierra Pacific windows and doors are packaged and shipped with corner blocks, mull braces and skid boards to prevent shipping and handling damage. These blocks and bracing members must be removed prior to installation. Shipping handles are attached on large window or door units (50 square feet and greater) to provide for easier handling.

Install and finish your windows and doors as soon as possible. Once installed, keep your windows and doors closed and locked, especially prior to finishing. This will help to keep your sash and panels from bowing and maintain a tight seal. Stabilize the moisture content of your home or building interior and allow your product to adjust to surrounding conditions. In no instance should any finish be applied over damp wood. All wood surfaces must be finished prior to, or immediately following, installation. This will ensure proper operation and long-term performance.

Please read and follow installation instructions carefully.



Important: Proper installation is critical to ensure smooth operation and long-term performance.

If additional instructions are needed for installation, please contact your Sierra Pacific Windows representative or Regional Service Center.

General Preparation and Finishing Instructions

Applying a finish to your product in a timely fashion is extremely important. A high quality finish will help protect your windows and doors from the elements as well as enhance their beauty. As with any effort, proper preparation will go a long way toward achieving the desired results. Please read and follow these instructions:

Preparation

1. Fill all visible nail holes in the glazing bead, trim or elsewhere with a high-quality wood filler. For exterior application, ensure the filler is exterior grade. Allow drying per the manufacturer's instructions. For wood exterior product, all seams and joints must be caulked with an exterior grade caulk.
2. Lightly hand-sand the interior wood surfaces of your windows and doors. Use 220-grit sandpaper to remove any handling marks, dirt or construction residue. Always sand in the direction of the grain and be careful not to scratch the glass. Do not use an orbital or belt sander. Hand sanding is sufficient and helps ensure a consistent finish. For exterior wood surfaces, sand lightly with a 180-grit sandpaper.
3. Wipe all surfaces clean of sanding dust with a clean tack cloth or a clean soft rag. Do not use cleaners or polishes. They could discolor the wood and affect the finish.
4. The wood surfaces must be totally free of dust, dirt, grease or any surface contamination. The wood surface must be dry, no more than 12% moisture content. Under no circumstances should any finish be applied over damp wood.
5. When hardware is removed from a window or door, take note of placement, fastener type and location. Keep the removed hardware together in a safe location so it is not damaged or misplaced. Hardware placement is critical to the operation of your windows and doors. Make sure the hardware is replaced in the same location from which it was removed. Use the same fasteners.
6. Prior to application, test the finish on an inconspicuous area to check for desired results. Always apply a high quality paint, stain or finish and follow the manufacturer's instructions.
7. Not all primers, paints, stains and clear coats are compatible. Check the manufacturer's labeling for compatibility or use finishing materials from the same manufacturer designed for use with each other. Again, follow the manufacturer's instructions.

8. Always lap the finish coat onto the glass 1/16” to protect the seal between the glass and the wood.
9. Do not paint, stain or clear coat any weather-strip, jamb liners, screens, hardware or any surface that has sliding contact with another (e.g. double hung and sliding windows). Paints, stains and clear finishes contain solvents that can cause plastics and vinyl to lose their flexible qualities and become brittle. If you do get paint, stain or clear coat on any of these areas, clean off immediately with a clean cloth.
10. Always apply finish with the sash or panel open or removed. Do not close the window or door until the finish is thoroughly cured. Do not allow uncured finished surfaces to contact weather-stripping or each other.

✓ **Note:** Though dry to the touch, the paint / finish may not be thoroughly cured.

11. Be sure to **finish all exposed wood surfaces on your windows and doors**, including both faces and all four edges (top, bottom and both sides). The only exception would be on hung or sliding window sash edges which have sliding contact with another surface or contact with weather-stripping or jamb liners (as noted in step 9 above).
12. For wood exterior product, the finish must also be applied to the edges of the brick mould and sill nose (exterior trim) prior to the application of exterior siding or stucco.

Finishing

The following are specific instructions pertaining to common finish applications:

Finishing the interior

- Stain Finish

The use of a high quality pre-stain wood conditioner prior to staining the interior or exterior of your windows or doors is strongly recommended. Using a pre-stain wood conditioner helps to ensure even stain coverage, penetration and consistency. Prior to staining, apply the conditioner in the direction of the wood grain, in accordance with the manufacturer’s instructions.

Use a high quality stain and apply in accordance with the manufacturer’s instructions. Follow this with at least two coats of a high quality clear coat to ensure a proper seal. Follow the manufacturer’s instructions for drying time and sanding between coats.


It may be possible for stain to seep unevenly between the glass and the back side of the wood glazing bead. Small voids or gaps can occur due to inherent variation in the glass or wood bead surfaces. If stain is applied heavily, it may accumulate in and about the joint between the glass and the wood bead. This can be unsightly when viewed from the exterior side of the window, especially if a dark stain is applied. Similar visual issues may apply to the staining of interior simulite bar. Care should be taken to minimize this possibility. In these areas, apply stain in several lighter coats, possibly using a brush rather than applying heavily with a spray or rag.

- Paint Finish

Apply two coats of high quality paint and lap your finish coat onto the glass 1/16”.

- Natural finish

Apply a minimum of two coats of a high quality, clear coat finish. Follow the manufacturer’s instructions for drying time and sanding between coats.

 **Note:** Stains and oil stains alone are not a complete finish. Any type of stain must be followed by at least two coats of a high quality clear coat.

Finishing the exterior

The following instructions refer to all-wood windows and doors only.

- Stain Finish

The use of a high quality pre-stain wood conditioner prior to staining the exterior of your windows and doors is strongly recommended. Using a pre-stain wood conditioner helps to ensure even stain coverage, penetration and improves stain consistency. Prior to stain application, apply the pre-stain wood conditioner according to the manufacturer’s instructions, in the direction of the wood grain.

Use a high quality stain and apply according to the manufacturer’s instructions and drying time. Follow with at least two coats of a high quality, exterior grade clear coat to ensure a good seal. Follow the manufacturer’s instructions for drying time and sanding between coats.

- Paint Finish

Although a base primer is factory applied on the wood exterior of your Sierra Pacific product, a second coat of primer should be applied on all exterior surfaces. Pay particular attention to the sill area, specifically to the underside of the sill where moisture tends to congregate, and to all edges of the brick mould and sill nose (exterior trim).

The finish coats should be of high quality 100% acrylic latex (exterior grade) semi-gloss house and trim enamel. The 100% acrylic latex recommended should have a PVC (pigment volume concentration) of no more than 50%. Flat latex is not acceptable nor is a PVA (poly vinyl acetate) latex.

Apply a minimum of two coats according to the paint manufacturer's instructions. Lap the finish coat onto the glass 1/16" to protect the seal between the glass and the wood. Paint must also be applied to the edges of the brick mould and sill nose (exterior trim) prior to the application of exterior siding or stucco.

- Natural Finish

Apply a minimum of two coats of a high quality exterior grade, clear-coat finish. Follow the manufacturer's instructions on drying time and sanding between coats.

Operating your Sierra Pacific Windows and Doors



French Swing Doors

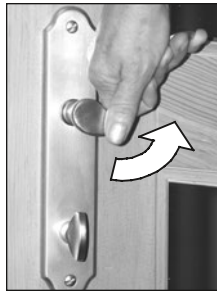
A multi-point locking system is a standard feature supplied on all Sierra Pacific French doors. This locking system provides an excellent weather seal and exceptional security.

To unlock and open the door from the interior, rotate the thumb turn to the vertical (unlocked) position, disengaging the deadbolt. Grasp the lever handle and push down. This will retract the shoot bolts at the top and bottom of the door panel, thereby disengaging the lock.

To lock the door, close the panel completely and lift up on the lever. This will engage the multi-point lock. Then rotate the thumb-turn to the horizontal (locked) position to engage the deadbolt. With the deadbolt engaged, the multi-point lock system cannot be disengaged.



turn handle down --
disengage
shoot bolts to unlock



turn handle up -- engage
shoot bolts to lock



thumbturn horizontal
-- locked



thumbturn vertical --
unlocked

✓ **Note:** The multi-point lock system and deadbolt must be completely deployed for the door to lock. Keep the multi-point system engaged whenever possible to help keep the door panels flat and maintain a consistent weather seal.

On double doors with two operating panels, one or both panels can be unlocked and locked following the same procedure. The active (primary) panel, however, must be opened or closed prior to operating the inactive (secondary) panel.

A keyed lock option is available so the door can be locked and unlocked from the exterior.

The multipoint lock mechanism includes a mishandling device. It is located just above the deadbolt on the edge of the door panel. When the door is in the closed position, the mishandling device is depressed and allows the upper and lower shoot bolts to be engaged. When the door is open, the device prevents the shoot bolts from being extended. If the shoot bolts were to be inadvertently extended while the door is open, they could cause damage to the head and sill when closing the door.

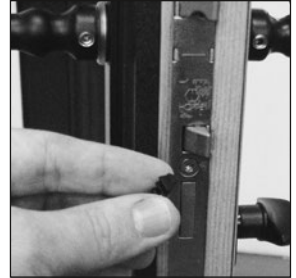
To prepare the mishandling device for use, first remove the tape label that is covering the device. Next, dislodge the clip that is holding the mishandling device in place. Remove the clip.



Label (remove)



Dislodge clip



Remove clip



Patio Sliding Doors

Sierra Pacific patio sliding doors are also manufactured with a multi-point lock. To open the sliding door, rotate the thumb turn to the vertical (unlocked) position and slide the panel open. To lock the door, slide the panel closed against the strike plate on the locking side jamb and rotate the thumb turn to the horizontal (locked) position.

✓ **Note:** The locking mechanism and the strike plate must align for the lock to engage properly.

If the door will not lock or is difficult to lock, adjustment of the panel or the strike plate may be necessary.

The height of the operating panel can be adjusted by accessing the height adjustment screw on each roller. To access the screws, remove the caps from both holes at the bottom of the panel on the interior side. Adjust the rollers as needed to ensure a proper fit between the panel and frame.



The strike plate, on the lock side frame jamb, can be adjusted by slightly loosening the screws in the slotted holes in the base plate. Adjust the strike plate up or down to align with the lock mechanism in the door panel.



Use the scribe marks on the lock and strike plate to ensure proper alignment.



strike plate alignment scribe



lock alignment scribe

Four panel patio sliding doors: Four panel doors have two center operating panels. These doors have the locking mechanism in the active (primary) panel and the strike plate on the inactive (secondary) panel.

If the door will not lock or is difficult to lock, adjustment of the panels or strike plate may be necessary. The inactive (secondary) panel is equipped with a manual flush bolt at the top lock side edge of the panel and a foot-operated lock on the opposite edge, near the bottom of the panel.

✓ **Note:** The foot-operated lock is shipped separately and should be applied after installation and panel adjustment.

Keep the manual flush bolt and the foot-operated lock engaged when the inactive (secondary) panel is closed and not in use.

A keyed lock option is available so that the door may be locked and unlocked from the exterior.

An optional rolling screen is available for the patio sliding door. The screen can be adjusted using the adjustment screws located at the top and bottom of both sides. Adjust the screen to the desired height making sure the screen is level and square with the door frame. A screen strike is to be applied to the door frame. The lock on the screen must align with this strike for the lock to engage.



Case ment, French Case ment and Awning Windows

To open a casement or awning window, begin by lifting the sash lock lever up (casement windows 40 inches and taller and awning windows 18 inches and taller each have two locks). Rotate the crank handle to open the sash outward. To close and lock, crank the sash closed and pull the lock lever down. Keep your casement and awning windows locked whenever possible to prevent the sash from warping and to maintain a consistent seal. Both locks must be engaged to keep the sash from bowing and to keep the window secure.



The hardware on Sierra Pacific operating casement windows allows for washing of the exterior

of the glass from the inside. With the window fully open, reach between the frame and the sash to access the exterior face of the glass.

Do not remove the window sash to clean the glass.

✓ **Note:** Casement windows with special egress hardware or butt hinges (French casement) will require washing from the exterior.

The French casement window uses a multi-point lock system to secure the active (primary) sash to the inactive (secondary) sash. Flush bolts at the top and bottom of the inactive sash securely anchor the sashes to the frame. Four-bar stainless steel friction hinges allow each sash to be opened to 90 degrees. To open, turn the lock handle 90 degrees to disengage the multi-point lock. Next, slide the flush bolts to the open position, then beginning with the active sash, push each sash open. To close, simply pull the sash back to the closed position. Make sure that the inactive sash is closed first. Engage the flush bolts to lock the inactive sash in place, then bring the active sash to the closed position and re-engage the multi-point lock.

Awning windows are designed to open only a few inches. To clean the glass on the exterior, unhook the operator arms from the sash bracket. The sash can then be pushed to a 90° angle and you can reach through to clean the exterior of the glass.





Caution: While the sash is detached from the operator arms, do not let go of the sash. The sash could close abruptly or be caught by the wind, causing damage or injury. Large sash can be heavy and awkward. Block the sash open or enlist the help of another person to hold the sash in place while cleaning. **DO NOT LEAN ON OR OVER THE SASH** while open for cleaning. The window sash and hinges are not designed to support the weight of a person. Leaning on or over the sash when the sash is detached from the operator arms and/or when cleaning, could lead to a fall, resulting in serious injury or death.

Screens

To remove the insect screen, push down on the bottom screen frame rail (compressing the spring) and pull toward you on the screen tabs at the top rail of the aluminum screen frame. To reinstall, set the screen into the screen channel on the sill cover and push down on the bottom screen rail. With the bottom rail pressed down move the top screen rail into the screen channel in the head cover.



Caution: Window screens are designed for insect control only. The screen will not stop a person or child from falling out of a window. Please keep children away from open windows.



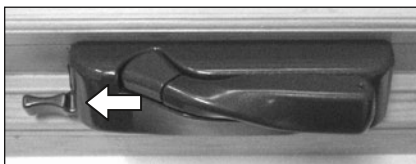
Aspen Casement and Awning

Aspen casement and awning windows use the same operators and hinges that are used in the standard casements and awnings. The difference between them is the locking mechanism. The Aspen lock is hidden in the sash and frame. When the window is closed, there are no locks visible. A single lever, located beneath the operator, engages or disengages the locks. Casements over 36" in height will have two or three locks. Awnings over 42" in height will have

two locks per side frame jamb.



The locking lever for an Aspen window has a slight bend at its end. This makes it easy to determine if the lock is or is not engaged when the sash is closed. The lever is reversible so it will work with a left handed or right handed casement window.



Lever in locked position



Lever in unlocked position



Sedona Casement and Awning

Sedona casements and awnings are push-out style windows. Surface-mount cam locks are mounted to the interior face of the sash. They engage with the lock keepers that are surface mounted to the frame. Turn the lock handles 90° and they will disengage from the keepers. Once unlocked, simply push the sash open. To close, pull the sash shut by using the lock handles. Once closed, engage the locks.

The wood-framed screens of the Sedona casement and awning are hinged off the inside of the window frame. Bullet catches on the side and bottom edges of the screen serve to hold the screen in place when not open.

Removing the sash: The sash in a casement or awning window can be heavy and awkward to handle. Two or more people may be required to remove the sash from the frame. Removing a sash from the frame should only be attempted by persons familiar with these windows. For further instruction, contact your Sierra Pacific Windows representative or Regional Service Center.



Double Hung Windows

To open a double hung window, unlock by turning the sash lock lever 180° (windows 40 inches and wider will have two locks). Make sure the lock is turned completely to the open position to avoid damage to the lock and / or the window. Then slide either the upper or lower sash open. To lock a double hung window, slide the top and bottom sash closed and turn the lock lever. Make sure both sash are completely closed before the lock is engaged to avoid damage to

the lock and sash. Locking the window holds the sash firmly against the weather-strip, creating a weather-tight seal and keeping the window secure. On single hung units, only the lower sash is operable.

The Sierra Pacific Carmel Double Hung window features sash tilt hardware to provide for easy glass cleaning from the inside. To tilt the lower sash, begin by unlocking the window and raising the lower sash approximately 4 – 5 inches. Pull and hold the sash tilt clips toward the lock and tilt the lower sash in toward you. Rest the sash against your body or a padded surface while you clean the glass. The upper sash can be tilted by following the same procedure.



Caution: Support tilted sash at all times or it will fall. Tilting the sash more than 90° could damage the jamb liners.



Note: The upper sash cannot tilt without first tilting the lower sash.

The lower sash must be supported while you tilt the upper sash. After cleaning the upper sash, retract the sash clips, tilt the sash back up into position and release the clips back into the jamb liner. Follow the same procedure for the lower sash; slide both sash closed and lock the window.



Caution: Make sure the tilt latches are seated fully into the jamb liner before releasing the sash. Once seated, gently pull on the top of the sash to be sure the latches are fully engaged. Failure to do so could allow the sash to fall!

Screens

Removal of a full screen on the Carmel Double Hung window: Find the spring pins located about 4 inches from the top and bottom on each side of the screen. Open the top and bottom sash enough to gain access to the pins. Pull back both spring pins on one side of the screen and push the screen out far enough to clear the frame. Next, pull the other side of the screen away from the frame. Turn the screen and carefully pull the screen inside. To reinstall the screen, reverse the procedure.



Horizontal Sliding Windows

To open a sliding horizontal window, unlock the sash lock by turning the lever 180° (windows 40 inches and taller will have two locks). Make sure the lock is completely open to avoid damage to the lock and window. Then slide the sash open. To lock the sliding window, slide the sash closed and turn the lock lever. Make sure the sash is completely closed before the lock lever is turned to avoid damage to the lock or sash.

To remove the operating sash from the frame, begin by removing the interior head stop (1). Pull gently to disengage from the kerf fastener. Next, remove the screws from the frame head track. Note that the track consists of two pieces. Slide the window open and remove the screws from the operable side first (2 and 3). Remove the head track sections (4 and 5). Remember the side from which each track piece was removed. It is important that each is returned to the same location. Remove the sash by firmly grasping each side and tilting the top end to the interior (6 and 7). Once the top clears the frame, carefully lift the sash off the sill track and set it down gently.



Caution: When removing sash, two or more people may be required depending on the window location and / or sash weight. Large sash and certain glazing can be particularly heavy and awkward. Please use extreme caution!



1



2



3



4



To install the operable sash, reverse the removal procedure. When setting the sash, make sure the bottom rollers are on the track and rolling freely. Once the head track and interior head stop are replaced, close and lock the window.

Screens

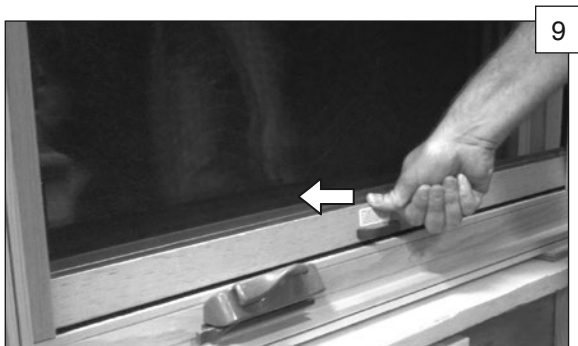
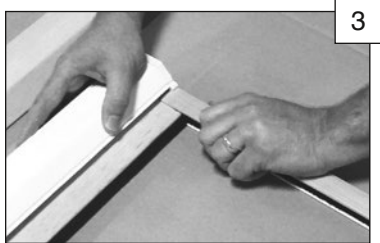
To remove the screen, begin by sliding the sash to the fully open position. Find the spring pins located four inches from the bottom and top on each side of the screen. Pull back both spring pins on one side of the screen and push the screen out far enough to clear the frame. Then, pull the other side of the screen away from the frame. Rotate the screen slightly and carefully pull it inside through the open window. To reinstall the screen, reverse the procedure.

Genius Screens

Genius screens are available for certain casement and double hung windows. These screens are easily attached once the window has been installed.

The screen assembly consists of four main components, the screen cassette, two side rails and a cassette cover (1). All components have been specially fabricated to fit a specific window. After laying all the components on a table, attach a rail by inserting one end onto one of the tabs at either end of the cassette (2 and 3). Repeat for the second rail. Once assembled, carefully lift and place the screen assembly into place on the interior face of the window (4 and 5). Screw the rails into place (6). The supplied screws should be applied approximately 2-3 inches from each end and then every 10-12 inches thereafter. Once properly anchored, snap the cassette cover into place over the interior face of the screen cassette (7). Pull the screen rail down into the closed position (8). The rail should click into place. To raise the screen, press at the top of the bottom rail (9) to disengage the screen from the side rails.





Cleaning and Maintenance

Cleaning and Maintaining the Exterior Finish of All-Wood Windows and Doors

To clean the exterior of your all-wood windows and doors, follow the paint manufacturer's recommendations. Do not use abrasive or caustic cleaners or solvents.



Important: Do not use high-pressure nozzles or power washers on your windows and doors. High-pressure nozzles and power washers can damage the finish, the watertight glass seal and the weather-stripping.

The condition of the exterior finish on all-wood exterior windows and doors should be carefully inspected at least twice a year. If the windows or doors are in a sea-coast location, have been painted a dark color, or are directly exposed to sunlight, inspect more frequently, as dictated by environment and exposure.

It is critical that the finish on your all-wood exterior windows and doors be maintained to protect the wood and the glass seal. Check your exterior finish for cracking, chipping or peeling. These conditions can lead to deterioration of the wood and premature failure of your Sierra Pacific windows or doors.



Important: Deterioration that occurs as a result of improper or insufficient maintenance is not covered by your Sierra Pacific Windows Limited Warranty.

Refinish as often as necessary to preserve the protective quality of the finish. Windows and doors installed near a seacoast or in an extreme environment will require more frequent inspection and maintenance. Such exposure can reduce the life expectancy of window and door units if not properly maintained.

It is extremely important that the sealant/caulking remains intact and in good condition at all times. Pay particular attention to the glass seal, caulking at the lower corners of windows and joints between windows in mulled combinations (a grouping of windows). The sealant material should not be cracked, broken or missing. These conditions can cause premature failure of the window and doors. Remove cracked sealant, clean joint and cap bead as required to form a continuous, unbroken seal.

Inspect the sealant/caulking around the perimeter of your windows and doors where the frames meet the siding. This sealant/caulking forms a watertight seal between the window/door frame and the exterior siding to keep wind and water from penetrating into the walls. Sealant with any sign of deterioration must be replaced.

It is important to periodically check and replace weatherstrip. Weatherstrip has a limited lifespan and can become brittle with age, diminishing the effectiveness of the seal between the sash and frame.

Cleaning and Maintaining the Exterior Finish of Aluminum Clad Windows and Doors

The coated finish of your aluminum clad windows and doors is designed to provide durable beauty and protection for many years with appropriate, regularly scheduled cleaning and maintenance. It provides an effective shield from the exterior elements.



Important: Do not use high-pressure nozzles or power washers on your windows and doors. High-pressure nozzles and power washers can damage the finish, the watertight glass seal and the weather-stripping.

Cleaning should be performed regularly, at least twice per year. If your home is located in a more extreme environment, including coastal (salt spray) or a caustic (chemical) environment, cleaning should be performed at least four times per year and more often as necessary.

The required cleaning and maintenance procedures should include:

Use clean water with mild soap or slight amounts of mild alkaline detergents to clean the aluminum clad surfaces.

Do not use abrasive or caustic cleaners, scraping tools or cleaning pads as these can damage the finish and watertight glass seal.

A cleaning effect may be enhanced by rubbing with a clean, soft non-scratching cloth with modest pressure.

Make sure that the temperature of the aluminum clad surface does not exceed 80° F prior to cleaning.

To remove grease or oily substances, use isopropyl alcohol.

Do not allow any cleaning solution to remain on the coated surface for more than one (1) hour.

After cleaning, rinse the surface of the aluminum clad with clean, cool water.

Chips and scratches must be repaired immediately. Do not leave exposed to the elements. In the event that the coated aluminum surface does get scratched or chipped,

touch-up paint is available. Touch up paint is appropriate for minor scratches and small areas. It is not intended to be used for deep scratches or over large areas.

Touch up paint may fade and weather differently than the original factory finish.

It is important to periodically check and replace weatherstrip. Weatherstrip has a limited lifespan and can become brittle with age, diminishing the effectiveness of the seal between the sash and frame.

In addition, pay close attention to the glazing seal. The silicone sealant should exhibit solid continuous bond between the edge of the aluminum cladding and the glass surface. If there are voids or other signs of deterioration, the sealant line will need to be repaired/resealed. For additional information, please contact your Sierra Pacific Service Center or Dealer.

✓ Note: Failure to follow these cleaning and maintenance instructions may void the warranty.

Cleaning and Maintaining Your French Swing Doors

The sill on an inswing French door may require occasional cleaning. Keep the weep (water) channel in the sill free of any dirt or debris. The weep channel is located directly under the sill weather-strip. The weep channel in the sill comes with a factory installed reticulated foam filter. This filter is to remain in the weep channel during the construction process. It catches heavy dirt and debris that could block the weep system. Once construction is complete, the filter should be removed. After that, occasional cleaning should be sufficient.



weep hole



reticulated foam



Important: If the reticulated foam filter becomes clogged during the construction process, water could be forced to the interior of your home. Clean and reinstall the filter as needed. In addition, make sure that the weep holes do not become blocked. Blocked weep holes could also force water to the interior.

The sill of the outswing French door does not have a weep system, but it will require occasional cleaning. Keep dirt and debris cleaned out from under the sill weather-strip and from between the weather-strip and the oak threshold. If dirt and debris collect in these areas, it may interfere with the seal.

Cleaning and Maintaining Your Patio Sliding Doors

To keep your patio sliding door operating smoothly, check the door track frequently to make sure it is free of dirt and debris. The rollers located on the bottom of the door panel and the keeper/strike plate are both adjustable. Please refer to the operating section for adjustment instructions.

Your screen door may also require adjustment over time. Refer to the operating section for detailed instructions. Make sure the screen track is free of dirt and debris to keep the screen operating smoothly. A vacuum cleaner with a brush attachment is sufficient to clean the tracks and screen. A mixture of mild soap and water can be used when necessary. Do not use abrasive cleaners as they may damage the surface.

Cleaning and Maintaining Your Casement and Awning Windows

To keep your casement and awning windows operating smoothly, keep the hinge tracks free of dirt and debris. A small brush or a vacuum cleaner with a brush attachment is helpful. The tracks are located at the top and bottom of the casement frame and on both sides of the awning frame. Inspect and clean the tracks at least twice per year to avoid unnecessary wear due to buildup of dirt and debris. Lubricate the tracks and moving hardware periodically with a dry silicone spray. Do not over lubricate or use petroleum-based lubricants, as they may collect dust. You can remove the operating crank handle on your window by loosening the setscrew located at the base of the crank handle. It is important to keep the setscrew tight. Using a crank handle with a loose setscrew will cause the crank and operator stud to wear.

Cleaning and Maintaining Your Double Hung Windows

To keep your double hung windows operating smoothly, keep the vinyl jamb liners on the sides of the window frame clean. Mild soap and water or denatured alcohol is sufficient for cleaning the vinyl surface. Do not use abrasive cleaners as they may scratch the vinyl surface. Lubricate the jamb liners periodically using a thin coat of dry silicone spray. Do not over lubricate or use petroleum-based lubricants as they may collect dust. Inspect the head and sill areas for dirt and debris that could interfere with the weather seal.

Cleaning and Maintaining Your Horizontal Sliding Windows

To keep your sliding windows operating smoothly, keep the sill and head tracks clean. A soft brush or vacuum cleaner with a brush attachment is helpful. Mild soap and water can be used for cleaning the vinyl surfaces if necessary. Lubricate the tracks periodically using a thin coat of dry silicone spray. Do not over lubricate or use petroleum-based lubricants as they may collect dust. Check to assure that the weather-strip around the operable sash is clean and is sealing evenly.

Cleaning and Maintaining Your Direct Glaze Geometric & Radius Shape Windows

All Sierra Pacific direct glaze geometric and radius shape windows are non-operational and require minimal maintenance. Clean the glass as needed, and maintain the interior and exterior surfaces on the same schedule as your other windows and doors.

Maintaining the Interior Finish of Your Windows and Doors

Inspect the interior of your windows and doors at least twice per year to assure that the finish is in good condition. Ultraviolet (UV) rays from the sun and persistent condensation can cause the finish to deteriorate and may result in fading or discoloration of the wood. Deterioration of the finish will allow the wood to absorb moisture, leading to deterioration of the wood.

Inspect the finish on the oak threshold of your doors for traffic wear and water damage. More frequent inspection of your oak thresholds may be necessary depending on foot traffic and weather.

Cleaning Brass Hardware

While the brass hardware on your Sierra Pacific door has a protective coating, eventually it will show signs of wear or tarnishing. The rate at which tarnish occurs will depend upon the environmental conditions and daily wear. If your home is exposed to a coastal (salt spray) environment or other extreme environments, including areas with high levels of industrial or automotive pollutants, more frequent cleaning may be necessary.

Routine cleaning of brass hardware with a soft cloth and a mild soap solution can help to preserve its life and appearance.

Cleaning Glass

The glass in your Sierra Pacific window or door may be cleaned with a variety of mild cleaning solutions, including commercially available household glass cleaners or a mixture of 90% water and 10% vinegar. After cleaning, rinse completely with clean water, then wipe dry with a soft cloth to avoid water spots.



Important: Do not use a razor blade, putty knife, or abrasive pad to clean the glass. Doing so could leave permanent scratches or marks on your glass. Never use any petroleum based cleaners or caustic chemicals on your glass. Doing so may damage the glass surface, the glazing seal or other component parts.

To remove stubborn materials such as grease, pitch or sealant, use denatured alcohol sparingly. Then rinse with clean water or a water/vinegar mixture. Do not let cleaning solution run onto finished surfaces, weather-strip or hardware. If this happens, remove immediately with a clean damp cloth.

Cleaning Screens

Window and door screens may collect dust and debris over time and should be cleaned regularly. The frequency of cleaning will depend upon your environment. To clean the screen, first remove it from the window or door. Use a vacuum cleaner with a brush attachment to remove loose dust and dirt. If needed, wash the screen with mild soap and water and a soft brush. Do not use excessive force when cleaning. You might damage the screen cloth.



Caution: Screens are designed to keep insects out. They will not restrain children or pets. Falling from an opening could result in serious injury or death.

Condensation

Condensation occurs when warm, moisture-laden air comes in contact with a cold surface. The cold surface causes the moisture in the air to condense upon it. This occurrence typically becomes most noticeable during the autumn and winter months as outside temperatures become cold. Moisture will appear on the relatively cooler surfaces inside the home, including, but not limited to, window and door glass. While it is not a sign of a window or door leak, condensation can be a real problem.

Persistent condensation on your windows and doors is an indication of excessive moisture in the home. Excessive moisture can lead to physical damage to the interior of your home, including the windows and doors. It may also lead to the growth of mold and mildew.

A variety of factors can contribute to moisture levels in a home:

- Closing up the house after a humid summer can trap absorbed moisture inside. This moisture will dry out after the first few weeks of the heating season.
- Building materials used in new construction, such as lumber, paint and plaster release moisture as they dry. They raise the humidity level temporarily, which becomes noticeable the first time the heat is turned on. New building materials will dry and are not usually a factor after the first heating season.
- Steps to increase the air-tightness of your home almost always raise humidity levels because of reduced air exchange between indoors and outdoors.
- Extreme drops in outside temperature can cause temporary condensation problems.
- Washing and drying clothes, cooking, and bathing add to humidity levels.
- Plants and flowers require water and release moisture.
- Curtains and drapes can block airflow near windows and doors. Adequate airflow helps remove moisture from glass surfaces.
- Attics and crawl spaces that are not vented will allow humidity to invade the home.

Controlling condensation is a matter of reducing the moisture inside your home. The most effective way to reduce condensation is to provide adequate ventilation so that humid air can be exchanged for drier outside air. Using exhaust fans when cooking or bathing and allowing fresh air into your home will help reduce moisture levels.

For additional information on controlling condensation, check the website of the Window and Door Manufacturers Association at www.wdma.com.

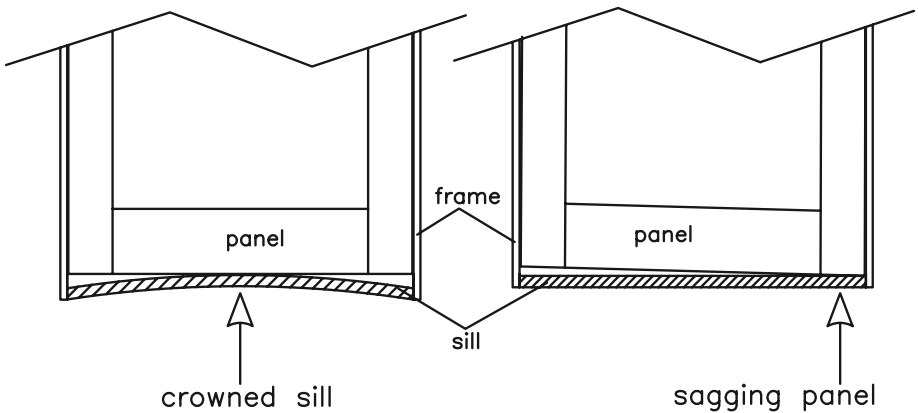
Troubleshooting

Troubleshooting Inswing and Outswing French Doors

- **Door is dragging on sill or reveal around door is unequal**

If the door panel is dragging on the sill during operation or the reveal between the frame and the panel is not equal, check that the unit has been installed correctly. Proper installation is critical to the operation and long-term performance of your doors. Is the frame square and plumb? Is the sill flat and level? Has the unit been shimmed correctly and has one 3" screw (provided) been applied in each hinge?

If the frame is not square, one corner of the panel will hang lower than the other, causing it to drag on the sill and causing the reveals to be uneven. If the sill is crowned in the middle, there may not be enough clearance for the panel to pass over the sill and the panel may drag. Panel drag may be caused by improper anchoring of the panel to the frame. The door must be shimmed and a 3" screw applied in each hinge to properly anchor the panel. Without proper anchoring, the panel can sag, causing it to drag on the sill. This can also affect the hardware operation.



- **Door does not lock properly**

Sierra Pacific swing doors feature a multi-point locking system. Refer to the French Swing Door locking instructions in the “Operating Your Sierra Pacific Windows and Doors” section of this manual.

To lock the door, close the panel completely. To engage the lock mechanism, pull up on the lever to deploy the shoot bolt locks at the top and bottom of the panel. The multi-point locking system must be completely engaged for the door to lock. Next, rotate the thumb turn to the horizontal (locked) position. If the thumb turn will rotate only part way, the multi-point locking system has not completely engaged. Check the shoot bolt cup/ clip in the sill for debris that may be stopping the multi-point system from fully extending. If the shoot bolt cup/ clip is clean, check that the door has been properly installed. Ensure that it is square and plumb and that it is in proper alignment with the multi-point locking system.

Troubleshooting Patio Sliding Doors

• Rough operation

If the door does not operate smoothly, check that the track is free of dirt and debris. As required, clean the track with a soft brush or a vacuum cleaner with a brush attachment. Lubricate the track with a dry silicone spray, if needed. If this does not correct the operation, the panel may need adjustment. It could be dragging on the sill or binding at the head jamb. To adjust the door panel height, first remove the plastic plugs from the bottom rail of the operating panel. Using a Phillips or flat blade screwdriver, adjust the rollers to raise or lower the panel as necessary. Adjust the rollers evenly so the panel remains level and square to the frame side jamb. For a four-panel door with two operable panels, adjust each set of rollers equally so the panels remain level and square with each other. When adjustment is complete, replace the plastic plugs. Check that the unit has been installed correctly. Proper installation is critical to the operation and long-term performance of your doors. Is the frame square? Is the threshold crowned? If the frame is not square and plumb, the panel will not fit properly.

• Door does not lock properly

If the door will not lock or is hard to lock, the panel or the strike plate may need adjustment. The lock on the panel must align with the strike plate on the side jamb or the door will not lock. If alignment is the problem, adjust the operable door panel up or down as needed or adjust the strike plate height. The strike plate can be adjusted by loosening the screws and moving it up or down as needed. Once adjusted, retighten the screws. The panel must be completely closed and the panel must be square with the side jamb for the door to lock.

Troubleshooting Casement and Awning Windows

- **Sash does not open**

If the sash does not open, check that the sash locks have been completely disengaged (lever up). Rotate the crank handle and lightly push against the sash near the locks until the sash opens. Check for paint or stain on the weather-strip that could cause the sash to stick.

- **Sash does not operate smoothly**

If the sash is not operating smoothly, check that the hinge tracks on the top and bottom of the frame (on the sides on awning units) are clean. A build-up of dirt and debris in the tracks may affect the operation. Clean the tracks using a vacuum with a brush attachment or mild soapy water and a brush. Apply a dry silicone spray to the hardware for additional lubrication, if needed.

- **Sash drags on sill when opening and closing**

If the sash drags on the sill, check that all sash parts have been properly sealed and finished. Contact with moisture will cause unfinished wood to swell and may cause deterioration. Has the window been installed correctly? Is the frame square and is the sill flat? Is the reveal between the sash and frame even? If the reveals are uneven, the frame may not be installed square. This could allow the sash to rub on the frame when being opened or closed.

- **Crank handle comes off**

Check the setscrew at the base of the handle and make sure it is tight. Using a crank with a loose setscrew may cause excessive wear of the crank handle and the operator stud.

- **Does not open (Aspen)**

Check to make sure that lock lever is in the full unlocked position.

- **Lock lever comes off (Aspen)**

Lock lever was not attached correctly. Slide lever onto lock housing connection. The lever is designed to snap into place when properly seated.

- **Window will not lock properly (Aspen)**

Are the sash and frame out of alignment? Was the window installed properly? If the side jambs are bowed in or out or the window is out of square, the installation needs to be corrected.

Troubleshooting Double Hung Windows

- **Sash does not open**

If the sash does not open, check that the sash lock(s) have been completely disengaged.

- **Sash is hard to operate**

If the sash is operating hard, check that the jamb liners are clean of dirt and debris. A dry silicone spray can be used for lubricating the vinyl jamb liners. Check that the sash pivot pins are seated correctly in the balance clutch within the jamb liner, especially after tilting the sash. Have the side jambs been over shimmed? Check that the frame width is consistent at the top, middle and bottom. The jamb jacks may need to be adjusted. The jamb jacks are located behind the dust plug on each side jamb.

- **Sash sags or will not stay up**

If the top sash sags after being closed or the bottom sash will not stay up, check the installation. Is the frame square and is the sill flat? Has the unit been properly shimmed at the sides? Check that the frame width is consistent at the top, middle and bottom. The jamb jacks may need to be adjusted.

- **Sash is hard to lock**

Have both sash been closed completely before locking? Is the unit installed correctly? Is the frame square and is the sill flat? If the sill is crowned, it will not allow the sash to close completely and will also affect the weather seal. The same is true if the frame is not square. Check that the frame width is the same at the top, middle and bottom. The jamb jacks may need to be adjusted.

Troubleshooting Horizontal Sliding Windows

- **Sash does not open**

If the sash does not open, check to make sure the sash locks have been completely disengaged. Check that the sill track is clear of anything that might stop the sash from opening.

- **Sash is hard to operate**

If the sash is not operating smoothly, check to make sure the sill track is clean of dirt and debris. Are the sash rollers turning freely? A dry silicone spray can be used to lubricate the vinyl track. Check that the sash is seated correctly on the track.

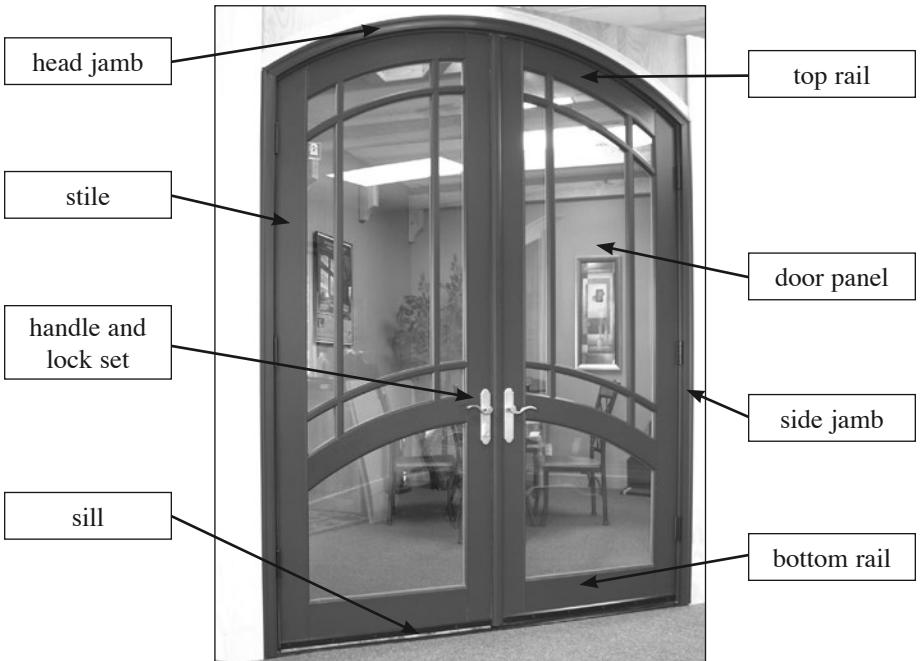
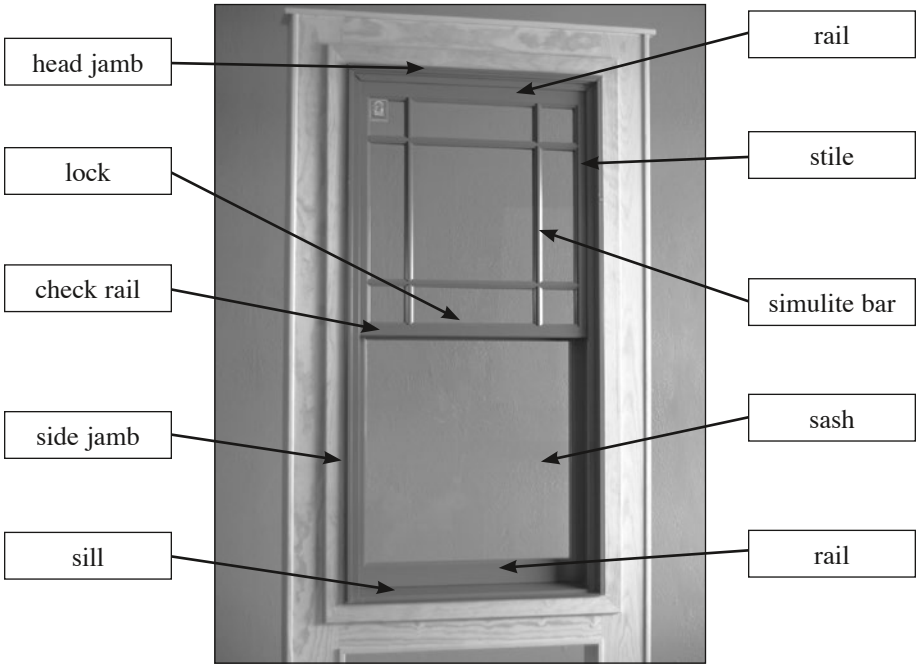
Has the unit been installed correctly? Is the frame square and is the sill flat? If the sill is crowned the sash may bind. Has the frame been tightly shimmed, not allowing the sash to move freely?

Additional Assistance

Should you have any questions regarding service related issues following these inspections and adjustments, please contact your local Sierra Pacific Service Center or Dealer

*Please read the important information in this manual.
Failure to follow procedures will void the warranty, written or implied.*

Basic Window and Door Components





SIERRA PACIFIC WINDOWS LIMITED WARRANTY
FOR WOOD/CLAD RESIDENTIAL PRODUCTS

EFFECTIVE MAY 1, 2017

I. LIMITED WARRANTY FOR RESIDENTIAL PRODUCTS. This Limited Warranty for Wood/Clad Products (the “Limited Warranty”) is provided by Sierra Pacific Windows (“SPW”), on the terms and conditions set forth herein solely for Residential Products as described herein.

A. General Eligibility of Residential Products. Subject to the other terms and conditions set forth herein, Residential products eligible for coverage under this Limited Warranty are limited to certain residential wood and clad window and door products which were (1) manufactured by SPW on or after May 1, 2017, (2) purchased from a SPW salesperson or an authorized dealer of SPW, (3) installed in a single family detached dwelling unit in the United States or Canada in a good and workmanlike manner in accordance with any installation instructions or other specifications of SPW, and (4) satisfying the other terms, conditions and restrictions contained herein (“Residential Products”). Notwithstanding anything contained herein to the contrary, the Limited Warranty shall not apply to, and SPW does not warrant, any Residential Product which is sold subject to another express or implied warranty, whether provided by SPW or a third party, or which is sold in “as-is” condition, as a sample or open box item, as a returned product, in defective, damaged, used, or previously sold condition or otherwise not in new, original and as-manufactured condition. This Limited Warranty is available to the original purchaser of an eligible Residential Product and it is transferable to a subsequent owner of the same real property in which such eligible Residential Product is installed, for the remaining warranty period of such eligible Residential Product as set forth herein.

B. Limited Warranty for AAMA 2605 Powder Coated Finishes.

i. Thirty (30) Year Limited Warranty for Cracking or Checking. Except as otherwise expressly provided herein, SPW warrants that the coating on the metal cladding in Residential Products will be free from cracking or checking, when observed at a distance of ten feet (10’) from the metal surface and inspected at an angle of 90 degrees to the surface as set forth in AAMA 2605-11, resulting from defects in workmanship or materials for a period of thirty (30) years from the date of manufacture of such Residential Product.

- ii. Twenty-Five (25) Year Limited Warranty for Color Change. Except as otherwise expressly provided herein, SPW warrants that Residential Products will be free from color change of more than seven (7) Delta E units in accordance with ASTM D2244 resulting from defects in workmanship or materials for a period of twenty-five (25) years from the date of manufacture of such Residential Product.

 - iii. Twenty (20) Year Limited Warranty for Color Change, Chalking, Adhesion Loss. Except as otherwise expressly provided herein, SPW warrants that the metal cladding in Residential Products will be free from color change of more than five (5) Delta E units in accordance with ASTM D2244, chalking in excess of a number eight (8) rating based on ASTM D4214, and adhesion loss (peeling), that materially and adversely affects the appearance of the surface to which the coating is applied when observed at a distance of ten (10) feet from the metal surface and inspected at an angle of 90 degrees to the surface as set forth in AAMA 2605-11, resulting from defects in workmanship or materials for a period of twenty (20) years from the date of manufacture of such Residential Product.

 - iv. Coverage Terms. This Limited Warranty for AAMA 2605 Powder Coated Finishes provides full coverage, in a manner consistent with Section III herein below, for fluoropolymer powder performance for the first twenty (20) years from date of manufacture. For the succeeding ten (10) years, SPW's responsibility for corrective action due to fluoropolymer powder failure will be: years 21 through 24 – 60%; years 25 through 27 - 25%; years 28 through 30 – 5%. Customers' percentage of responsibility for replacement product shall be calculated using current list price of items being replaced; customers' prorated responsibility for cost of repair is based upon SPW's invoiced repair costs; refunds will be based upon original purchase price of the product.
- C. Ten (10) Year Limited Warranty for AAMA 2604 Powder Coated Finishes: Except as otherwise expressly provided herein, SPW warrants that the coating on the metal cladding in Residential Products will be free from color change of more than five (5) Delta E units in accordance with ASTM D2244, chalking in excess of a number eight (8) rating based on ASTM D4214, and cracking, checking or adhesion loss (peeling), that materially and adversely affects the appearance of the surface to which the coating is applied when observed at a distance of ten (10) feet from the metal surface

and inspected at an angle of 90 degrees to the surface as set forth in AAMA 2604-10, resulting from defects in workmanship or materials for a period of ten (10) years from the date of manufacture of such Residential Product.

- D. Five (5) Year Limited Warranty for Anodized Finishes. Except as otherwise expressly provided herein, SPW warrants that all aluminum clad Residential Product that has been anodized will be free from chalking in excess of a number eight (8) rating based on ASTM D4214, or fading or change in color in excess of five (5) Delta E units based on ASTM D2244, each of which materially and adversely affects the appearance of the surface when observed at a distance of ten (10) feet from the metal surface and inspected at an angle of 90 degrees to the surface as set forth in AAMA 611-12, resulting from defects in workmanship or materials for a period of five (5) years from the date of manufacture of such Residential Product.

- E. Two (2) Year Limited Warranty: Interior Finish. Except as otherwise expressly provided herein, SPW warrants that all factory-applied interior paint and stain finishes in Residential Products will be free from material Finish Defects for a period of two (2) years from the original date of manufacture of such Residential Product. For purposes of this Limited Warranty, a “Finish Defect” shall mean cracking, peeling, delaminating, blistering, flaking, chalking in excess of a numerical rating of six (6) (measured per ASTM D4214) or fading or change in color in excess of five (5) Delta E units (calculated per ASTM D2244).

- F. Twenty (20) Year Limited Warranty: Wood Deterioration. Except as otherwise expressly provided herein, SPW warrants that the wood components of a Residential Product, regardless of wood type, shall be free from material wood deterioration caused by decay or insect, including wood rot, for a period of twenty (20) years from the original date of manufacture of such Residential Product.

- G. Limited Warranty: Hermetic Seals. Except as otherwise expressly provided herein, SPW warrants the air seal in Residential Products as follows:
 - i. Twenty (20) Year Limited Warranty: Dual Insulated Glass Product. Except as otherwise expressly provided herein, SPW warrants that the Dual Insulated Glass Product supplied in its Residential Products will be free from the failure of the air seal due solely to defects in workmanship or materials for a period of twenty (20) years from the original date of manufacture of such Residential Product.

- ii. Ten (10) Year Limited Warranty: Triple Insulated Glass Product. Except as otherwise expressly provided herein, SPW warrants that the Triple Insulated Glass Product supplied in its Residential Products will be free from the failure of the air seal due solely to defects in workmanship or materials for a period of ten (10) years from the date of manufacture of such Residential Product.

- H. Ten (10) Year Limited Warranty: FeelSafe™ and Laminated Glass. Except as otherwise expressly provided herein, SPW warrants that the SPW FeelSafe™ or Laminated Glass in its Residential Product will be free from any material obstructions of vision due to glass delamination from defects in workmanship or materials for a period of ten (10) years from the date of manufacture of such Residential Product.
- I. Five (5) Year Limited Warranty: Specialty Glass. Except as otherwise expressly provided herein, SPW warrants that Residential Products with custom or special glazings and/or other specialty, custom or non-standard glass options not listed in our product literature or not generally and regularly manufactured by SPW, and all leaded or decorative glass Residential Products, shall be free from defects in workmanship for a period of five (5) years from the original date of manufacture of such Residential Product.

- J. Two (2) Year Limited Warranty: Glass Stress Cracks. Except as otherwise expressly provided herein, SPW warrants that all glass in its Residential Product shall be free from stress cracks from defects in workmanship or materials for a period of two (2) years from the date of manufacture of such Residential Product.

- K. Ten (10) Year Limited Warranty: General. Except as otherwise expressly provided herein, SPW warrants that each Residential Product, including its wood components, hardware, weatherstrip and standard screens which accompany the Residential Product (the “Components”), will be free from defects in workmanship or materials which unreasonably affect such Residential Product’s normal functioning for a period of ten (10) years from the original date of manufacture of such Residential Product.

- L. One (1) Year Limited Warranty: Specialty Screens. Except as otherwise expressly provided herein, SPW warrants that specialty screens (e.g. retractable screens, swing door screens) manufactured by others, not by SPW, for a Residential Product will be free from defects in workmanship or materials which unreasonably affect such specialty screen’s normal functioning for a

period of one (1) year from the earlier of the original date of manufacture of such specialty screen or the date of manufacture of such Residential Product.

II. LIMITATIONS, EXCLUSIONS AND DETAILS OF LIMITED WARRANTY.

- A. SPW Residential Products are manufactured to certain specifications and ratings, which may include air and water infiltration, structural performance, thermal performance and/or sound transmission. The performance of installed windows and doors as noted on the labels showing National Fenestration Rating Council (NFRC) and Window and Door Manufacturer's Association (WDMA) Hallmark ratings can and will change over time due to environmental conditions, installation technique, maintenance, normal wear and tear, and other factors beyond SPW's control. The initial ratings and specifications are furnished solely to assist the purchaser in comparing products at the time of purchase and are not intended to warrant or guarantee specific field performance at those ratings or specifications as installed or over the life of the Residential Product. These ratings may also apply to single units only, not to mullied configurations.
- B. This Limited Warranty is limited solely to defects in workmanship and materials arising from the production and manufacture of Residential Products by SPW. Whether or not any of the above warranties apply, in whole or in part, to a Residential Product or are excluded shall be determined by SPW in its sole discretion. SPW will not be liable for, and some or none of the above warranties will apply to or cover problems, claims or liabilities, costs, expenses, damages or losses, or other damage or defects caused by, arising from, or related to, any of the following:
1. Failure to follow any directions, recommendations, maintenance and care instructions, and/or guidelines set forth in SPW's Care and Maintenance Guide, any SPW Owner's Manual for a Residential Product, the Anodized Care and Maintenance Guide, or any other guide, direction or similar publication otherwise established by SPW, found at sierrapacificwindows.com (collectively, the "SPW Guides"), or the failure to perform regular, normal or routine and other required maintenance to a Residential Product;

2. Residential Products ordered or manufactured as a custom order, special product or otherwise manufactured according to specifications supplied by the consumer or to specifications other than SPW's standard specifications for a Residential Product;
3. Residential Products having dimensions greater than those listed in SPW's standard offering of sizes;
4. Residential Products installed in applications or conditions exceeding their WDMA Hallmark certified performance ratings, tested sizes and/or configurations;
5. Any air infiltration or water penetration damage resulting from non-factory mulled or non- SPW assembled Residential Products;
6. Improper handling or installation of Residential Products, including failure to follow SPW's installation instructions and/or failure to install in conformance with accepted construction practices or applicable building codes;
7. Installation of the window or door in its opening in a manner which is not plumb, square and true and adequately shimmed on all sides;
8. Installation other than vertical (slope glazing);
9. Installations in sauna, swimming pool or hot tub rooms, boats, greenhouses or other rooms with high humidity conditions and installations in areas with direct, constant water contact, such as a shower or in the path of sprinkler water;
10. Operational problems or problems related to water and/or air infiltration/leaking as a result of improper or inadequate flashing, improper installation, flaws in building design or defects in construction;
11. Any Residential Products installed in any face barrier system or exterior insulation finish system using stucco, synthetic stucco, or other materials, unless the owner can demonstrate to SPW's satisfaction, in its sole discretion, that there is an effectively engineered system for the control and drainage of water or moisture vapor;
12. Stress or strain due to building movement or settlement, including strain which is applied to the window or door by movement of the building or where provisions have not been made in accordance with sound industry practices for adequate expansion or contraction of framing members;

13. Products that have been altered or removed and reinstalled;
14. Wood cellular structure failure for any Components with prolonged or excessive exposure to moisture or soil, including failure to store the Residential Product upon delivery in a dry temperate environment prior to installation;
15. Improper painting, staining, or field finishing maintenance of wood Components, or failure to apply a coating system meeting SPW's standards, recommendations or guidelines or sound industry practices to bare wood surfaces within the lesser of thirty (30) days after purchase, or as otherwise specified by SPW;
16. Prolonged exposure to weather in the unfinished and/or primed state;
17. Minute fracturing or surface mars in finishes occurring during the fabrication process;
18. Failures arising from the failure to periodically cap bead, check and replace weatherstrip and caulking, and to perform regular, normal or routine maintenance of a Residential Product, whether as set forth in the SPW Guides or otherwise;
19. Variance in color, grain or texture of wood;
20. Painting or staining of vinyl parts or weatherstrip;
21. Any Residential Product installed at an altitude higher than recommended by SPW, whether in the SPW Guides or otherwise;
22. Any dual insulated glass Products manufactured without capillary tubes and installed at altitudes above 5000 feet without factory pre-approval. Triple glaze insulated glass Products manufactured without capillary tubes and installed at altitudes above 2200 feet;
23. Rattling of air space grilles;
24. Scratches, imperfections or blemishes on glass surfaces that do not impair the integrity of the unit, or were not caused by SPW during the manufacturing process, or that do not materially affect normal vision or performance per the guidelines established by ASTM C1036;
25. Slight imperfections, color variations, wavy or shimmering distortions in the glass related to a laminate interlayer or heat strengthening of the glass;

26. Any insulated glass unit that has an after-market tint, UV block, or other film or coating applied;
27. Damage to a Residential Product resulting from any reason other than a manufacturing defect by SPW, including, without limitation, any such damage arising, in whole or in part, from any accident, abusive handling, misuse, or as a result of any cause beyond the control of SPW (e.g. vandalism, fire, flood, earthquake, acts of God or nature, war, civil unrest, natural causes and/or natural disasters, including earthquakes, floods, tornadoes, hurricanes, typhoons or hurricane or typhoon conditions, or any other cause beyond SPW's control);
28. Condensation, surface fogging or frost on exposed surfaces of Residential Products and any related water damage which may occur as the natural result of humidity within the structure or due to changes in interior/exterior temperatures;
29. Door warpage of less than 1/4" as measured across the diagonals for doors up to 3'-6" x 7'-0" and/or 3/8" for doors over 3'-6" x 7'-0". This does not refer to the relation of the door panel to the frame or jamb in which it is hung. (NOTE: door warpage may vary as door panels adjust to temperature and humidity in their installed positions.) Action on any claim for warpage may be deferred for up to twelve (12) months at SPW's option to permit conditioning of the door to humidity and temperature ranges at the jobsite;
30. Door warpage on doors 8 feet and taller, if such doors do not have multipoint hardware;
31. Doors with flat, low profile or ADA compliant sills will not be warranted against air and water infiltration;
32. Normal wear and tear and/or natural weathering of any surfaces, including discoloration of interior or exterior finishes, including hardware finishes;
33. Corrosion, wear or failure of hardware including loss of functionality in extreme conditions including, but not limited to, seacoast or other corrosive environments, as well as based on elevation, orientation, and altitude;
34. Finish failures or corrosion of aluminum cladding or damage to other Components caused by contact with caustic chemicals or chemical

fumes, including but not limited to industrial cleaning agents, acid-based products, chlorine, salt spray, airborne pollutants, mortar, mortar cleaner, alkali hydroxides and brick wash;

35. Obstructions of air flow to products, including draperies or storm panels;
36. Products purchased through SPW that are manufactured by a third party (e.g. electric operators, skylites, custom hardware) are not covered under the terms of this warranty. Refer to product manufacturer's warranty for terms of coverage;
37. Damage occurring or arising from any reason other than a manufacturing defect by SPW, including, without limitation, installation or delivery;
38. Windows or doors sold with no hardware, special hardware or hardware to be supplied by others;
39. Problems caused by modification to the product by others (e.g. modifications made to add alarm systems or remote window operators);
40. Failure to comply with any other provision of this Limited Warranty.

C. Inert Gases. Residential Products may contain inert gas, intended to improve the thermal performance of the Residential Product.

1. The migration of an inert gas, such as argon, is a natural process that occurs over time and is not a defect. SPW provides no warranty with respect to the migration of an inert gas.
2. Argon gas within an insulated glass Residential Product will dissipate over time. The conditions of exposure and manner of use of the Residential Product will affect the rate of dissipation. The best manufacturing techniques cannot guarantee that the initial fill rate of inert gas will be maintained during the Residential Product's lifetime. SPW provides no warranty with respect to the dissipation, rate of dissipation or initial fill rate. If the Residential Product is fitted with a capillary tube system, it must be treated as if it is entirely air filled. SPW provides no warranty with respect to the amount or percentage of argon remaining in the insulated glass unit or any thermal performance related to inert gas at any time after manufacture.

D. Allocation of Risks of Residential Product Performance. Because some water infiltration must be anticipated in all construction, it is imperative that the wall system be designed and constructed to properly manage moisture and that the Residential Products be properly installed. SPW is not responsible for, and provides no warranty with respect to, any claims or damages caused by anticipated or unanticipated water infiltration; deficiencies in building design, construction and maintenance; failure to install SPW products in accordance with SPW Guides; or the use of SPW products in systems, such as barrier wall systems, unless management of moisture within the wall system is adequately incorporated within the design of the system, as determined by SPW in its sole discretion. The determination of the suitability of all building components, including the use of Residential Products, as well as the design and installation of flashing and sealing systems, are the responsibility of the buyer, owner, architect, contractor, installer, or other construction professionals and are not the responsibility of SPW, and SPW disclaims all liability with respect thereto. All risks related to building design and construction, fitness or suitability of Residential Products for a particular purpose, or the maintenance, installation, and use of Residential Products shall be assumed by the buyer and/or owner in conjunction with the architect, contractor, installer, or other construction professionals, and such parties waive and release SPW from any claims or damages related to such risks.

E. General Residential Product Disclaimers.

1. The performance of the exterior aluminum coated finish, hardware and/or Components may vary based on installation in extreme environments, including but not limited to seacoast and other corrosive environments, as well as based on elevation, orientation, altitude and other atmospheric conditions. Normal, regular maintenance of the product is required to maintain the appearance, to extend the finish life, and to keep the warranty intact.
2. Fading or color changes may not be uniform if the surfaces are not equally exposed to the sun and elements and such variation in fading or color is not considered to be a defect, and SPW provides no warranty and hereby disclaims any and all liabilities with respect thereto.
3. Screens are intended solely as protection from insects and are not designed for or intended to provide safety protection or to prevent

falling through an open window, and SPW provides no warranty and hereby disclaims any and all liabilities with respect thereto.

4. Window opening control devices (“WOCs”) are not a substitute for careful monitoring of children. WOCs must be checked regularly, as necessary, to determine if they are operating properly. SPW provides no warranty and hereby disclaims any and all liabilities with respect thereto.

III. WARRANTY RESOLUTION; EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY.

- A. In the event the product fails to conform to the express warranties described above within the stated time period, the Residential Product owner’s sole and exclusive remedy is that SPW will, at SPW’s sole option and discretion, either repair or provide replacement Residential Product or Components for any defective Residential Product or Component, or refund the original purchase price or original catalog list price, whichever is lower, of the defective Residential Product or Component. SPW may, in its sole discretion, substitute a current design for the original Residential Product or Component or otherwise provide a comparable Residential Product as a substitute. If SPW elects to provide a replacement Residential Product or Component, SPW will pay for the freight to deliver the replacement Residential Product or Component to the place where the defective Residential Product or Component was first delivered from SPW’s factory. Any freight or delivery charges beyond that destination will be the Residential Product or Component owner’s responsibility. Provision of a replacement Residential Product or Component does not extend the warranty time period for the Residential Product or Component, and the warranty time period of the original Residential Product or Component shall continue to apply. SPW may, in its sole discretion, charge the Residential Product or Component owner a fee for performing an onsite inspection if SPW believes coverage under this Limited Warranty is not clear. SPW may, in its sole discretion, refund any such onsite inspection charge if the subsequent inspection by SPW reveals a defect which is covered by this Limited Warranty.
- B. As more fully set forth in Section IV below, the limited warranties set forth in Section I above are the sole and exclusive warranties provided by SPW with respect to Residential Products. As more fully set forth in Section III (A) above and subject to the terms of this Limited Warranty, the sole

and exclusive remedy is repair, replacement or refund. SPW cannot and shall not be liable for any other express or implied warranties, guarantees or representations related to a Residential Product or other remedy made or provided by any distributors, dealers, salespersons or other representatives of SPW in any manner, whether written or oral. NO PARTY IS AUTHORIZED TO EXPAND OR CHANGE THE PROVISIONS OF THIS LIMITED WARRANTY IN ANY MANNER. SPW provides the Residential Products on an “as-is” basis. SPW makes no other representations, statements of fact, promises, guarantees or other warranties of any kind or nature, express or implied, with respect to the Residential Products. Except as expressly set forth herein, SPW disclaims any and all other warranties, express or implied, including any warranty relating to workmanship, merchantability, fitness for particular purpose, freedom from defects, or non-infringement.

- C. Limited Labor Coverage. In the event that SPW elects pursuant to Section III (A) above to provide for the repair or replacement of a Residential Product covered by this Limited Warranty, SPW will, at its cost and expense, provide the labor to repair or replace such Residential Product, the extent and/or scope of said repair and replacement shall be decided by SPW in its sole discretion, for a period of two (2) years from the date the Product was manufactured. SPW shall not be responsible for, and shall not bear any cost or expense with respect to, any repainting, refinishing or similar activities related to or arising from the repair or replacement of any Residential Product. For purposes of clarification, SPW will not be responsible for any costs or expenses related to labor for repair or replacement outside of the time period specified above.
- D. Notice of Warranty Claim. SPW must receive written notice, containing the information below and at the following addresses, from a Residential Product owner claiming coverage under this Limited Warranty within the warranty period and within ninety (90) days of the date the problem with the Residential Product first became known, or should have been known through the exercise of reasonable care, to such owner. In the event that a Residential Product owner fails to comply with the foregoing, such Residential Product owner shall not be entitled to the benefits of any provision of this Limited Warranty. The notice of claim under this Limited Warranty must contain the following information:

1. The Residential Product owner’s name and telephone number;

2. The original order number;
3. The address where the Residential Product is installed;
4. A description of the Residential Product;
5. Proof of ownership of the single family detached dwelling unit in which the Residential Product is installed;
6. The name of the SPW Salesperson or Dealer from whom the product was purchased.
7. A description of the defect and the date of first discovery of the claimed defect.

The foregoing notice shall be delivered to SPW at:
SIERRA PACIFIC WINDOWS
Attn: Warranty Claim
11605 Reading Road/PO Box 8489
Red Bluff, CA 96080

IV. DISPUTE RESOLUTION.

- A. In order to achieve a quick and final resolution of disputes, You and SPW agree that any dispute or claim of any kind or amount arising out of the sale of windows, doors, and related or associated products (“Residential Products”), or otherwise relating to SPW, shall be resolved as follows, hereinafter “Dispute Resolution Agreement” or “Agreement”:
- i. The dispute or claim shall be submitted to mediation, as described herein; and
 - ii. If the mediation does not resolve the dispute or claim in its entirety, then that dispute or claim, or portion thereof, shall be resolved through binding arbitration, as described herein.
- B. Disputes and claims subject to this Agreement include, but are not limited to:
- i. Any alleged breach of contract or breach of the duty of good faith and fair dealing;
 - ii. Any alleged breach of warranty, express or implied;

- iii. Any alleged construction defect, including any claims brought under Civil Code Section 895 et seq. (generally referred to as “the Right to Repair Act” or “SB 800”);
- iv. Any alleged violation of federal or state law or regulation;
- v. Any alleged violation of consumer protection or unfair business practice;
- vi. Any alleged tort claim, including but not limited to, claims for negligence, strict liability, or fraud;
- vii. Any other claims, whether arising in equity or common law, and whether seeking damages, injunctive relief, specific performance, declaratory or equitable relief;
- viii. Any dispute regarding the enforceability or applicability of this Dispute Resolution Agreement or any term herein;
- ix. Any dispute regarding the rights, duties and obligations of the parties with respect to this Dispute Resolution Agreement.

C. Agreement to Mediate. You and SPW agree that any dispute or claim arising out of the sale of Residential Products, or otherwise relating to SPW, shall be submitted to non-binding mediation prior to any arbitration proceedings. Either party may commence mediation by notifying the other party in writing of its desire to pursue mediation and the subject of the dispute or claim. The parties will cooperate with one another in selecting a mediator and in scheduling the mediation proceeding. The mediation will be held in Sacramento, California, unless the parties agree otherwise. The parties agree that they will participate in the mediation in good faith. SPW shall be responsible for paying the costs of the mediation. Each party shall be responsible for their own attorney fees and expert fees, if any. All offers, promises, conduct and statements, whether oral or written, made in the course of the mediation by any of the parties, their agents, employees, experts and attorneys, and by the mediator, are confidential, privileged and inadmissible for any purpose, including impeachment, in any arbitration or other proceeding involving the parties, provided that evidence that is otherwise admissible or discoverable shall not be rendered inadmissible or non-discoverable as a result of its use in the mediation.

D. Agreement to Arbitrate. In the event that a dispute or claim arising out of the sale of Residential Products, or otherwise relating to SPW, is not resolved through mediation, You and SPW agree that such dispute or claim

shall be resolved through binding arbitration. Arbitration shall be conducted with JAMS, a private alternative dispute resolution business, pursuant to its Comprehensive Arbitration Rules and Procedures and in accordance with the Expedited Procedures in those Rules. SPW shall be responsible for paying the costs of the JAMS arbitration. Each party shall be responsible for their own attorney fees and expert fees, if any. The arbitration will be held in Sacramento, California, unless the parties agree otherwise. Judgment on the arbitration award may be entered in any court having jurisdiction.

- E. **No Jury Trial. YOU AND SPW AGREE TO WAIVE ANY RIGHT TO A JURY TRIAL AND AGREE TO HAVE ALL DISPUTES HEARD AND DECIDED SOLELY BY THE ARBITRATOR CONDUCTING THE BINDING ARBITRATION.**

- F. **No Class Action or Representative Action. YOU AND SPW AGREE THAT ALL DISPUTES OR CLAIMS SHALL BE BROUGHT ONLY ON AN INDIVIDUAL BASIS, AND SHALL NOT BE BROUGHT AS A REPRESENTATIVE OR CLASS ACTION. THE PARTIES AGREE THAT THE ARBITRATOR SHALL NOT HAVE THE POWER TO CONDUCT THE ARBITRATION AS A REPRESENTATIVE OR CLASS ACTION.**

- G. **Limitations on Liability.** You and SPW agree to waive any right to recover indirect, special, incidental or consequential damages or losses, including but not limited to, damages or losses from business interruption, loss of use, loss of business, loss of revenue, or loss of profits. You and SPW agree to waive any right to recover punitive or exemplary damages. You and SPW agree that the arbitrator is not empowered to award such damages. Some states do not allow for the exclusion or limitation of incidental, consequential or indirect damages or losses, so this limitation may not apply to you. You and SPW agree that in no event or circumstance shall the aggregate amount of damages awarded in arbitration(s) exceed the aggregate amount paid to SPW in connection with the sale of the Residential Products; this limit applies regardless of whether damages are awarded in connection with one claim or multiple claims or one arbitration or multiple arbitrations, and regardless of the time frame over which the claim(s) are made or arbitration(s) instituted.

- H. **Governing Law and Severability.** This Dispute Resolution Agreement and the rights of the parties hereunder shall be governed by and construed in

accordance with the laws of the State of California, exclusive of conflict or choice of law rules. The parties acknowledge that this Dispute Resolution Agreement evidences a transaction involving interstate commerce. Notwithstanding the provision in this paragraph with respect to applicable substantive law, any arbitration conducted pursuant to the terms of this Agreement shall be governed by the Federal Arbitration Act (9 U.S.C., Secs. 1-16). In the event any aspect of this Dispute Resolution Agreement is found to be unenforceable or void, the remaining provisions of this Agreement shall remain in full force and effect.

- I. Opt-Out Procedure. You may opt-out of this Dispute Resolution Agreement within twelve (12) months from the date of manufacture of your Residential Product by visiting the website www.sierrapacificwindows.com/optout and completing the form to opt-out of this Dispute Resolution Agreement.

(For additional information, including Limited Warranty for Wood/Clad Commercial Products, Limited Warranty for Vinyl Products, Limited Warranty for Architectural Wall Systems, International Limited Warranty, SPW Guides, care and maintenance instructions, installation instructions and previous warranties, refer to www.sierrapacificwindows.com or contact your local Sierra Pacific Windows Service Center or Dealer.)



WARNING: Products manufactured by Sierra Pacific Windows can expose you to chemicals including silicon dioxide, which is known to the State of California to cause cancer and methanol, which is known to the State of California to cause birth defects or reproductive harm. For more information go to www.P65Warnings.ca.gov.





New Industry Leading Warranty

- 30 Year Residential AAMA 2605 Clad Exterior Coating Coverage
- 20/10 Year Commercial AAMA 2605 Clad Exterior Coating Coverage
- 10 Year AAMA 2604 Clad Exterior Coating Coverage
- 20 Year Insulated Glass Coverage
- 10 Year Parts Coverage
- 2 Year Labor Coverage
- Fully Transferable



800.824.7744

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