

# Care & Maintenance Guide



# Table of Contents



Mother Nature doesn't cut corners and neither do we. Heavy-duty cladding. Brawny hardware. Performance glazing. Precision joints. Solid to the core. While Sierra Pacific Windows are crafted to withstand the test of time, here are some basic steps you can take to make sure yours never bow to the elements.

General Notes .....	4
Annual Maintenance & Inspection Checklist.....	5
Understanding Condensation. ....	6

## **Care of the Exterior of Your:**

Aluminum Clad Wood Windows & Patio Doors. ....	8
All-Wood & Historic Windows & Patio Doors.....	10
Vinyl Windows & Patio Doors. ....	12
Painting, Staining & Sealing Wood Surfaces.....	14
Care of Your Screens.....	16
Care of Your Glass. ....	16

## **Care & Maintenance for Each Window & Door Style:**

Casement & Awning Windows.....	20
Double Hung & Single Hung Windows.....	22
Horizontal Sliding Windows.....	24
Sliding Patio Door.....	26
Swinging Patio Door .....	28
Annual Maintenance Log.....	30
Warranty .....	31
California Prop 65 Warning .....	31

# General Care & Maintenance Notes

Safety first because we care! When performing cleaning and maintenance, please always consider your safety first.

Use caution on ladders and always wear protective eyewear and clothing (gloves, long sleeve shirts, etc.).

When working with primers, paints, stains, cleaning solutions, etc., follow all recommended safety precautions and dispose of these materials according to manufacturers' instructions.

Make sure your working area is clear of clutter or debris. Place drop clothes on the floor and furniture to protect your furnishings. Block off area to be worked in, if necessary.

When cleaning, staining, painting or finishing, test on a small, least conspicuous area before proceeding on a large scale to ensure successful results. Always follow manufacturers' instructions.

Do not use any abrasive cleaners, brushes, soiled cloths, soiled sponges, steel wool, etc., when performing any cleaning, staining or painting on units.

Avoid run-down or splashes of cleaners, oils, stain and paint onto the unit, especially weatherstripping and vinyl surfaces. If run-down or splashes do occur, clean and rinse off as quickly as possible. To help avoid run-down, use a gel stain.

Avoid temperature extremes when cleaning, staining and painting. Heat can make cleaning, staining and painting time more challenging by accelerating chemical reactions, as well as evaporating water faster.

# Annual Maintenance & Inspection Checklist

PLEASE NOTE: You must do a routine inspection on your units in order to keep windows and doors operating and performing to warranted performance. Failure to follow an annual maintenance check/fix may void your warranty.

1. Inspect weatherstrip and bottom sweeps on doors for effectiveness in keeping air and water out of your home. If weatherstrip is cracked or ripped, call your SPW distributor for replacement.
2. Examine interior and exterior finishes. Repair any damage or exposed areas. Stain/paint wood surfaces or use touch-up paint for your aluminum clad exteriors.
3. All-wood exteriors need to be inspected and repainted periodically. Any blistering, peeling or cracking in the finish needs to be repaired promptly to protect the wood underneath.
4. Inspect the exterior caulking around the outer edges of the window frame. Trim away any old, loose and cracked caulking, and seal any gaps with a good quality exterior caulk.
5. Check all hardware (hinges, locks, opening mechanisms, etc.) for cleanliness and smooth operation. Clean hardware and lightly oil mechanisms (hinges, rollers, etc.) for ease of operation.
6. Make sure any exposed hardware screws are securely tightened.
7. Clean all dirt or dust from door and window hinges, sills and tracks.
8. Check doors for smooth operation. Adjust rollers and locking mechanisms, if necessary, to achieve a smoother sash operation.
9. If your home is in a coastal area where ocean salt is a concern, window and door exteriors, including hardware, require a monthly freshwater rinse to avoid any type of corrosion on your unit's exterior. Low water volume with moderate pressure is much better than higher volume with little pressure. Do NOT use a pressure washer.



# Understanding Condensation

Ever wonder why condensation forms on your windows or doors—and what you can do to prevent it? Here are questions and answers designed to provide you with a better understanding of what condensation is and how to minimize it.

## Do windows or doors cause condensation?

No, condensation on the glass of your windows/doors is not the fault of the window/door. Condensation is caused by excess humidity trapped inside your home. Today's new and remodeled energy efficient homes are simply constructed more tightly than ever before. While their innovative building products and construction techniques set new standards for energy efficiency, they also tend to seal in moisture from common sources.

## Where does it come from?

Excess moisture in your home comes from various sources. High natural humidity, showers, hot tubs and spas, cooking, basements, washers and dryers, and breathing/perspiration are some of the common sources of moisture in your home. Condensation on the inside of a window is the result of the higher air moisture content contacting the lower temperature on the glass. Warmer air contains much more moisture than cooler air, so when air in your home comes in contact with the colder glass surface, it is cooled and moisture is released in the form of condensation on the glass.

## What can I do?

The two main things you can do to control humidity in your home are:

- Control the sources of moisture
- Increase ventilation

## Here are some basic tips:

- Check the sashes of your window, making sure they operate smoothly and lock securely when in the closed/locked position.
- Install and use a home dehumidifier.
- Use ceiling fans to circulate air.
- Use exhaust fans in your kitchen, laundry and bathrooms. Run these longer in winter.
- Keep draperies and shades open so that air can circulate around the inside glass. Condensation will occur more when drapes are closed and shades are pulled down.
- Vent gas burners, clothes dryers, etc., to the outdoors.

- Open fireplace dampers to allow an escape route for moisture-filled air.

- Open windows and doors for a few minutes each day to allow interior moisture to escape.

- Be sure that the ventilating louvers in your attic, basement or crawl spaces are open and properly sized for your size of home. Opening attic louvers will allow moisture that travels upward through the house and into the attic to be released to the outside. Some people close or block attic louvers during the winter in hopes of saving fuel. While energy savings are minimal, the moisture that is trapped in the attic can eventually do a great deal of damage to the roof, attic insulation and the ceilings below.

- Check the crawl space or basement. The crawl space should have foundation vents so that moisture from the soil can travel to the outside, instead of upward into your house. A vapor barrier (such as polyethylene film) over the ground is also helpful. If you have a basement, watch walls and floor for moisture seepage. For advice on eliminating moisture in adding attic louvers or basements vents, consult a professional.

## Is condensation a chronic occurrence in your home?

If you experience condensation on a regular basis, you may notice a discoloration along the lower parts of your wood windows or doors. This is the result of water stains and mildew. These water stains and mildew areas can be bleached out with regular laundry bleach. Use mixture recipe below. Always use skin and eye protection and ventilate the area you are working in. Use a sponge to clean the mildew stained wood. Allow to sit for a few minutes, keeping the area wet. Rinse area with clean water. Let dry completely. Inspect, if discoloration persists, treat area again. After area is completely dry, refinish the wood. Sand, stain/paint, seal.

## Removing Mildew from Wood – Mixture Recipe

1/3 cup laundry detergent (Tide, etc.)  
2/3 cup Trisodium phosphate (TSP), available at most hardware stores in white powder form  
1 quart (4 cups) bleach (Clorox, etc.)  
3 quarts (3/4 gallon) water

**Please Note:** Do not use a stronger solution than recommended above. Stronger concentrations of cleaners can be harmful to surfaces.

# Care of the Exterior of Your Aluminum Clad Wood Windows & Patio Doors

Occasional cleaning of the exterior aluminum surfaces will help maintain the luster of the original finish. Use a mild soap with water to clean the aluminum surfaces. Stubborn stains and deposits may be removed using mineral spirits. Using tools or abrasive materials on any stain is not recommended, as they may damage the surface. If such damage does occur, contact your SPW distributor to obtain color-matched touch-up paint. An application of automotive paste wax will restore the luster to the aluminum cladding.



## General Cleaning Procedures for Exterior Cladding

Please Note: Keep all cloths, brushes and sponges free of any grit. Rinse these frequently while cleaning to avoid scratches. Mild soaps and detergents ruled safe for bare hands will be safe for clad exterior and vinyl surfaces.

1. Apply a strong water rinse from top to bottom to dislodge any accumulated soil. Low water volume with moderate pressure is much better than higher volume with little pressure. Do NOT use a pressure washer.
2. If soil is not removed following a water rinse, gently sponge the surface while applying a water rinse.
3. If soil remains on the surface, repeat Step 2 using a mild detergent. Sponge the surface from top to bottom with a uniform pressure, cleaning first horizontally then vertically. Thoroughly rinse the surface again with clean water. It may be necessary to sponge the surface while rinsing, particularly if the cleaner has been permitted to dry on the surface.

## General Tips

- Over-cleaning or excessive rubbing can do more harm than good to the product.
- Strong solvents or strong solutions can cause damage to painted surfaces. Test them on a small area before using.
- Avoid all abrasive cleaners.
- Avoid abrasive tools (steel wool, stiff brushes, etc.) that

can scratch finished surfaces.

- Never mix different cleaners together.
- Never use paint removers, aggressive alkaline or acid.
- If you wash the exterior of your home to maintain appearance, you can include Sierra Pacific Windows that are protected by high-quality exterior paint. Rinse the surfaces with clear water and wipe them down with a soft cloth. Periodic washing is particularly recommended in coastal environments.

• Pressure washing is not recommended for windows and doors as it can damage weatherstripping and finishes. If you pressure wash your siding, we recommend you avoid your windows and doors and avoid spraying directly into weatherstripped seams and/or edges.

• Brick, cleaning fluids such as muriatic acid can damage the surface of your windows or doors.

## Clad Exterior Paint Touch-Up & Refinishing Procedures

Obtain color-matched touch-up paint for your procedure by contacting your SPW distributor.

### Before Starting:

- If only a small area of the top-coat is nicked or scratched and there is no bare metal showing, an artist paint brush can be used to repair area. Apply one medium coat of paint and allow it to dry completely. Obtain color-matched touch-up paint for your procedure by contacting your SPW distributor.
- Mask off the area that is to be painted.
- PRIMER MAY be NEEDED if area to be painted is showing bare metal. A metal primer will have to be used before you paint. A metal primer can be purchased at any local automotive dealer or parts store. Follow Step 3 through 5 below, then prime entire area uniformly (make sure all metal is completely covered) to achieve a smooth ready-to-paint surface. Pre-treating the metal is necessary to ensure proper paint adhesiveness. Shake primer well before applying. Follow primer instructions for application. Allow primer to dry 1-2 hours before applying top-coat paint. It is NOT necessary to prime surfaces that do not show bare metal.

### Begin Procedure:

1. Surface must be free of grease, oil, rust and loose dirt. Clean surface as described in the General Cleaning Procedures for Exterior Cladding section.
2. Temperatures above 65 degrees must be maintained during paint application and dry time.

3. Lightly sand “buff” the entire area that is to be repaired, including any bare aluminum that may be showing. Use 320 grit sandpaper, followed with a medium steel wool until the surface is smooth and all nicks and scratches have been removed.

4. Gently sand smooth (feather) any intact paint edges so that, when touched up, the affected area doesn’t telegraph its profile through the touch-up paint.

5. Using denatured alcohol and a clean cloth (or tack cloth), wipe surface clean of all dust.

6. Mix top coat well before using. If using an aerosol can, shake can well before using.

7. When applying paint, use short dusting strokes, releasing the spray button at the end of each stroke.

For spray application, apply a light coat of paint to the affected area from 6-8” away from area. Allow the paint to tack up slightly, not quite dry to the touch. Apply a second light coat and allow the paint to cure fully.

## Care of the Exterior of Your All-Wood & Historic Windows & Patio Doors

### General Cleaning Procedures for All-Wood Exterior

Please Note: Keep all cloths, brushes and sponges free of any grit. Rinse these frequently while cleaning to avoid scratches. Mild soaps and detergents ruled safe for bare hands will be safe for clad exterior and vinyl surfaces.

1. Apply a strong water rinse from top to bottom to dislodge any accumulated soil. Low water volume with moderate pressure is much better than higher volume with little pressure. Do NOT use a pressure washer.
2. If soil is not removed following a water rinse, gently sponge the surface while applying a water rinse.
3. If soil remains on the surface, repeat Step 2 using a mild detergent. Sponge the surface from top to bottom with a uniform pressure, cleaning first horizontally then vertically. Thoroughly rinse the surface again with clean water. It may be necessary to sponge the surface while rinsing, particularly if the cleaner has been permitted to dry on the surface.



## General Tips

- Over-cleaning or excessive rubbing can do more harm than good to the product.
- Strong solvents or strong solutions can cause damage to painted surfaces. Test them on a small area before using.
- Avoid all abrasive cleaners.
- Avoid abrasive tools (steel wool, stiff brushes, etc.) that can scratch finished surfaces.
- Never mix different cleaners together.
- Never use paint removers, aggressive alkaline or acid.
- If you wash the exterior of your home to maintain appearance, you can include Sierra Pacific Windows that are protected by high-quality exterior paint. Rinse the painted surfaces with clear water and wipe them down with a soft cloth. Periodic washing is particularly recommended in coastal environments.
- Pressure washing is not recommended for windows and doors as it can damage weatherstripping and finishes.
- Brick-cleaning fluids such as muriatic acid can damage the surface of your windows or doors.

## Painting and Finishing – Exterior Finish – All-Wood Units

See **General Guidelines & Recommendations for Painting, Staining and Sealing Wood Surfaces in the Painting, Staining and Sealing Section for more specific directions.**

Do not paint weatherstrip, hardware and/or vinyl surfaces. Surfaces must be clean and dry before they are painted. Avoid painting during or immediately after extremely damp weather.

Most wood exterior units have a water-based factory-applied prime coat. Apply the finish coat(s) of high-quality exterior primer and an adequate coat of high-quality latex paint within thirty (30) days after purchase. Failure to finish the primed surface within this 30-day limit will require a new primer coat. Please note, a primed surface is to provide maximum adhesiveness between the wood and the paint.

Use a high- to medium-gloss exterior paint, preferably an alkyd base. Please note that some latex paints, especially high-gloss latex, can have a chemical reaction with the weatherstripping that will cause the sash to stick. And, although the glass bead is also vinyl, in some cases this bead can be painted as long as you use only pastel or other light colors. In certain climates, dark colors cause premature deterioration of the vinyl.

# Care of the Interior/Exterior of Your Vinyl Windows & Patio Doors

It is easy to maintain the beauty of your vinyl windows & doors. Sierra Pacific Vinyl Windows come closer to being maintenance-free than most exterior building products.

With very little effort, you can keep your vinyl window and door components clean. Follow the simple instructions below (some are based on a study conducted by the Vinyl Window and Door Institute on the efficiency of cleaning vinyl window frames after two years of outdoor exposure).

- Wash with a soft cloth or ordinary-handled, very soft bristle brush.
- For difficult-to-remove dirt and stains, such as top soil, motor oil, lithium grease, crayon, felt-tip pen, caulking, lipstick, grass, bubble gum, mold and mildew, use the readily available household cleaners listed below. Follow manufacturers' instructions on use of cleaners.
- In some cases, you may wish to use a mildly abrasive cleaner, such as Soft Scrub®, Ajax®, Bon Ami®, etc., but avoid using any abrasive material, as it could have a negative effect on the surface of glass and window or door frames.
- Operate the sash biannually to keep the balances well lubricated.
- Open the top and bottom sash for improved ventilation.
- Use both hands to support sash when they are in the horizontal or cleaning position.
- Make sure the tilt-latches are fully engaged after tilting sash back into operating position.
- Make sure the top sash on a double hung is closed and up all the way before locking the window.

## What not to do...

- Don't use cleaners containing aggressive organic solvents because they could affect the surface appearance of the vinyl. Examples include: chlorine bleach, liquid grease remover, nail polish remover and furniture polish/cleaners.
- Don't leave the lock in the locked position when closing the window, this will damage the keeper.
- Don't use oil-based spray lubricants such as WD-40®. They attract dirt. Use a silicone spray for lubrication.
- Don't use solvents to clean the windows or doors.
- Don't use the crank on a casement without unlocking the window first.
- Don't use a high-pressure hose to clean the outside of windows or doors.
- Don't install a window air conditioner in a vinyl window without adequate support.

- Don't paint or varnish vinyl windows or doors.

## Suggested cleaners to remove stains from vinyl window or door frames:

- All Purpose Stain Remover - Blue Magic® Leather & Vinyl Cleaner
- Bubble gum - Fantastik®, Murphy® Oil Soap, solution of vinegar and water (70/30), Windex®
- Crayon - Lest oil®
- Oil-Based Caulk - Fantastik®
- Felt-tip Pen - Fantastik®, water-based cleaners
- Grass - Fantastik®, Lysol®, Murphy® Oil Soap, Windex®
- Lipstick - Fantastik®, Lysol®, Murphy® Oil Soap
- Lithium Grease - Fantastik®, Lysol®, Murphy® Oil Soap, Windex®
- Mold & Mildew - Fantastik®, solution of vinegar and water (70/30), Windex®
- Motor Oil - Fantastik®, Lysol®, Murphy® Oil Soap, Windex®
- Oil - Soft Scrub®
- Paint - Brillo Pad®, Soft Scrub®
- Pencil - Soft Scrub®
- Rust - Fantastik®, Lysol®, Murphy® Oil Soap, Windex®
- Tar - Fantastik®, Lysol®, Murphy® Oil Soap, Soft Scrub®, Top Soil®

Sierra Pacific Windows does not endorse proprietary products or processes and makes no warranties for the products. Cleaning materials listed in alphabetical order.

# Painting, Staining and Sealing Wood Surfaces of Wood Windows & Patio Doors

## General Guidelines & Recommendations for Painting, Staining and Sealing Wood Surfaces

*See Painting & Finish information under the Care of the Exterior of Your All-Wood Windows & Patio Doors for additional finishing care for the exterior of all-wood products.*

- Select a high-quality latex primer and high-quality interior paint of a good blocking resistance – this is the ability the paint has to resist sticking after it is dry. Consult a qualified paint specialist to help you pick paint with good blocking resistance.

- Glass can absorb wood stain; therefore, it is necessary to protect it by masking off the glass edges with painter's tape before you begin staining. In addition, it's important to immediately remove the tape from the glass once you've finished. If tape is removed after the finish dries, it may pull the newly applied finish with it.

- Remove labels and hardware such as locks, latches, pulls and handles from the window or door before you begin.

- Do not get paint, varnish, lacquer thinner or mineral spirits on any weatherstripping or vinyl surfaces. If stain or paint does happen to get on the weatherstripping, remove immediately. If stain or paint gets on a vinyl surface, remove with mineral spirits.

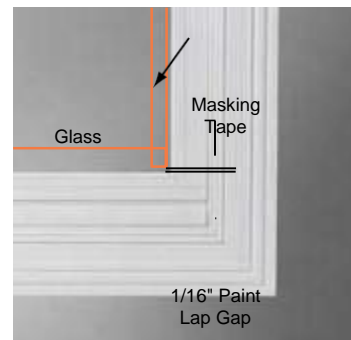
- Lap-paint or finish approximately 1/16 inch onto both interior and exterior glass surfaces. Do not break this paint seal when removing excess paint or finish from the glass or when cleaning the unit.

- Wood naturally changes color as it ages. If you decide to retain the natural wood look of interiors, we recommend that

## Painting and Finishing - Interior Finish - All Units

Keep paint and other finishes off weatherstrip, hardware and other vinyl surfaces, such as double hung and slider sash slides. To prevent sticking, keep the sash open or remove sash while finishing and do not close windows or replace the sash until all surfaces are dry.

Lap-paint or finish approximately 1/16 inch onto both interior and exterior glass surfaces. Do not break this paint seal when removing excess paint or finish from the glass or when cleaning the unit.



you protect them with a top coat of high-quality, exterior grade, UV stabilized, clear polyurethane to keep color change to a minimum. All wood surfaces should be covered. For best results, wood is to be sealed within 30 days after purchase, especially if unit is being stored for ANY length of time.

- When staining, use a stain and wood finish sealer that is ultraviolet and moisture resistant to provide a strong barrier against cracking, peeling, flaking and mildew.

- When staining use a gel-stain to help avoid run-down.

Again, avoid getting any paint on the weatherstripping or other vinyl surfaces. If that happens, wipe it off immediately. If necessary, clean the vinyl surfaces with mineral spirits. Never use lacquer thinner or other solvents, as they may cause material deterioration.

For more detail steps in finishing the wood on your units, please consult a qualified stain and paint professional.



# Care of Your Screens

Light dirt can be removed by gentle vacuum cleaning with the soft bristle brush attachment. For heavier dust and grime, remove screens and take outside (or use bathtub/shower) for washing. Use a solution of mild detergent and warm water and soft sponge (or cotton rag) to clean screens. Then, rinse thoroughly with clean water. Reinstall screens when dry.

**Caution:** When using a sponge or rag to clean the screen, or when using a soft rag to dry the screen, do not press hard on the mesh.

# Care of Your Glass

Normal glass manufacturing processes require the use of surface protection materials to prevent damage during production, handling, shipping and storage. These materials are easily removed by most cleaning agents, with the exception of those containing ammonia. We recommend that you try vinegar and water (diluted 4-to-1) first or a feldspar-based cleansing powder (such as Bon Ami®).

After initial cleaning, your regular window-cleaning product can be used effectively. Do not use sharp instruments to clean your glass. Sharp instruments can score the glass, which will lead to cracking. Avoid cleaning glass in direct sunlight; cleaning solution will dry quickly, giving inadequate time for cleaning the glass.

**IMPORTANT:** Application of after market tints, films or coatings applied to glass surface will void your SPW Warranty.

**IMPORTANT:** If your glass is dirty with solid material like soil or mud, wash it off with clear water before cleaning the glass to prevent scratches by the solids.

Clean glass as needed with any good glass cleaner from your supermarket or hardware store or make your own with 25% vinegar and 75% water. If you use brand-name glass cleaners, be advised not to use ammonia or alcohol-based cleaners, which can leave a film that will attract moisture or dust, and will leave streaks when used to clean glass. Do not use abrasive cleaners, abrasive materials or harsh chemicals to clean glass.

To clean the exterior or interior glass, put your premixed solution in a spray bottle. Spray area to be cleaned with a generous amount of cleaner and then wipe dry with either a squeegee or clean, dry, lint-free soft cloth. If streaks appear after cleaning, rinse the glass surface with clear water and dry thoroughly.

## Removing Labels From Glass

**CAUTION:** Do not remove labels when exposed to direct sunlight. Cleaning agents are not to come in contact with weatherstrip or finishes.

For best results, labels and adhesive residue should be removed from glass as soon as possible after installation.

## The following information may help in removing labels:

1. Soak the label thoroughly with isopropyl alcohol (rubbing alcohol). Rub the alcohol into the label with a gentle motion until the adhesive and label are removed.
2. Soak the label thoroughly with acetone (nail polish remover) and peel the label off after a few minutes.
3. After removing labels and residue, apply a mild soap or detergent to the entire glass surface by either spraying or using a clean, grit-free cloth or sponge.
4. Rinse the glass surface immediately with clean water to remove cleaning solution from the glass surface. Using a squeegee or clean lint-free cloth, remove water from the glass surface.

## Removing Solids From Glass

When using solvents, cleaners and tools, always use safe working practices and follow the manufacturers' instructions. (continued on next page)



### *Removing Solids From Glass – (cont.)*

To remove caulking, dried paint or sealant on glass, use a small amount of denatured alcohol applied to a clean, dry cloth first, and then wash the glass surface with your cleaning solution.

To remove markings on the glass from adhesives, crayons, paint or other materials, apply a small amount of a mild abrasive cleaner (such as that used for glass cook tops on kitchen stoves) to a wet cloth. Apply to the spot, rub gently, and then wipe off with clear water on a clean rag. Solvents such as acetone, denatured alcohol or mineral spirits may also be tried. Apply solvents to a clean, dry cloth. Next, lightly rub the area that needs spot cleaning. Wipe with a clean, dry cloth. Then wash the entire glass surface with your cleaning solution.

When cleaning the glass, avoid dripping the cleaning agent onto the hardware, especially if the product has a large concentration of ammonia. Always wipe up any spills immediately.

## **Removing Suction Cup Rings on Glass Surfaces**

Suction cups are used to safely move glass or hold it in place during the window and door manufacturing process. This process may leave “rings” on the glass. They can be easily removed by following these simple steps:

### **Materials Required:**

- Powder detergent (“ZUD” or “Bon Ami®,” recommended)
- Clean sponge
- Spray bottle & water
- Clean, lint-free cloth

## **Steps**

1. Wet sponge and squeeze to remove excess water.
2. Apply dry powder detergent to sponge.
3. Clean affected area with straight vertical or horizontal strokes. Do not use a circular motion.
4. Wipe glass clean and dry with cloth.
5. Spray glass with clear water mist from spray bottle to ensure ring is gone.



# Care & Maintenance For Each Window & Door Style

## Casement & Awning Windows



## Cleaning

SPW casement units can be washed from the interior by fully opening the units. The exterior glass can then be

accessed from inside the room. Awning sash may need to be removed for cleaning.

The operating hardware of your SPW windows has been designed for years of trouble-free operation if a few simple maintenance steps are taken. Be sure that the area of the operating mechanism is kept clean and free of dirt and

debris. Clean and lubricate the hinge slide with petroleum jelly or silicone spray at least once a year.

## Casement Sash Maintenance

If the sash is not operating properly, please check the following items:

1. Paint on weatherstrip causing the unit to stick.
2. Clean any dirt or debris in the area of the operating mechanism or on the sill track.
3. Operator arm or hinges disengaged. The crank handle must be firmly fastened to the stud. Additionally, the set screw at the base of the operator handle should be completely seated to avoid damaging or stripping the locator teeth of the mechanism. Lubricate with light oil. The sash will lock even if the window is not completely closed. Simply shut the sash into a snug position and engage the locks.

The sash locks will pull the sash tighter against the weatherstripping.

## Removing Casement Sash for Cleaning:

Step 1.

1. To release guide arm, push straight down until the arm releases from pin.

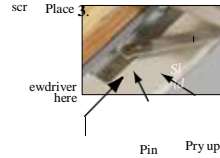


Step 2.

Pin

2. Pry up on bar to release top hinge arm from pin.

Step 3.



Pin Pry up

Place slotter screw driver in hinge clip groove. Slide clip until it clears the pin. Pry up on the arm until it release from the pin.

Step 3. Alternative Arm

Style Pin



release top hinge arm from pin.

Step 4.

Caution: Sash is now ready to be removed use adequate number of people to handle

1. Release guide arms from the sash bracket and track by pushing straight down on the arm closest to the pin until arm disengages from pin. Swing arm clear of the sash bracket.
2. At the top of the sash, release the top hinge arm by prying up on the arm closest to the pin until arm disengages from the pin. Swing arm away from sash. Caution: Once the top hinge arm is released, the sash is free from the frame. Support sash using adequate number of people while proceeding to Steps 3 and 4.
3. At the sill bottom hinge, insert a standard screwdriver into the slot on the hinge clip and slide the clip away from the track. Pull arm up to release it from the pin.
4. With both upper and lower hinge arms and lower operator arm released, carefully slide sash out of frame track and bring into the building.

## Double Hung & Single Hung Windows



### General Cleaning Tips

It is important to keep the tracks on which the sash operates and the liner at the bottom of the window clean. They should be free of debris, dirt, dust and cobwebs. Clean regularly with the dusting attachment on a vacuum cleaner.

If tracks require lubrication, use only silicone spray, which does not attract dirt and dust.

### Cleaning Recommendations

We recommend that you clean the exterior glass surfaces before you clean the interior surfaces. Usually it is easier if you start by cleaning the upper sash. For convenience, use a chair or stool to support the sash in the tilted position while you wash the exterior glass surfaces.

Always clean all surfaces before applying lubricant. Once cleaned, lubricate the vinyl balances with a simonized paste or with paraffin. Spray the sash edges with a silicone spray to maintain sliding ease.

### Double Hung Painting Restrictions

Do not paint the weatherstrip, hardware or vinyl balances. Do not paint sash edges that ride in the vinyl balances.

### Tilting Sash for Cleaning

1. Unlock unit.
2. Open (raise) the bottom sash 6-8".
3. Slide the tilt latch buttons, one on each side of the top sash, towards the center of the unit.
4. While holding tilt latches in retracted position, pull sash towards you to tilt sash.
5. Keep window sash as level as possible across the opening while tilting to the interior.
6. To tilt the upper window sash, lower top sash to the mid-point of the window and tilt in same manner as bottom sash.



## Horizontal Sliding Windows



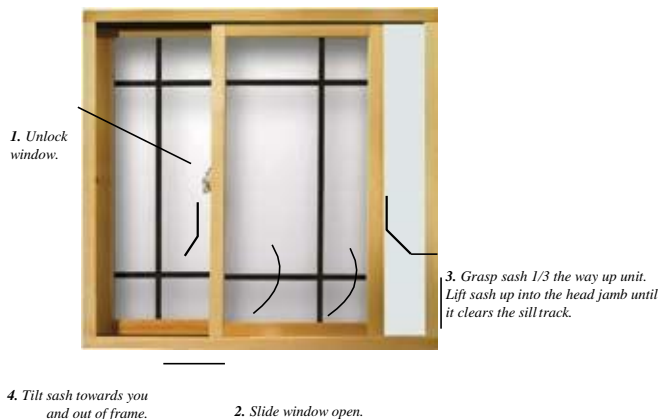
### Slider Lubrication

Clean all surfaces before applying lubricant. To lubricate the vinyl tracks, use a simonized paste wax or paraffin. Spray the sash edges with a silicone spray.

### Slider Painting Restrictions

Do not paint the weatherstrip, hardware or vinyl tracks. Do not paint sash edges that ride in the vinyl tracks.

## Removing Sash for Cleaning:



## Operation

One operable and one fixed sash on two-lite unit. Two operable sashes and a fixed center sash on three-lite units. Operable sash glides in vinyl head and sill tracks. Cam lock and keeper located on meeting stiles (two glass units 36" or taller). Sash pulls located on operable sash for easy sash operation.

### Sash Removal – Two-Lite Unit

#### Remove screen, if installed.

1. Unlock and slide inner sash open enough to clear side jambs and allow you to firmly grip sash on both sides.
2. Lift sash straight up into head until bottom of sash clears the sill.
3. Swing the bottom of sash towards you until the sash is removed from frame.
4. Follow Steps 1 through 3 to remove the outer sash of a two-lite unit where both sash operate.

**NOTE:** There are no sash locks on the outer sash.

### Sash Removal – Three-Lite Unit

Follow Steps 1 through 4 above. Since both active sash on a three-lite slider are mounted to the inside, it does not matter which sash is removed first. The stationary sash is not customer serviceable; contact your SPW distributor if removal is required.

## Sliding Patio Doors

### Roller Adjustment

*To ensure smooth operation of your sliding patio door, the door rollers must be properly adjusted. These rollers are located behind the two snap plugs located in the door's bottom rail.*

With the door slightly open, adjust the rollers with a screwdriver so that the operating panel aligns with the side jamb. Then check the door's operation to ensure smooth closure and adjust until optimum operation is achieved. SPW provides two nylon shims to be attached on the top rail of the door before the door is installed. Make sure that these shims are in place! If they are not, you may notice excessive play at the top of the door. These shims can be lubricated with wax or silicone spray.

The screen has adjustable rollers. Adjust these rollers by turning the screw to raise or lower the screen. Rollers can be found at the top and bottom of the screen. They are adjustable from the side stiles channel on the edge of the screen. The rollers are adjustable from the interior of your home. The door lock and strike plate are also adjustable. If you are experiencing difficulty in latching the door, it may be necessary to adjust the strike plate located on the side jamb of the door up or down. Or, you may need to adjust the door latch in or out.

Your sliding patio door will continue to operate smoothly as long as you keep the aluminum sill track clean and free of debris.

Make sure weep holes are clear of dirt and debris.

Vacuum and clean weep holes as necessary.

**Patio Door Sill Deadbolt:** Thoroughly clean this track on a regular basis using a mild soap and water. To lock the bolt, depress the top button switch. To release, press the top switch plate located directly below the button.



## Swinging Patio Door

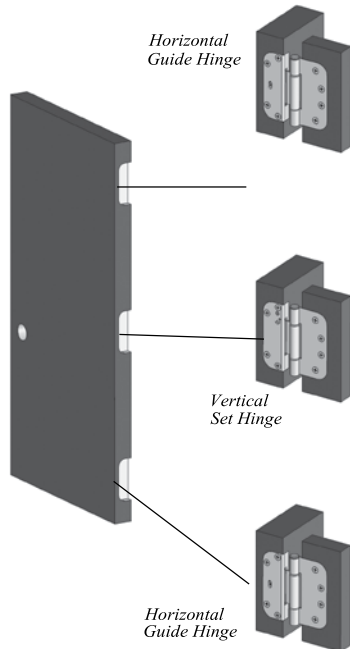
After your swinging patio door unit is installed, it may be necessary to adjust the hinges to achieve proper alignment of the door panel in the opening.

Proper alignment of the operating door panel is necessary to maintain an effective seal against the weatherstrip and allow the door to operate smoothly.

With the door in the closed position the spacing between the door panel and frame should be consistent around the perimeter.



## Adjustable Hinge Adjustment



**NOTE: NEVER USE A POWERED SCREW DRIVER TO MAKE ADJUSTMENTS, ADJUST BY HAND ONLY.**

## Horizontal and Vertical Hinge Adjustment

The door is set up with two horizontally (guide) adjustable hinges, and one vertically (set) adjustable hinge per panel. The horizontal hinges are located in the top and bottom positions, and the vertical hinge is located in the middle position.

Adjustments are made with a 3/32" hex wrench. Never use a powered screw driver to make adjustments. Adjust by hand only.

### Vertical Adjustment (To lift and lower the door).

Vertical adjustment allows up to 1/4" total movement by turning the screw marked with a "V." Each rotation of the screw represents approximately a .008" travel for fine tune adjustment.

### Vertical Adjustment Steps:

1. Open door panel to access hinge adjustment screw.
2. Loosen the adjustment screws on the top and bottom horizontal adjusting hinges to allow for easier vertical adjustment.
3. Turn the hex drive in the middle (vertically adjusting) hinge either clockwise or counterclockwise to raise or lower the door. The vertical hinge is marked with an arrow to indicate which direction the door will move when the hex drive is turned.
4. Raise or lower panel accordingly to center the door panel in the opening.

### Horizontal Adjustment (To move the door closer to or away from the hinge side jamb.)

Horizontal alignment of up to 3/16" is made by turning the screw marked with an "H," with a total of three turns of screw.

### Horizontal Adjustment Steps:

1. Open door panel to access hinge adjustment screw.
2. Adjust top and/or bottom hinge hex screw to align reveal between door frame and panel.
3. Counterclockwise will increase reveal, clockwise will decrease reveal. Gap should be equal along entire length between frame and panel.

Use a pry bar at the bottom of the panel to lift the weight from the hinges. This will help with adjustment. Please use caution not to damage any components while using a pry bar to lift weight from hinges.

# Annual Maintenance Log

Care & Maintenance Done

Date

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**⚠ WARNING:** Products manufactured by Sierra Pacific Windows can expose you to chemicals including silicone 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](http://www.P65Warnings.ca.gov).

## Warranty Information

Visit us online at [www.sierrapacificwindows.com](http://www.sierrapacificwindows.com) for full warranty information. Should you experience a problem with a Sierra Pacific window or door, contact your nearest SPW distributor to assist you with a remedy.

To ensure that your SPW distributor can provide you with the best assistance possible in a timely fashion, consider downloading and completing the SPW Customer Service [Report form available at www.sierrapacificwindows.com](http://www.sierrapacificwindows.com) before visiting your distributor. This form will guide you to gather all of the information that your distributor will need to assist.







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