



**OLD MISSION
WINDOWS**

"Providing a brighter view for your future"

CARE and MAINTENANCE



Introduction:

Wood is a natural product and must be protected to ensure lasting results. With new guidelines for constructing homes and changing environmental conditions, it is important how wood windows and doors are constructed in the factory and cared for after installation. With proper maintenance and care, your windows and doors should retain their beauty for many years to come. Use these maintenance recommendations to guide you.

Care & Maintenance Procedures:

General Care and Maintenance Procedures	3
Casement Windows	5
Awning Windows	6
Traditional Double Hung Windows.....	7
Non-Traditional Double Hung Windows.....	8
Slider Windows	9
Sliding Patio Doors.....	9
Swinging Doors	10
Cleaning & Caring for Hardware.....	11
Caring for the Exterior Finish.....	12-13

GENERAL CARE & MAINTENANCE PROCEDURES

It is important to maintain windows and doors after they arrive on site. Even with factory-applied finishes, maintenance still needs to be done to windows and doors to preserve their beauty.

Inspection and maintenance of your windows and doors should be done at least two to three times a year for damage or deterioration of exterior sealants and/or finishes. Check to see if the exterior sealants have any gaps, leaks, or signs of damage and deterioration. Cracks in the finish resulting from joint movement that may occur during the installation process or over the life of the product must be caulked with a high-quality sealant immediately to maintain the seal integrity of this paint finish and the warranty. Seal integrity must be maintained in order to prevent the infiltration of water and air.

A yearly cleaning with a mild unscented soap and water is recommended for the sash and frames, then rinse.

NOTE: Do not excessively clean or scrub cladding. Refrain from using wire brushes, pressure washers, or cleaning tools which will mechanically harm the coating's surface. Always test cleaning agents on a small inconspicuous area.

Always consider safety when maintaining your windows and doors. Make sure to always wear hand and eye protection and use extreme caution on ladders. When using chemicals, make sure to follow manufacturer's instructions for use and proper disposal.

WARNING: Screens and storm panels are intended to act as a barrier against insects and weather-related elements. *They are not designed to restrain children. Do not allow children to sit or play on window sills, or to push or fall against window screens. This could result in serious injuries and even death.*

WINDOW & DOOR COMPONENTS

Care of Your Glass – Do not use any harsh chemicals, metal or abrasive scrapers on glass. A good quality glass cleaner or mild unscented soap and water will clean the glass. If you have a spot on the glass that is difficult to remove, mineral spirits or denatured alcohol can be used to clean it off. These solvents can be purchased at most hardware stores. Be careful not to drip the cleaner or solvent on the wood or cladding.

Weatherstripping – Take care when using paints, stains and varnishes. These solvents can damage weatherstripping and may cause it to lose its flexible qualities and become brittle. If exterior weatherstripping becomes damaged, replace it to ensure proper seal from the outside elements. Contact the service department at Old Mission Windows for replacement weatherstripping.

Cleaning of Window Screens – To clean window screens, remove the screen from the window frame. Then place it in a tub or shower if indoors, (or if outdoors lay on the lawn). Gently spray with water, and brush lightly with a soft bristle brush until clean. Replace when dry. For lighter cleaning, use a vacuum cleaner with a soft brush attachment.

CARE & MAINTENANCE of CASEMENT WINDOWS

NOTE: Be sure to unlock the window before attempting to open, otherwise you may risk damaging the operating mechanism.

In most cases, except casements with Euro hinges (tilt bottom out), follow these recommendations for cleaning.

Removing the screen:

On one side of the screen, pull the plungers on the frame of the screen towards the center of the screen. Pull the screen towards you. After the side clears the operator, pull the screen out.

Unlock Window:

Using the operator handle, open the window to its maximum opening. On most casements you should now be able to easily reach between the frame of the window and the sash to wash the outer glass surface.

Casement Hardware:

Be sure to keep the hardware hinges and slide tracks free from dirt and debris. Do not allow paint or varnish to drip into the tracks. A light silicone spray of Teflon® on the track area will make the sash operate easier. Do not use any oil base lubricant, as it will retain dust and dirt. Do not paint or varnish any vinyl parts or components, hardware or locks. Be sure when closing windows that excessive pressure is not applied to the operator handle

CARE & MAINTENANCE of AWNING WINDOWS

NOTE: Be sure to unlock the window before attempting to open, otherwise you may risk damaging the operating mechanism.

Removing the screen:

On one side of the screen, pull the plungers on the frame of the screen towards the center of the screen. Pull the screen towards you. After the side clears the operator, pull the screen out.

Opening Window:

Using the operator handle, open the window to its maximum opening. Locate the clips or at the end of the operator arms and pull the clips back toward you to release the window. At this point on most windows, you should be able to tilt the window open completely and reach between the frame and sash to wash the glass.

Awning Hardware:

Be sure to keep the hardware hinges and slide tracks free from dirt and debris. Do not allow paint or varnish to drip into the tracks. A light silicone spray of Teflon® on the track area will make the sash operate easier. Do not use any oil base lubricant, as it will retain dust and dirt. Do not paint or varnish any vinyl parts or components, hardware or locks. Be sure when closing windows that excessive pressure is not applied to the operator handle

CARE & MAINTENANCE of TRADITIONAL DOUBLE HUNG WINDOWS

- Be sure to unlock the window before attempting to open.
- Raise the lower sash approximately three (3) inches.
- Place both hands on the, one on each end on the top of the sash. Sng the sides of each hand, push sideways on the vinyl jambliner. While applying pressure to the liner, pull the top of the sash towards you.
- Tilt the sash down until it is at a 90-degree angle to the window frame.
- Complete the sash removal by lifting one side of the sash upward. When the pivot pin, located on the side of the sash, has cleared the jambliner, swing the sash out. Repeat steps for upper sash (slide upper sash down to within a couple of inches of the sill, then remove).

REINSTALLATION OF DOUBLE HUNG SASH:

Holding the upper sash horizontally and with one side higher than the other, position the pivot pin of the lowered side above the balance clutch inside the exterior jambliner track.

Bring the opposite side of the sash down so that the pivot pin is positioned above the balance clutch and the sash is 90° to the window frame. Lift the top portion of the sash up towards the opening and push into the jambliners until it pops into position. The jambliner may need to be compressed in order to allow the sash to swing into place.

To engage the sash into clutch, slide the sash down. You should hear two clicks - the clutches engaging. Move the sash to the top of the opening. Repeat for the lower sash placing the sash into the inner jambliner track.

NOTE: Double Hung Jambliners

All vinyl jambliners should be kept clean. The edges of the sash that may come into contact with vinyl components should not be painted or varnished. A light coat of wax or furniture polish (Trewax®) on the sash edge will help seal the edge and make the sash slide easier. Do not paint or varnish any vinyl parts.

CARE & MAINTENANCE of NON-TRADITIONAL DOUBLE HUNG WINDOWS

- Be sure to unlock the window before attempting to open.
- Locate the button on the sash lock (bottom sash) that pops up when the lever is moved to the right, just past center. Depress the button completely and sash will tilt inward
- or
- Locate the tilt latches on each side of the sash on top and pull inward toward the center of the window. When tilt latches are pulled inward, on most windows you should be able to tilt the window inward.
- Tilt the sash down until it is at a 90-degree angle to the window frame.
- Complete the sash removal by lifting the lower sash approximately 3 inches then on one side of the sash, tilt upward. When the pivot pin, located on the side of the sash, has cleared the jamb, swing the sash out.
- To remove the upper sash, pull sash down far enough to reach the tilt latches comfortably. Pull tilt latches inward toward the center of the window. When tilt latches are pulled inward, on most windows you should be able to tilt the window inward.

NOTE: Double Hung Jambs

All vinyl jambs should be kept clean. The edges of the sash that may come into contact with vinyl components should not be painted or varnished. A light coat of wax or furniture polish (Trewax[®]) on the sash edge will help seal the edge and make the sash slide easier. Do not paint or varnish any vinyl parts.

CARE & MAINTENANCE of SLIDING WINDOWS

- Slide the inner sash open about two inches toward the center of the window opening.
- With one hand on each side of the sash, near its base, lift upward.
- When the base of the sash clears the sill track, pull the bottom of the sash outward. Repeat for the outer sash.

Slider Unit Jambliners – All vinyl jambliners should be kept clean. The edges of the sash that may come into contact with vinyl components should not be painted or varnished. A light coat of wax or furniture polish (Trewax[®]) on the sash edge will help seal the edge and make the sash slide easier. Do not paint or varnish any vinyl parts.

CARE & MAINTENANCE of SLIDING DOORS

If the door is locked, turn the thumb turn on the door handle escutcheon to unlock the door. Open the door by sliding the panel on the track. The door will only open as far as the bumper on the door will allow it. If the bumper is improperly installed, the door will open and mar the wood on the stationary panel and may damage the handle itself, should the handle on the active panel hit it.

The bottom sill track must be kept clean from debris in order for the operating panel to operate smoothly. The rollers on the bottom of the panels may, at times, need adjustment to ensure ease of operation. Rollers may be adjusted by turning the adjustable screws at the bottom of the sash panels of each door. Do not paint or varnish any vinyl parts.

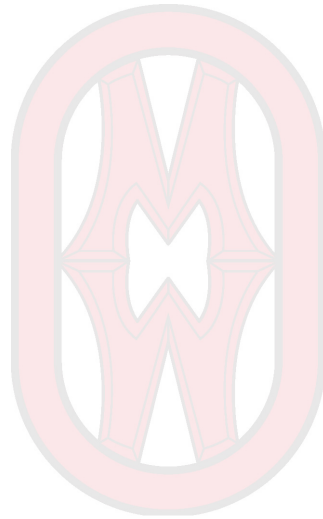
CARE & MAINTENANCE of SWINGING DOORS

Some hinged door units come with a removable aluminum weep sill, remove the sill covers and check for dirt or any debris that may dam up water and prevent it from getting out of the sill.

-Check to verify the door is making good contact with the weatherstripping around the perimeter of the door. Replace any worn or damaged pieces of weatherstripping.

-The door strike may be moved inward to correct a “loose” fit. Periodically clean door handle hardware with mild unscented dish soap and water to remove any environmental elements from the surface of the hardware.

-Check hinges for any unusual wear and tear such as loose butt joints, metal shaving, missing screws.



CARE & MAINTENANCE of BRASS HARDWARE

A consumer usually chooses brass hardware because of the attractiveness and brilliant luster of the polished base metal. To maintain the beauty of the hardware, a certain amount of care is necessary. The following information will help you care for your brass hardware.

Most brass hardware items manufactured have a protective lacquer coating. Brass hardware, whether applied in exterior or interior applications, will eventually show signs of finish breakdown or tarnishing. Small dark spots appearing in high contact or wear areas are usually the first indication of deterioration of the protective lacquer coating. The rate at which tarnishing occurs will depend upon the surrounding environmental conditions. Areas with high levels of automotive and industrial pollutants, ultra-violet rays, and coastal areas will see accelerated levels of tarnishing.

Brass hardware should not be installed on any surface that has been recently painted, varnished, or otherwise finished for at least two days after the final coat has been applied. This step will avoid any interaction of the curing process with the lacquer finish which can also cause tarnishing.

CARE of TARNISHED HARDWARE

When tarnishing of the hardware reaches an undesirable level, the brass hardware components should be refinished. Use the following steps to guide you.

The hardware must be thoroughly cleaned – such as removal of all remaining lacquer and any other foreign materials. When cleaning the hardware, it should be first removed from the window or door to avoid any unnecessary damage to the unit during the refinishing process. It's recommended to use fine steel wool (No. 0000) soaked in a light oil or soapy water to keep metal abrasion to a minimum. For tough to clean hardware, try soaking the hardware in lacquer thinner or paint reducer overnight. Be sure not to get solvents on the window or door unit.

Once the hardware is thoroughly cleaned, you can restore the hardware's brilliant luster with any commercially available polish.

The refurbished brass surfaces must now be protected. It is impractical to re-apply a lacquer coating unless the proper tools and experience are available. Therefore, it's recommended to apply several coats of a quality automobile wax. The finish can then be prolonged with follow-up wax applications.

CARING FOR THE EXTERIOR FINISH ON WINDOWS & DOORS

1. Industrial debris or mildew: Use a soft sponge to apply a mild warm unscented soap/water solution to the surface. Flush thoroughly with water to avoid residue stains.
2. Graffiti and paints on glass: Use a mild solvent like alcohol or petroleum, following manufacturer's solvent instructions. Use solvent sparingly and avoid solvent drips running down the glass. Make sure to thoroughly clean unit with a tap water rinse afterwards.
3. Touch up of surfaces that have small nicks or scratches: Wash entire area with a soft bristle brush followed with a cotton rag to remove all water and contaminants. Your wash solution should be a mild unscented liquid soap solution in warm water. Add 5% of soap concentrate or 6.4 ounces for every gallon of warm water. All areas of repair must be clean and dry, no soap film or wet areas should remain.

For areas with severe damage due to dents and/or impressions requiring filling, wash entire area first. Scuff and sand all coated surfaces to complete dullness with 220 grit sandpaper or #1 steel wool. Wipe clean with dampened cloth using a good quality lacquer thinner, following manufacturers' instructions and allowing to completely dry prior to topcoat application. This step is most important to insure final topcoat adhesion.

Finish with two coats of either Akzo Nobel WINflex 2K Topcoat or a good quality 100% acrylic water-based exterior topcoat in the selected color and gloss to match. Follow all manufacturer's instructions.

Many fine sanding pads such as 3M will be adequate as long as they still have the ability to lightly scratch and de-gloss the area to be recoated. Smooth clean and spot spray the area to be repaired. Re-spray the entire section, always attempting to end/blend at a corner or transition area.

NOTE: Exact matches are not possible and gloss levels will vary. To obtain a uniform match, it is recommended that you take an actual color sample to your local paint shop for best results.

4. Small scratches on fluoropolymer cladding or polyester cladding: Touch up with a matching spray paint, which can be ordered through your distributor. To prepare the area, lightly sand with 240 grit sandpaper. Clean the area thoroughly with mineral spirits, let dry and paint. Scuffs, excess caulking and other minor blemishes usually can be removed by using denatured alcohol and a soft cloth.

We recommend cleaning your windows twice a year with a mild unscented soap and tap water solution for the sash and frames, then rinse. Do not excessively clean or scrub, and refrain from using wire brushes or cleaning tools which will physically harm the coating's surface.

A coastal environment can be extremely harsh on all sorts of products. Any product used in a sea-coast location will require more frequent inspections and maintenance, and will probably have a shorter life expectancy than if it were in a less harsh environment. If your home is in a sea salt environment, contact your local Kolbe supplier for further recommendations on proper maintenance and care of exterior finishes.

