

CARE AND MAINTENANCE GUIDE



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INFORMATION GUIDE

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WinDor offers a variety of windows and doors, although these windows and doors are built with quality materials designed to be very durable and low maintenance, a little routine care and maintenance will help extend the beauty and operation of these products. Depending on the geographical location of the install, some things may need to be done on a more regular basis than noted.

GLASS CARE

- Clean the glass with glass cleaner or a mix of warm water and mild soap. Use a soft non abrasive cloth or a squeegee.
- Avoid cleaning in direct sunlight as the cleaner may dry to fast and cause streaking.
- Avoid abrasive cleaners or cleaners with harsh chemicals.
- Avoid using a pressure washer or high pressure hose nozzle.
- Any labels should be removed as soon as possible. Use warm soapy water or glass cleaner with a plastic putty knife to aid in the removal of labels.

Condensation on the glass

Condensation on the glass is a common and natural occurrence. Condensation on the exterior of the glass means that the window is doing its job insulating. Exterior condensation occurs when the dew point in the air is higher than the surface temperature of the glass. Windows with screens in place will react differently than the windows without. Condensation on the interior of the glass indicates excess humidity in the home. A simple test to determine whether or not the condensation is on the glass or between the two panes of glass is by wiping the condensation. If the condensation is able to wipe away interior or exterior, then everything is functioning properly. If the condensation is not able to be wiped off due to it being between the two panes of glass than that may indicate a failed IG, meaning there is a breach in the seal between the two panes of glass. In this case contact your dealer.

SCREEN CARE

Screens do not necessarily need to be removed to be cleaned. A simple dusting with a soft lint free cloth or vacuum with a soft brush attachment will suffice. For a more in depth cleaning, the screens can be removed. It is not recommended to remove any ScreenDor pleated screen system unless done by a certified installer.

For deep cleaning:

- Carefully remove the screens laying them on a flat clean area.
- Use a hose and gently spray the screen to remove any debris or use a vacuum with a soft brush attachment.
- Use a soft lint free cloth or a soft bristle brush and gently scrub the screen with a mixture of mild soap and warm water.
- Rinse clean and air dry.
- Once the screens are dried, reinstall.

Removal of sliding door screens will require a Phillips hand screwdriver and flexible metal putty knife

- Measure the gap between the bottom of the screen and the sill of the door. Use this measurement when re installing the screen.
- Loosen all 4 wheel adjustment screws. (two at the top corners, and two at the bottom corners)
- Place the putty knife on the screen track, roll one corner of the screen on top of it, and slide that corner off the frame. Do the same with the other corner.

Cleaning:

- Carefully remove the screens laying them on a flat clean area.
- Use a hose and gently spray the screen to remove any debris or use a vacuum with a soft brush attachment.
- Use a soft lint free cloth or a soft bristle brush and gently scrub the screen with a mixture of mild soap and warm water.
- Rinse clean and air dry.
- Once the screens are dried, reinstall.
- Reinstall in reverse order.
- Make sure the screen locks properly. If not adjust the height as needed.

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WEEPING SYSTEM

WinDor's door and window systems are designed with complex channels and cavities throughout the frames and sashes to assist with expelling water safely to the exterior of the structure. These systems are important to the functionality of these products. It is normal to see some water on the tracks due to hoses or wind driven rain. Proper care in making sure these weep systems are clean is crucial so that they do not overflow into the structure. The exterior of the frames will have slits punched out of the vinyl and/or aluminum a few inches from the corners.

- Examine the weep holes from the exterior, make sure they are free from any debris obstructing it.
- Vacuum out the tracks prior to washing.
- It is recommended to make sure the weep holes are free flowing at least twice a year, in coastal areas or harsher geographical locations will need to be done more frequent.

Slowly pour water into the tracks. Be careful not to pour too much or too fast and overburden the tracks. Do not overflow the tracks, this could cause water to spill into the structure. Water should be seen draining out of the weep holes at the exterior. If water is pooling up in the track and not draining, stop and check the weep holes for any obstructions. If any debris is seen in the weep holes, use something like a small paintbrush or wood toothpick to move the debris and flush it out of the weep hole.



WINSHIELD® FINISHES

WinShield is a specialty laminate made from multiple layers of durable and highly reflective materials. Each layer adds to its strength and heat reflectivity. The laminate is bonded to the vinyl using a specialized process. WinShield's unique technology performs incredibly well even in extreme environments. It is virtually maintenance-free, much more durable than traditional paints used by others, and provides a consistent color that can be carried across multiple products reducing variations.

For Normal Cleaning:

- Use warm water with a mild soap on a soft lint free cloth.
- For more stubborn marks, use an approved cleaner listed below.
- NEVER use abrasive cloths, sponges or brushes.
- NEVER use cleaners and solvents not listed.

APPROVED CLEANERS

- Mild Dish Washing Liquid
- Windex®
- COSMOFEN 20
- Nu Finish® Liquid Car Polish
- Goo Gone® Gel Spray

TOUCH UPS

Although the WinShield finish is very durable, misuse of the product could still cause damage or scratches to the product. When it comes to fixing any damaged WinShield product there are three options listed minor-major.

Always clean the area of concern before attempting any repair work. It could be possible that it is just marked up and may need some cleaning. Use only approved cleaners.

1) Paint Pen:

- Supplied with the product is a paint pen. This pen is specifically formulated for the WinShield color.
- Miter: The miter is where the sash or frame was welded. The excess vinyl is trimmed and the thin miter line is painted with the same type of touch-up paint pen supplied. Use the paint pen supplied, follow the label on the pen for warnings and directions to use to touch up the miter.
- The same pen can be used on small marks on the face or edges.

2) Hardwax:

- This method is for more severe scratches and damage. This is a method that needs to be carried out by a trained professional.

3) Replacement:

- Due to the difficulty of blending the hardwax to match the sheen and texture perfectly, it is much easier to just replace the panel or frame. Sections of the laminate can be repaired by a trained professional.

Laminate repair link: <https://www.youtube.com/watch?v=QBO8sR2tAO4&feature=youtu.be>

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PAINTED FINISHES

A variety of popular painted exterior coating options are available. Each color is bonded onto the vinyl surface and adds an element of heat reflectivity. A simple cleaning regimen will help extend the life of the product.

*For the interior of the vinyl, see extruded vinyl section on the next page.

- Use a garden hose with a gentle spray to knock off any excessive debris first
- Use warm water with a mild soap on a soft lint free cloth.
- Rinse and dry with a soft lint free cloth
- NEVER use abrasive cloths, sponges or brushes.
- Never use any solvents on the painted surface.

PAINT TOUCH UP

Listed below are several suggested ways to touch up scratches and scuffs. If paint or paint pen is needed contact your local dealer.

Paint Brush and Paint Pen: Using a paintbrush/paint pen may be the simplest method. A paint brush/paint pen is used mostly on small marks on edges, miters and corners, but can also be used on other areas.

- Clean the area with warm water and mild soap. Rinse clean and dry completely with a lint free cloth.
- A soft bristle brush is recommended if brushing the paint on.
- Apply a small amount on the brush and touch up areas as needed.
- Feather in the edges as much as possible.
- Let dry and apply more coats as needed.

Mini Roller(weenie roller): Using a mini roller is a good way to touch up larger areas and scratches on the face of a panel or frame. To go this route it is necessary to get a small bottle of approved paint from **WinDor**.

- Clean the area with warm water and mild soap. Rinse clean and dry completely with a lint free cloth.
- Prepare the product by taping off any areas not needing paint.
- Protect the area around the proposed painted area as to not drip paint on any finished surfaces
- Apply enough paint to the roller and roll that section. Adding paint as needed.

It is suggested that the entire length is rolled if using the mini roller. This will eliminate any paint edges or inconsistencies.

Air Brush: The use of an air brush is the best of both worlds. Done right the air brush can touch up a scratch easy enough, and feather in the edges so that a larger surface is not needed to be painted. This is the all around best method to touch up small and large areas.

- Clean the area with warm water and mild soap. Rinse clean and dry completely
- Prep the product by taping off any areas not needing paint.
- Protect the area around the proposed painted area as to not drip paint on any finished surfaces
- Test spray on something disposable in order to get a feel for the distance and amount needed to touch up.
- Spray the area as needed and feather out the surrounding areas blending in the touch up.



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EXTRUDED VINYL

- Use warm water with a mild soap on a soft lint free cloth.
- For more stubborn marks, use an approved cleaner listed below with a soft lint free cloth.
- NEVER use abrasive cloths, sponges or brushes.
- NEVER use cleaners and solvents not listed in this brochure.

APPROVED CLEANERS

Mild Cleaners:

- Mild Dish Washing Liquid
- Windex®
- Vinegar (5% Acidity)

Cleaner:

- COSMOFEN 20®
- Vinyl Clean by Vinyl Visions®
- Nu Finish® Liquid Car Polish
- Goo Gone® Gel Spray



WINDOR/DOOR TRACKS AND HARDWARE

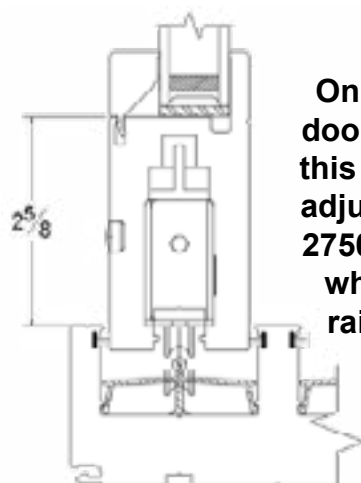
Sliding doors will need the tracks cleaned regularly due to being a bottom rolling unit and debris settles in the tracks. The frequency of this will be dependent on the geographical location. Some environments such as high moisture and salt air areas will need more frequent cleaning and lubrication.

- Vacuum out any debris from the tracks.
- Weep holes need to be free of any debris (see weeping system for steps on how to clean and check).
- Wash tracks with warm soapy water.
- Rinse and dry.
- Use a Dry Silicone Spray to lubricate the tracks.
- Only use approved cleaners described in sections pertaining to the finish of the product purchased in prior sections.

Panel Adjustments:

Adjusting a sliding panel is an easy task but should not be done alone. To adjust a panel two people are needed, one to tilt the panel so that there is no weight on the wheel being adjusted, the other to raise or lower the roller adjustment.

- Remove the button plugs from the face of the panel.
- One person to put their foot at the back of the panel, opposite of the wheel being adjusted, and tilt the panel back.
- Use a #2 Phillips hand screwdriver and raise or lower the wheel.



On 3750 MultiSlide doors do not exceed this dimension when adjusting the rollers. 2750 MultiSlide door wheels should be raised to its max.

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SLIDING DOOR LOCK ADJUSTMENTS

All our sliding door locks are designed with an anti slam feature. This means that there is a small button that needs to be compressed in order to engage the locks hooks. Misuse of this feature will severely damage the lock mechanism.

Never push the button in and lock the door manually. If done so, the claws will engage and if that door is shut the claws will smash into the keeper and likely destroy the lock mechanism and void the warranty. The button will be pushed in and engaged by naturally shutting the door into the jamb, this will allow the door to be locked the way it is intended to.

On the panel lock mechanism there is an adjustment to move the hooks in or out. There should be some play in the lock. If there is not, then there is a possibility there will be locking issues in the future due to thermal expansion.

Adjusting the play in the Lock

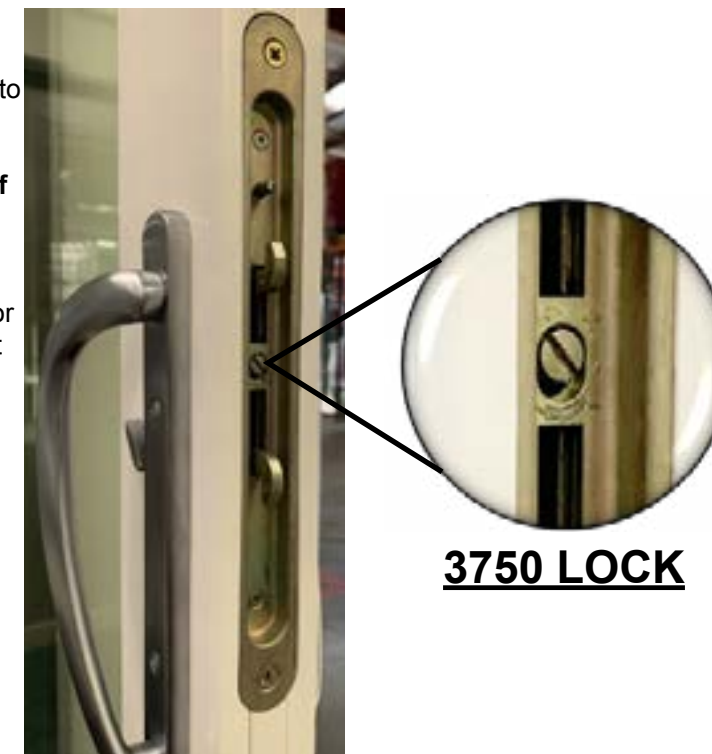
On the face of the lock there will be a Flat head adjustment screw. Depending on the lock, there may be one or two adjustment screws.

NEVER USE A DRILL. USE A 3/16" HAND SCREWDRIVER AND DO NOT OVER TORQUE.

Single screw adjustment—Clockwise will move both hooks tighter to the panel, and counterclockwise will move them further from the panel.

Double screw adjustment—Each adjustment works independently for each hook. Clockwise will move the one hook tighter to the panel, and counterclockwise will move it further from the panel.

THE PURPOSE OF THE ANTI SLAM BUTTON IS TO PROTECT THE LOCK FROM MISUSE AND/OR DAMAGE TO THE PRODUCT. NEVER ENGAGE THE HOOK LOCKS WHEN THE PANEL IS OPEN. IF THE DOOR IS SHUT WHEN THE HOOK LOCKS ARE ENGAGED THEY WILL HIT THE KEEPER IN THE JAMB AND DAMAGE THE LOCK MECHANISM. THIS WILL VOID THE LOCKS WARRANTY.

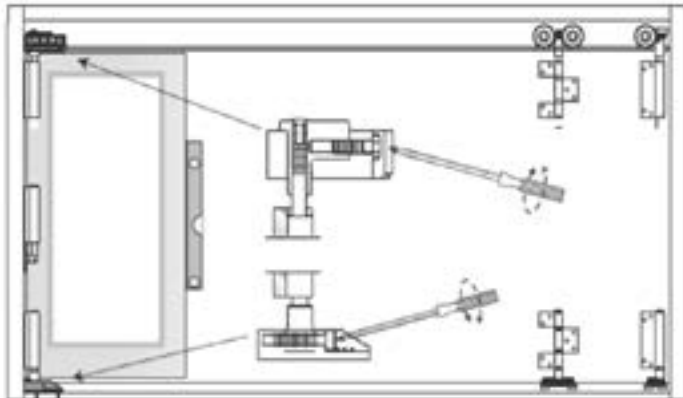


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Folding Door Adjustments and Maintenance

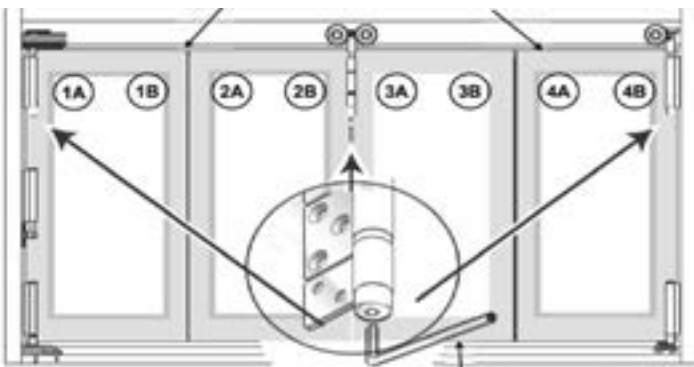
Our unique blend of strong rigid aluminum framing with a long-lasting, low maintenance vinyl capping creates a unique combination. Installed properly, these doors should need little to no adjusting. If adjustments are needed, below are drawings of where each adjustment is located. 5/16 Allen wrench and #3 Phillips screwdriver is needed.



SIDE TO SIDE ADJUSTMENTS

These are located only on the Pivot hardware, top and bottom.

Partially stack the panels to access the adjustments.



FINAL ADJUSTMENT

UP AND DOWN ADJUSTMENTS

These are located on the top Pivot and any carrier set.

Close the door completely to access these adjustments from the exterior using a 5/16" Allen wrench.

Frame and Hardware Maintenance

- Wipe down the top and bottom tracks with warm water and mild soap.
- Use a Dry Silicone spray and lubricate the top track.
- Use a Dry Silicone spray and lubricate the top and bottom rollers.
- Apply Corrosion Inhibiting spray to all the hardware.

The hardware supplier suggests using

CorrosionX® Follow the manufactures instructions for application. Use a soft cloth dampened with the product and wipe it onto the surface of the hardware.

Procedures listed need to be carried out about every 6 months. Marine and harsh environments should be done about every 3 months.

