



## WEB BASED APPLICATION SPECIFIC INSTALLATION INSTRUCTIONS



# Care and Maintenance

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# Basic Operation and Maintenance of Vinyl Windows

One of the advantages to vinyl windows is that they are custom manufactured to be thermally efficient, easy to operate, and virtually maintenance-free.

Unlike other windows, 100% Vinyl Windows are easy to care for, and the finish does not deteriorate over time. Occasional cleaning of the surfaces will retain the beauty and lubricity of the Vinyl for the life of the window.

## How to Clean The New Windows

The natural lubricating ability of Vinyl prevents dirt, grease, or stains from penetrating or discoloring the Vinyl surface. But, as with any window, abrasives can dull the finish. Use a cream wax cleaner or polish for everyday cleaning. For stubborn spots, a “non-abrasive” cleanser is best. Slight scratches can be “polished” out with a small amount of “soft scrub cleanser”. Finish off with a cream wax or polish.

The glass surfaces of the new window can be cleaned with any available glass cleaner with good results. For some glazing compounds, beads, or strips, the ammonia in some cleaners can break down the seal over time. It is recommended that a glass cleaner without ammonia be more frequently used. Those cleaners with alcohol clean best, and leave no streaks.

## How to Tilt For Cleaning

Most new double-hung or slider windows have been designed to tilt-in for easy and safe cleaning of the outer glass surfaces from inside the house. Precision balances, balance shoes, tilt pins, and tilt-latches have all been carefully designed and fitted to the windows to allow smooth, airtight operation of the window, but at the flick of a finger, the operating sash can be released from its track and will rotate down and in, so that the outside surfaces can be easily cleaned.

When tilting the windows, remember three things:

1. The lower sash must be tilted-in before the upper sash can be tilted,



2. The lower sash must be raised three inches, and the upper sash lowered three inches before attempting to tilt that sash.

3. Each sash is fitted with an insulated glass panel. The insulated glass panel makes the sash heavier than you might expect. Always support the sash carefully on both sides and lower it slowly.

### How to Remove the Sash

Each operating sash of a slider or single-hung and double hung window can be completely removed for glass replacement, or balance service or adjustment.

For hung windows, in the tilted position, raise one side of the sash, until the sash pin is free of the balance shoe. Once the sash pivot pin is free of its balance shoe on one side, the other pin can be freed from its balance shoe on the other side.

To restore the sash, reverse the above procedure.

**Caution:** The balances are factory pre-tensioned to operate with the weight of the sash. With the sash removed, the balances can “snap-up” quickly if the balance lock in the shoe is disengaged. Make sure the lock is engaged before removing the sash. If the balance shoe should snap up, place the tip of a flat head screwdriver in the pivot pin hole, pull the balance shoe down into position to extend the balance, and twist the screwdriver 1/4 to 1/2 turn until the balance lock clicks or is engaged.

If it is difficult to align the pins to the shoes, it is then necessary to move one shoe up or down to facilitate pin insertion.

### Sash Won't Stay Opened or Closed

When re-installing sash, possibly the pivot pins were not correctly engaged. Carefully tilt and remove the problem sash. If the pins were not correctly engaged, reinsert the sash and return it to its upright operating position with the tilt latches engaged. If the problem is not solved, the window will need service or repair.

### How to Remove Exterior Screens

Most screens that come with the windows can be removed from inside the house. This is especially handy in the winter to bring them in for storage. It also allows them to be cleaned easily and safely.

### How to Remove the Sash of a Slider

Grab the sash on both sides. Lift the sash up and into the top track until the bottom edge of the sash is above the lower track. It can then be removed. Repeat for the other operating sash.

To re-install the removed sash, make sure the operating handle is toward the inside of the house and on the same side as the side jamb.



### Opening Casements and Awning Windows for Easy Cleaning

The operating hardware of many Vinyl Casement or Awning Windows is designed to open the operating panel towards the center, which allows the hand to pass outside to clean the outer surfaces as shown.

Open the operating panel as far as it can go. In the fully open position, the Casement panel will be nearly perpendicular, and for an awning window panel, the panel will be somewhat restricted by the scissor mechanism. In either case, there should be space on the "hinge" side to reach out and clean the outer surface easily and safely from inside the house.

### How to Remove Interior Screens

Screens for Casement or Awning Windows are mounted on the inside of the window frame. The retaining tabs are anchored to the frame as shown. Turn these tabs and they will rotate away from the frame and screen and release it from its installed position easily.

Returning the screen to its recessed place in the window frame and rotating the tabs over the screen frame will remount the screen securely. Some screens are mounted with "notch" tabs set in the screen frame. Rotating these tabs will seat the tab into a groove in the perimeter frame of the window.