



# How To Operate and Maintain

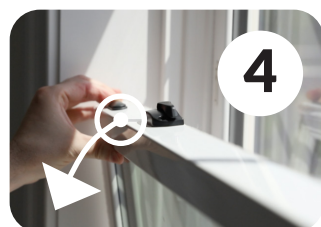
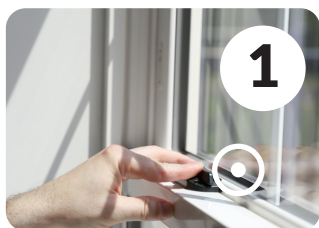
## Cleaning Double Hung Window

1 of 2



### Precautions:

1. Do not lean out of the windows to clean the exterior glass surface.
2. Do not depend on the screen for support. Screens will not prevent someone from falling out of the window.

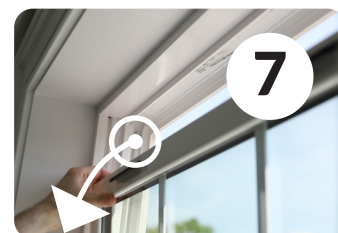


### Recommended Cleaning Material:

A mild solution of household cleaner such as liquid dishwashing detergent may be used to clean the windows and doors by applying to a soft cloth, wiping clean, and rinsing with water. Avoid using harsh chemicals such as, but not limited to, ammonia, alcohol, vinegar, acidic, high alkaline, bleach, chlorine, or petroleum based cleaner; abrasive materials, cleaners, or powders; strong detergents or degreasers; steam cleaners, or pressure washers on vinyl products and laminated vinyl products.

### To Tilt In The Bottom Sash

1. Unlock the window.
2. Raise the bottom window sash about 3 to 4 inches.
3. Hold each side of the sash while disengaging the tilt latches located at the top of the sash.
4. Slowly tilt the sash towards you past 90 degrees.
5. In one hand, hold the center of the sash, keeping the sash below 90 degrees. With the other hand, clean the window using the recommended material listed above. When cleaning is complete, return the sash to the original position, making sure that both tilt latches click into place.



### To Tilt In The Top Sash

1. Tilt in the bottom sash as per the instructions above (Img 1- 5).
2. Support the bottom sash by using a padded, stable support that does not cause the frame damage.  
**Do not rest glass area directly on any support.**
3. Pull the top sash down about 3 to 4 inches above the bottom sash.
4. Hold each side of the sash while disengaging the tilt latches located at the top of the sash.
5. Slowly tilt the sash towards you past 90 degrees (Img 7).
6. In one hand, hold the sash below 90 degrees and with the other hand, clean the window using the recommended material listed above (see Recommended Cleaning Material section).
7. Return the top sash to the original position and make sure that both tilt latches click into place.
8. Return the bottom sash to the original position and make sure that both tilt latches click into place.



**\*\*Note:** Resting the sash at a 90 degree angle disengages the sliding mechanism and allows the sash to be removed. Be careful when cleaning! If this happens, insert the sash back in to the frame, parallel to the bottom of the frame. Insert sash and listen for a click. Then slide back into place firmly.



# How To Operate and Maintain

## Cleaning Slider & Casement Window

2 of 2



### Slider Windows:

1. Unlike the vertical sliding windows, it is not recommended for you to remove the sash for care and maintenance of your horizontal sliding windows. Contact your dealer for information concerning troubleshooting or repairs.
2. Simply slide one side of sash to the right or left to access the opposite sash. Clean and repeat.
3. To clean outside of window, slightly open sash to access outside. Clean area that is available and to access other side of sash, slide opposite sash to opposite side of the frame and move your sash so that the area that was previously covered is now available. Clean and repeat for opposite sash. Be sure to remain on a stable, even surface to prevent falls or injury.



### Precautions:

1. Do not lean out of the windows to clean the exterior glass surface.
2. Do not depend on the screen for support. Screens will not prevent someone from falling out of the window.

### Recommended Cleaning Material:

A mild solution of household cleaner such as liquid dishwashing detergent may be used to clean the windows and doors by applying to a soft cloth, wiping clean, and rinsing with water. Avoid using harsh chemicals such as, but not limited to, ammonia, alcohol, vinegar, acidic, high alkaline, bleach, chlorine, or petroleum based cleaner; abrasive materials, cleaners, or powders; strong detergents or degreasers; steam cleaners, or pressure washers on vinyl products and laminated vinyl products.

### Casement Windows:

1. Unlock the window.
2. Crank the sash open to 90 degrees.
3. Reach your arm in-between the sash and the frame to clean the exterior glass surface using the recommended material listed on Page 1. (See Recommended Cleaning Material section)
4. Crank window to the closed position.



*An egress window's exterior cannot be cleaned from inside the home using this method, but rather carefully cleaned from the exterior using a ladder if needed.*

### Inspecting The Product

1. Sealants (such as caulking) are part of the installation, not the product. Inspection and maintenance of sealants are the required responsibility of the property owner. Sealants should be inspected yearly and repaired as needed to avoid major or long-term damage.
2. It is required to inspect all bay/bow/garden windows yearly and immediately address any concerns to avoid major or long-term damage.
3. It is required to inspect the threshold of patio doors and keep it clear of debris or other buildup. Maintain your patio door as needed to keep up with use and seasonal/ environmental changes in your area.

*If in doubt of precautions, please contact a licensed and insured professional window cleaning service.*