



# How To Operate and Maintain

## Cleaning Double Hung Window

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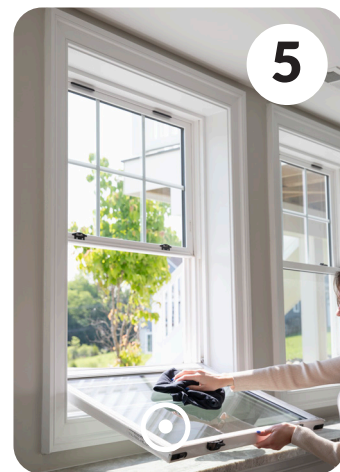
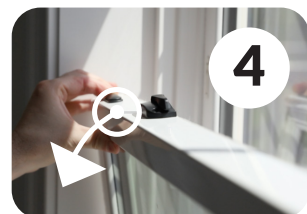
**Recommended Cleaning Material:** A mild solution of household cleaner such as liquid dishwashing detergent may be used to clean the windows and doors by applying to a soft cloth, wiping clean, and rinsing with water. Do not use harsh chemicals such as, but not limited to, ammonia, alcohol, vinegar, 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.



### Precautions:

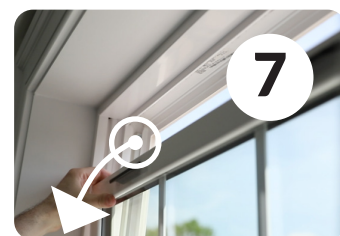
Do not lean out of the windows to clean the exterior glass surface.

Do not depend on the screen for support. Screens will not prevent someone from falling out of the window.



### 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

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**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. Do not use 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.



### Precautions:

Do not lean out of the windows to clean the exterior glass surface.

Do not depend on the screen for support. Screens will not prevent someone from falling out of the window.



### 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.

### 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 above (See above).

*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.*



### To Remove Double Hung Sashes

1. Unlock the window. Raise the bottom sash 3 to 4 inches above the sill. Once the sash is open, use the tilt latches to open and remove the sash. Repeat for bottom sash.
2. When putting the sash back into the window, align the two pivots with the two balance shoes in both sides of the window. Make sure the sash is securely in place in the balance shoe. If a sash is placed back into the window incorrectly, the sash will not operate smoothly or close properly.
3. If the balance shoe is not aligned with the one on the opposite side of the window you can use a flathead screwdriver to turn and maneuver the balance shoe into place. Once that is complete, make sure the pivots are secured, return the sashes to their original positions, and make sure that both tilt latches click into place.

### Inspecting The Product

- 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.
- It is required to inspect all bay/bow/garden windows yearly and immediately address any concerns to avoid major or long-term damage.

- 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.
- Clean laminated windows regularly as suggested. It is required to inspect laminate edges for any signs of lifting or bubbling and address any concerns to avoid major or long-term damage.