



CARE & MAINTENANCE

Congratulations! You have purchased some of the finest window and door products on the market today. Your products have been built with the highest quality materials available and with proper care will provide you with years of high performance.

These vinyl products are assembled using stainless fasteners and nylon parts as well as vinyl frames. Your care requirements will be minimal as compared to other products, such as wood. Following are monthly steps and requirements to provide years of service.

WARNING: Some windows are equipped with a limit stop that limits the opening of the sash to 4". It is illegal to remove these stops.

NOTE: Never tilt window if located on a sheer wall (elevation with no walk surface on the exterior side of the window).

WARNING!

Impact Products

Please pay very close attention when operating and cleaning an impact product!

An impact product is extremely heavy and it is not recommended to tilt and function these products if you are not able to lift and handle more than 70 to 100 pounds by yourself. It is very easy to lose control of the sash in the tilting operation and could cause significant injury in the process. Please take the necessary precautions and enlist assistance or have a professional satisfy your needs in these situations.

(1) Lubrication

Even though stainless steel is used, some surface oxidation can occur as a result of being in close proximity to salt water or exposure to salt spray. Once each month, wipe all stainless parts with a silicone (non petroleum products) dampened cloth to remove any surface oxidation even though it might not be visible. The peace of mind comes from knowing any oxidation is only “skin deep.”

A: Windows:

(1) Wipe down all screw heads and lock mechanisms. Raise sash and locate hardware pin at each of the bottom corners of the operable sash and spray a directed spray on the hardware pin and adjacent materials and wipe off any excess. (Never use petroleum based cleaners or lubricants)

(2) It is important to operate your window weekly so that the balance mechanism remains lubricated. The action of raising the sash does this because the balance is self-lubricating. Once per month raise and tilt the sash (if tilt able / SEE WARNING) and spray a direct spray of silicone based lubricant on the balance rod (spiral spring) in each jamb.

B: Doors:

(1) Wipe all hardware surfaces, handle sets, hinges, lock plates, locks, and screw heads with a silicone dampened cloth. Spray a directed spray of silicone into the lock mechanism on the side of the door and function the lock to insure full coverage. Wipe off the excess. Remove the roller adjustment hole covers located at the bottom of the operable panel and spray a directed spray directly into the panel to fully lubricate the stainless roller system. Replace the plug cover.

(2) **Door Sills:** Vacuum sill where roller rack is located or under hinged door panel. Wipe down roller track with silicone dampened cloth.

(2) Weep System

A:

During construction it is not uncommon for a build up of construction related materials i.e.: sand/mortar to collect in the sills of windows and doors. Upon initial occupancy we recommend checking all weep systems so that they may be cleaned out to prevent water back up. This can be done by flushing the system with water or air. This is done by first vacuuming the sill area and then pouring water or spraying air into the interior side of sill and flushing out through the exterior weep holes. Next, spray air back through from the exterior weep holes to the inside. Repeat this process as necessary or until foreign debris is eliminated. Please contact Shwinco/Service for specific instruction or schedule a Shwinco Technician to perform this operation.

B:

Once every three months raise the sash and pour 8-12 oz. of 75/25 water to bleach mixture into the sill to keep the weep system free of any undesired build up.

(3) Exterior

Once per month wipe down the exterior surface of the window or door with Armor All or similar material (non-petroleum). While doing this, check the perimeter seal for any gapping or cracking and fill as necessary with a vinyl compatible sealant or caulk. I.e.: Low Modulus silicone or urethane. It may be necessary to verify the material that was originally used in order to insure compatibility and the longevity of the sealant life.

(4) General Cleaning

For general cleaning purposes most clean up can be accomplished using a mild cleaner such as Windex or alcohol. Always apply cleaners to the rag or towel being used and not directly on the window or glass itself. By gently wiping over the area to be cleaned you can remove most undesired dirt or stains. Any tough dirt or stain can most often be removed with a mildly abrasive cleaner such as "Soft Scrub." Always dampen the cleaning towel and NEVER use a dry towel. Be careful when using any abrasive containing cleaner as it can leave surface scratches if using TOO Much elbow grease! If your window was supplied with "self-cleaning" glass Never use a razor blade or abrasive cleaner. Do not even wipe with a paper towel on the exterior surface. Simply lightly spray the exterior glass surface with water to mimic a light rain shower.

Never Pressure wash!

Never Clean with muratic acid or petroleum based products!

You may desire to have a Shwinco technician perform all or part of these tasks. Feel free to contact the Shwinco Service Department at 1-800-749-4626 or (334) 556-0889