

WINDOW
WAREHOUSE

Pioneering Service, Quality & Security

Aluminium Window and Door Frames

Care and Maintenance

Aluminium Window and Door Frames Care and Maintenance

Our all aluminium products are made with high quality aluminium material which is designed to provide maximum weathering protection. By following our care and maintenance guideline, it will ensure maximum warranty coverage. Aluminium products requires care prior to and during the installation process. Periodic cleaning and maintenance after installation is also required. It is recommended that you hire a professional to remove all panels so you can have total access to the frame and panels. Please review the entire document to ensure proper maintenance.

PLEASE NOTE: FAILURE TO FOLLOW THE INSTRUCTIONS AND SCHEDULE BELOW WILL VOID ANY MANUFACTURER'S WARRANTY WHETHER STATED OR IMPLIED.

General Instructions and Initial Cleaning

- Service Aluminum recommends professional cleaning companies be employed to perform initial cleaning process.
- Clean units at times when they are shaded and never when it is colder than 10 Celsius and never clean glass surfaces in extremely hot weather.
- Never allow caustics (stucco or other concrete materials), corrosives, solvents, or wet packing material to set on the frames or glass as they will permanently damage the surface.
- Glass surfaces, especially tempered glass, can be permanently damaged or scratched with improper cleaning.
- All surfaces should always be cleaned with mild soapy water or a mild non-abrasive window washing solution (on the glass) with a soft cloth or sponge.
- Rinse lightly, but thoroughly with clean water.
- Dry with a soft cloth to remove all moisture from glass, gaskets, sealant and frames to avoid any deterioration.
- If the above method does not remove some of the debris from the frames or the glass, isopropyl alcohol and a soft cloth can be used in a circular motion while applying moderate pressure.
- If the frames still have debris, a “non-abrasive” cleanser such as Soft Scrub can be tried. Always test prior to using in an inconspicuous location
- To remove stubborn stickers easily, soak them with water for 5 minutes before attempting to remove them.
- DO NOT USE ANY CHEMICALS, SOLVENTS, CAUSTIC OR ABRASIVE CLEANERS
- DO NOT USE A METAL SCRAPER OR ABRASIVE PAD
- DO NOT USE A HIGH PRESSURE SPRAY NOZZLE
- Make sure all weep slots, drain holes, roller assemblies, and tracks are unclogged as well as the door thresholds and window sills. (Door thresholds and window sills are especially susceptible to surface corrosion if not kept clean.)
- Hardware components, roller assemblies, and tracks can be lubricated with a wet silicone spray using a straw applicator.
- Always keep stainless steel parts that are exposed to the elements clean and dry since stainless steel relies on the passive protection of chromium-oxide.
- Inspect the lock to make sure it pulls the sash tight to the frame. Contact the installer to adjust the lock if the sash does not pull tight to the frame.
- DO NOT PLACE OUTDOOR SPRINKLER HEADS CLOSE TO WINDOWS OR POINTED AT WINDOWS OR DOORS.

Aluminium Frame Maintenance

- Aluminium requires reasonable care prior to and during installation and periodic cleaning and maintenance. The finishes can be marred by harsh chemicals, rough conditions, or neglect. Such conditions usually affect only the surface finishes and do not reduce the service life of the aluminium. However, the marks resulting from such mistreatment may be permanent. Surfaces will collect soil and dirt, and the owner's attitude regarding surface appearance determines the type of frequency of cleaning required. Most aluminium windows and doors have some unfinished, exposed edges. Pay special attention to these areas to keep them clean. Corrosion will not crawl under anodized finishes but can crawl under paint if not cleaned. Regardless of the environment we suggest cleaning these edges every three months.
- Some areas of the home may become more heavily soiled due to lack of rain washing, and they may have frequent and longer periods of condensation in protected areas increasing the adhesion of the soil. Some areas to watch for these issues include soffit areas on overhangs, bottom areas of fascia panels, sheltered column covers, etc. Periodic maintenance inhibits long term accumulation of soil which may accelerate the weathering of the finish. The more frequently the aluminium is cleaned; succeeding maintenance will be easier and less costly.

Anodized Finish

- Use the methods under the "General Instructions" to clean the finish on the doors or windows. An additional option to clean the finish will be to use a very light coat of lacquer thinner with a soft cloth and to completely wipe it off after cleaning. (Do not allow it on rubber or plastic surfaces.)
- To maintain the finish you can apply car wax to clean, dry anodic finishes to enhance appearance and to maintain the finish. Follow the wax manufacturer's instructions.

Painted Finish

- Use the methods under the "General Instructions" to clean the finish on the doors or windows. Never use acetone or any thinner on the painted finishes.
- To maintain the finish you can apply car wax to clean, dry anodic finishes to enhance appearance and to maintain the finish. Follow the wax manufacturer's instructions.

Hardware Component Maintenance

Not all items listed below are on all products.

Track and Roller

- On sliding windows and doors, tracks should be vacuumed thoroughly to remove debris and dirt to ensure smooth operation.
- Clean with sponge, mild soap and water if necessary. Rinse and wipe dry completely (this will remove corrosive residue).
- Apply silicone spray to cloth and wipe onto clean and dry tracks for light lubrication on rollers. With straw applicator, spray into all seams and cracks. Replace rollers that show signs of corrosion or damage.
- Keep stainless steel tracks clean of dirt and grease. The tracks can be lightly buffed with a Scotch-Brite™ pad while using extreme care not to damage the frame painted or anodized finishes.
- Completely dry stainless steel track inserts. Wipe with a thin film of household oil. Replace if track insert is not fitting tightly and/or shows signs of corrosion or is damaged.

Operational Hardware

- Wipe all handles and locks with a damp, soft cloth. Stubborn stains can be removed by rubbing with a clean cloth that has been applied with isopropyl alcohol.
- Ensure all latches are completely dry and then spray all exposed areas with wet silicone spray. With straw applicator, spray into all seams and cracks. Replace latches that show signs of corrosion or damage.

- Ensure all sash balances are completely spray and then remove balances from frame (hire a professional or follow installation instructions) and spray white lithium grease into all metallic areas and re-install the balances. Replace if damaged or corroded.
- For all roto handles, wax exposed metal, painted or anodized finishes. Follow the wax manufacturer's instructions. For all arms and gears for the roto operators, cover exposed, unfinished metal surfaces with a thin coat of household oil. For cracks and seams, use the straw applicator and insert liberal amounts of white lithium grease on all metal surfaces, especially the gears.

Hinges and Joints Cleaning

- Clean with a solution of water and mild soap and a clean cloth. Rinse thoroughly and let dry. Apply a silicone spray to pivot joints and hinges to maintain smooth operation.

Screens Cleaning

- Vacuum screens to remove dirt and debris.
- For stubborn dirt, remove screen and spray with water. Gently scrub with a soft bristle brush and mild soap. Rinse thoroughly and replace when dry.

Weeping System Maintenance

- Check for weep system blockage by pouring a small amount of water (1 cup) into interior sill track. If water drains out from the exterior weep holes, the weep system is clear. If weep holes are blocked, insert a thin wire into the weep holes and repeat the test until the blockage is cleared.
- Follow up by using compressed air; disposable canisters may be found in any computer or electronics store.

Sealants and Weather-stripping

- Sealants and weather-stripping breakdown over time. a complete inspection is required in all frame corners every 5 years. Inspect all exposed sealant in each frame corner and reseal if needed with a compatible sealant.
- On all sliding door products, the stainless steel track insert must be removed to properly seal. Check newly sealed joints, after drying, for water leaks. Replace all weather-stripping if it is torn or brittle.
- Remove all glazing to frame glass and replace glazing tape, vinyl and sealant and re-glaze.

Window Condensation Avoidance

- Condensation on the inside of a window is the result of a higher air moisture content contacting lower temperatures on the glass. The higher the interior humidity and the lower the outside window temperature, the more condensation can occur. Excessive interior humidity can lead to structural damage and health concerns if high moisture levels are sustained inside wall cavities. Wood rot, mold and mildew can occur.
- Use manufacturer-approved exhaust fans, especially when showering.
- Install and use a dehumidifier.
- Use ceiling fans to circulate air.
- Open windows and doors whenever possible to allow interior moisture to escape.
- Do not point interior air conditioning vents directly at windows.

PLEASE NOTE: FAILURE TO FOLLOW THE SCHEDULE BELOW WILL VOID ANY MANUFACTURER'S WARRANTY WHETHER STATED OR IMPLIED.

Cleaning and Maintenance Schedule

Monthly Cleaning and Maintenance

- Clean all glass with methods in "General Instructions and Initial Cleaning."
- Within 5 miles of the coast, all frame aluminium products should be inspected and cleaned monthly using methods listed above. See section on "Aluminium Frame Maintenance."
- At time of cleaning, visually inspect all units for water leaks and to ensure all weep holes are not blocked and that all components are in good working order. See section on "Weeping System Maintenance."

Semi-annual Cleaning & Maintenance

- Same maintenance instructions as the monthly above, but for all locations, not only within 5 miles of the coast.
- Inspect, clean and maintain all hardware as needed. See section on "Hardware Component Maintenance."
- Vacuum out and clean any dirt or debris from the sill, roller assembly and track areas.

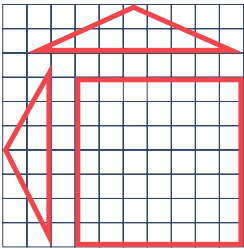
Annual Cleaning and Maintenance

- Same maintenance instructions as the monthly and semi-annual above for all locations.
- Inspect the weather-stripping around each window to make sure it is clean and not torn or brittle. See section on "Sealants and Weather Stripping."
- Inspect insulated glass for any moisture between the panes. See section on "Window Condensation Avoidance."

Every 5 years Cleaning and Maintenance

- Continue to follow monthly, semi-annual, and annual maintenance instructions
- Sealants should be reapplied in all frame corners as they may break down over time.

(It is recommended to hire a professional glazing company.)
See section on "Sealants and Weather Stripping."



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