

# WINDOWS, DOORS, AND SHUTTERS

## CARE & MAINTENANCE GUIDE



### INTRODUCTION

This Care & Maintenance Guide provides significant information that will assist you to keep your windows, doors, and/or shutters operating properly and smoothly for a long time. In order to keep your products in good condition and fully covered by our warranty, a periodical maintenance and cleaning is necessary.

The basic care and maintenance is doable by homeowners

with general mechanical knowledge and skills. If any difficulty is found during cleaning or maintenance, please feel free to visit our websites for detail instructions or call our service department for further assistance. Our website is [www.valuewindowsdoors.com](http://www.valuewindowsdoors.com). Our direct service phone number is **626-263-5900**. Our service email is [valueservice@valuewindowsdoors.com](mailto:valueservice@valuewindowsdoors.com).

### CLEANING GUIDE

#### INITIAL CLEANING

After the completion of the installation, all of Value's products need an initial cleaning to ensure the optimum appearance and proper performance.

#### PERIODICAL CLEANING

According to the material property, vinyl windows, doors, and shutters need minimum care and maintenance, but the periodical cleaning is necessary to keep the products appealing. A cleaning of windows, doors, and shutter once a year is strongly recommended.

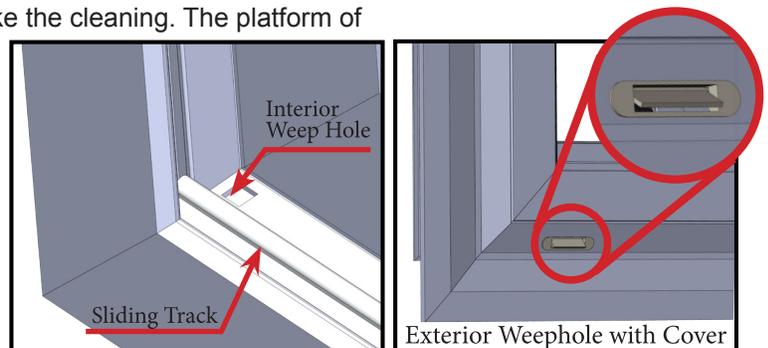
#### PROCEDURE

1. Clean the outside frames and sashes with a wet clean towel using the Value pre-approved cleanser if necessary.
2. Check the exterior weep hole, make sure there is nothing blocking the holes, and the weep hole cover operate properly.
3. Clean the glass using the soft water. Caution: hard water may cause water spots on the glass which may need the special cleanser to get rid of it.
4. For the horizontal sliding windows and doors (XO style), use a Gas duster to blow of the dusts in the sliding track, and pick out the small rocks if there is any. Use a wet clean towel to wipe the sliding track. Use the Value pre-approved lubricant between the track and rollers if necessary.
5. For the tilting style windows (SHT or DHT), use a the tilting function to remove the operable panel for detail cleaning.
6. Clean the screen window/door using wet clean cloth gently wipe on the screen and the frames. You may push the two screen-clips to remove the screen window/door for detail cleaning. Note: It is not necessary to remove the screen/door for initial cleaning.

#### RECOMMENDATIONS AND SAFETY CONCERNS

1. Do not use any strong organic cleanser (Thinner, Acetone, etc.) on the vinyl frames and sashes.
2. Do not use rough towel or cloth to clean the glass which may cause scratches on the surface.
3. Do not use garden hose to spray on windows and/or doors. The water may cause water spots on the glass and the pressure water may cause leakage and damage on the structure enforcement of the products.
4. Avoid blowing or wiping the dusts or rocks into the interior weep hole.
5. Do not lean on the screen windows/doors. The screen windows/doors are not designed to prevent falling.
6. Do not lean out of the windows to clean the exterior surface.
7. Do not sit or stand on the Bay/Bow/Garden windows to make the cleaning. The platform of the Bay/Bow/Garden windows are not designed to support human beings.

**IMPORTANT:** The weep holes are designed as a part of the drainage system. Blocking of the holes may cause water leaking, or even damage the structure of products. The exterior weep hole was designed with a cover protection. Proper operation of the weep hole cover can prevent the dust blowing into the drainage system.



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## CARE & MAINTENANCE GUIDE

### INSPECTION AND MAINTENANCE GUIDE

#### INITIAL INSPECTION

After the completion of the installation and initial cleaning (recommended), all of Value's products need an initial inspection of the overall appearance and operating performance.

#### INSPECTION PROCEDURE

1. Inspect the windows, doors, and shutters to see if they are the correct types, styles, colors and etc. as your ordering. If any mistakes found, please contact your installer for inspection and correction.
2. Inspect the outside and inside viewing of the windows and doors. If there is any unlevel or deformation of the appearance found, please contact you installer for adjustment.
3. Inspect the operating system of windows and doors if available. Make sure the panel or sash operate properly. If there is any difficulty to operate the windows or doors, please contact our service department for further assistance.
4. Inspect the glass to see if they are matching your ordering. The LowE glass is greenish compared to clear glass. The temper glass has the engraved mark on the glass corner. The laminated glass has the embossed printing mark on the glass corner. For the other special glass (obscure, brown, etc.), please contact your sales representative for identification.
5. Inspect the glass for cracks or damages. If cracked is found, call our service department for replacement.
6. Inspect the glass for scratches. If any scratches are found from a distance of 40 inches away, please call our service department with technician inspection.
7. Inspect the condensation of IG (Isolated Glass). Condensation may appear on the glass exterior or interior surfaces. If condensation is found on the interior surface of the glass, please contact our service department for technician inspection.
8. Inspect the frame appearance. If any dent or chip-off found on the surfaces, please call our service department with technician inspection. For the Color-coating windows and doors, if minor painting scratches are found, please contact your installer for painting touch-up; if serious painting scratches and/or paint chip-off are found, please contact our service department immediately.
9. Inspect locking system operating performances. For any improper operation, please contact for our service department for assistant.
10. Inspect the screen window/door. If any broken or damage screen found, please contact for our service department.
11. Inspect the weep hole if there is anything blocking the holes.
12. Inspect shutter handle and sheet to see if there is any loosen or damage.

#### PERIODICAL MAINTENANCE

According to the material property, vinyl windows, doors, and shutters need minimum care and maintenance, but the periodical maintenance is necessary to keep the products . A maintenance of windows, doors, and shutter once a year is recommended.

#### MAINTENANCE DETAILS

- Inspect the performance and appearance of the windows, doors, and products.
- Lubricate sliding rails using light lubricant.
- Lubricate vertical sliding windows` balances using light lubricant.
- Clean dusts on weathers trips using dry clean cloth.
- Clean glued/adhesive weathers trip hair using light organic cleanser. Note: avoid to touch on the vinyl and glass area.
- Remove the movable panel of horizontal sliding windows. Clean and lubricate the rollers.
- Tilt open the tilting style windows. Clean and lubricate the mechanism.
- Rotate open the casement. Clean and lubricate the handles and hinges.
- Swing open the French Swing door. Clean and lubricate the Interlock system.

#### RECOMMENDATIONS AND SAFETY CONCERNS:

1. Do not use thick lubricant to lubricate hardware.
2. Do not use strong organic cleanser on vinyl products.
3. Wear safety protection (gloves, safety goggles, etc.) before maintenance.
4. Use 2 or more people to remove any panels more than 50 lbs.
5. Do not disassemble the products without professional assistance.
6. Do not tighten or untighten any screws without professional assistance.
7. Do not lean out of windows to do any maintenance.