



How to Operate and Maintain Composite Windows

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 and abrasive materials, such as corrosive cleaning products, high pressure sprays/guns/hoses, brick wash, razors, and other harmful and damaging cleaning products and methods.

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.
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Double Hung Windows (Vertical Sliding Windows):

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 and with your index finger, disengage the tilt latches located at the top of the sash.
4. Slowly lower the sash past 90 degrees.
5. In one hand, hold the sash below 90 degrees and with the other hand, clean the window using the recommended material listed above.
6. Return the sash to the original position and make 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.
2. Support the bottom sash by using some stable support. Make sure that the pad to support the sash does not cause damage to the frame. ***Do not have the glass rest 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 and with your index finger, disengage the tilt latches located at the top of the sash.
5. Slowly lower the sash past 90 degrees.
6. In one hand, hold the sash below 90 degrees and with the other hand, clean the window using the recommended material listed above.
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.

(Double Hung Continued):

To Remove The Sashes

1. Unlock the window.
2. Raise the bottom sash 3 to 4 inches above the sill. Once the sash is open, you can use the tilt latches to open and remove the sash.
3. The top sash works the same way as the bottom sash. Slowly lower the sash to 90 degrees where you can lift out the sash corners and remove the sash.
4. 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.
5. If a sash is placed back into the window incorrectly, the sash will not operate smoothly or close properly.
6. In order to fix this problem, you will need to make sure the metal pivot on the sash is securely in place in the balance shoe.
7. If the balance shoe is not aligned with the one on the opposite side of the window you can use a flat head screwdriver to turn and maneuver the balance shoe into place.
8. 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.

Sliding Window (Horizontal Sliding Windows):

1. Unlock the window.
2. Slide open the sash until it is in the center of the window.
3. Hold each side of the sash and lift it into the head of the window until the bottom of the sash clears the sill of the window.
4. Tilt the bottom of the sash out of the window and remove the sash from the frame.
5. Place the sash on a padded surface to clean the exterior surface of the window using the recommended material listed on Page 1. (See Recommended Cleaning Material section)
6. If removing the exterior sash, the additional interlock component must be unscrewed and removed from the sash.
7. Replace the sash into the window following the steps in reverse order.

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.

Note: An egress window 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.

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