



WESTECK WINDOWS & DOORS MFG. INC.

Maintenance & Care Guide

Windows & Doors

OVERVIEW

Proper care and maintenance of your windows and doors will result in prolonged smooth operation and preserve warranty coverage. This will save you time and money, as well as keep your windows and patio doors in good condition season to season. Taking a little time every year to clean and inspect for cracks and damage will be necessary to properly maintain your windows & doors. Regular maintenance and inspection are the best ways to prolong the life of your vinyl windows & doors.

Introduction

Vinyl products contain ultraviolet (UV) inhibitors to reduce the damaging effects of the sun. Our products are designed and manufactured to be low maintenance, and to look beautiful and operate smoothly for many years. This guide provides you with the important information to help maintain and care for your vinyl windows and patio doors, ensuring maximal durability.

This Maintenance and Care Guide will provide help relating to your vinyl windows and patio doors, wood windows and doors, window and door screens, and window and door hardware. Please refer to the table of contents to find your product guidelines:

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The advice offered in this guide is meant to be used by homeowners who have some experience in basic home maintenance and tools. It is recommended that you hire a trained service professional if you are unsure. Westeck Windows Mfg. Inc. disclaims any and all liability with the use of or provision of this guide. Perform maintenance and care at your own risk. The information on maintenance and care may be changed from time to time without notification. Please visit our website at www.westeckwindows.com for updated information.

WARNING:

Use Extreme Caution when working around window and door openings. Falling from an opening may result in personal injury or death. Using ladders, scaffolding or working at elevations may be hazardous. Sanding, staining, varnishing and painting should always be done in well-ventilated areas. Windows & Doors may be heavy. Use safe lifting techniques and a reasonable number of people with enough strength to safely lift and carry your window and door products.

Safety

- **Window Screens are not security devices** and will not prevent a child, pet, or anyone from falling through an open window.
- When using cleaning products NEVER mix ingredients as the result may be toxic and possibly combustible.
- Use proper equipment and safety procedures when cleaning and servicing the exterior surfaces of your windows, especially if above ground level.
- **DO NOT USE SOLVENTS, CAUSTIC or CORROSIVE** products on or near your Westeck Windows vinyl products. The use of Solvents, Caustic or Corrosive products (especially brick-wash/muriatic acid) on or near your Westeck Windows vinyl products will **VOID** your warranty.

Recommendations

Tips and Precautions:

- It is the responsibility of the installing contractor or building owner to ensure that once delivered the product is protected from the elements that may cause damage or for wood products, moisture absorption.
- Finish and install wood windows & doors within 3-5 business days of delivery.
- Doors and windows must be finished, sealed or suitably protected no later than 5 days after arriving at the job site.
- The use of pressurized water is not recommended. This includes “power-washing” or using a garden hose with a pressurized nozzle. These may damage your seals and cause failure and allow water to enter the unit or building.
- Do not let cleaners pool or build up at the edge of the glass or near seals. Clean and rinse small areas at a time.
- Avoid excessive rubbing or over-cleaning. Do not scour.
- Avoid cleaning in extreme heat or cold. Avoid cleaning in direct sunlight.
- When cleaning exterior windows start from the top (highest window) and work your way down.
- Avoid using metal tools, razors, sharp tools or applicators. These may damage window surfaces and coatings and possibly scratch the glass.
- Clean your window & door products from Westeck Windows twice a year. For coastal areas that have exposure to salt and more severe weather conditions it is recommended to clean your window & doors monthly.
- Wood doors and windows facing sun exposure should not be finished with dark paints like black or dark brown/green.
- **DO NOT** use lacquer or polyurethane finishes on exterior of wood doors & windows because they tend to break down, do not offer resistance to UV light, and are less flexible.
- **DO NOT** apply tints or films as they may cause damage to the glass or sealant for your vinyl windows & doors, and will **VOID** your warranty.



HOUSE FOUNDATION SETTLEMENT

How does it affect your windows & doors?

Numerous homeowners have experienced instances that happened in the middle of the night. The stories are all very similar. They are awakened by a loud “crack” or “pop”. Yes, part of their house cracked like a dry piece of kindling wood. However, often the part that cracked is the foundation! Other stories speak to doors and windows that work perfectly one day and stick the next day. Sometimes the sticking is seasonal. That is, the doors and windows work fine for three to four months and then trouble begins. Magically, the doors and windows work fine four to six months later.

In all these cases, the common denominator is some form of major structural movement. The movement can be within the house (lumber swelling and shrinkage) or it can involve the entire house (settlement or some other force which is stressing the entire structure.) All too often, however, the term ‘settlement’ is used to describe any movement. This can be misleading, as settlement is really just one form of movement which can affect the way the inside and outside of your house looks. Cracks can develop in your house from other forces such as landslides, heaving (frost or soil swell), soil shrinkage, erosion of soil from beneath your foundation, earthquakes, construction blasting, soil creep, etc. As you see, lots of things can be happen, sometimes, two or more at once.

Common Causes:

Hillside Construction: It is not uncommon for a house to be built on fill dirt or on a hillside. Have you seen huge earth moving machines working on a new subdivision? They scrape dirt from the high spots and deposit it on the low areas. The dirt that is used for fill is supposed to be compacted. However, it may not always be. Gravity and water entering the soil over time compacts the loose fill. If the compaction is not the same under the entire foundation, your foundation may fracture.

In hillside construction, gravity is constantly pulling the soil down the hill. This soil creep, as it is called, takes place at a faster rate the closer one is to the surface of the ground. So, houses dug into a hillside basically have their backsides exposed! The part of the foundation that is shallow and is near the surface is subject to movement, while the remainder of the foundation is quite stable where it is dug deeply into the hillside. Perhaps you have seen foundation failures like this. Hillside also pose another problem. The soil creeping down the hillside can exert huge forces on the uphill part of the foundation. These walls can crack or tilt inward from the force of this pressure.

Water: Water, or the movement of water in soils, can cause foundations or slabs to crack as well. For instance, imagine if a sewer line or water line that runs beneath your house develops a leak. It erodes soil from beneath your house and floor. Eventually the foundation footer, wall, and/or floor cracks in response to the absence of the support this soil used to give. Remember, your foundation was designed to work with adequate support beneath it. Remove this support and.....CRACK!

Clay Soils: Some clay soils shrink and swell (like a sponge) in response to the amount of water they contain. This movement can be dramatic. As the soil beneath your foundation dries out, your foundation drops. In wet weather the clay swells and lifts your foundation. This is no problem if the movement is the same at every point along your foundation. In more cases than not the movement is not equal. Stress builds and your foundation cracks.

Solutions:

If your foundation develops a crack or a fracture, it usually can be stabilized. If the crack is vertical or diagonal, it may require a support from beneath that cradles the footer or foundation. If your foundation develops a horizontal crack, it can be stabilized in several ways as well. In all instances, it would be wise to consult with a licensed structural engineer who specializes in residential problems. If you try to solve the problem yourself, or merely trust the workmen, you may have a problem occur at a later time. Some of the solutions can actually transmit the stress of the problem to another portion of your foundation. These cracks may happen months later. The contractor will generally say that those are not his fault, when, in fact, they may be! Have a structural engineer develop the solution. Then hire a contractor to perform the work. **See section titled “Troubleshooting common door issues”.**

Adapted: Tim Carter-Ask the Builder

TOOLS & PRODUCTS

It is recommended that you use only the suggested products and tools for cleaning and maintaining your Westeck Windows vinyl window & patio door products:

Vinyl Windows & Doors	
Tools	Products
Several clean & soft, non-abrasive chamois or lint-free dry cloths	Baby shampoo
A soft-bristle brush	Mild soap & water
A spray bottle	Water & vinegar solution
A plastic putty knife	Spray silicone
A vacuum cleaner	
A sponge	

Wood Windows & Doors	
Tools	Products
Safety glasses	Alkyd-resin based clear sealer
Sanding block	Finish material as desired
220 grit sandpaper	Exterior grade wood filler
Tack cloth or clean rag	Wood conditioner (optional)
Putty knife	

Hardware Lubrication:	
Product:	Purpose:
White or Lithium Grease	Protects metal surfaces against corrosion, reduces friction and wear on moving parts, and is excellent as a multi-purpose lubricant.
Light Oil (i.e.: '3 in One')	Use for sliding or rotating joints
Spray Silicone	Use for plastic latches, plastic tie bar guides and slider tracks.

HANDLING & PRE-INSTALL:



Congratulations on the purchase of your Westeck Windows & Doors products!

When your products arrive, please take care in handling and storing your windows and doors prior to installation.

NOTE: Wood windows and doors must be finished, sealed, or suitably protected no later than 5 days after arriving at the job site. Interior and exterior surfaces should be finished at the same time.

Safe handling and pre-installation guidelines:

- Inspect the door or window for any visible damage or defects upon delivery.
- Doors and windows should be handled with clean hands and equipment.
- Lift and carry windows and doors, do not drag them along the floor or other surfaces.
- Store products in a well-ventilated, dry, level space. Ensure the relative humidity does not exceed 50%.
- Do not install unfinished (wood) windows or doors before drywall, plastering or cement work has been completed and has dried.
- Do not expose unfinished doors and windows to:
 - Excessive heat
 - Direct Sunlight
 - Extreme dryness
 - High Humidity
 - Sudden and extreme changes to temperature

BASIC MAINTENANCE & CARE:

Cleaning GLASS surfaces

Some window sashes may be removed (horizontal slider), tilted and turned, or opened (casement windows without egress hinges) for access to the exterior surface. For specific sash removal refer to your product guide at www.westeckwindows.com.

GENERAL CLEANING

- Prepare cleaning solution:
 - 1 tsp baby shampoo to 1 gallon of water
 - 1.5 cups white vinegar to 1 gallon of water
- Clean surfaces with your mild cleaning solution using sponge or soft brush. Be careful to not allow run-down to pool on vinyl surfaces or along seals. Use vertical and horizontal strokes
- Rinse immediately with clean water, sponge off cleaning solution but do not allow cleaning solution to dry on surfaces
- Wipe dry with lint-free dry cloth
- If necessary, repeat this process until clean
- Dry window frame and sill with a separate clean dry cloth

REMOVING LABELS

- Peel off labels from one corner. If label cannot be removed easily use damp sponge to moisten with cleaning solution (as above, mild solution only). Gently scrape with a plastic putty knife. For stubborn labels repeat these steps until removed. DO NOT USE metal tools, razors, sharp tools or harsh chemicals or solvents on your glass surfaces
- Commercial glass cleaning products may be used on small areas of your glass surfaces. Do not allow drips or spills down the glass. It is recommended to apply these products to your sponge or soft brush first to avoid run-down or pooling and contact with the frame

PAINT REMOVAL

When you paint the interior or exterior of your home be sure to use care to cover your windows and doors prior to painting. In case some of that paint gets onto the surface of your windows please follow these recommendations for removal. When in doubt, always consult a paint professional.

- LATEX PAINT: Follow instructions above for removal of labels by cleaning with mild solution and use a plastic putty knife to remove dried latex paint
- OIL-BASED PAINT: Consult a local paint professional

Cleaning VINYL surfaces

- Prepare cleaning solution:
 - 1 tsp baby shampoo to 1 gallon of water
 - 1.5 cups white vinegar to 1 gallon of water
- Rinse surfaces with clean water before washing with cleaning solution
- Clean with mild cleaning solution (above) and use sponge or soft brush using vertical and horizontal strokes
- Do not allow cleaning solution to pool or dry on vinyl surfaces or seals
- Rinse immediately with clean water, using sponge
- Wipe surfaces dry (after fully rinsed) with a clean, dry, lint-free cloth
- If necessary, repeat this process until clean

Window & Door screens

Your local hardware store or home improvement stores are good places to find supplies and information on do-it-yourself screen repair. Consult your 'yellow pages,' in most areas there are suppliers that can provide replacement screen services.

MAINTENANCE:

- Inspect your screens for Cuts, frayed areas and holes
- Repair or replace damaged screens
- During freezing temperatures it is recommended that retractable screens are kept fully retracted
- Use silicon spray to lightly lubricate tracks

GENERAL CLEANING

- Remove screen or for retractable screens leave in place
- Clean screen tracks with a vacuum
- Gently spray with water (use mist) and brush lightly with a soft bristle brush until clean
- Use mild soap and water for stubborn dirt and stains, including bird droppings. Gently scrub with soft brush
- Rinse screen with clean water and re-install screen when dry.

PATIO DOOR SCREENS (RETRACTABLE)

- Use caution when moving heavy objects over tracks
- If magnet is not engaging adjust the strike plate (on handle) so that the flat side faces the magnet
- Do not apply excessive pressure to screen handle, check for obstructions or tracking problems
- If screen binds try lightly lubricating tracks with silicon spray

Sash / Panel

Inspect sash or patio door panel twice a year, or monthly for coastal areas. If the window has a removable sash, it may be helpful to remove it before inspection and cleaning. For specific sash removal refer to your product guide at www.westeckwindows.com.

- Inspect stiles and rails for damage including cracks, chips or splits in surfaces
- Check glass for cracks, if cracked call Westeck Windows Mfg. Inc. for replacement

Weather-strip

Inspecting and maintaining your weather-strip will help avoid structural damage, energy loss, and the cost of repairs due to water and air infiltration. Replace weather-strip that is missing, torn, cracked, brittle or discolored, gummy or that has no "bounce back" when pressed down.

REPAIRS:

- If weather-strip is loose or falling out of the kerf, carefully remove the weather-strip
- Apply a thin bead of silicone sealant into the kerf,
- Reinstall the weather-strip in the kerf,
- Hold in place using tape for 24 hours then carefully remove the tape.

CLEANING:

- Use mild soap and water
- Do not use anything sharp near weather-strip
- To clean, use your chosen cleaning solution and a soft cloth.
- Rinse with clean water and dry thoroughly.
- If cleaning is unsuccessful consider replacing weather-strip.

Weep System

Vinyl windows and patio doors will not develop moisture damage themselves; however, the structures around the units may be susceptible to damage from water not draining properly away from the sill to the exterior. Weep holes are the water drainage system used to drain water out of a window unit, and are usually rectangular or round in shape. Access to weep holes may require removal of the sash / panel and removal of sill insert or roller track. For specific sash removal refer to your product guide at www.westeckwindows.com.

Interior weep holes can be found in the bottom of the sill track or in the face of a vertical part of the sill near the bottom, and may be covered by a sill insert or roller track

Exterior weep holes can be found in the exterior face of the vinyl sill. They may have a small flap or 'weep gate' covering the hole.

- Regularly clean sill track with vacuum or wipe thoroughly with damp cloth.
- Remove blockages in the corners and from the exterior weep holes caused by trim, caulking, stucco, or masonry products.
- Pour a small amount of water into the interior sill track and watch to see if water drains quickly from the sill through the weep system.
 - If not draining, or draining slowly, simply use a thin wire into the weep hole to clear blockages
- Repeat until water runs through to the exterior
- Do not force the wire if it seems impassable. Contact a service technician if the water does not drain & if you cannot clear your weep system

Exterior Siding Joint

A proper seal of the joint between the window and the exterior surface of the structure will keep water and/or air from leaking into the house. Inspect the sealant joint for:

- Deterioration of the seal
- Cracking
- Gaps or cavities in the seal
- Blockages of the drainage pathway

Repair damaged sealant. DO NOT apply sealant to area where installer or contractor did not originally seal. Seek professional advice if unsure. Recommended products:

- Use 100% silicon sealant is the most durable, but it cannot be painted
- Use 100% polyurethane sealant if painted
- Follow sealant manufacturer's instructions for proper application.

FINISHING WOOD SURFACES:

All wood doors and windows must be finished, & sealed within 5 days of delivery. Finish interior and exterior doors at the same time.

NOTE: Westeck Windows Mfg. Inc. cannot evaluate all paints, stains or application requirements. Please contact a paint professional for the coating finish system best suited for your specific project and region. Select only top quality paints, stains and finishes and follow manufacturer's preparation and application instructions.

- Westeck Windows Mfg. Inc. is not responsible for final finish results. Color variation is a natural characteristic of wood. To compensate for variations in wood color, the finisher is responsible for making adjustments to the final process in finishing to achieve desired results.
- Always read and follow product instructions and warnings on labels for finish materials including primers, paints, stains and varnishes.
- Certain wood species contain chemicals that may react to products in the finish process, causing dark spots or stains. TEST a small area prior to application when possible.
- Avoid using dark colored finishes on door and window surfaces exposed directly to sunlight. These may increase the chance of warping or cracking.
- Finish or seal all wood sides and edges of door panels and window sash. All exposed wood surfaces including top and bottom rails, hinge pockets, cutouts, and hardware preps must be sealed.
- Do not attempt to finish product in wet or freezing conditions. Refer to product label for manufacturer's recommendations.
- Do not paint or stain surfaces that are not wood such as weather-strip, hinges, locks or hardware.
- Put your removed hardware &/or weather-strip in a safe location for re-installation after finishing.
- Using high-gloss finishes or topcoat will accentuate imperfections in surfaces.
- Do not use caustic or abrasive cleaners as they may damage your wood products.

Surface Preparation:

Proper surface preparation is the most important step in any finishing process. The window or door must be dry, with less than 12% moisture content. If necessary remove window and door panel and store in controlled temperature until the moisture content is appropriate for finishing.

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- Inspect your doors and windows upon delivery and ensure all handling marks, raised areas, defect, scratches, scuffs or undesirable blemishes are removed by sanding with 220 grit sanding block.
- Small amounts of pitch, grease, or oil can be removed using mineral spirits.
- If your product has been primed prior to delivery proceed to the section titled "**Painting**" below.
- If your product is not primed and is being painted, fill all nail and fastener holes as well as any other cracks or imperfections using exterior grade wood filler compatible with the paint or finish you are using.
- Use a 220 Grit sanding block on all wood surfaces thoroughly. Always sand in the direction of the grain of the wood surface.
- Remove dust after sanding with a tack cloth or damp clean rag.

Staining:

- Ensure wood surfaces are dry and free of dirt and dust.
- Apply a wood conditioner prior to staining to help reduce the possibility of color variations.
- Start with a "sealing coat" using an alkyd-resin based clear sealer or a combination of stain and sealer. For very porous woods a second "sealing coat" is advisable.
- When choosing stain, use a product with high quality ultraviolet blockers. Avoid using transparent or semi-transparent stains on exterior wood surfaces. Solid color stains are made with a higher pigment concentration and will better protect wood against ultraviolet damage from the sun.
- For a clear topcoat finish use a solvent based finish with an ultraviolet inhibitor. A "Spar" or "Marine" urethane is recommended. Apply a minimum of three clear topcoats.
 - Lightly sand between top coats using 220 grit sandpaper.
 - Remove dust before each application of top coat.

Painting:

- After surfaces have been cleaned and prepped, apply a quality primer, unless product is already primed.
 - DO NOT use water based primer on wood surfaces.
- When primer has cured, apply a compatible and high quality topcoat finish as desired.
 - A minimum of two layers of topcoat are recommended for optimal finish results
 - Latex resin-based topcoat paint may be used but only over a quality oil-based primer.
 - Lightly sand between coats using 220 grit sandpaper, removing dust before each application of topcoat.

DOOR MAINTENANCE

Maintaining the Finish:

To preserve the finish and beauty of your wood windows and doors for many years to come, and to comply with all conditions of your limited warranty, you must maintain your product's finish. Maintaining the finish will ensure your wood products resist moisture absorption. Restore your finish immediately if upon inspection you find any of the following conditions:

- Hairline cracks in the topcoat
- Changes in color or dulling of your finish
- Changes in texture including flaking, scaling, chalking or bubbling of the finish
- Water penetration between wood moldings, panels or glass
- Wood joint separation.

To restore the finish:

- Lightly sand with 220 grit sandpaper and wipe away dust using a clean damp cloth
- Apply at least two coats of the original topcoat used to refinish. If original finish is not known consult with a paint professional.
 - Lightly sand between coats using 220 grit sandpaper, removing dust before each application of topcoat.

Mechanical Maintenance for Doors:

To keep a working door functioning properly takes only a few quick steps. For example, occasionally oil the hinges to keep them moving freely. Keep hinge and door hardware screws tight. See below section titled "Hardware cleaning and lubrication" for details. Some door-specific general maintenance tips include:

- Make sure strike plates remain tight as the screws can loosen when a door gets a lot of use.
 - The bolt can then catch on the loose strike plate and bang it back and forth, damaging the woodwork around it.
- Any mirrors or decorations hung on a door should be placed centrally so the weight is distributed evenly.
- Finally, avoid hanging laundry straps or other similar devices across the top of a door as they can press weight down on the door and knock them out of alignment.

Troubleshooting common Door issues:

Replacing or repairing a door can be easy. Here are a few common problems and their do-it-yourself solutions to fix a misaligned or ill-fitting door. When you consider the workouts that doors get each day, it's not hard to realize that they receive a lot of wear and tear. As a result, doors do occasionally go out of alignment, eerily swinging into a different position or not closing at all. Doors can also break, requiring replacement.

Repairing a door is not as hard as the average do-it-yourselfer might think. In fact, with a bit of planning and the right tools, most door problems can be corrected. When a door needs repair, it's often because it becomes misaligned, not closing properly or at all. Doors fall out of kilter because a house shifts – as houses tend to do – or because of high humidity. Particularly so in wet west coast climates.

- **Humidity** causes the door to expand and warp, again preventing the door from fitting in the door frame. If you suspect humidity is the culprit, give the door a chance to dry out before you make any changes. Wait for a cooler, drier weather and see if the door goes back in place.
- **House shifting** causes the door to dislocate in the doorframe, or can cause a door to swing open instead of staying in place. House movement can take place year round.

If you suspect that **house shifting** is the culprit, there are several steps you can take. For example:

- When you open a door, if it tends to swing instead of staying on place, you can tighten the hinges to keep it steady.
 - A trick of the trade is to remove the hinge pin. Before removing the pins, prop up the door with wedges or shims and always remove the bottom hinge pin first. Lay it on a flat surface, and hit it slightly with a hammer to make it a bit crooked. Then put the pin back in the hinge and it will hold the door in position. (*NOTE: not with 'NRP' or 'non-removable pin' hinges*)
 - If a hinge pin refuses to budge out of hinge, saturate it with a little penetrating oil and try removing it a few minutes later. You can also use a center punch or a large nail to try to free the pins.
- If a door slab does not fit properly into the frame, there are several adjustments you can make:
 - If the door is too tight on the hinge side, it will bind, again not allowing it to close properly. What you can do there is take out the hinge screws, put a shim behind the screw plate and replace the screws.
 - If the door fits into frame but the latch won't turn, it may be hitting the strike plate on the door jamb. Move the strike plate to better accommodate the latch. The latch opening can also be enlarged with a file.

HARDWARE CLEANING & LUBRICATION

Frequent cleaning and lubricating help to maintain the moveable parts on your vinyl windows and patio doors. You can restore smooth operation, and even in most cases protect against corrosion. If your vinyl windows and doors are not opening and closing smoothly, simply performing some maintenance as outlined in this section of the guide may remedy the problem. Regular maintenance for your hardware is recommended twice per year, or monthly for coastal areas. NOTE: Always clean your hardware before lubricating.

HARDWARE TYPES

- Metal Hardware
 - Functional, aesthetic appeal and resistant to corrosion. Replace if corroded.
- Plastic Hardware
 - Resistant to the elements, but can deteriorate with exposure to UV rays, heat, cold and chemicals.

PRECAUTIONS

To avoid damage to your hardware DO NOT USE:

- Vinegar based cleaners
- Citrus based cleaners (lemon, orange)
- Window cleaners (ammonia based)
- Brick or Siding washes
- Abrasive or corrosive or any acid based cleaners
 - ❖ Use Caution:
 - Use silicone-sprays only in small amounts and do not overspray. Always wipe off excess.
 - Silicone may cause some plastic parts to become brittle or stain other parts of your windows and patio doors.

CLEANING YOUR HARDWARE

- Use mild soap and water on a soft cloth, soft bristle brush or sponge, rinse and wipe dry.

LUBRICATING YOUR HARDWARE

BUTT HINGES

Butt hinges are located on swinging patio doors and some window styles.

- Lubricate hinges with light oil annually, or when noisy.

SLIDER TRACKS & JAMB LINERS

Slider tracks or jamb liners can become dirty and difficult to operate. Clean and lubricate as follows:

- Remove sash. For specific sash removal refer to your product guide at www.westeckwindows.com.
- Vacuum track or wipe with a soft cloth
- Apply spray silicone onto track. Do not apply silicone to pile weather-strip (the fuzzy weather-strip).
- Reinstall sash and check that the unit operates normally.

CASEMENT / AWNING HARDWARE

NOTE: New hardware and hinges are already greased and oiled and should not need lubrication. Periodically lubricate gear mechanisms with white or lithium grease.

- Removable cover mechanism
 - Some handle styles will not have screws and will just pull off, or
 - Loosen set screw on crank handle with a small screwdriver or Allen wrench and remove handle
 - Gently remove plastic cover from the base
 - Apply grease to gears and oil to joints
- Non-Removable cover mechanism
 - Use a small mirror for a better view of the gears
 - Apply grease/oil through the back side of operator

CASEMENT / AWNING Rotating Joints

Light oil provides lubrication for rotating joints such as hinge pivots. Spray lubricants are also acceptable but need to be applied more frequently.

- Open window to access all joints
- Oil joints

SLIDING WINDOWS / PATIO DOOR Rotating Joints

Removing patio door panels can be dangerous and should be performed by a service professional or at least with a qualified and capable helper.

- Remove door panel
- Carefully rotate the door panel for access to rollers on the bottom
- Lubricate rollers where the shaft goes through the middle of the wheels with light oil
- Lightly oil multi-point lock at each latch point

Gutters and Overhangs

Gutters, eaves troughs and overhangs protect your windows and patio doors from excessive weather and water exposure.

Clear your gutters, eaves troughs and overhangs at least once per year.



GLOSSARY

The following table provides you with some common terms and definitions:	
Casement	Window with sash cranking outward to right or left.
Egress Hinge	Egress Window is a Window designed to be large enough for a firefighter to climb in or a person to climb out in an emergency. An Egress Hinge will allow a wider opening to meet emergency exit requirements
Frame	The structural assembly of head, sill and jambs used to fasten the window or patio door to the structure
Grid	A term referring to window pane dividers or muntins. It may be a type of assembly fitted to the interior of the window or door unit, which can be detached for cleaning. Also can be fitted inside the sealed insulating glass unit, when it also is referred to as a grille, or internal grids.
Insulated Glass Unit	Two or more lites of glass separated and sealed to form a hermetic airspace. The sealed space may contain air or be filled with an inert and denser gas, such as argon, to deepen the effect of dead air space
Jamb	Main vertical members forming the sides of a window or door frame; contrasted to sash stiles, or the sides of a sash.
Kerf	A groove that holds a weather-strip
Patio Door Panel	The assembly of stiles (vertical pieces), rails (horizontal pieces) and the patio door glass
Rail	Horizontal member of the framework of a window sash or door
Sash	An assembly of stiles and rails (vertical and horizontal members) made into a frame for holding glass
Seal Failure	The airtight seal between two panes of an insulating glass unit that has broken and is usually discovered when excess moisture causes fogging between the panes of glass
Sill	The main horizontal member forming the bottom of the frame of a window or door
Sill Track	The track on the sill of a sliding/gliding window or patio door that guides the sash as it opens and closes
Slider	A window with one or more sashes that slides horizontally
Stile	The main vertical frame members of a sash or door
Weather-strip	A material or device used to seal the openings, gaps, or cracks of venting window and door units to prevent water and air infiltration.
Weep Hole	A small opening in window or sill member through which water may drain to the building exterior
For further glossary of terms please visit our website at: www.westeckwindows.com/glossary-of-window-and-door-terms/	

CONTACT US

For questions: Feel free to contact us by phone or email

- Email: service1@westeckwindows.com
- Phone: 1-877-606-1166

INSPECTION CHECKLIST

Checklist	INTERIOR	EXTERIOR	Date Completed
<p><u>Glass</u> Clean and check for cracks, scratches or other damage Is there moisture between the panes?</p>			
<p><u>Vinyl Surfaces</u> Clean dirty surfaces, check for cracks, blisters or other damage</p>			
<p><u>Window & Door Screens</u> Clean screens Check for missing or loose screens Check for damaged or loose mesh</p>			
<p><u>Weather-strip</u> Check for missing or loose pieces Check for tears, cracks or other damage Check for brittle, gummy, discolored or firm (no bounce-back) areas</p>			
<p><u>Weep System</u> Check for blockages and clean weep system</p>			
<p><u>Sealant Joint</u> Check for cracks, cavities, other damage or deterioration, loss of adhesion</p>			
<p><u>Wood Surfaces</u> Inspect surfaces of wood for defect in finish or water seepage or damage. Are doors operating properly?</p>			
<p><u>Hardware</u> Are windows and doors operating properly? Is metal hardware tarnished or corroded? Are locks operating properly? Clean and lubricate hardware</p>			
<p><u>Sash / Panel</u> Are sash balance springs holding properly? Remove and clean parts as instructed for glass, vinyl and hardware.</p>			
Notes:			