

# Window World®

CARE AND OPERATION  
OF YOUR NEW WINDOWS



**AMERICA'S EXTERIOR REMODELER™**

Improving Homes. Changing Lives.®



Window World® Windows feature the trademarks of exceptional window design – unsurpassed quality, functional beauty, and maintenance freedom.

This guide is designed to answer some of the most frequently asked questions about the care and operation of your new Window World Windows. We are confident that your new windows will prove a perfect fit for your home and your lifestyle.

Thank you for choosing Window World.

# HOMEOWNER INFORMATION

Installation of: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date of Installation: \_\_\_\_\_  
\_\_\_\_\_

## Homeowner:

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

## Installed by:

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Carefully read this guide and record the necessary information above. Then, file this guide with all of your other important documents. This manual will serve as a quick reference guide for the care and operation of your new windows, as well as warranty information should future service be necessary.

## IMPORTANT:

It is the manufacturer's recommendation that you do not open the sash for at least 24 hours after the completion of installation. This will allow caulking compounds to cure and set properly.

# DOUBLE-HUNG WINDOW



Photo 1



Photo 2



Photo 3



Photo 4

Double-hung windows are designed to allow both sashes to raise, lower and tilt in for cleaning the outside surfaces of both the upper and lower sash.

## To Tilt the Lower Sash, Follow These Steps:

1. Unlock the window.
2. Raise the lower sash a minimum of 3".
3. Pull both tilt latch buttons (located on the top rail of the sash) toward the center of the sash to disengage them from the mainframe jambs. (Photo 1)
4. With both hands, carefully pull the top of the lower sash in toward you slightly beyond a 90° position. (Photo 2) Support the sash while cleaning the exterior. (Photo 3)

## To Tilt the Upper Sash, Follow These Steps:

1. Lower the upper sash to at least 2" above the sash stops (located in the lower outside track).
2. Pull both tilt latch buttons toward the center of the sash to disengage them from the mainframe jambs.
3. With both hands, carefully pull the top of the upper sash in toward you slightly beyond a 90° position and rest it on top of the supported lower sash. (The upper sash cannot be tilted in without the lower sash being tilted in.) (Photo 4)

To replace the sashes to the operating positions, hold the top rail of the sash with both hands and push it all the way into the mainframe tracks. Make certain that the tilt latch buttons click in to lock the sash in the mainframe. If the tilt latches are not reengaged in the mainframe, the sash may fall inward unexpectedly.

**Note:** To tilt both sashes in, tilt the lower sash in first, then tilt in the upper sash. To reengage the sashes, reposition the upper sash first, then the lower sash.

# SLIDING WINDOW

Sliding windows are designed to roll from side to side in their own tracks. They are removable from these tracks for the cleaning of the exterior surfaces.

## To Remove the Interior Sash (Right Sash), Follow These Steps:

1. Roll the right sash to within 3" of the left side. This will enable the sash to bypass the anti-lift block located in the header of the mainframe. (Photo 1)
2. Lift the sash up into the header of the mainframe as high as it will go.
3. Pull the bottom of the sash toward you. This will clear the rollers and sash frame from the mainframe. (Photo 2)
4. Lower the sash to the floor. (Photo 3)

## To Remove the Exterior Sash (Left Sash), Follow These Steps:

1. Roll the left sash to within 3" of the right side.
2. Lift the sash into the header of the mainframe.
3. Pull the bottom of the sash toward you and lower it to the floor. (Photo 4)

Carefully clean the exterior of the sashes. To replace the sashes, simply reverse this process.

**Note:** Sashes on larger sliding windows may be difficult to lift out due to weight.



Photo 1



Photo 2



Photo 3



Photo 4

# CASEMENT WINDOW

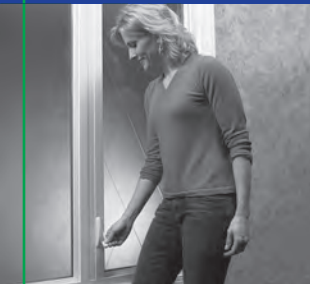


Photo 1



Photo 2



Photo 3



Photo 4

Just as with Window World's other window styles, casement windows are easily cleaned from the interior of the home.

## To Clean the Casement Window, Follow These Steps:

1. Turn the screen retainer clips 1/4 turn counterclockwise.
2. Remove the screen.
3. Clean the interior side of the sash.
4. Unlock the window. (Photo 1)
5. Crank the sash all the way to its full open position. (Photos 2 and 3)
6. Clean the exterior of the sash by reaching your arm through the space between the mainframe and the sash. (Photo 4)
7. To reinstall the screen, place it into the opening and turn the screen retainer clips 1/4 turn clockwise to hold it in place.

These instructions may not apply to egress models.

## DO'S AND DON'TS

### Do

- Do open the top and bottom sash for improved ventilation.
- Do use both hands to support sashes while tilting them in to clean.
- Do support the sashes when they are in the cleaning position.
- Do make sure the tilt latches are fully engaged after tilting sashes back into the operating position.
- Do make sure the top sash on a double-hung window is closed and up all the way before locking the window.

### Don't

- Don't leave the lock in the locked position when closing the window; this will damage the keeper.
- Don't attempt to remove the sashes on double-hung windows.
- Don't use oil-based spray lubricants such as WD-40, as they attract dirt. Use a silicone spray for lubrication.
- Don't use abrasive-type cleaners to clean the glass or vinyl on these windows.
- Don't use solvents to clean the windows.
- Don't use the crank on a casement window without unlocking the window first.
- Don't use a high-pressure hose to clean the outside of a window.
- Don't install a window air conditioner in a vinyl window without adequate support.
- Don't paint or varnish vinyl windows.

# WINDOW CARE AND CLEANING

## Windows:

Label and tape adhesive should be removed with alcohol-based cleaners on small glass areas only. After this is removed, thoroughly wet the glass and rinse with plain water.

Glass can be cleaned with regular or ammonia-based glass cleaners.

Vinyl (PVC) products can be cleaned with a solution of mild soap and water. For heavier cleaning tasks, the window manufacturer recommends commercially advertised household cleaners. Use any non-abrasive cleaner for tough jobs. Do not use solvents, paint removers or sharp objects to clean your windows and patio doors.

Condensation is caused by excess interior relative humidity in the home. It is your responsibility to control your home's relative humidity. For more information, request a copy of *Your Guide to Common Household Condensation*.

If mildew is a problem in your area, use an appropriate cleaner or mildew controller found in your local store.

Painting or varnishing is not required and will void the warranty.

The tracks of the double-hung and sliding windows are exposed to the outdoor elements, which can contain abrasive elements such as dirt, leaves, sand, grease, soot, etc. If these elements are not removed, they can be ground into the vinyl tracks when the sashes are operated. A minimum semi-annual cleaning is recommended. These tracks can be cleaned with a small, stiff nylon brush, then wiped down with a soft cloth. If necessary, an occasional light coat of silicone spray lubricant on the balance shoe track of a double-hung, and the tracks of a sliding window, will help ease the operation without leaving an oily residue which can collect more abrasive elements.

Follow the manufacturer's recommendations for safe use of any chemical or cleaner. Any cleaning information suggested in this manual is only to assist you. The window manufacturer assumes no responsibility for results obtained which are dependent on the chemical solutions as prepared, and quantity and method of application.



## **Screens:**

Screens can be cleaned easily with a soft brush accessory from a vacuum cleaner. If a more thorough cleaning is desired and the screens need to be removed, follow these steps:

### **Double-Hung Window**

1. From the interior, raise both sashes to their highest position.
2. Raise the screen up to a point where you can get your hand on the lower aluminum frame section.
3. Push the screen to the left side of the window. The screen has springs on this side.
4. Once the screen is positioned as far left as possible, gently push the right side of the screen toward the exterior.
5. Once the right side is disengaged from the screen track, remove it from the left side as well.

### **To Replace the Screen to Its Tracks, Follow These Steps:**

1. The springs should be positioned on the left. Place the springs in the left screen track.
2. Push the screen as far left as possible.
3. Pull the right side in, center it in the right screen track, and reengage it in that track.

### **Sliding Window**

To remove a screen on a sliding window, simply pull up on the aluminum screen track bottom, placing it all the way up into the top screen track. Push out the bottom to clear the screen from the bottom screen track, and disengage the screen at the top.

To replace the screen, reverse the above steps.

# INTERIOR GLASS CARE AND CLEANING

## **S6 and SF Low-E Interior Glass Surfaces:**

Simply clean your S6 or SF glass with a standard commercial glass cleaning product, such as Windex®, or a gentle soap and clean water solution.

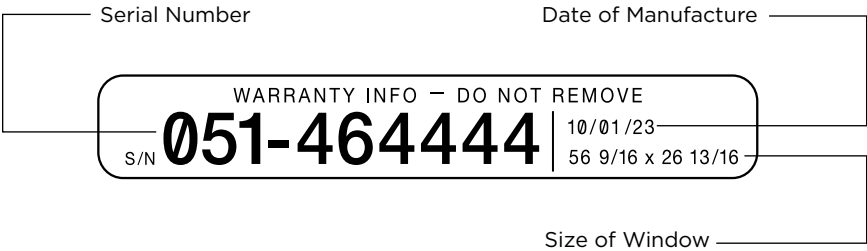
**IMPORTANT:** Contact with harsh or abrasive materials can damage S6 and SF glass. The following list provides important care guidelines:

- Rust removal products or other applications that contain hydrofluoric acid (HF) will damage the S6 and SF glass coating and cause permanent damage. Vapor from HF products can also damage the S6 and SF glass surface.
- Do not use Soft Scrub® or similar cleaners with abrasives that may damage the glass surface.
- Scratch removal or buffing the glass should not be attempted, as it may change the appearance of the coating.
- Razor blades or other sharp instruments should not be used when cleaning the glass.
- A squeegee with exposed metal edges could scratch the glass and damage the coating. If a squeegee is used, be certain it has no metal or harsh edges.
- If furniture polish or similar products are used to clean the window frame components or nearby furnishings, avoid spraying onto the glass. Immediately clean the glass if overspray occurs.

Because the interior surface of S6 and SF glass Low-E technology reflects heat back into your home, you may notice the glass will feel cooler than a glass surface without Low-E coating. In addition, during colder months, S6 and SF glass may be more likely to have some condensation, depending on factors such as the air temperature in the room, outside air temperature, and indoor percent relative humidity.

# WARRANTY LABEL

The warranty label on your windows will provide all the pertinent information about your windows for years to come. The label should be left on the window frame for possible future reference. The label includes the following information:



The warranty label number references our manufacturer's database containing all window and component information.

If you need warranty service, write to the address listed on your warranty and state the nature of the claim within 30 days of discovery. We will refer your claim to the proper representative. Please allow a reasonable amount of time for an inspection. We will process your claim as per terms of the product warranty.

# Window World®



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