

CARE AND MAINTENANCE OF YOUR PROVIA[®] WINDOW AND PATIO DOOR



Maintenance of your window or patio door is important to keep it operating at its fullest potential. Here are some important steps to take throughout the year to keep your windows and doors looking beautiful.

1. Keep sill track clean of dirt and debris so water can freely flow outside.
2. Keep all weep holes free of obstructions so water can freely flow outside.
3. Inspect exterior caulking regularly and replace when necessary.
4. Clean and check operation of hardware and weatherstripping regularly and repair if necessary.
5. Keep weatherstrip clean of dirt and grit for proper seal. Wash with mild soap and water, rinse with water and wipe dry. Apply a light coat of wax (Lemon Pledge[®]) and wipe off excess.
6. Determine the source of any moisture that you see around your windows or doors and stop its entry and accumulation.
7. Immediately dry out any areas around the interior of your windows and doors that you observe are wet (immediate action is necessary to mitigate any damage to your home). The use of a dehumidifier, fan or any warm air source will help dry out affected area.
8. Maintain relative humidity at moderate levels.

Stained or Painted Wood Interior Finishes:

1. To clean, wash with mild soap and water, rinse with clear water and wipe dry. Apply a light coat of wax (Lemon Pledge[®]) and wipe off excess.
2. For scuff marks on painted finishes, use mild liquid cleanser, rinse with clear water and wipe dry.
3. If finish is accidentally scratched or chipped, clean as recommended above and use standard wood finish repair crayon or touch-up paint supplied.

Painted Vinyl Exterior Finishes:

ProVia vinyl windows are painted with a factory-applied finish, ensuring no peeling, flaking or blistering occurs; however, natural contaminants such as dirt or bird droppings should be removed as soon as possible.

1. To clean, wash with mild soap and water. Rinse with clear water and wipe dry.
DO NOT use any harsh chemicals or abrasives, including power washers, as this may discolor or damage the painted surface.

Vinyl Interior and Exterior Finishes:

1. To clean, wash with mild soap and water. Heavy dirt and stains may require stronger cleaning compounds such as a vinyl siding cleaner. The surface can be wiped down with solvents such as turpentine, naphtha, nail polish remover (acetone) and alcohol.
CAUTION: Some cleaners may mar or scratch vinyl. Abrasive cleaners will scratch the surface and are not recommended.

Hardware:

1. Much like sterling silver, even the finest brass will react naturally to the elements surrounding it. To maintain, polish with a nonabrasive automotive or furniture wax. By keeping your hardware cleaned and maintained, you will be rewarded with a long-lasting finish.
2. Tighten screws when necessary.
3. Lightly oil as needed. Wipe off excess.
4. Temperature changes from warm to cold may make it more difficult for weatherstripping to compress. To help alleviate this, it is recommended to keep hardware locked when not in use.

Caution: DO NOT USE paint thinner, lacquer thinner, gasoline, kerosene or any other harsh chemical to clean surfaces or hardware.

UNDERSTANDING HUMIDITY AND CONDENSATION



To Reduce Condensation You Must Control Humidity

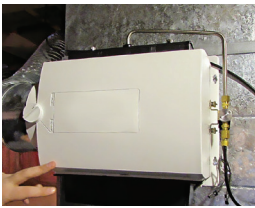
Windows do not create condensation. Windows help prevent moisture from escaping to the outside and are the most visible surface where condensation is noticeable.

Remember, if you have water, frost or ice on the surface of a double-glazed window, you have excess humidity in your home. To reduce condensation, you must reduce humidity.

If the humidity level in your home is high, and the outside temperature has dropped below 40 degrees Fahrenheit, condensation could still occur, regardless of what window you have in your home.

What Causes Humidity to be Too High?

Anything which tends to evaporate moisture will contribute to humidity. Below are some of the chief sources of moisture evaporation.



Uncontrolled furnace humidifiers

Turn them off to reduce excessive humidity.



Hanging laundry to dry

Make sure room is vented with open windows.



Open faced, unvented gas heaters

Use them sparingly and most importantly, connected to a chimney.



Large number of plants, watered daily

During cold months, move plants into another room secluded from the rest of the house.



Damp basement walls and floors

Waterproof to prevent condensation.



New construction homes that haven't had time to allow the drywall, plaster, paint, concrete and cement to fully dry or cure (it takes up to nearly a year).

This dampness can cause humidity in a newly constructed home.



Excessive boiling when cooking

Use exhaust fans or open up windows to allow steam to exit house.