

## **GENERAL CLEANING GUIDELINES**

To clean the glass in your windows, use either mild soap with warm water, a mild vinegar and water solution, or any gentle, ordinary household glass cleaners. Wipe dry with a lint-free rag.

The vinyl material used to manufacture your new Encore windows is uPVC. This material will not chip, rot, or peel, and it is not affected by salt, air, or pollutants, and never needs painting.

To clean the vinyl components, use mild soap and warm water or a non-abrasive cleaner such as Armor-All, Soft Scrub, or vinegar/water.

**DO NOT USE:** Clorox Bleach, Pine Power, Ivory, Grease Relief, Tide, Formula 409, Fantastic, or nail polish remover.

Keep jamb and slider sill tracks clean and lubricated so that sashes continue to operate smoothly.

## **SEAWAY'S UNSURPASSED WINDOW WARRANTY**

Encore's lifetime warranty is an added seal of quality on every window manufactured.

- Vinyl sash and main frame
- Moving parts— balance and locking system
- Insulated glass units warranted against seal failure (limitations may apply)
- Accidental Glass Breakage (limitations may apply)
- No registration forms are necessary. You're instantly covered!
- Warranty includes transferability provisions to maximize the resale value of your investment.



# *How to Care for Your Encore Windows*





*Congratulations on purchasing your new, high quality Encore windows by Seaway. While your Encore windows are maintenance free, they will still become dirty like any other product in your home. Routine cleaning of your windows will maintain their beauty and ease of operation for many years to come.*

*Follow the easy tips for the proper operation and cleaning of your windows. If any additional information is needed, please contact your authorized Seaway dealer. Thank you for your purchase.*

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- Any gas furnace or fireplaces that do not vent produce a huge volume of moisture
- Washing machines, clothes dryers, coffee makers, and humidifiers are all examples of appliances that increase the moisture content of your rooms.
- Heavy drapes and curtains can form a barrier to trap moisture on the window glass.

## **WHAT DOES ALL THIS MEAN?**

Humidity in a home must be monitored and controlled. The window is only showing that a high humidity exists. **No window manufacturer warranties against condensation, because it is not possible to prevent it in many cases.** Humidity levels fluctuate, so sometimes condensation appears, and sometimes it does not. As a general rule, the humidity level in the home should be around 30%.

## **WHAT CAN BE DONE?**

First, test the humidity of each of the rooms in your home. Test in front of each window and write down your reading. There are several ways to control the trouble areas in your home:

- Use your ceiling fans in reverse during the winter months. This will move and mix air, reducing the humidity in the air.
- Open drapes and blinds. You must let the air from the home mix with the air directly in front of the window.
- Have your furnace checked regularly and change filters as instructed.
- If your furnace has a humidity control, regulate it accordingly.
- If you are running any un-vented appliance, see if there is a way to vent it.
- Install ceiling vent fans in bathrooms and use them.
- Ensure that your attic is properly insulated.
- Make sure you have adequate ventilation in the attic and basement or crawl space.
- Open windows on nice days to exchange moist inside air with the drier outside air.

## UNDERSTANDING CONDENSATION

Condensation forms on ANY surface, including windows, when the temperature of that surface is less than its dew point temperature.

*Example: If the temperature of the glass in a window is 50°F and the dew point temperature for the glass is 55°F, condensation will form on the surface of the glass.*

The dew point temperature of any surface is directly related to the amount of moisture that is in the air. This is called relative humidity.

## WHERE DOES CONDENSATION COME FROM?

Almost everything in your home has moisture, which will affect the humidity of each individual room in your home differently. It is not uncommon for individual rooms or floors of a home to have different humidity levels. This explains why some windows may have different amounts of condensation than others. It is also common that the humidity fluctuates with daily conditions. Reducing the humidity level in your home or room will control the problem. The condensation you see is a sign of too much moisture in your home.

*Remember: The problem is not created by the windows. The windows are just the source telling you that there is a humidity problem.*

## FACTORS THAT CAUSE EXCESS HUMIDITY LEVELS

- Outside moisture: Excessive periods of rain or snow can cause your home to wick moisture from the air, which will raise the indoor humidity.
- Extremely icy conditions and houses that have large ice dams on roofs
- Bathrooms generally have elevated levels of condensation due to the amount of moisture from showers and baths. This is the case in bathrooms that do not have or use a vent fan.
- Kitchens push high levels of moisture into the home from cooking and dishwasher steam.

## ENCORE DOUBLE HUNG WINDOWS

### HOW TO CLEAN & OPERATE

**STEP 1:** To tilt the bottom sash of Seaway's Encore double hung window for cleaning purposes, first unlock both locks.

*Raise sash to 3" so that lift rail clears dam wall*



Then, raise the bottom sash approximately 3" from the sill so that the lift rail clears the dam wall while tilting.

**STEP 2:** With both hands, simultaneously slide both latches toward the center of the window, and tilt the sash inward. Rest the center of the sash on your knee or a platform. DO NOT rest one of the corners of the sash on anything while leaving the other corner unsupported.



**STEP 3:** To tilt the top sash, lower the top sash to just above the bottom lift rail.

Tilt in the top sash as instructed above. After the top sash is cleaned, rotate the sash back into place.



*Bottom sash should remain in "tilted" position while top sash is tilted and cleaned*

**STEP 4:** To close the sashes, push the top sash all the way up. Rotate the bottom sash back into place, making sure the tilt latches have clicked back into position. Push the bottom sash down completely and lock the window.

### Important Note:

*When tilting in the sashes for cleaning, it is critical that you keep the sash at any location **above or below 90°**. Placing the sash at 90° for cleaning may disengage the sash balance system.*

## **ENCORE SLIDER WINDOWS**

### ***HOW TO CLEAN & OPERATE***



**Tilt Latches**

To tilt the sash of Encore's slider window, first unlock the window and slide the sash open.

Activate tilt latches, on the top of both sides of the window, by pushing downward simultaneously, and tilt the sash inward.

The sash can be cleaned either in this tilted position or can be lifted out completely at this point.

## **ENCORE CASEMENT & AWNING WINDOWS**

### ***HOW TO CLEAN & OPERATE***

To clean Encore's casement or awning window, first remove the screen by slightly loosening the screen fasteners by hand.

Then, unlock the window and crank the sash open completely. You can clean both the interior and exterior of the sash easily and conveniently from the interior of your home.

When closing and locking your Encore casement or awning window, ensure that the sash is seated completely on the frame before locking.



**Open sash completely**



**Clean easily and conveniently from the interior of your home**

## **ENCORE SCREENS**

### ***HOW TO REMOVE***

#### **FOR DOUBLE HUNG WINDOWS:**

**Half screens** can be easily removed from the interior of your home by raising the bottom sash 3" and then tilting it in to a lying position. Next, lower the top sash until it is almost as far down as it will go, and tilt it in to a laying position. Raise the half screen up to the middle of the large opening, created by tilting in both sashes. With your left hand on the top of the screen and your right hand on the bottom of the screen, compress the screen toward the left side of the window to engage the belly springs. Once the screen has compressed the belly springs fully, push outward on the screen's right side to disengage it from the screen track and pull it out of the left track. Tilt the screen sideways and bring it into the interior of your home.

**Full screens** can be removed by pulling out the knife latches on both sides, at the bottom, above the sill to disengage the screen. Then, tilt in both sashes (*see section on operating double hung windows*) to gain access to the top knife latches for easier screen access and removal. Stabilize the screen with one hand, as you disengage the remaining knife latches with other hand. Push the screen away from your window, rotate sideways, and bring it into the interior of your home.

#### **FOR SLIDER WINDOWS:**

**Half screens** can be removed by the method explained above for double hung half screens. However, the belly springs on slider windows are located on the top of the screen, rather than the side. Both sashes should be removed and safely placed inside the home before attempting to remove the screen and bring it into the interior of the home.

**Full screens** can be removed by the method of disengaging the knife latches explained above. It is easiest to do this if both sashes are removed.

#### **FOR CASEMENT & AWNING WINDOWS:**

To remove the screens for casement and awning windows, slightly loosen the screen fasteners by hand. The screen will come out easily. **DO NOT** use any tools.