



Caring for your vinyl windows and patio doors will save time and money. It is necessary to take some time every year to clean and inspect your vinyl windows and patio doors for cracks and damage. Proper maintenance requires periodic tasks to maintain long life, smooth operation, and warranty coverage. Regular inspections and minor maintenance are the best ways to keep these products in good condition.

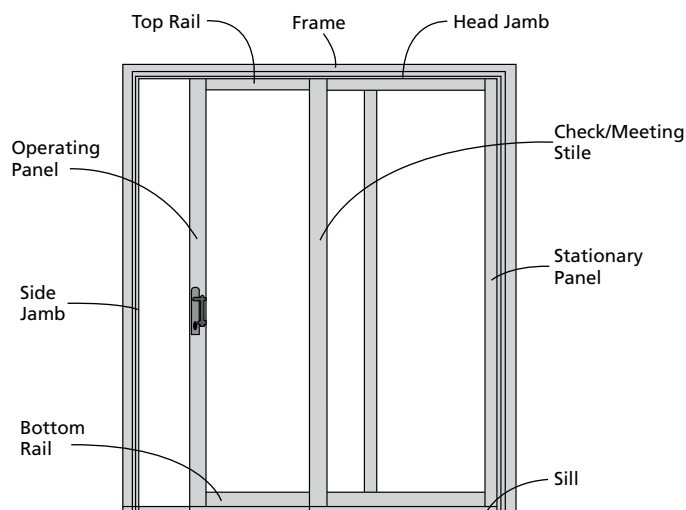
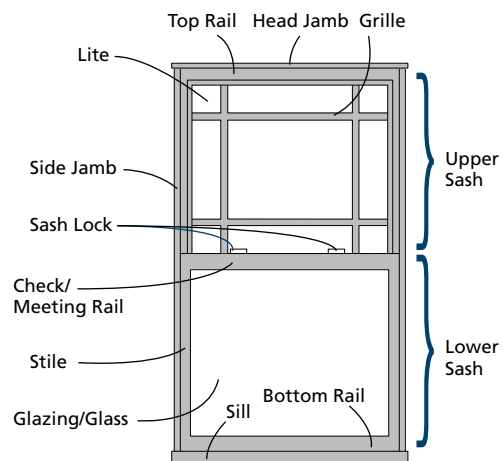
INTRODUCTION

This guide provides important information that will help to keep vinyl windows and patio doors looking beautiful and operating smoothly for many years. Vinyl products contain ultraviolet (UV) inhibitors designed to reduce sun damage. Vinyl is manufactured to be low maintenance and long-lasting without painting or finishing.

Table of Contents

Introduction	1
Precautions, Safety and Cleaning Recommendations	2
Needed Materials and Tools	2
Basic Inspections and Maintenance	2
Cleaning Glass Surfaces	4
Cleaning Vinyl Surfaces	4
Jamb Extensions (Wood)	4
Hardware Cleaning and Lubrication	5
Glossary	7
Inspection Checklist	8

Window and Patio Door Parts



PRECAUTIONS, SAFETY AND CLEANING RECOMMENDATIONS

Precautions and Safety

- Some windows have opening control devices installed to help prevent falls while allowing full operation when manually released. Know how to operate these devices before an emergency occurs. See the full Safety and Operating Instructions at www.jeld-wen.com.
- Window insect screens are not security devices and will not prevent a child or anyone from falling through.
- Never mix cleaners or solvents. This may be dangerous as well as ineffective.
- Use proper/safe equipment and precautions when cleaning and servicing the exterior side of windows above ground level.
- If using commercial cleaning or finishing products or solvents, carefully read and follow safety instructions, warnings, cautions and disposal instructions on the manufacturer's labels. Wear appropriate safety gear (e.g., clothing, goggles, gloves) and provide plenty of ventilation.
- Immediately clean spills.

⚠ WARNING

Removing patio door panels can be dangerous, panels can be HEAVY! Larger panels may require additional tools or machinery for handling and installation. Minimum of two-person lift!

- Most solvents are flammable and/or toxic and must be handled with extreme care. **DO NOT** use near open flame, sparks, or electrical motors.
- Remove protective film (if applicable) on the glass within six months.

Recommendations

- **DO NOT** power-wash windows or use a garden hose; this can cause seal failure and allow water to enter the structure.
- When cleaning exterior, multi-story windows, begin with the upper story and work down.
- Avoid using metal tools, razor blades, or other sharp objects and abrasive cleaners. They can damage window surfaces, scratch glass and remove exterior glass coatings.
- Aggressive cleaners or solvents can damage vinyl surfaces and may cause yellowing. Immediately rinse and dry.
- **DO NOT** allow cleaners to puddle or collect at glass edges near glazing materials.
- Avoid cleaning in direct sunlight or temperatures too hot or too cold.
- Avoid excessive rubbing and over-cleaning.
- **DO NOT** scour.
- Clean and rinse one area at a time.
- Clean twice a year (monthly in coastal areas) or when dirty.
- After-market tints and films are not recommended, as they may cause damage to the glass and/or sealant.

NEEDED MATERIALS AND TOOLS

- Baby shampoo or mild soap and water or vinegar and water
- Several clean, soft, non-abrasive, absorbent Chamois or lint-free dry cloths
- Soft bristle brush
- Spray bottle
- Vacuum cleaner
- Sponge
- Appropriate solvent (for hardware only)
- Commercial glass cleaning products or solvents (for stubborn stains)
- Plastic putty knife (for paint or label removal)
- Plastic wrap (for label removal)
- Spray silicone

BASIC INSPECTIONS AND MAINTENANCE

Insect Screens

1. Inspect for the following:
 - Cuts, scratches, or holes
 - Looseness; tighten excessively loose screws.
2. Maintain:
 - Lightly lubricate tracks with silicon spray.
 - During freezing, optional retractable screens should be fully retracted.
 - Clean tracks with a vacuum.
3. Replace or repair damaged screens; if replacement is necessary, contact a local supplier for repair or replacement information.

Your local hardware or home improvement store is a good source for supplies and information on screen repair.

Cleaning

1. Remove screen and place screen into tub or shower if indoors; on lawn or hard surface if outdoors (avoid exposure to dirt). For retractable screens, clean in place.

2. Gently spray with water and brush lightly with a soft bristle brush until clean (use gentle spray nozzle setting).

For stubborn dirt,

1. Gently scrub with a soft bristle brush with mild soap and water.
2. Rinse clean.
3. Reinstall the screen when dry.

Tips for best operation of optional retractable patio door screens

- Use caution when moving heavy objects over tracks.
- If additional magnetic force is required, adjust strike plate so the flat side faces magnets.
- **DO NOT** apply excessive pressure to the screen handle; check for obstructions or misaligned tracks.
- If the screen binds, try slightly loosening track screws, and/or add a lubricant such as silicon spray.

NOTE: Screens may not be covered under the manufacturer's warranty. To be sure, ask your supplier or distributor.

BASIC INSPECTIONS AND MAINTENANCE (CONTINUED)

Sash/Panel Inspection

Inspect sash or patio door panels annually (monthly for coastal areas). If the window has a removable sash, it may be helpful to remove it before inspection.

- Inspect optional opening control devices for proper operation. Contact us if not operating properly.
- Inspect stiles and rails for damage (cracks or splits in vinyl surfaces).
- Check glass for cracks. If cracked, call your local glass supplier for replacement.
- For insulating glass units, look for moisture or fogging between glass panes (most likely to occur on cold mornings). This may be an indication of seal failure. Call us for recommendations.

Weatherstrip

Inspecting and maintaining weatherstrip can help avoid costly structural damage from water leakage and energy loss due to air and/or water infiltration. Replace weatherstrip that is missing, torn, cracked, brittle, discolored, gummy, or that has no “bounce back” when pressed down. Call us for replacement instructions.

Precautions

- We recommend denatured alcohol for non water-soluble cleaning. Lacquer thinner may be used in small amounts, but only as directed. Thoroughly rinse any vinyl surfaces that come into contact with lacquer thinner. Other solvents such as mineral spirits or petroleum-based products may damage or dissolve weatherstrip.
- When using alcohol, always test a small area first to avoid product damage.
- **DO NOT** use anything sharp near weatherstrip.

Light Cleaning

1. Clean with a damp cloth or mild soap and water.
2. Rinse and dry thoroughly.
3. Repeat if necessary.

Non Water-Soluble Cleaning

Clean with denatured alcohol on soft cloth. If denatured alcohol doesn't work:

1. Clean with small amount of lacquer thinner on a soft cloth.
2. Repeat if necessary.
3. Clean with mild soap and water, then rinse. If unsuccessful, consider replacing weatherstrip.

Repair

If weatherstrip is loose or falling out of the kerf:

1. Carefully remove weatherstrip.
2. Apply a thin bead of silicone sealant into kerf.
3. Reinstall weatherstrip.
4. Hold in place with tape for 24 hours.
5. Carefully remove tape.

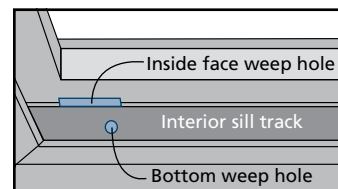
Gutters and Overhangs

Gutters and overhangs protect windows and patio doors from excess water exposure. Clear at least once per year.

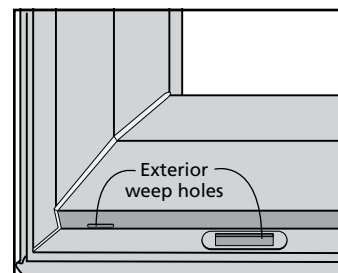
Weep System

Vinyl windows and patio doors are not subject to moisture damage; however, damage could develop in the structure around the unit if water does not drain properly from the sill area to the exterior.

Interior weep holes are usually rectangular or round holes cut in the vinyl in the bottom of the sill track or the face of a vertical member of the sill near the bottom. Weep holes may be covered by a sill insert or roller track. Access to these weep holes may require removal of the sash or panel and then removal of the snapped-in sill insert or roller track. Sash/panel removal can be awkward, see the appropriate product guide at www.jeld-wen.com for safety recommendations and the proper procedure for removing the sash or panel.



Exterior weep holes are usually round or rectangular holes cut in the exterior face of the vinyl sill. These may have a small flap or baffle covering the hole.



1. Regularly clean sill track with vacuum or wipe thoroughly with a damp cloth. Thoroughly remove any blockage in the corners and from the exterior weep holes caused by caulking, masonry or stucco products or a piece of trim.
2. Pour a small amount of water (1 cup) into interior sill track. If water does not drain quickly from the sill through the weep system, insert a thin wire into weep hole to clear the blockage. When clearing exterior weep holes, the passages through the inside of the frame may be slightly offset to the left or right. **DO NOT** insert the wire farther than necessary because the insulating glass unit may be damaged. Call us if unsure. Repeat until water runs clear to the exterior. If not successful, call a service technician.

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:

- Cracks
- Voids
- Deteriorating areas (e.g. loss of adhesion)

Repair damaged sealant with a quality sealant.

NOTE: DO NOT apply sealant to areas where installer or contractor did not originally seal. Seek professional advice from an installer or contractor if unsure.

When repairing a sealant joint, 100% silicone sealant is the most durable, but it cannot be painted. Use 100% polyurethane sealant if painted.

Follow sealant manufacturer's instructions for proper application.

CLEANING GLASS SURFACES

Some window sashes may be removed (horizontal slider), tilted in (tilt single and double-hung), or opened (casements without egress hinges) for easier access to the exterior surface. For specific details on sash removal, please refer to the appropriate product guide for your window at www.jeld-wen.com.

General Cleaning

Prepare cleaning solution (1 tsp baby shampoo to one gallon of water or 1 1/2 cups vinegar to one gallon of water).

1. Rinse surface with clean water from top to bottom.
2. Clean with mild soap and water and sponge or soft brush with uniform pressure horizontally, then vertically.
3. Quickly rinse and dry any run-down. Don't allow cleaning solutions to collect or puddle on vinyl surfaces, crevices, etc.
4. Promptly rinse thoroughly with clean water (sponging while rinsing may be helpful; **DO NOT** allow the cleaning solution to dry on the glass or vinyl surface).
5. Wipe dry with a lint-free, dry cloth.
6. If necessary, repeat steps above until clean.
7. Dry window frame and sill with a separate cloth.

Label Removal

Slowly peel from one corner. If label tears or sticks, moisten with soapy water and gently scrape with a plastic putty knife. Stubborn labels can be soaked with soapy water and covered overnight with plastic wrap. Gently remove with plastic putty knife.

Paint Removal

1. Soak dried latex paint drips with warm water and baby shampoo solution.
 2. Wipe with a damp cloth or sponge.
- If needed,
3. Scrape gently with a plastic putty knife. Repeat soak and scrape.
 4. Repeat if necessary.

NOTE: For oil-based paint drips, consult a local paint professional.

Stubborn Stain Removal

For stubborn stains, commercial glass cleaning products may be necessary.

- Apply a small amount directly to the stain. Avoid spilling or dripping down the glass.
- Some persistent stains may need higher-strength cleaning solutions that contain active ingredient chemicals such as toluene, xylene, mineral spirits or naphtha. Special care must be taken when using these types of cleaners. Avoid getting onto vinyl surfaces.
- For oil and grease, try baking soda and water or washing soda and water.
- Rinse thoroughly with clean water and dry.

CLEANING VINYL SURFACES

Prepare cleaning solution (1 tsp baby shampoo to one gallon of water or 1-1/2 cups vinegar to one gallon of water).

1. Rinse surface with clean water from top to bottom.
2. Clean with mild soap and water and sponge or soft brush with uniform pressure horizontally, then vertically.

NOTE: Quickly rinse and dry any run-down. Don't allow cleaning solutions to collect or puddle on vinyl surfaces, crevices, etc.

3. Promptly rinse thoroughly with clean water (sponging while rinsing may be helpful; **DO NOT** allow cleaning solution to dry on the glass or vinyl surface).
4. Wipe dry with lint-free, dry cloth.
5. If necessary, repeat steps above until clean.

JAMB EXTENSIONS (WOOD)

Handling and Storage

- Store extension jambs flat, in a dry, well-ventilated area with continuous support underneath.
- Protect from dust, water and other components. Prevent exposure to direct sunlight and accidental damage from jobsite dangers.
- Install per **SVC005**.

Finishing

- Lightly sand and wipe clean of any dust/debris prior to finishing.
- Use a high-quality proprietary interior "painting systems" offered by a reputable and established Paint Manufacturer. This system should include a stain blocking intermediate coat and protective finish coat.
NOTE: Adhere to the Paint Manufacturer's product guidance, cautions and application instructions.
- Paintable clear or color-match caulking can be added to the corner joints and other trim joints for a more finished look.



For Extension jamb information, please scan the QR code or reference Service Supplement for Extension Jamb Installation for Vinyl Windows and Patio Doors (SVC005) at www.jeld-wen.com.

HARDWARE CLEANING AND LUBRICATION

Cleaning and lubrication help to maintain and restore smooth operation to movable parts of windows and patio doors and, in most cases, offer corrosion protection. Always thoroughly clean hardware before lubricating.

Maintain hardware any time windows are not opening or closing properly or at least biannually (monthly for coastal areas) for the following:

- Clean dirt/debris
- Tighten loose screws
- Replace damaged hardware

Precautions

The following substances may damage protective hardware finishes.

DO NOT use:

- Vinegar-based cleaners
- Citrus-based cleaners (lemon, etc.)
- Paint removers
- Window cleaners
- Brick/siding washes
- Any other industrial or abrasive cleaners

Use caution with silicone-based sprays. Apply only in small amounts and **DO NOT** over spray. Wipe off excess lubricant to avoid staining and/or damage to other window or patio door parts. Silicone may cause some hard plastic parts to become brittle.

Hardware Types

Metal hardware offers functionality, aesthetic appeal and resistance to corrosion but is not corrosion-proof. Replace corroded hardware.

Plastic hardware offers high resistance to the elements; however, over time, can deteriorate from ultraviolet light, heat, cold and chemical exposure.

Hardware Cleaning

General Cleaning

1. Remove hardware for easier cleaning.
2. Use mild soap and water on a soft cloth or sponge; rinse and wipe dry.

NOTE: For stubborn dirt, use a soft bristle brush to gently scrub.

1. Apply several coats of high-quality, non-abrasive car wax.
2. Reinstall hardware.

Heavy Cleaning

Solvents, abrasives, and other cleaners could cause damage to protective coatings on hardware. If the general cleaning procedure is not sufficient, call us for recommendations.

Hardware Lubrication

Different hardware parts need different types of lubricants.

Suggested Lubricant Types

White or Lithium Grease:

Protects metal surfaces against corrosion, reduces friction and wear on moving parts, and is an excellent multi-purpose lubricant.

Light Oil (such as 3-in-One®):

Use for sliding or rotating joints.

Graphite (spray black carbon powder):

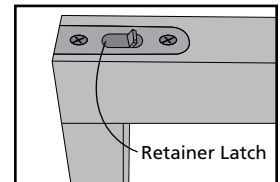
Use for door lock key ways and hinges. **NOTE: Use care when applying graphite to prevent possible staining of parts.**

Spray Silicone:

Use for slider tracks, jamb liners and weatherstrip. **NOTE: DO NOT spray directly onto hardware surfaces. Spray onto clean cloth to apply.**

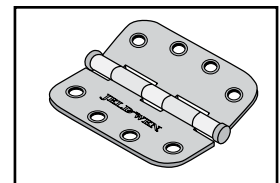
Plastic Hardware

Most hard plastic hardware parts (e.g. sash retainer latches) require periodic cleaning for smooth operation and **DO NOT** require lubrication.



Butt Hinges

NOTE: Butt hinges are located on swinging patio doors and some window styles. Lubricate hinges with light oil (3-In-One® oil or equivalent) annually or when noisy.



Slider Tracks and Jamb Liners

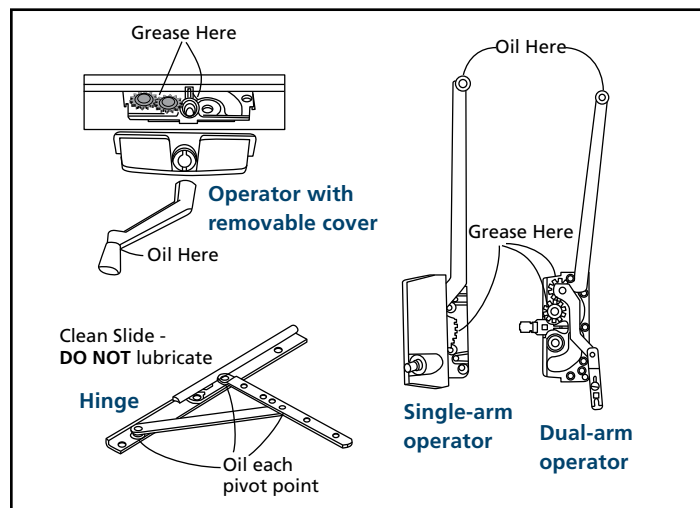
Slider tracks or jamb liners can become dirty and difficult to operate. Clean and lubricate as follows:

1. Remove sash(es).
2. Vacuum track or wipe with a soft cloth.
3. Apply spray silicone to a dry, soft cloth. Wipe onto track, jamb liner and/or weatherstrip. **DO NOT** apply silicone to pile (fuzzy) weatherstrip.
4. Reinstall sash(es) and check operation.

HARDWARE CLEANING AND LUBRICATION (CONTINUED)

Casement/Awning Hardware

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



There are two types of operators with gear mechanisms:

- Removable cover
- Non-removable cover with the gears reachable through the back

For operators with removable covers:

NOTE: Some handle styles don't have screws and will just pull off.

1. Remove set screw on crank handle with a small screwdriver or Allen wrench; remove handle.
2. Gently remove plastic cover (lift from the base).
3. Apply grease to gears and oil to joints.

For operators with non-removable covers:

1. Use a small mirror for a better view of the gears.
2. Apply grease/oil through back side of operator.

Casement/Awning Rotating Joints

Light oil provides lubrication for rotating joints such as hinge pivots. Spray lubricants or graphite are acceptable, but need frequent application.

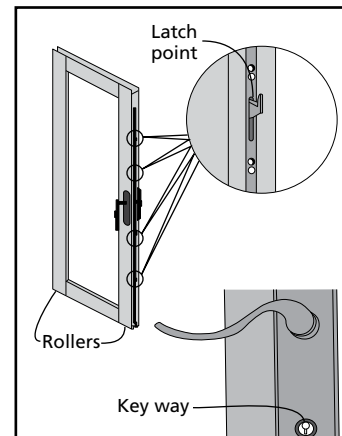
1. Open window for access to joints.
2. Oil as shown.

Patio Door Rollers and Multi-Point Locks

⚠ WARNING

Removing patio door panels can be dangerous, panels can be **HEAVY!** Larger panels may require additional tools or machinery for handling and installation. Minimum of two person lift!

1. Remove door panel.
2. Tip door panel for access to rollers on the bottom.
3. Lubricate rollers where the shaft goes through the middle of the wheels with light oil.
4. Lightly oil multi-point lock at each latch point.
5. Spray keyway lock with graphite lubricant.



GLOSSARY

Casement

A window with a sash that opens from the side like a door.

Double-Hung

A window with an upper and lower sash that slide vertically past each other.

Egress Hinge

A hinge used in conjunction with certain casement windows to allow a wider opening to meet emergency exit requirements.

Frame

The assembly of structural members (head, sill and jambs) used to fasten the window/patio door to the structure.

Grille

A Decorative grid on the interior or exterior of the glass or between the glass panes.

Insulated Glass Unit

A sealed assembly of two or more panes of glass separated by a spacer.

Jamb Liner

A removable balance system that fits into the side jamb.

Kerf

A groove that often holds weatherstrip.

Keyway

The slot in the lock where the key is inserted.

Patio Door Panel

An assembly comprised of stiles (vertical pieces), rails (horizontal pieces) and the patio door's glass.

Rail

The horizontal piece of a sash or panel.

Retainer Latch

Secures sash into jamb to guide during operation. Releases to tilt for easy cleaning or removal.

Sash

An assembly comprised of stiles (vertical pieces), rails (horizontal pieces) and the window's glass.

Seal Failure

The airtight seal between two panes of an insulating glass unit has broken and is usually discovered when excess moisture fogs the inside of the glass panes.

Side Jamb

The vertical frame member on either side of the window or patio door.

Sill

The bottom horizontal frame member of a window.

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 slide horizontally.

Stile

The vertical piece of a sash or panel.

Weatherstrip

A strip of material that covers the joint between two separate parts of a window or patio door and is used to prevent rain, snow and cold air from entering.

Weep Hole

The visible exit or entry part of a water drainage system used to drain water out of a window unit.

INSPECTION CHECKLIST

INSPECTION DATE ____/____/____

EXTERIOR	NOTES
Vinyl Surface ☐ Dirty ☐ Cracks, scratches, blisters, other damage	
Sealant Joint ☐ Cracks, voids, other damage ☐ Deterioration, loss of adhesion	
Glass ☐ Dirty ☐ Scratched, cracked, other damage	
Weatherstrip ☐ Missing or loose ☐ Tears, cracks, other damage ☐ Brittle, gummy, discolored ☐ No "bounce back"	
Insect Screen ☐ Dirty ☐ Missing or loose ☐ Mesh damaged or loose	
Gutters ☐ Dirty ☐ Damaged ☐ Missing	
INTERIOR	
Vinyl Surface ☐ Dirty ☐ Scratched, cracked, other damage	
Glass ☐ Dirty ☐ Moisture between Panes (insulating glass only)	
All Product Hardware ☐ Dirty or damaged ☐ Discolored or tarnished ☐ Problems with sash locks	
Casement/Awning Windows ☐ Operators working properly ☐ Operators need lubrication	
Double/Single-Hung Windows ☐ Jamb liners damaged ☐ Sash balances fail to hold properly ☐ Problems with sash tilt latches ☐ Problems with cam pivots	
Sliding/Gliding Windows ☐ Track dirty	
Patio Doors ☐ Track dirty ☐ Problems with rollers ☐ Problems with locks ☐ Locks or hinges need lubrication	

**Please visit jeld-wen.com for warranty
and care and maintenance information.**

Thank you for choosing

