



Now that you've had your new Vinylmax windows installed, here is some useful information to ensure a lifetime of carefree enjoyment.

Fit & Finish: Vinylmax windows are designed and manufactured to add beauty to your home and increase the comfort level of your living environment. Vinylmax adheres to manufacturing standards that guarantee you will receive that beauty and comfort. Every window is custom made for your specific order by people who really care about your satisfaction. By our Limited Warranty, we stand behind this commitment to your satisfaction for as long as you reside in your home.

While we are committed to making the best window possible for your satisfaction, we cannot produce a flawless product. Certain tolerances are necessary and unavoidable in the manufacturing and installation process. The following explanation of some common occurrences may help you to understand these tolerances and industry standards of fit and finish:

1. Small scratches and nicks in the vinyl, of a minor nature, may occur for any number of reasons, and can be buffed out with fine buffing compound suitable for vinyl surfaces. White and tan Vinyl is colored throughout and minor nicks and scratches do not affect the performance or overall appearance of your windows. Other colors may have either a coated or laminated finish, for which touch up kits are available.
2. Vinyl rails may not be precisely straight at times. There are a variety of reasons for this, but the composition of vinyl that results in its warmth, its weatherability, and its freedom from maintenance, also allows it to be somewhat flexible. Vinylmax allows 1/8" of deviation from a true straight line for every 24" of length.
3. Vinyl sashes and frames must have room to expand and contract with variations in temperature from summer to winter. The frame must be installed in the opening with at least 1/4" on each side to expand (without expansion room, the sashes could bow while trying to expand). Sashes are designed to float within the frame with no less than 1/32" and no more than 3/32" gap per side and no less than 1/16" and no more than 3/16" up and down play (or side to side play in the case of a slider) of the two sashes in a locked position.
4. The insulated glass is made with the highest quality float glass used in the window industry. It must be understood that there is no such thing as a "perfect" piece of glass. Even in the best quality there are "commercially acceptable" flaws. While there are exacting Federal Specifications as to "commercially acceptable" flaws, the standard accepted in the window industry is that if the flaw can't be seen from a distance of seven feet away and three feet over, it isn't a flaw.
5. Grids placed in between the pieces of glass are sometimes not perfectly lined up, either vertically or horizontally. Industry standard calls for allowance of up to 1/8" out of perfect alignment which is usually not noticeable depending on the angle of view.
6. Air can enter around and through the best window. Do not expect to have zero air infiltration on any vertically or horizontally operating window. Vinylmax windows are designed to allow the minimum amount of air infiltration consistent with the ease of operation of your window and consistent with industry standards for allowable air infiltration.
7. Water can enter into the sill track of several different styles of windows. These windows are designed to capture this water before it enters your home and drain it outside. The presence of water in the sill of the window does not indicate a problem unless it actually flows over the window sill on to your sill or wall.
8. Condensation is a problem associated with high humidity levels in the home. New Vinylmax windows with their warmer surfaces may help reduce condensation, but to eliminate the problem, the moisture level in the home must be reduced. Vinylmax has several publications that explain how you can reduce the humidity levels in your home. High humidity levels may contribute to the formation of mold in your home, so condensation may be a warning sign of a potentially serious situation.

Required Maintenance: We are certain that your new Vinylmax windows will add the beauty to your home that you expected and the comfort to your living area that you wanted, and that they will perform well for many years. To ensure that comfort, we recommend the following periodic maintenance.

- 1) use a vacuum to keep sill track of windows and doors clean of dirt and debris so water can flow freely to outside
- 2) use a small bottle brush to keep weep holes and their covers free of obstructions so water can flow freely to outside
- 3) inspect outside caulking around windows regularly and replace caulk, when necessary, with a high-quality caulk suitable for windows and doors.
- 4) check weather-stripping around operable window and door panels to be sure it seals evenly and repair if necessary.
- 5) determine the source of any moisture that you see around your windows and stop its entry and accumulation.
- 6) dry out immediately any areas around your windows 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.
- 7) maintain relative humidity at moderate levels to prevent condensation and mold growth.
- 8) lubricate all window tracks, moving hardware components and rollers annually. Use a silicone based lubricant. If you live in an area with high-salt air, we recommend more frequent cleaning and lubricating.

Care & Cleaning: Even when exposed to harsh weather, it's easy to keep your new Vinylmax windows looking new. Our windows are designed with ease-of-cleaning in mind and we recommend the following cleaning methods.

Vinyl Frames: Most of the time a mild dish-washing detergent and warm water will remove common dirt and grime. Always use a soft cloth for cleaning your windows, rinse completely with clear water and wipe dry.

For more stubborn stains like crayon, pen, and rust, the Vinyl Window & Door Institute recommends non-abrasive cleaners such as Fantastik, Murphy's Oil Soap, Soft Scrub and Windex. Substitute cleaners may or may not be as effective. Be sure to test any cleaner in an inconspicuous location first. Do not use cleaners containing aggressive solvents, such as bleach, acetone or furniture polish.

Screens: Most of the time, a simple wipe with a damp cloth will adequately clean your window screens. If more thorough cleaning is desired, the screens should be removed from the windows first. Mild detergent and water are all that is needed to clean your screen mesh and frames. Rinse with a gentle spray of clean water and wipe dry before returning the screens to the windows.

Glass: Both sides of the glass can be cleaned with general household glass cleaner and a soft cloth or paper towel. For safety considerations do not lean out of the window to clean the exterior glass. Most Vinylmax operating windows are designed to allow easy cleaning of both sides of the glass from inside the home. Instructions for operation and cleaning of each window type are found on the pages that follow.



Hardware Types: Although each Vinylmax window type has slightly different hardware, here are the common hardware components you will find on your windows.



1) **Cam-action Lock** - these locks feature a sweep locking action to prevent your windows from being opened.



2) **Tilt-Latch** -these latches are spring loaded and when engaged, allow your window sash to be released from the frame. The sash will tilt in toward the inside of the home.



3) **Vent Latch**- sometimes called a night lock. When engaged, this latch limits the amount the sashes can open. This allows worry-free ventilation from either window sash.



Double Hungs: Vinylmax double hungs are manufactured with both sashes able to raise up, lower, and tilt in for easy cleaning of the exterior glass surface. To clean your double hung window:



- 1) Unlock the window by disengaging both cam locks.
- 2) Raise the bottom sash at least 3" to allow the sash to completely clear the sill.
- 3) Push both tilt-latch buttons in toward the center of the window. This allows the sash to move in, away from the frame.
- 4) With both hands, pull the sash gently toward you and allow it to rest on the window sill.
- 5) Clean the bottom sash glass.
- 6) With the bottom sash still tilted in, lower the top sash at least 3".
- 7) Push both tilt-latch buttons in toward the center of the window.
- 8) With both hands, pull the sash gently toward you and allow it to rest on the bottom sash that is already tilted in.
- 9) Clean the top sash glass.
- 10) To return the window sashes to their normal location, one at a time hold the top rail of each sash and firmly push it all the way back into the frame. Make sure that both tilt-latches click back into the frame.



The above instructions may be used for Single Hung window bottom sashes.



Sliding Windows: Vinylmax sliding windows are manufactured with operating sashes able to slide side to side and to lift out for easy cleaning of the exterior glass surface. To clean your sliding window:

- 1) Unlock the window by disengaging both cam locks.
- 2) Slide the sash open to the center of the window.
- 3) With both hands, firmly lift the sash straight up so that the bottom of the sash clears the window sill.
- 4) Swing the bottom of the sash toward you, over the window sill and gently lower the entire sash to the floor.
- 5) Repeat with the second sash. Please note that the center section of three lite sliders are fixed into place and cannot be removed.
- 6) Clean the glass of both sashes.
- 7) To replace each sash, firmly hold on to each side of the sash. Position the top of the sash into the appropriate track in the top of the window frame. Lift the sash so that the bottom of the sash clears the window sill. Let the sash lower into the track.
- 8) Repeat with the second sash.



In-Swing Sliding Windows: Vinylmax In-Swing Sliders are manufactured with both sashes able to slide side to side, and swing in for easy cleaning of the exterior glass surface. To clean your in-swing slider window:

- 1) Unlock the window by disengaging both cam locks
- 2) Slide the sash open at least 3"
- 3) Push both tilt-latch buttons in toward the center of the window. This allows the sash to move in, away from the frame.
- 4) Swing the the sash toward you, like opening a door.
- 5) Repeat with the second sash, opening it at least 3". Please note that the center section of 3 lite sliders are fixed and cannot be removed.
- 6) Clean the glass of both sashes.
- 8) To return the window sashes to their normal location, starting with the sash in the outer track, close each sash into the frame. Firmly push it all the way back into the frame. Make sure that both tilt-latches click back into the frame, then slide the sash into the closed position. Repeat with the second sash.





Casement Hardware: Although some Vinylmax windows have slightly different hardware, here are the common hardware components you will find on your casements.



1) **Multi-Point Lock** - this single lever activates a locking bar with multiple contact points to secure the sash into the frame.



2) **Crank Operator** -this smooth operating system is designed to hold the heaviest load, and to allow the sash to open a full 90 degrees. Handle folds flat.



3) **Screen Clip**- these small latches hold the full screen in place on the interior of the casement window.



Casement Windows: Vinylmax casement windows are manufactured with heavy duty operating hardware that swings the sash outward when the operator is cranked. To clean your casement window:



- 1) Rotate each screen clip to allow the screen to be removed.
- 2) Unlock the window by lifting up on the multi-point lock lever.
- 3) Fold the crank handle out and turn the crank until the sash is fully open and perpendicular to the window (open 90 degrees)
- 4) You can now access the exterior glass by reaching your arm through the opening created by fully opening the sash.
- 5) Turn the crank in the opposite direction to bring the sash back to its closed position. Fold the crank handle down to nest into the housing.
- 6) Lock the window by pushing the multi-point lock lever down.
- 7) Replace the screen by positioning it in the window frame, then rotating the screen clips to hold the screen in place.

