



# CARE AND MAINTENANCE MANUAL

VPI QUALITY WINDOWS  
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## Part 1) STORAGE AND HANDLING

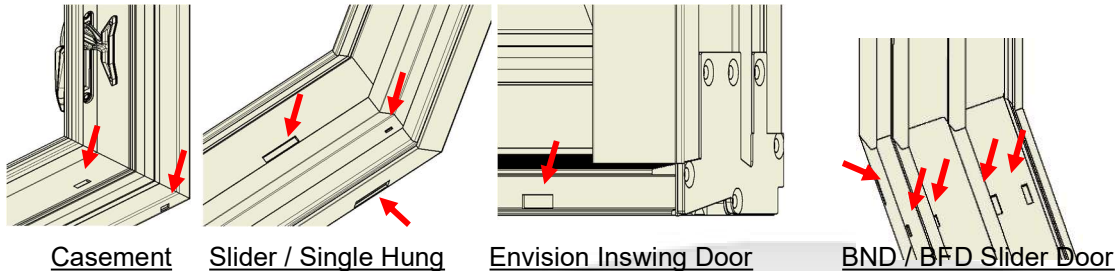
- 1.1)** VPI windows and doors leave the factories as finished products, “ready for installation.” Proper handling and storage will help ensure they are not damaged prior to being installed.
- 1.2)** Windows and doors must be stored in a dry, well-ventilated area where the temperature shall not exceed 125° F. Windows and doors shall be placed on a flat supportive floor surface and may not be leaned more than 10 degrees or at precarious angles. Keep stored in a vertical position if possible. Damage caused to any part of the window or its components from poor storage practices shall not be covered under the limited warranty.
- 1.3)** Windows and doors can be very heavy and may require multiple people to lift and move. Specialized equipment such as suction cups, a wheeled skate, fin gripping devices, forklifts or cranes may be required. Never lift windows and doors from the head as it may cause permanent damage. It is very important that precautions be taken to avoid damaging the nailing flanges and frame while moving these heavy products. Contact VPI before installing windows and doors with handling damage at 800.634.1478.
- 1.4)** Protective white film on laminate or stucco tape used between cardboard inside trailers are to protect the doors and windows. You must remove both by 60 days if windows are left outside exposed to UV and sunlight before the tape glue delaminates and transfers.

## Part 2) INSTALLATION, INITIAL CLEANING, AND PROTECTION

- 2.1)** Please follow the manufacturer’s installation instructions. Instructions can be obtained by contacting us at 800.634.1478 or [www.vpiwindows.com](http://www.vpiwindows.com)
- 2.2)** VPI windows arrive to the jobsite with protective film on the glass. This film is intended to be left on the glass for up to one (1) year. It will help in avoiding damage to the glass surface and may assist in holding broken glass together during replacement.
- 2.3)** VPI windows and doors must not be exposed to caustic and acidic chemicals such as those used to wash masonry. Be sure that windows and doors are completely masked off before applying chemicals to surrounding cladding. If these chemicals contact the windows and doors, they should be rinsed with clean water immediately. Contact VPI before ordering windows that will be surrounded by masonry as we can include glazing that may withstand a chemical exposure better than our standard glazing. Contact with these chemicals may void the warranty on the affected products.
- 2.4)** Never use vinyl windows and doors as a port for loading or unloading materials into or out of the building. Damage that may occur from such usage shall not be covered under the warranty and may void the warranty due to abuse and misuse.
- 2.5)** Remove construction debris from windows and ensure tracks are clean and clear before operating windows for the first time. Forcing windows and doors open or closed against obstructions may cause damage that would not be covered under warranty and will be considered misuse and abuse.

- 2.6)** Clean the laminated window based on the following guidelines.
- A) If there are small dings or scratches on the laminate, it can be touched up with a color-match touch-up pen.
  - B) If cleaning is needed due to materials on the laminate like silicone or caulking, use Crocodile Cloths or a light detergent with a soft bristle brush and/or soft cloth/microfiber buffer pad. Be careful not to scratch the laminate surface.
  - C) If a white streak or streaks are present on the laminate, those are likely vinyl transfer marks and need to be addressed before installation. Clean, using Crocodile Cloth Power Scrub or a light detergent with a soft bristle brush and/or soft cloth/microfiber buffer pads. Be careful not to scratch the laminate surface. If the transfer marks do not come off, please share pictures with VPI and subsequent steps will be provided.
  - D) If cleaning is needed due to materials on the laminate like adhesives, stucco, or mortar, COSMOFEN 20 from Weiss can be used. Ensure manufacturer's directions for use and safe handling are followed when using the solution. Be careful and avoid using this cleaner on any non-vinyl component within the window.
  - E) If the laminate has been scratched or gouged and the damage is too much to be fixed with a touch-up pen, please share pictures with VPI and subsequent steps will be provided.
  - F) If the window or door has been installed and the issue cannot be remedied with cleaning, a laminate field repair kit will be needed.
- 2.7)** When Stucco Taping is necessary, follow these guidelines:
- A) Read the tape specification to ensure it will work well within the environmental conditions and time frame of project.
    - I) Note the following:
      - A) Time frame for minimal residue
      - B) Durability
      - C) Temperature resistance
      - D) UV resistance
      - E) Water resistance
      - F) Holding power on smooth surfaces
      - G) Ease of application
      - H) Limited to no residue when removing
  - B) Make sure that the vinyl surface is free of debris, dry and clean.
  - C) Follow the tape manufacturers application guidelines.
  - D) Leaving tape on for too long can lead to vinyl surface damage.
  - E) Remove the tape after stucco application and add a new layer if more protection is necessary.
  - F) If cleaning is needed after removal, follow cleaning guidelines in section 2.6.
  - G) Do NOT use any tools that will damage the vinyl surface.

**2.8)** Clear obstructed drain holes by rinsing with clean water. Stubborn blockages may be cleared with pipe cleaners, cotton swabs and controlled compressed air such as used to clean computer equipment. For sliders the slider track will need to be removed.



## Part 3) DAILY CARE AND MAINTENANCE

**3.1)** Do not remove, alter or disable any part or piece of window hardware. Defeating, removing or damaging factory installed hardware may cause catastrophic failure. Please contact VPI technical services if you need hardware replaced

**3.2)** Hardware should be cleaned regularly.

**3.3)** Damage caused by leaving windows open during wind and rain events shall NOT be covered under warranty and shall be treated as misuse and abuse. Hinged windows must not be left ajar in winds more than ten (10) miles per hour. Damage to open windows during wind events shall be considered neglect and not covered under the manufacturers' limited warranty.

A) During and after rain events some water visible in drainage areas is normal.

**3.4)** Hinged doors are designed to swing freely. Windy conditions can cause the door to move, impacting items within the swing arc. Be sure to take precaution when operating hinged doors during windy conditions and secure them in the closed position when not in use.

**3.5)** Through normal use and operation, vinyl windows and doors may attract dirt and debris from the surrounding environment. Dust and leaves may settle into tracks and pockets, thresholds will collect dirt as you walk in and out of your home, and blowing dust will stick to the exterior surfaces. Periodically clean these surfaces to bring them back to their original condition.

A) Vinyl surfaces should be wiped clean with a soft dry cloth.

I) When necessary, a warm mild soap and water solution can be used.

B) Tracks, troughs, and pockets should be vacuumed out, and wiped clean.

I) Stubborn debris can be brushed loose with a soft bristled brush, paint brush, or pipe cleaner. Once loosened, use a vacuum to remove debris.

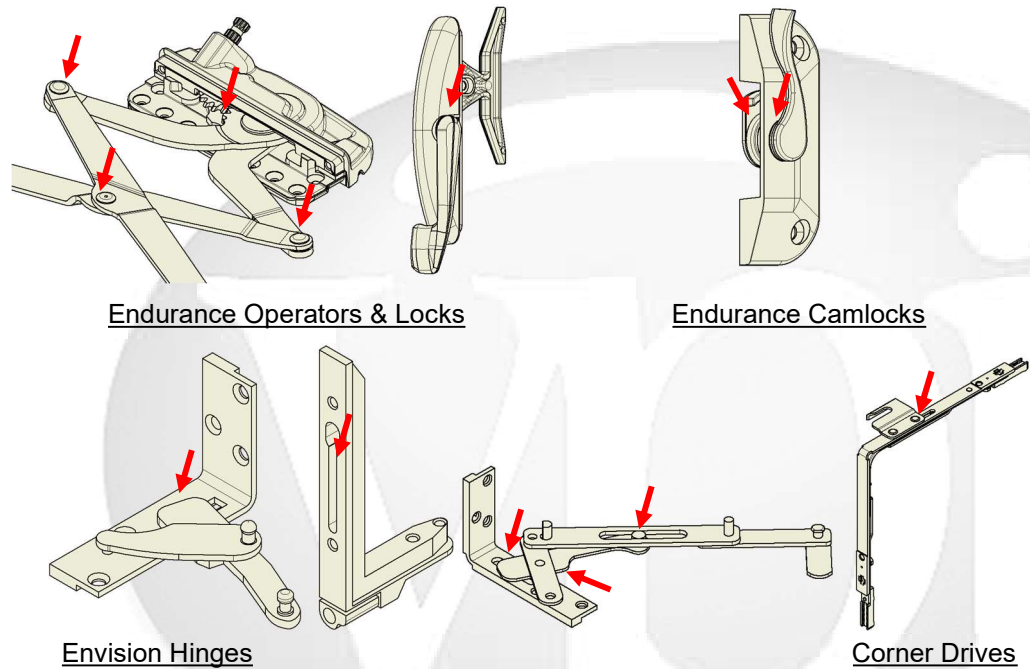
II) After removing visible debris, drainage paths should be flushed with clean water making sure that the water flows freely from exterior weep paths. Blockage to weep paths can be removed with pipe cleaners and/or vacuum.

- 3.6)** Weatherstrip may collect dust and debris over time preventing it from sealing the sash and frame correctly. Cleaning weatherstrip is necessary to maintain performance.
- A) Weatherstrip should be wiped clean with a soft dry cloth.
    - I) When necessary, a warm mild soap and water solution can be used.
    - II) Stubborn debris stuck to weatherstrip should never be scraped as this can damage the seal, causing premature failure of the window seals.
- 3.7)** Screens frequently collect air born contaminants as the air passes through them. It will be necessary to regularly clean your screens to maintain the original look.
- A) Screens should be sprayed clean with a gentle spray pattern from a hose, or shower head.
    - I) Stubborn dirt or debris can be removed with a soft bristled brush, and a warm mild soap and water solution. Rinse with clean water.
    - II) Screens should be allowed to air dry before reinstalling into windows.
- 3.8)** Cleaning and Care of Glass
- A) Blowing dust, rain, and other airborne particles both inside and outside of your home will attach itself to glass over time. Glass in windows must be cleaned to maintain its clarity and performance.
    - I) Non-Coated Glass
      - A) Glass should only be cleaned with glass cleaner or vinegar solution and a soft nonabrasive cloth.
      - B) Stubborn contamination can be removed by soaking with a warm wet cloth. If needed, scrub with a soft bristled brush or scrape with a plastic putty knife.
      - C) Follow up with glass cleaner or vinegar solution and a soft nonabrasive cloth.
      - D) Never scrape glass with a metal putty knife, razor blade, or other tool that may scratch glass.
    - II) Coated Glass
      - A) Follow the cleaning guidelines for non-coated glass along with the additional direction below.
      - B) Do not scrub with a soft bristled brush or scrape with a plastic putty knife.
      - C) Abrasive cleaning products such as Soft Scrub® or Bar Keepers Friend® should not be used.
      - D) Rust removal products containing hydrofluoric acid will attack glass and coatings causing permanent damage.
      - E) Avoid overspray of furniture polish or similar materials onto coated glass. If this occurs, immediately clean the glass.
- 3.9)** Cleaning and Care of Hardware
- A) Window and door hardware is expected to give trouble free operation throughout the life of the window or door on which it is mounted. VPI Quality Windows has gone to great lengths to ensure the hardware provided endure for a long time. All hardware used by VPI Quality Windows is protected or enhanced by special coatings and lubricants. These protective coatings and lubricants can be damaged or removed by common household products. If the hardware is properly cared for it will provide years of trouble-free service.
  - B) Cleaning

I) Due to the wide range of environments, some hardware cleaning may be required. Wind-blown dust and dirt can cause the windows and doors to be more difficult to operate, as well as cause the hardware to wear or corrode faster. Routine maintenance and inspection is even more critical in coastal areas and some industrial areas, as these harsh environments can have detrimental effects on hardware.

II) We recommend the hardware be inspected once a year (more if necessary) and cleared of dirt and grime buildup. Attention should be given to cleaning dirt from slides in window hinges and from the track where the patio door rollers glide.

III) Clean water should be used when possible to flush the hardware clean. A mild dish soap and water mixture can be used to loosen stubborn dirt. Always rinse hardware with clean water. Allow the hardware to dry completely before lubricating.



IV) Cleaners to avoid applying to hardware

- A) Vinegar based
- B) Citrus based
- C) Chlorine based
- D) Industrial strength
- E) Abrasive

V) These types of cleaners will not only remove the lubricants from the hardware, they can also remove the corrosion resistant coatings.

Warning: Glass cleaners and brick/siding washes, with the above ingredients, must not contact the hardware for the reasons listed above.

C) Lubrication

I) After the hardware is clean and dry it must be lubricated to restore the smooth operation, and in some cases corrosion resistance. There are several commercially available products which can be used. It is recommended that the replacement lubricant be like what was removed. (If the gears were coated with grease before you cleaned them, re-lubricate only with grease, not a spray such as WD40, etc.) The following list of products will help you know where each should be used.

A) Lithium grease:

i. Use on all gear drives; such as operators and locks. Best choice due to water resistance.

B) WD40:

ii. Use on all sliding or rotating joints such as rollers, pivots, brackets, hinges and chains. Another area this lubricant can be used is in the sliding pin inside the bolt and to the lock cylinder on bi-fold door hardware. Attaching a tube to the nozzle will help concentrate the spray and direct it to the appropriate location. There are access areas on drop bolt products to allow this procedure to be done without having to remove the locks from the doors. These lubricants will not last as long as oil.

C) Automotive grease or petroleum jelly:

iii. Will work in the same areas as white grease but is not as water resistant and it will attract dust. Be careful when applying grease since it will stain any wood it contacts.

D) Light oil such as 3 in 1 Oil:

iv. Can be used on sliding or rotating joints. Care must be used when applying due to possible staining of wood parts.

E) Graphite:

v. Can be used on sliding and rotating joints. Also works well on cam locks and hinges.

II) Warning: Avoid the use of silicone-based sprays or lubricants. Silicone can cause some plastic parts to become brittle.

III) There are other products that can provide similar results. Care must be used when applying any lubricant to avoid staining and/or damage to window or door parts. Since lubricants only work if present, periodic checks should be done to ensure the function of the hardware.