

CGI Product Maintenance Requirements

Window and Door Frame Care and Maintenance

Our painted aluminum window and door frames can provide years of service with the proper maintenance and care. As with any exterior surface that is exposed to the elements and temperature changes, it is important to clean and care for them.

For painted and anodized frames we recommend that you wash them with a mild soap solution and a soft rag every (3) three months to remove any dirt, salt, sand or other potentially acidic or corrosive materials that may have found their way onto the framing. Any commercially available automobile soap is ideal since it contains a low ph level.

Once cleaned you will need to rinse all surfaces with clear water then wipe dry using a non-abrasive cloth. It is recommended that after cleaning all exposed areas have a light marine or car wax applied to all surfaces. This will enhance the finish and prolong the colorfastness. Just be sure you have removed any potentially corrosive materials from the window or door frame prior to the wax application.

For our Aspen wood grain finishes, you need to follow the above cleaning procedures, followed by a mandatory application of marine or car wax every (3) three months, possibly more often when exposed to coastal environments.

Clean all tracks, weep holes and hardware every (3) three months as well. Check weather stripping for damage and wear and tear and replace as necessary.

Do not use abrasive cleaners, razor blades, scrapers or abrasive pads, etc. Do not spray with high pressure systems as these can cause damage to the product. *High pressure spray washing can be very damaging.* Do not use solvents or abrasive cleaners of any kind.

Glass Care and Maintenance

Glass is an integral part of the window and/or door and with proper care can provide you with years of service. As with any exterior surface that is exposed to the elements and temperature changes, it is important to clean and care for them.

We recommend that you wash the glass with a mild soap solution and a soft rag every (3) three months to remove any dirt, salt, sand or other potentially acidic or corrosive materials that may have found their way onto the glass.

Once cleaned you will need to rinse all surfaces with clear water then wipe dry using a non-abrasive cloth.

Do not use abrasive cleaners, razor blades, scrapers or abrasive pads, etc. Do not spray with high pressure systems as these can cause damage to the product. *High pressure spray washing can be very damaging.* Do not use solvents or abrasive cleaners of any kind.

To clean screens, first remove them from the window or door and place them on a flat clean surface. For cleaning, use a mild soap solution and a soft brush every (3) three months to remove any dirt, salt, sand or other potentially acidic or corrosive materials that may have found their way onto the screen. Once cleaned you will need to rinse all surfaces with

clear water then wipe dry using a non-abrasive cloth and reinstall. It is important that while washing a screen you do not push, indent or put sharp objects in contact with the screen as it will cause permanent damage. Periodically screen material will require replacement.

Mechanical Care and Maintenance

Windows and doors will remain in good operating condition for years with proper care and servicing. As with any mechanical component, particularly those that are exposed to the elements and temperature changes, it is important to clean and care for them.

Tracks and sills should be cleaned and debris vacuumed away regularly. Weep holes should be free of debris. Weather stripping should be inspected to insure an even seal around the perimeter and if crimped or dislodged should be replaced.

Your objective when cleaning hardware components should be to remove wind blown dust and dirt as well as salt and sand deposits that may cause the hardware to be more difficult to operate, as well as causing the hardware to wear or corrode. Some hardware components are produced with corrosion resistant coatings so it is important when cleaning not to remove them. Cleaners to avoid are vinegar, high ph or citrus based cleaners, industrial strength cleaners, and lacquer thinner or other abrasive cleaners. You also do not want to use abrasive pads or rags when cleaning hardware.

Operators for casement and project-out windows must be cleaned regularly. We recommend that you clean them with a mild soap solution and a soft rag every month to remove any dirt, salt, sand or other potentially acidic or corrosive materials that may have found their way onto the operator system. In coastal areas, cleaning should be performed at least monthly possibly more often based on your individual situation to remove salt and sand deposits that quickly lead to corrosion. Operator arm and moving parts, hinges and locks should all be lubricated after cleaning.

Door hinges and hardware should be wiped clean of sand, salt and debris. Hardware should be lubricated as necessary or every (6) six months. The swing door hinges should not require lubrication as these contain a special nylatron bearing design. They should only be lubricated in the event that they begin to squeak. Sliding glass door rollers should also be lubricated at (6) six month intervals. Refer to the recommended lubricants list.

After cleaning, it is important to lubricate all moving parts. It is recommended that the replacement lubricant be similar to what was removed or previously used.

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| Lithium Grease: | Use on all gear drives, such as casement and project out operators and locks. |
| Light oil (3 in 1): | Use on all sliding or rotating joints such as rollers and hinges. |
| WD40 or CD2: | Use on all sliding or rotating joints such as rollers. |
| Graphite: | Use on all sliding or rotating joints such as rollers and locks. |

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

Humidity within the house or building area along with interior and exterior temperature differentials may as a natural result cause condensation or mildew on the interior or exterior

surfaces of windows and/or doors or surrounding areas. This does not indicate a defect in the windows or doors and would not be covered under warranty.

Life expectancy of your windows and doors increases with proper care and maintenance. Coastal exposure can be detrimental to building products, thus requiring more frequent care and maintenance. You will want to use your best judgment and adjust these recommended instructions depending on your climate and particular environment. Clean products free of sand, salt and debris properly lubricated will serve you best.