



Product Care and Maintenance Vinyl Windows & Patio Doors

General Information

Glass Films

Directly applying certain types of aftermarket film to insulating glass surfaces in windows and doors may cause thermal stress conditions and could result in glass breakage, seal failure or deformation of vinyl components. Dashwood Industries Inc. cannot be responsible for product performance when films are applied to Dashwood products. Glass warranties will be voided if any liquid film or plastic film is applied to the glass in a Dashwood product unless this film is applied by Dashwood during the manufacture of the window or door.

Window Coverings

The use of removable insulating materials such as insulated window coverings, shutters and other shading devices may cause thermal stress conditions and/or deformation of vinyl components. Excessive condensation may also result which can have a deteriorating effect on windows or patio doors. Dashwood Industries Inc. can not be responsible for product performance when these types of materials or devices are applied to or used in conjunction with Dashwood products.

Caution should be used when installing decorative window coverings to ensure that the attachment devices are securely fastened and do not interfere with the operation or structural integrity of the window or door. If in doubt please contact Dashwood or your local dealer prior to fastening decorative coverings to your window or door.

Brick Wash/ Acid Solutions

Acid solutions commonly used to wash brick and other masonry materials may affect exterior finishes, glass and hardware. Follow the acid solution manufacturer's recommendations and be careful to protect or cover the entire window or door surface prior to washing the surrounding brick or masonry. Contact with the solution could etch finishes or glass surfaces which could contribute to insulating glass seal failure.

Safety Glass

Unless specifically ordered, Dashwood windows are not provided with safety glass and, if broken, glass could fragment causing injury. Dashwood windows may be ordered with tempered or laminated glass which may reduce the likelihood of injury if broken. Many laws and building codes require safety glass in windows located adjacent to or near doors or with certain sill heights. All Dashwood Patio Doors include tempered glass as standard.

Any entry door panels with glass and all sidelites also include tempered glass as standard. Transom windows above doors are not provided with safety glass. Tempered glass is available as an option for transom windows and must be specified.

Insect Screens

Window insect screens are designed to keep insects out and are not intended to prevent children or pets from falling out of the window. Avoid placing furniture or items near windows that children may climb on to access an open window.



Painting Vinyl Windows and Doors

Non factory-applied paint or stain may cause damage to vinyl window and door components. Dashwood does not recommend painting vinyl surfaces and does not warrant the adhesion of non factory-applied painted finishes to vinyl. Wood surfaces should be painted or stained and sealed as soon as possible after installation.

Condensation

The moisture that forms during cold weather on the interior of window and door glass can obscure the view, drip onto the frame, wall or floor areas or freeze on the glass. It may seem natural to blame the window or door for this annoying occurrence however it is actually an indication of excessive humidity inside the home.

Condensation on the exterior of the window or door is a form of dew; the glass simply provides a surface on which the moisture can condense. This occurrence actually proves that the insulating glass is working properly and is insulating the building from the environment.

Additional information about condensation and humidity is available on the Canada Mortgage and Housing Corporation (CMHC) website www.cmhc-schl.gc.ca in the Maintaining a Home section.

Care and Maintenance of Dashwood Products

To keep Dashwood windows and patio doors clean and operating smoothly it is recommended that you follow these simple steps regularly or at least once every 12 months. In certain coastal, industrial or agricultural areas that have higher levels of airborne particulates more frequent inspection, cleaning and maintenance may be required.

Exterior caulking around windows and doors should be inspected at least once every 12 months and any voids should be repaired by filling or re-applying.

Cleaning

Clean glass surfaces with a mild, non-abrasive glass cleaning solution. DO NOT use razor blades, knives or scrapers for cleaning glass surfaces as damage may occur. Dry with a squeegee or lint free soft cloth.

Wash vinyl components with a mild mixture of detergent and water; rinse with clear water.

Screen mesh may be vacuumed with a soft brush attachment or cleaned with a soft cloth or sponge with mild detergent and water solution.

Power or pressure washers should not be used to clean windows, doors or screens as they may cause damage to the product that could void warranty coverage.

Lubrication

Hinges, tracks and operating mechanisms should be cleaned and lubricated occasionally to prevent squeaking and binding. Remove dirt and debris with a non-abrasive soft dry cloth then lubricate hinges and all other moving parts with a silicone lubricant. Do not use lubricants or harsh cleaners that will break down or collect corrosive particles.

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