

# PRESERVATION<sup>®</sup>

H I G H - P E R F O R M A N C E   W I N D O W S



CARE AND OPERATIONS  
OF YOUR PRESERVATION  
PREMIUM WINDOWS

# HOMEOWNER INFORMATION

Installation of \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date of Installation \_\_\_\_\_

## HOMEOWNER:

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

## INSTALLED BY:

Contractor \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Warranty Number \_\_\_\_\_

Carefully read this guide and record the necessary information above. Then, file this guide with all of your other important documents. This manual will serve as a quick reference guide for the care and operation of your new windows or patio doors, as well as for warranty information should future service be necessary.

**IMPORTANT: Do not open the sash for at least 24 hours after completion of installation. It is the manufacturer's recommendation that your new windows not be opened for 24 hours to allow for caulking compounds to cure and set properly.**

# DO'S AND DON'TS

## DO

- Do open the top and bottom sash for improved ventilation.
- Do use both hands to support sashes while tilting them in to clean.
- Do support the sashes when they are in the cleaning position.
- Do make sure the tilt latches are fully engaged after tilting sashes back into the operating position.
- Do make sure the top sash on a double-hung window is closed and up all the way before locking the window.

## DON'T

- Don't leave the lock in the locked position when closing the window – this will damage the keeper.
- Don't attempt to remove the sashes on double-hung windows.
- Don't use oil-based spray lubricants such as WD-40, as they attract dirt. Use a silicone spray for lubrication.
- Don't use abrasive-type cleaners to clean the glass or vinyl on these windows.
- Don't use solvents to clean the windows.
- Don't use the crank on a casement window without unlocking the window first.
- Don't use a high-pressure hose to clean the outside of a window.
- Don't install a window air conditioner in a vinyl window without adequate support.
- Don't paint or varnish vinyl windows.

# DOUBLE-HUNG WINDOW



PHOTO 1



PHOTO 2



PHOTO 3



PHOTO 4

Double-hung windows are designed to allow both sashes to raise, lower and tilt in for cleaning the outside surfaces of both the upper and lower sash from inside the home.

## TO TILT THE LOWER SASH, FOLLOW THESE STEPS:

1. Unlock the window.
2. Raise the lower sash a minimum of 3".
3. Pull both tilt latch buttons (located on the top rail of the sash) toward the center of the sash to disengage them from the mainframe jambs. (Photo 1)
4. With both hands, carefully pull the top of the lower sash in toward you slightly beyond a 90° position. (Photo 2) Support the sash while cleaning the exterior. (Photo 3)

## TO TILT THE UPPER SASH, FOLLOW THESE STEPS:

1. Lower the upper sash to at least 2" above the sash stops (located in the lower outside track).
2. Pull both tilt latch buttons toward the center of the sash to disengage them from the mainframe jambs.
3. With both hands, carefully pull the top of the upper sash in toward you slightly beyond a 90° position and rest it on top of the supported lower sash. The upper sash cannot be tilted in without the lower sash being tilted in. (Photo 4)

To replace the sashes to the operating positions, hold the top rail of the sash with both hands and push it all the way into the mainframe tracks. Make certain that the tilt latch buttons click in to lock the sash in the mainframe. If the tilt latches are not reengaged in the mainframe, the sash may fall inward unexpectedly.

**Note:** To tilt both sashes in, tilt the lower sash in first, then tilt in the upper sash. To reengage the sashes, reposition the upper sash first, then the lower sash.

# SLIDING WINDOW

Sliding windows are designed to roll from side to side in their own tracks. They are removable from these tracks for the cleaning of the exterior surfaces.

## TO REMOVE THE INTERIOR SASH (RIGHT SASH), FOLLOW THESE STEPS:

1. Roll the right sash to within 3" of the left side. This will enable the sash to bypass the anti-lift block located in the header of the mainframe. (Photo 1)
2. Lift the sash up into the header of the mainframe as high as it will go.
3. Pull the bottom of the sash toward you. This will clear the rollers and sash frame from the mainframe. (Photo 2)
4. Lower the sash to the floor. (Photo 3)

## TO REMOVE THE EXTERIOR SASH (LEFT SASH), FOLLOW THESE STEPS:

1. Roll the left sash to within 3" of the right side.
2. Lift the sash into the header of the mainframe.
3. Pull the bottom of the sash toward you and lower it to the floor. (Photo 4)

Carefully clean the exterior of the sashes. To replace the sashes, simply reverse this process.

**Note:** Sashes on larger sliding windows may be difficult to lift out due to weight.



PHOTO 1



PHOTO 2



PHOTO 3



PHOTO 4

# CASEMENT WINDOW



Just as with Preservation's other window styles, casement windows are easily cleaned from the interior of the home.

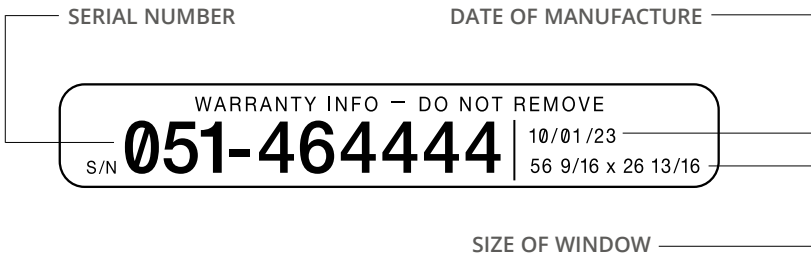
## TO CLEAN THE CASEMENT WINDOW, FOLLOW THESE STEPS:

1. Turn the screen retainer clips 1/4 turn counterclockwise.
2. Remove the screen.
3. Clean the interior side of the sash.
4. Unlock the window. (Photo 1)
5. Crank the sash all the way to its full open position. (Photos 2 and 3)
6. Clean the exterior of the sash by reaching your arm through the space between the mainframe and the sash. (Photo 4)
7. To reinstall the screen, place it into the opening and turn the screen retainer clips 1/4 turn clockwise to hold it in place.

These instructions may not apply to egress models.

# WARRANTY LABEL

The warranty label on your windows will provide all the pertinent information about your windows for years to come. The label should be left on the window frame for possible future reference. The label includes the following information:



The warranty label number references a Preservation database containing all window and component information should your window need warranty service. If you need warranty service, please visit [www.preservationcollection.com/support/window-warranty/](http://www.preservationcollection.com/support/window-warranty/) and complete the online warranty submission.\*

# WINDOW CARE AND CLEANING

## WINDOWS:

Label and tape adhesive should be removed with alcohol-based cleaners on small glass areas only. After this is removed, thoroughly wet the glass and rinse with plain water.

Glass can be cleaned with regular or ammonia-based glass cleaners.

Vinyl (PVC) products can be cleaned with a solution of mild soap and water. Use any non-abrasive cleaner for tough jobs. Do not use solvents, paint removers or sharp objects to clean your windows or patio doors.

Condensation is caused by excess interior relative humidity in the home. It is your responsibility to control your home's relative humidity. For more information, see pages 11-12 for your guide to Common Household Condensation.

Painting or varnishing your window is not required and will void the warranty.

If mildew is a problem in your area, use an appropriate cleaner or mildew controller found in your local store.

The tracks of the double-hung and sliding windows are exposed to the outdoor elements, which can contain abrasive elements such as dirt, leaves, sand, grease, soot, etc. If these elements are not removed, they can be ground into the vinyl tracks when the sashes are operated. A minimum semi-annual cleaning is recommended. These tracks can be cleaned with a small, stiff nylon brush, then wiped down with a soft cloth. If necessary, an occasional light coat of silicone spray lubricant on the balance shoe track of a double-hung, and the tracks of a sliding window, will help to ease the operation of your window without leaving an oily residue which can collect more abrasive elements.

Follow the manufacturer's recommendations for safe use of any chemical or cleaner. Any cleaning information suggested in this manual is only to assist you. The window/door manufacturer assumes no responsibility for results obtained which are dependent on the chemical solutions as prepared, and quantity and method of application.



## **SCREENS:**

Screens can be cleaned easily with a soft brush accessory from a vacuum cleaner. If a more thorough cleaning is desired and the screens need to be removed, follow these steps:

### **DOUBLE-HUNG WINDOW**

1. From the interior, raise both sashes to their highest position.
2. Raise the screen up to a point where you can get your hand on the lower aluminum frame section.
3. Push the screen to the left side of the window. The screen has springs on this side.
4. Once the screen is positioned as far left as possible, gently push the right side of the screen toward the exterior.
5. Once the right side is disengaged from the screen track, remove it from the left side as well.

### **TO REPLACE THE SCREEN TO ITS TRACKS, FOLLOW THESE STEPS:**

1. The springs should be positioned on the left. Place the springs in the left screen track.
2. Push the screen as far left as possible.
3. Pull the right side in, center it in the right screen track, and reengage it in that track.

### **SLIDING WINDOW**

To remove a screen on a sliding window, simply pull up on the aluminum screen track bottom, placing it all the way up into the top screen track. Push out the bottom to clear the screen from the bottom screen track, and disengage the screen at the top.

To replace the screen, reverse the above steps.

# INTERIOR GLASS CARE AND CLEANING

## S6 AND SF LOW-E INTERIOR GLASS SURFACES

Simply clean your S6 or SF glass with a standard commercial glass cleaning product, such as Windex®, or a gentle soap and clean water solution.

**IMPORTANT:** Contact with harsh or abrasive materials can damage S6 and SF glass. The following list provides important care guidelines:

- Rust removal products or other applications that contain hydrofluoric acid (HF) will damage the S6 and SF glass coating and cause permanent damage. Vapor from HF products can also damage the S6 and SF glass surface.
- Do not use Soft Scrub® or similar cleaners with abrasives that may damage the glass surface.
- Scratch removal or buffing the glass should not be attempted, as it may change the appearance of the coating.
- Razor blades or other sharp instruments should not be used when cleaning the glass.
- A squeegee with exposed metal edges could scratch the glass and damage the coating. If a squeegee is used, be certain it has no metal or harsh edges.
- If furniture polish or similar products are used to clean the window frame components or nearby furnishings, avoid spraying onto the glass. Immediately clean the glass if overspray occurs.

Because the interior surface of S6 and SF glass Low-E technology reflects heat back into your home, you may notice the glass will feel cooler than a glass surface without Low-E coating. In addition, during colder months, S6 and SF glass may be more likely to have some condensation, depending on factors such as the air temperature in the room, outside air temperature and indoor percent relative humidity.

# COMMON HOUSEHOLD CONDENSATION

## UNDERSTANDING COMMON HOUSEHOLD CONDENSATION

Common household condensation or “sweating” on windows is caused by excess humidity or water vapor in a home. When water vapor in the air comes in contact with a cold surface such as a mirror or glass window, it turns to water droplets called condensation. All homes have occasional condensation, such as a little fogging on the windows, but this is no cause for concern.

On the other hand, excessive window condensation, frost, peeling paint, or moisture spots on ceilings and walls can be signs of potentially damaging humidity levels in your home. We tend to notice condensation on windows and mirrors first because moisture doesn’t penetrate these surfaces. Yet they are not the problem, simply the indicators that you need to reduce the indoor humidity of your home.

## DISPELLING THE MYTH . . . WINDOWS DO NOT CAUSE CONDENSATION

You may be wondering why your new energy-efficient replacement windows show more condensation than your old drafty ones. Your old windows allowed air to flow between the inside of your home and the outdoors. Your new windows create a tight seal between your home and the outside. Excess moisture is unable to escape, and condensation becomes visible. Windows do not cause condensation, but they are often one of the first signs of excessive humidity in the air.

## WHERE DOES INDOOR HUMIDITY COME FROM?

All air contains a certain amount of moisture, even indoors. And there are many common things that generate indoor humidity, such as your heating system, humidifiers, cooking and showers. In fact, every activity that involves water, even mopping the floors, contributes moisture to the air.

The climate can also contribute to condensation. For example, on cold winter days the moisture in the warm, interior air of your home can condense on the typically colder glass surfaces of your windows and patio doors.

It is normal to experience condensation at the start of each heating season. During the humid summer months your home absorbs moisture and then perspires when you turn on the heat. This is only temporary. After the first few weeks of heating your home should dry out, reducing – if not eliminating – condensation.

The same scenario occurs during remodeling or building projects. Due to the high levels of moisture in wood, plaster and other building materials, your home will temporarily sweat during the first few weeks of the heating season.

Another factor in the condensation equation is progress. With today’s high-performance insulation, moisture-barrier materials and airtight construction, we all enjoy a more thermally efficient home – one that blocks the cold out, yet traps the moisture in, producing higher humidity levels and more condensation.

## REDUCING HUMIDITY IS THE KEY

The best way to reduce condensation is to eliminate excessive humidity. The following table illustrates the recommended maximum indoor relative humidity based upon varying outdoor air temperatures with an indoor air temperature of 70 °F.\*\*

<b>Outdoor Air Temperature</b>	<b>Indoor Relative Humidity (%RH)</b>
20° to 40° F	≤ 40%
10° to 20° F	≤ 35%
0° to 10° F	≤ 30%
-10° to 0° F	≤ 25%
-20° to -10° F	≤ 20%
Below -20° F	≤ 15%

(Indoor humidities can be measured with a humidistat or psychrometer.)

By managing excessive humidity in your home you may very well eliminate most, if not all, of your condensation problems.

## SIX SIMPLE SOLUTIONS FOR CONTROLLING INDOOR HUMIDITY

1. Make sure all sources of ventilation to the outside are functional and use kitchen, bathroom and laundry room exhaust fans during and after humidity-producing activities to vent excess moisture.
2. Air out your home periodically. Opening windows for just a few minutes a day lets the stale, moist air escape and the fresh, dry air enter.
3. Check your humidifier settings. Use the humidity comfort levels provided in the table above to correctly set and balance the humidity in your home.
4. Be sure that all louvers in the attic or basement are open and large enough. You can even open your fireplace dampers to allow excess moisture to escape.
5. If you have a large number of house plants, try to concentrate them in one area and be careful not to over water.
6. If troublesome condensation persists, see your heating contractor about an outside air intake for your furnace, venting of gas-burning heaters and appliances, or installation of ventilating fans.

## A FINAL WORD

Condensation can be very difficult to solve. There are many factors that affect condensation, such as the number and type of windows in your home, the heating system, the type of insulation and vapor barrier, and even the type of soil and quality of drainage. If you still have condensation problems after following the simple preventative steps mentioned in this guide, you may need to consult a professional heating contractor or other qualified expert.

# THANK YOU

Thank you for choosing Preservation Windows. We hope you enjoy your new window purchase. You join thousands of other customers who appreciate the superior quality and energy efficiency<sup>†</sup> of our windows. Tested and certified to national standards, Preservation products are backed by over seven decades of industry expertise and outstanding customer service.

## PRESERVATION<sup>®</sup>

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