



WINDOW AND DOOR SYSTEMS

CARE AND MAINTENANCE POLICY FOR ALUMINIUM WINDOW AND DOOR FRAMES





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RGA aluminium and glass products are made with high-quality aluminium extrusion which is designed to provide maximum weathering protection. Follow our care and maintenance policy to achieve maximum lifespan of the product.

ALUMINIUM PRODUCTS REQUIRE PERIODIC CLEANING AND MAINTENANCE AFTER INSTALLATION AND THROUGHOUT THE LIFETIME OF THE ITEM. IT IS RECOMMENDED THAT YOU HIRE A PROFESSIONAL TO REMOVE ALL PANELS SO YOU CAN HAVE TOTAL ACCESS TO THE FRAME, PANELS & HARDWARE.

GENERAL INSTRUCTIONS AND CLEANING GUIDELINES:

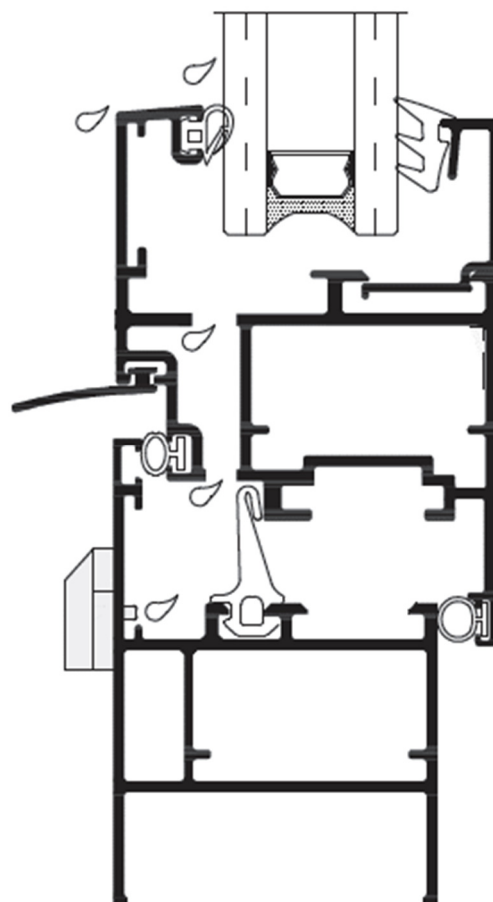
- Clean units at times when they are shaded and never clean glass surfaces in extremely hot weather.
- Never allow caustics (stucco or other concrete materials), corrosive solvents or wet packing material to set on the frames or glass as they will permanently damage the surface.
- Glass surfaces, especially tempered glass, can be permanently damaged or scratched with improper cleaning.
- All surfaces should be cleaned with mild soapy water or a mild non-abrasive window washing solution, using a soft cloth or sponge.
- Rinse lightly, but thoroughly with clean water.
- Dry with a soft cloth to remove all moisture from glass, gaskets, sealant and frames to avoid any deterioration.

- **DO NOT USE ANY CHEMICALS, SOLVENTS, CAUSTIC OR ABRASIVE CLEANERS**
- **DO NOT USE A METAL SCRAPER OR ABRASIVE PAD**
- **DO NOT USE A HIGH-PRESSURE SPRAY NOZZLE**
- **DO NOT PLACE OUTDOOR SPRINKLER HEAD CLOSE TO WINDOWS OR DOORS**

- Make sure all weep slots, drain holes, roller assemblies and tracks are unclogged as well as the door thresholds and windowsills. (Door thresholds and windowsills are especially susceptible to surface corrosion if not kept clean.)
- Hardware components, roller assemblies and tracks can be lubricated with a dry silicone spray using a straw applicator.
- Always keep stainless steel parts that are exposed to the elements clean and dry, because stainless steel relies on the passive protection of chromium-oxide.

PLEASE NOTE:

Failure to follow the instructions and schedule will void any manufacturer's warranty whether stated or implied.





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ALUMINIUM FRAME MAINTENANCE:

- Aluminum requires reasonable care prior to and during installation and periodic cleaning and maintenance. The finishes can be marred by harsh chemicals, rough conditions or neglect. Such conditions usually affect only the surface finishes and do not reduce the service life of the aluminium. However, the marks resulting from such mistreatment may be permanent. Surfaces will collect soil and dirt and the owner's attitude regarding surface appearance determines the type of frequency of cleaning required. Most aluminium windows and doors have some unfinished, exposed edges. Pay special attention to these areas to keep them clean. Corrosion will not crawl under anodized finishes but can crawl under paint if not cleaned. Regardless of the environment, we suggest cleaning these edges at least every three months.
- Some areas of the home may become more heavily soiled due to lack of rain washing and they may have frequent and longer periods of condensation in protected areas, increasing the adhesion of the soil. Some areas to watch for these issues include soffit areas on overhangs, bottom areas of fascia panels, sheltered column covers, etc. Periodic maintenance inhibits long term accumulation of soil which may accelerate the weathering of the finish. Maintenance will become easier and less costly when the aluminium is cleaned frequently.

ANODIZED FINISH:

Use the methods under the "General Instructions" to clean the finish on the doors or windows. In addition, a very light coat of lacquer thinners can be used with a soft cloth. Wipe it off thoroughly after cleaning (Avoid contact with rubber or plastic surfaces.)

To maintain the finish, you can apply car wax to clean, dry anodic finishes. This will enhance appearance and maintain the finish. Follow the wax manufacturer's instructions.

POWDER COATED FINISH:

Use the methods under the "General Instructions" to clean the finish on the doors or windows. Never use acetone or any thinners on the painted finish.

Apply Re-Store P to enhance appearance and maintain the finish. Follow the manufacturer's instructions.

HARDWARE COMPONENT MAINTENANCE

(not all items listed below are installed on all products)

TRACK AND ROLLER:

- On sliding windows and doors, tracks should be vacuumed thoroughly to remove debris and dirt and to ensure smooth operation. A soft bristle brush can be used to remove debris from hard-to-reach places.
- Clean with sponge, mild soap and water if necessary. Rinse and wipe dry completely (this will remove corrosive residue).
- Apply silicone spray to cloth and wipe onto clean and dry tracks for light lubrication on rollers. With straw applicator, spray into all seams and cracks. Replace rollers that show signs of corrosion or damage.
- Keep aluminium tracks clean of dirt and grease. The tracks can be lightly buffed with a Scotch-Brite pad while using extreme care not to damage the frame's painted or anodized finish.
- Completely dry track inserts. Wipe with a thin film of dry silicone spray. Replace if track insert is not fitting tightly and/or shows signs of corrosion or is damaged.
- Rollers should be checked for debris caught up in mechanism.
- Clean roller with a dry cloth and apply dry silicone spray with a straw applicator.
- Replace rollers if corroded or if uneven or excessive wear has taken place.

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OPERATIONAL HARDWARE:

- Wipe all handles and locks with a damp, soft cloth. Stubborn stains can be removed by rubbing with a clean cloth and isopropyl alcohol.
- Ensure all latches are completely dry before spraying all exposed areas with dry silicone spray or ACF-50 using a straw applicator. Spray into all seams and cracks. Replace latches that show signs of corrosion or damage.
- Vertical sliders: remove sash balances from frame (hire a professional or follow installation instructions) and spray spring and cord with white lithium grease. Coat the sash balance housing with dry silicone spray or ACF-50 and re-install the balances. Replace if damaged or corroded.
- Frameless glass sliding stacking doors: Remove all panels from the frame (hire a professional or follow installation instructions). Remove all debris from rollers and clean with a dry cloth. Apply ACF-50 liberally to wheels using a straw applicator. Replace wheels if damaged or corroded.

HINGES AND JOINTS CLEANING:

- Clean with a solution of water and mild soap and a clean cloth. Rinse thoroughly and let dry. Apply dry silicone spray or ACF-50 to pivot joints and hinges to maintain smooth operation.

WEEPING SYSTEM MAINTENANCE:

- It is critical to keep the bottom track clear of dirt and debris; this dirt can block weep holes causing water accumulation and overflow to the inside.
- Check for weep system blockage by pouring a small amount of water into interior sill track. If water drains out from the exterior weep holes, the weep system is clear. If weep holes are blocked, insert a thin wire into the weep holes and repeat the test until the blockage is cleared.
- One can follow up by using compressed air. Disposable canisters may be found in any computer or electronics store.

SEALANTS AND WEATHER STRIPS:

- Sealants and weather strips break down over time. A complete inspection is required in all frame corners every 5 years. Inspect all exposed sealant in each frame corner and reseal with a compatible sealant if needed (neutral cure structural silicone recommended).
- The panels and track inserts on all sliding door products must be removed to properly seal. After drying check newly sealed joints for water leaks. Replace all weather strips if they are torn or brittle.
- Wool pile and gasket can become worn or flattened out of shape and collect oils and salt build up over time, becoming hard or rough. If damaged, they should be replaced.
- Fin pile (wool pile with plastic seal in centre) can become damaged. Replace if the plastic seal in the middle of the pile is visibly torn or damaged.
- Clear Plastic seals (most frameless products) can become hard, brittle and yellowed with time. This reduces their sealing capability, and they should be replaced.
- Remove all glazing from frame, replace glazing vinyl and sealant and re-glaze.



WINDOW CONDENSATION AVOIDANCE:

Condensation on the inside of a window is the result of a higher air moisture content contacting lower temperatures on the glass. The higher the interior humidity and the lower the outside window temperature, the more condensation can occur. Excessive interior humidity can lead to structural damage and health concerns if high moisture levels are sustained. Wood rot, mold and mildew can occur.



To reduce condensation:

- Use manufacturer-approved exhaust fans, especially when showering.
- Install and use a dehumidifier.
- Use ceiling fans to circulate air.
- Open windows and doors whenever possible to allow interior moisture to escape.
- Do not point interior air conditioning vents directly at windows.



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SKYLIGHTS:

There are a number of factors that can decrease the effectiveness and durability of a skylight.

- Inspect the flashing or waterproofing applied from skylight base onto roof or parapet. Peeling, cracking, holes etc. are indicators of defective flashing or waterproofing and can lead to leaking. Flashing/waterproofing should be repaired immediately to avoid costly leaks. This should be done by a professional waterproofing contractor.
- Inspect the hood (glass or acrylic portion) of the skylight for cracking, discolouring, bubbling and other obvious damage. If the hood is damaged, contact a professional to replace.
- On motorized or opening skylights, the motor or gear unit should be inspected for obvious damage, grinding, squeaking and other noises while opening or closing. Any of these could indicate a damaged unit. Contact a professional for further inspection. All motorized units should be cleaned with a dry cloth and sprayed lightly with silicone spray to reduce corrosion and wear. Geared or chain driven units can be lubricated with white lithium grease.
- Frames can be cleaned by following methods listed above. See section on "Aluminium Frame Maintenance."
- Glass and acrylic can be cleaned by following the methods listed above. See section "General Instructions and Cleaning Guidelines."
- A buffing compound for acrylics and a dry cloth can be used to remove scratches from acrylic unit. Follow manufacturer's instructions.
- Check for weep system blockage by pouring a small amount of water into the interior drainage system. If water drains out from the exterior weep holes, the weep system is clear. If weep holes are blocked, insert a thin wire into the weep holes and repeat the test until the blockage is cleared.
- Sealants and weather strips break down over time. A complete inspection is required every 5 years. Inspect all exposed sealant and weather strips and reseal with a compatible sealant (neutral cure structural silicone recommended) if needed. Contact a professional to replace weather strips.

CLEANING & MAINTENANCE SCHEDULE:

MONTHLY CLEANING AND MAINTENANCE

- Clean all glass using methods in "General Instructions and Cleaning Guidelines."
- Within 5 kilometers of the coast, all framed aluminium products should be inspected and cleaned monthly using methods listed above. See section on "Aluminium Frame Maintenance."
- At time of cleaning, visually inspect all units for water leaks, ensure no weep holes are blocked and that all components are in good working order. See section on "Weeping System Maintenance."

SEMI-ANNUAL CLEANING & MAINTENANCE

- Same maintenance instructions as the monthly above, but for all locations, not only within 5 kilometers of the coast.
- Inspect, clean and maintain all hardware as needed. See section on "Hardware Component Maintenance."
- Vacuum out and clean any dirt or debris from the sill, roller assembly and track areas.

ANNUAL CLEANING AND MAINTENANCE

- Same maintenance instructions as the monthly & semi-annual above for all locations.
- Inspect the weather strips around each window to make sure it is clean and not torn or brittle. See section on "Sealants and Weather Strips."
- Inspect insulated glass for any moisture between the panes. See section on "Window Condensation Avoidance."
- Inspect skylights. See section "Skylights".

EVERY 5 YEARS CLEANING AND MAINTENANCE

- Continue to follow monthly, semi-annual, and annual maintenance instructions.
- Sealants should be re-applied in all frame corners as they may break down over time. (It is recommended to hire a professional glazing company.) See section on "Sealants and Weather Strips."



COASTAL HOMES CLEANING AND MAINTENANCE POLICY TO INCREASE ALL COMPONENTS' LIFESPAN

A home situated in close proximity of the beach is exposed to one of the most corrosive environments we find. Windows and doors are constantly subjected to salt-laden moisture blown off the sea. In addition, high winds can bring sea sand which will result in further wear of components. Cleaning is the primary concern. There are a few cleaning and maintenance steps that should be taken to increase the lifespan on all components including framing.

STEP 1: WEEKLY CLEANING NECESSITATED BY WIND DRIVEN SALT LADEN MOISTURE (NORMALLY DONE BY HOME STAFF)

The exterior of the window and door frames should be rinsed down with fresh water at least weekly to reduce salt and dirt build up on the exterior surfaces of framing and components. This will also be necessary after a heavy wind, which normally brings salt laden moist air which settles on the windows and doors. This should be done with a medium pressure hose and all components and framing should be sprayed and visually inspected. Following such a rinse and once the window or door is dry it is recommended that exposed hardware components are sprayed with ACF-50 or Corrosion Block. This includes moving parts, cut and joined ends, hinges, cylinders, moving parts on shutters, blade ends, stainless door stoppers and other stainless steel components. This can be done liberally and will not damage the frames. If unsightly after application, excess can be wiped off with a dry rag.

STEP 2: MONTHLY MORE IN DEPTH CLEANING/ LUBRICATION (NORMALLY DONE BY HOME STAFF)

A wash down of the frames and glass should be done using a suitable soap with a high foam component. This is normally done by hand with a sponge. The window is then rinsed off with fresh water and wiped down with a damp cloth. Glass can be cleaned with a variety of window cleaning products available commercially. Alternatively, for stubborn grease stains concentrated methylated spirits or isopropyl alcohol can be used. Once the window or door is dry it is recommended that exposed hardware components are sprayed with ACF-50 or Corrosion Block. This will include moving parts, cut and joined ends, hinges, cylinders, moving parts on shutters, blade ends, stainless door stoppers and other stainless steel components. Special attention should be paid to applying Corrosion Block to all cut ends of aluminium.

This can be done liberally and will not damage the frames. If unsightly after application, excess can be wiped off with a dry rag. Stainless steel components should be cleaned with stainless steel cleaner prior to application of silicone spray or Corrosion Block. All moving components should be operated. Keys should be fitted into external cylinders. Handles and shutter locks should be operated. ACF-50 or Corrosion Block should be applied to the moving components of locks, the internal components of cylinders, the slides in the shutter locks etc. Excess should be wiped off with a dry rag immediately after application to avoid attracting dust.

STEP 3: BI-ANNUAL CLEAN (NORMALLY DONE BY PROFESSIONAL CLEANING COMPANY)

The same process as the monthly clean should be followed; however, as an additional measure the powder coating should be cleaned, restored and maintained using Re-Store to further protect and enhance the surface of the powder coating. Sliding door tracks and other areas should be kept clean and free of dirt and sand at all times. This is normally done with a vacuum cleaner and in stubborn cases with a steam cleaner or paint brush and vacuum.

STEP 4: SERVICE AND LUBRICATION (RGA)

RGA advises an annual inspection of windows, doors and associated products. This inspection will be conducted by RGA and is normally free of charge.

Following the inspection, an assessment and detailed quote will be provided for items that should be maintained or attended to. At this time a lubrication of all working parts is normally recommended. This should result in lower maintenance costs over the long term and avoid premature breakages.

CLEANING AND MAINTENANCE PRODUCTS CAN BE PURCHASED IN OUR STORE AT: