

Maintenance & Care Guide

WINDOWS & DOORS



MAINTENANCE & CARE GUIDE

These guidelines apply to all window and door products manufactured by Sierra Pacific Windows, which are distributed in New Zealand by Ameribuild Ltd. Following these guidelines is a condition of your product warranty.

When performing cleaning and maintenance, please always consider your safety first.

Do not use any abrasive cleaners, brushes, soiled cloths, soiled sponges, steel wool, etc. Avoid splashing cleaners, oils, stain, and paint onto the unit, especially weatherstripping and uPVC surfaces. Avoid temperature extremes when cleaning, staining, or painting. Always follow the instructions on the label of any cleaning products being used.

Annual maintenance

You must do a routine inspection on your units in order to keep windows operating and performing to warranted performance. Failure to follow an annual maintenance check/fix may void your warranty.

1. Inspect weatherstrip and bottom sweeps on doors for effectiveness in keeping air and water out of your home. If weatherstrip is cracked or ripped, contact us for a replacement.
2. Examine interior and exterior finishes. Repair any damage or exposed areas. Stain/paint wood surfaces or use touch-up paint for your aluminium clad exteriors.
3. Inspect the exterior caulking around the outer edges of the window or door frame. Trim away any old, loose, and cracked caulking, and seal any gaps with good quality exterior caulk.
4. All Wood exteriors need to be inspected and repainted periodically. Any blistering, peeling, or cracking in the finish needs to be repaired promptly to protect the wood underneath.
5. Check all hardware (hinges, locks, opening mechanisms, etc.) for cleanliness and smooth operation. Clean hardware and lightly oil mechanisms for ease of operation.
6. Make sure any exposed hardware screws are securely tightened.
7. Clean all dirt or dust from window hinges, sills, and tracks.
8. If your home is in a coastal area where ocean salt is a concern, window and door exteriors, including hardware, require a monthly freshwater rinse to avoid any type of corrosion on your unit's exterior. Only use low water volume with moderate pressure.

IMPORTANT: Do NOT use a pressure washer when cleaning.

General care guidelines

Operate opening windows biannually to keep the balances well lubricated and ensure smooth operation.

Don't use oil-based spray lubricants such as WD-40® since they attract dirt. Use a silicone spray for lubrication.

Use both hands to support sashes when they are in the horizontal or cleaning position. Make sure tilt-latches are fully engaged after tilting sashes back into operating position. Make sure the top sash on a double hung window is closed and up all the way before locking the window.

Don't set opening windows to the locked position when closing the window: this will damage the hardware.

Don't use solvents, metal tools, or abrasive materials for cleaning.

Don't use the crank on a casement without unlocking the window first.

Don't use a high-pressure hose to clean the outside of windows or doors.

Remove hardware and mask off glass edges with painter's tape before you begin painting or staining wood or aluminium cladding. It is recommended that you hire a professional joinery painter for large painting, staining, or refinishing work.

Care of your uPVC

It is easy to maintain the beauty of your uPVC windows and doors. Simply wash with a soft cloth or ordinary handled, very soft bristle brush.

For difficult to remove dirt and stains, you may wish to use a mildly abrasive cleaner. Avoid using abrasive material or tools for cleaning.

Don't use cleaners containing aggressive organic solvents, like bleach or furniture cleaner, because they could affect the appearance of the uPVC. Don't paint or varnish uPVC windows or doors.

Care of your wood

Most wood exterior units have a water-based factory-applied prime coat. Apply the finish coat(s) of high-quality exterior primer and an adequate coat of high-quality latex paint within thirty days after purchase. Failure to finish the primed surface within this 30-day limit will require a new primer coat.

Use a high-gloss or medium-gloss exterior paint, preferably an alkyd base. Please note that some latex paints, especially high-gloss latex, can have a chemical reaction with the weatherstripping that will cause openings to stick.

If you experience condensation on a regular basis, you may notice water stains and mildew on the lower edge of your wood windows and doors. To clean, combine 1 cup (78ml) laundry detergent, 1 cup (157ml) trisodium phosphate (available at most hardware stores in white powder form), 4 cups (150ml) bleach, and 3/4 gallon (2.8L) water. Use a sponge to clean the mildew stained wood and allow it to sit for a few minutes, keeping the area wet. Rinse the area with clean water, and then allow the area to air dry completely. If discolouration persists, then treat the area again. Once dry, you may refinish the wood (sand, stain/paint, seal). Stronger concentrations of cleaners can be harmful to surfaces.

Care of your aluminium

Occasional cleaning of the exterior aluminium surfaces will help maintain the lustre of the original finish. Use a mild soap with water to clean the aluminium surfaces. Stubborn stains and deposits may be removed using mineral spirits. An application of automotive paste wax will restore the lustre to the aluminium cladding.

If the finish becomes damaged, contact Ameribuild to obtain color-matched touch-up paint. If bare metal is visible, the area must be primed with metal primer before applying touch-up paint. Use 320-grit sandpaper to prepare the area, and wipe with a wet cloth before priming. Do not paint weatherstrip, hardware, and/or uPVC surfaces.

Care of your screens

Light dirt can be removed by gentle vacuum cleaning with the soft bristle brush attachment. For heavier dust and grime, remove screens and take outside for washing. Use a solution of mild detergent and warm water and soft sponge to clean screens. Then, rinse thoroughly with clean water. Reinstall screens when dry.

CAUTION: When cleaning screens, do not press hard on the mesh.

Care of your glass

Normal glass manufacturing processes require the use of surface protection materials to prevent damage during manufacturing. These materials are easily removed by most cleaning agents, with the exception of those containing ammonia. We recommend that you try vinegar and water (diluted 4-to-1) first, or a feldspar-based cleansing powder.

After initial cleaning, your regular window cleaning product can be used effectively. Do not use sharp instruments to clean your glass. Do not use abrasive cleaners, abrasive materials, or harsh chemicals to clean glass.

IMPORTANT: Application of after market tints, films, or coatings applied to glass surfaces will void your warranty.

To remove caulking, dried paint, or sealant on glass, clean with a small amount of denatured alcohol and wash the glass with warm soapy water.

A mild abrasive cleaner (such as that used for glass cook tops on kitchen stoves), or solvents such as acetone, denatured alcohol, or mineral spirits may also be used to clean the glass.

When cleaning the glass, avoid dripping the cleaning agent onto the hardware, especially if the product has a large concentration of ammonia. Always wipe up any spills immediately.

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Warranty information

Visit us online at www.ameribuild.co.nz for full warranty information. Should you experience a problem with a Sierra Pacific Windows product in New Zealand, please contact Ameribuild Ltd. directly.

The warranty applies as long as products are installed in a good and workmanlike manner in accordance with any installation instructions or other specifications. Warranty coverage is limited solely to defects in workmanship and materials arising from the production and manufacture of windows and doors by Sierra Pacific Windows.

Contact Ameribuild

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