

# Operating and Cleaning Instructions for the Vinyl Single or Double Hung Window



Double-hung windows are built with two easy-to-clean tilting sashes. Single-hung windows are built with one easy-to-clean tilting bottom sash. When tilting in a sash to clean, be sure to support the sash properly it can be heavy. Our standard models of these two window styles have latches that, when released, enable you to clean both sides of the window pane from inside of your home. This will eliminate safety issues when using a ladder to clean windows on the upper floor of your home and the undesirable disadvantage of living with dirty windows.

## Proper and Effective Cleaning of Low-E Pyrolytic Glass

UltraFlect is a pyrolytic Low-E coated glass that we use in the room-side exposed position of our R5 insulated glass units. The coating is highly durable, but not more resistant to scratching than the glass surface itself.

Due to the crystalline nature of the coating, the cleaning steps below are recommended for optimum visual results.

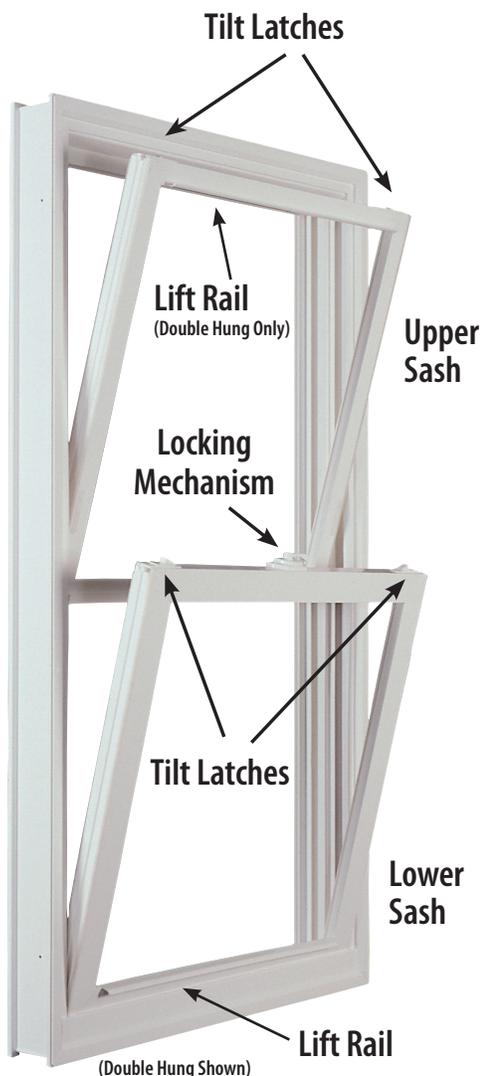
- Always use a mild soap or glass-cleaning solution.  
*Do not use abrasive cleansers.*
- Adequately wet the glass surface. This will allow for more thorough cleaning and help prevent streaking when drying.
- Use a clean, soft, lint-free cloth (a microfiber cloth can be a good choice).
- If a squeegee is used, it should not contain metal components that could contact the coated glass surface and potentially scratch it or leave a residual deposit.

## Spot Treatment

If a metal object comes into contact with the pyrolytic coated surface and leaves a residual deposit, use one of the following commercially available cleaners or solutions to remove it. Remember to use a clean, soft, lint-free cloth to treat the affected area.

- Lime-A-Way® Cleaner
- Simple Green® Lime Scale Remover
- CLR-Calcium Lime and Rust Cleaner
- Household Vinegar
- Lysol® 4 in 1 All-Purpose Cleaner
- Finish® Jet-Dry® Rinse Agent
- Windex® Multi-Surface Vinegar Cleaner

*When using cleaning agents such as those mentioned above, take care to completely rinse the solution from the glass in order to return it to its original appearance and prevent damage to the surrounding area.*



# Operating and Cleaning Instructions for the Vinyl Single or Double Hung Window



## Getting Started

1. To get started place a chair underneath the window area with the back of the chair facing toward the window. The chair will support the weight of both window panes while they are open and you are cleaning them. If you do not have a chair available or your chair is not tall enough, support the windows with your hands or having someone help you while cleaning. **The window may incur damage if you allow it to hang freely.**

2. Turn the **locking mechanism** in the center of the two sashes counterclockwise to unlock the window. If the latch is locked tight and you have difficulty turning it, press down on the lower sash with one hand and turn the latch with the other. This loosens the grip between the two latch pieces, making it slide easier.

3. Slide the lower sash at least 3 inches toward the top of the window. **Squeeze the two tilt latches inward toward the window and hold.** This will disengage the latches. Gently pull the top of the lower window toward you until it is in a horizontal position. Once the window sash is free from the frame area, release the tilt latches.

## 4. To tilt the upper sash for cleaning (Double-hung only)

Slide the upper sash down at least 2 inches. Squeeze the two tilt latches and gently pull the top of the sash towards you just as you did with the lower sash. Rest the upper sash on top of the lower sash for support while cleaning.

## 5. Closing the sash

Hold the lift rail of the sash with both hands and push it all the way into the main frame tracks. Make certain that the tilt latch buttons click in to lock the sash in place. **If the tilt latches are not re-engaged properly, the sash may fall inward causing damage.**

## Cleaning the Frame

Periodic cleaning of the frame and sill area is recommended for ideal operation and maintenance. We recommend the use of mildly soapy water to clean the frame. Do not use cleaning solvents, as they may react with the PVC, causing permanent damage. If mortar from adjacent masonry adheres to the window glass or frame, DO NOT use muriatic acid, as it will permanently etch the glass. The sill should be kept free of dirt and debris.

