



Owner's Manual: Care and Maintenance Instructions

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Congratulations on your purchase of a Pacific Architectural Millwork wood product!

With proper care and operation, your window or door product will provide you with years of service and satisfaction. Please take a few moments to familiarize yourself with the operation and maintenance of this product.

NOTE: This product is factory finished and should be handled with extreme care. Hardware, glass and finish surfaces can be irreparably damaged if they are exposed to corrosives, solvents, abrasions, caustics etc. for an extended period. *Such exposure, although unintentional, may negate the terms of the warranty agreement.* Please refer to this owner's manual for care & maintenance instructions prior to cleaning your window or door products.

We recommend that you employ a professional cleaning company for the initial cleaning process.

I. GENERAL:

- A. **WEATHER CONDITIONS:** *Products should not be cleaned in direct sunlight, and never when temperatures are colder than 50 degrees Fahrenheit.* Areas that lack rain wash, such as recessed or sheltered sections, are more susceptible to 1) heavy soiling and 2) frequent, prolonged periods of condensation. In certain cases, this increased exposure to soil and condensation will accelerate weathering of the finish. Periodic maintenance inhibits long-term accumulation of soil and reduces the effects of weather conditions.
- B. **SURFACE APPEARANCE:** Following installation, wood products require reasonable maintenance and periodic cleaning to preserve their surface appearance. It is up to the owner to determine the type and frequency of such cleaning. When performing such cleaning, pay special attention to unfinished or exposed edges, as they will collect soil and dirt more easily than other surfaces. For optimum appearance, such edges should be cleaned every 3 months. Again, remember that the surface finish can be permanently affected by harsh chemicals, so be sure to take proper precautions against such distress.

II. POST-INSTALLATION CARE:

- A. **IMMEDIATELY FOLLOWING INSTALLATION:** Clean all wood, metal and glass surfaces with mild soapy water, using a sponge or soft cloth. Rinse thoroughly by lightly spraying with clean water. Repeat as necessary. Ensure that all weep slots and drain holes are free of debris or other materials that might prevent proper drainage. Consider hiring a professional to remove all panels so that you will have total access to the window or door system. As noted above, protect all surfaces from contact with abrasives, solvents, lacquers etc., which will damage the wood and finish.
- B. **ANODIZED FINISHES:** *For products containing aluminum.* If the mild soap does not adequately clean the anodized surfaces, use isopropyl alcohol. Using moderate pressure, apply in a circular motion on the areas that need cleaning. This is only intended as a cleaning solution for the aluminum portions of the product, and should not be used on any wood surfaces. For stubborn debris, use a "non-abrasive" sink

cleanser, such as Soft Scrub. Be sure to test colorfastness in an inconspicuous area before using on a large scale.

- C. PAINTED FINISHES: If the mild soap does not adequately clean the painted surfaces, follow the process for cleaning anodized finishes, as noted above.
- D. KYNAR™ COATINGS on Aluminum. It is recommended to periodically clean the painted finish at least on an annual basis.

Common surface dirt can be removed with simple washing with plain water under pressure ideally on a mild cloudy day.

Heavy deposits of dirt or mild contaminants can be cleaned by washing with a 5% solution in water of commonly used household detergent (Tide for example), followed by a clear water rinse. Use a soft brush, cloth, or sponge for application. Never use a wire brush or any abrasive materials such as sandpaper, emery paper, steel wool, etc.

Mild growth can occur from dirt and spore deposits, usually in areas of humidity. The following solution is recommended to remove mildew when necessary.

- 1/3 cup dry powdered laundry detergent (eg Tide)
- 2/3 cup tri-sodium phosphate or TSP (eg Soilex)
- 1 quart of sodium hypochlorite 5% solution (eg Clorox)
- 3 quarts of water

Use a soft cloth or sponge, never an abrasive or wire brush. Follow immediately with a clear water rinse.

Non-water soluble deposits (tar, grease, oil, paint, graffiti, etc.) may be removed from the painted surface with a mild solvent, followed by a clear water rinse. Use denatured alcohol (ethanol) or isopropyl (rubbing alcohol). Test in an inconspicuous area before using on a large scale.

Other harsh deposits may be removed using the following solvents but they must be used with caution on the Kynar™ painted surface and should not be in contact for longer than five minutes maximum. Test in an inconspicuous area before using on a large scale.

The following solvents are highly flammable and must be handled accordingly:

- VM &P naphtha
- Mineral Spirits

- Kerosene
- Turpentine
- Xylene
- Toluene

Keep these away from open flames, sparks, and electrical motors. Use adequate ventilation, protective clothing, and goggles. The use of commonly sold paint removers, such as Methyl isobutyl ketone, Ethyl acetate, Butyl acetate, and lacquer thinner is prohibited on Kynar™ painted surfaces.

NOTE: DO NOT use lacquer thinner or other harsh chemicals on *any* surface of your product, as it may cause damage to the wood or finish.

III. GLASS CLEANING: (Offered as a supplement to the Glass Association of North America (GANA) Glass Informational Bulletin, *Proper Procedures for Cleaning Architectural Glass Products*)

A. The FOLLOWING are things TO DO:

- DO clean one small window first to check for any unforeseen damages
- DO clean glass when dirt or residue appear
- DO determine if coated glass surfaces are exposed. Exercise special care when cleaning coated glass surfaces
- DO avoid cleaning tinted and coated glass surfaces in direct sunlight
- DO start cleaning at the top of the glass surface and continue down
- DO soak glass surfaces with a soapy water solution to loosen dirt & debris
- DO use a mild, non-abrasive commercial window cleaning solution
- DO use a squeegee to remove all of the cleaning solution
- DO dry all cleaning solution from window gaskets, sealants & frames
- DO follow the glass supplier's specific cleaning recommendations
- DO caution other trades against allowing other materials to contact the glass
- DO watch for and prevent conditions that can damage the glass
- DO read the entire GANA bulletin on glass cleaning before starting to clean glass

B. The FOLLOWING are things NOT TO DO:

- DO NOT use scrapers of any size or type for cleaning glass
- DO NOT allow dirt and residue to remain on glass for an extended period of time
- DO NOT begin cleaning the glass without knowing if a coated surface is exposed
- DO NOT clean tinted or coated glass in direct sunlight

- DO NOT allow water or cleaning residue to remain on the glass or adjacent materials
- DO NOT begin cleaning without rinsing excessive dirt & debris
- DO NOT use abrasive cleaning solutions or materials
- DO NOT allow metal parts of cleaning equipment to contact the glass
- DO NOT trap abrasive particles between the cleaning materials and the glass surface
- DO NOT allow other trades to lean tools or materials against glass surfaces
- DO NOT allow splashed materials to dry on the glass surfaces

IV. HARDWARE:

- A. **ROLLERS/HINGES:** Clean with mild soapy water then immediately ensure they are completely dry. Spray all operable areas with a non-greasy spray silicone lubricant. Access seams and cracks using a straw applicator. For optimum performance, replace any hardware that shows signs of corrosion or damage.
- B. **ROTO OPERATORS & GEARS:** Clean with a mild soapy water then dry. Cover all exposed unfinished metal surfaces with a thin coat of household oil. Wax all painted or anodized finishes, (follow wax manufactures instructions). Insert white lithium grease to the metal surfaces in the operable gears.
- C. **HANDLES:** Due to the proximity to salt air, all hardware should undergo periodic maintenance. Wash handles and other hardware with a mild soap and water solution to restore finished surfaces to their original appearance and protect the hardware from salt corrosion or body oils.
- D. **TRACKS/GUIDE TRACKS:** It is imperative to keep all surfaces as clean and dry as possible. Keep tracks free of dirt, grease and other debris that can affect the performance of the product. Clean with mild soapy water. Never use abrasive material on the Aluminum Tracks or Guide Tracks. To buff minor scratches on the surface of the stainless steel tracks, use a 3M™ Scotch-Brite™ pad. Always apply light and uniform pressure, being careful to move the pad in the same direction as the grain of the stainless steel.
- E. **SCREENS:** Screens in proximity to the ocean will absorb some of the salt in the air. Eventually, it will dry onto the mesh. To prevent salt build-up, occasionally remove the screens and spray down with water or gently wipe with a soapy solution. To replace screen mesh, remove the vinyl retaining spline at the screen's mesh perimeter. Insert new mesh and roll in new screen spline until desired tension is achieved.
- F. **OTHER:** From time to time, check and adjust the screws, as some may loosen over an extended period of time.

V. MAINTENANCE TIMEFRAMES

- A. MONTHLY MAINTENANCE: *Required for high-moisture environments for the following surfaces:* Glass, anodized finishes, painted finishes, components and unfinished edges.
- B. QUARTERLY MAINTENANCE: *Every 3 months. Required for properties within 5 miles of salt water for the following surfaces:* Glass, anodized finishes, painted finishes, components and unfinished edges.
- C. BI-ANNUAL MAINTENANCE: *Every 6 months. Required for properties within 5-10 miles of salt water for the following surfaces:* Glass, anodized finishes, painted finishes, components and unfinished edges. For frames & panels, make a visual inspection surrounding the installation to look for 1) water leaks around frame, 2) blocked weep holes, and 3) any malfunctioning components.

NOTE: Sealants and weather-stripping breakdown over time. Every 5 years, we suggest you do a complete inspection of all frame corners:

- Inspect all exposed sealant in each frame corner. If needed, reseal with a compatible sealant. On all sliding door products, the stainless steel track must be removed to properly seal
- After drying, check newly sealed joints for water leaks
- Replace all weather-stripping
- Remove all glazes to frame glass. Replace glazing tape & sealant and re-glaze.

VI. LIMITED WARRANTY:

Please refer to your Contract Terms and Conditions and our Limited Warranty (www.pacmillwork.com) for details.