

Care & Maintenance Guide

MAKE YOURSELF COMFORTABLE.™



SUPERSEAL®

Windows & Doors

Superseal windows & doors are crafted to withstand the test of time, here are some basic steps you can take to make sure yours never bow to the elements.



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General Care & Maintenance Notes

Safety first because we care! When performing cleaning and maintenance, please always consider your safety first.

Use caution on ladders and always wear protective eyewear and clothing (gloves, long sleeve shirts, etc.).

When working with primers, paints, stains, cleaning solutions, etc., follow all recommended safety precautions and dispose of these materials according to manufacturers' instructions.

Make sure your working area is clear of clutter or debris. Place drop clothes on the floor and furniture to protect your furnishings. Block off area to be worked in, if necessary.

When cleaning, staining, painting or finishing, test on a small, least conspicuous area before proceeding on a large scale to ensure successful results. Always follow manufacturers' instructions.

Do not use any abrasive cleaners, brushes, soiled cloths, soiled sponges, steel wool, etc., when performing any cleaning, staining or painting on units.

Avoid run-down or splashes of cleaners, oils, stain and paint onto the unit, especially weatherstripping and vinyl surfaces. If run-down or splashes do occur, clean and rinse off as quickly as possible. To help avoid run-down, use a gel stain.

Avoid temperature extremes when cleaning, staining and painting. Heat can make cleaning, staining and painting time more challenging by accelerating chemical reactions, as well as evaporating water faster.



Annual Maintenance & Inspection Checklist

PLEASE NOTE: 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, call your Superseal distributor for replacement.
- 2. Examine interior and exterior finishes. Repair any damage or exposed areas.
- 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 a good quality exterior caulk.
- 4. Check all hardware (hinges, locks, opening mechanisms, etc.) for cleanliness and smooth operation. Clean hardware and lightly oil mechanisms (hinges, rollers, etc.) for ease of operation.
- 5. Make sure any exposed hardware screws are securely tightened.
- 6. Clean all dirt or dust from window hinges, sills and tracks.
- 7. 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. Low water volume with moderate pressure is much better than higher volume with little pressure. Do NOT use a pressure washer.



Windows & Doors

Understanding Condensation

Ever wonder why condensation forms on your windows or doors—and what you can do to prevent it? Here are questions and answers designed to provide you with a better understanding of what condensation is and how to minimize it.

Do windows or doors cause condensation?

No, condensation on the glass of your windows/doors is not the fault of the window/door. Condensation is caused by excess humidity trapped inside your home. Today's new and remodeled energy efficient homes are simply constructed more tightly than ever before. While their innovative building products and construction techniques set new standards for energy efficiency, they also tend to seal in moisture from common sources.

Where does it come from?

Excess moisture in your home comes from various sources. High natural humidity, showers, hot tubs and spas, cooking, basements, washers and dryers, and breathing/perspiration are some of the common sources of moisture in your home. Condensation on the inside of a window is the result of the higher air moisture content contacting the lower temperature on the glass. Warmer air contains much more moisture than cooler air, so when air in your home comes in contact with the colder glass surface, it is cooled and moisture is released in the form of condensation on the glass.

What can I do?

The two main things you can do to control humidity in your home are:

- Control the sources of moisture
- Increase ventilation

Here are some basic tips:

- Check the sashes of your window, making sure they operate smoothly and lock securely when in the closed/locked position.
- Install and use a home dehumidifier.
- Use ceiling fans to circulate air.
- Use exhaust fans in your kitchen, laundry and bathrooms. Run these longer in winter.
- Keep draperies and shades open so that air can circulate around the inside glass. Condensation will occur more when drapes are closed and shades are pulled down.
- Vent gas burners, clothes dryers, etc., to the outdoors.

- Open fireplace dampers to allow an escape route for moisture-filled air.
- Open windows and doors for a few minutes each day to allow interior moisture to escape.
- Be sure that the ventilating louvers in your attic, basement or crawl spaces are open and properly sized for your size of home. Opening attic louvers will allow moisture that travels upward through the house and into the attic to be released to the outside. Some people close or block attic louvers during the winter in hopes of saving fuel. While energy savings are minimal, the moisture that is trapped in the attic can eventually do a great deal of damage to the roof, attic insulation and the ceilings below.
- Check the crawl space or basement. The crawl space should have foundation vents so that moisture from the soil can travel to the outside, instead of upward into your house. A vapor barrier (such as polyethylene film) over the ground is also helpful. If you have a basement, watch walls and floor for moisture seepage. For advice on eliminating moisture in adding attic louvers or basements vents, consult a professional.



Care of the Interior/Exterior of Your Vinyl Windows & Doors

It is easy to maintain the beauty of your vinyl windows & doors. Superseal vinyl windows come closer to being maintenance-free than most exterior building products.

With very little effort, you can keep your vinyl window and door components clean. Follow the simple instructions below (some are based on a study conducted by the Vinyl Window and Door Institute on the efficiency of cleaning vinyl window frames after two years of outdoor exposure).

- Wash with a soft cloth or ordinary-handled, very soft bristle brush.
- For difficult-to-remove dirt and stains, such as top soil, motor oil, lithium grease, crayon, felt-tip pen, caulking, lipstick, grass, bubble gum, mold and mildew, use the readily available household cleaners listed below. Follow manufacturers' instructions on use of cleaners.
- In some cases, you may wish to use a mildly abrasive cleaner, such as Soft Scrub®, Ajax®, Bon Ami®, etc., but avoid using any abrasive material, as it could have a negative effect on the surface of glass and window or door frames.
- Operate the sash biannually to keep the balances well lubricated.
- Open the top and bottom sash for improved ventilation.
- Use both hands to support sash when they are in the horizontal or cleaning position.
- Make sure the tilt-latches are fully engaged after tilting sash back into operating position.
- Make sure the top sash on a double hung is closed and up all the way before locking the window.



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What not to do...

- Don't use cleaners containing aggressive organic solvents because they could affect the surface appearance of the vinyl. Examples include: chlorine bleach, liquid grease remover, nail polish remover and furniture polish/cleaners.
- Don't leave the lock in the locked position when closing the window, this will damage the keeper.
- Don't use oil-based spray lubricants such as WD-40®. They attract dirt. Use a silicone spray for lubrication.
- Don't use solvents to clean the windows or doors.
- 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.
- Don't install a window air conditioner in a vinyl window without adequate support.
- Don't paint or varnish vinyl windows or doors.

Suggested cleaners to remove stains from vinyl window frames:

- All Purpose Stain Remover - Blue Magic Leather® & Vinyl Cleaner
- Bubble gum - Fantastik®, Murphy® Oil Soap, solution of vinegar and water (70/30), Windex®
- Crayon - Lest oil®
- Oil-Based Caulk - Fantastik®
- Felt-tip Pen - Fantastik®, water-based cleaners
- Grass - Fantastik®, Lysol®, Murphy® Oil Soap, Windex®
- Lipstick - Fantastik®, Lysol®, Murphy® Oil Soap
- Lithium Grease - Fantastik®, Lysol®, Murphy® Oil Soap, Windex®
- Mold & Mildew - Fantastik®, solution of vinegar and water (70/30), Windex®
- Motor Oil - Fantastik®, Lysol®, Murphy® Oil Soap, Windex®
- Oil - Soft Scrub®
- Paint - Brillo Pad®, Soft Scrub®
- Pencil - Soft Scrub®
- Rust - Fantastik®, Lysol®, Murphy® Oil Soap, Windex®
- Tar - Fantastik®, Lysol®, Murphy® Oil Soap, Soft Scrub®, Top Soil®

Superseal does not endorse proprietary products or processes and makes no warranties for the products. Cleaning materials listed in alphabetical order.

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 (or use bathtub/shower) for washing. Use a solution of mild detergent and warm water and soft sponge (or cotton rag) to clean screens. Then, rinse thoroughly with clean water. Reinstall screens when dry.

Caution: When using a sponge or rag to clean the screen, or when using a soft rag to dry the screen, 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 production, handling, shipping and storage. 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 such as Bon Ami®.

After initial cleaning, your regular window-cleaning product can be used effectively. Do not use sharp instruments to clean your glass. Sharp instruments can score the glass, which will lead to cracking. Avoid cleaning glass in direct sunlight; cleaning solution will dry quickly, giving inadequate time for cleaning the glass.

IMPORTANT: Application of after market tints, films or coatings applied to glass surface will void your SuperSeal Warranty.

IMPORTANT: If your glass is dirty with solid material like soil or mud, wash it off with clear water before cleaning the glass to prevent scratches by the solids.

Clean glass as needed with any good glass cleaner from your supermarket or hardware store or make your own with 25% vinegar and 75% water. If you use brand-name glass cleaners, be advised not to use ammonia or alcohol-based cleaners, which can leave a film that will attract moisture or dust, and will leave streaks when used to clean glass. Do not use abrasive cleaners, abrasive materials or harsh chemicals to clean glass.

To clean the exterior or interior glass, put your premixed solution in a spray bottle. Spray area to be cleaned with a generous amount of cleaner and then wipe dry with either a squeegee or clean, dry, lint-free soft cloth. If streaks appear after cleaning, rinse the glass surface with clear water and dry thoroughly.

Removing Labels From Glass

CAUTION: Do not remove labels when exposed to direct sunlight. Cleaning agents are not to come in contact with weatherstrip or finishes.

For best results, labels and adhesive residue should be removed from glass as soon as possible after installation.

The following information may help in removing labels:

1. Soak the label thoroughly with isopropyl alcohol (rubbing alcohol). Rub the alcohol into the label with a gentle motion until the adhesive and label are removed.
2. Soak the label thoroughly with acetone (nail polish remover) and peel the label off after a few minutes.
3. After removing labels and residue, apply a mild soap or detergent to the entire glass surface by either spraying or using a clean, grit-free cloth or sponge.
4. Rinse the glass surface immediately with clean water to remove cleaning solution from the glass surface. Using a squeegee or clean lint-free cloth, remove water from the glass surface.

Removing Solids From Glass

When using solvents, cleaners and tools, always use safe working practices and follow the manufacturers' instructions. (continued on next page)



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Removing Solids From Glass – (cont.)

To remove caulking, dried paint or sealant on glass, use a small amount of denatured alcohol applied to a clean, dry cloth first, and then wash the glass surface with your cleaning solution.

To remove markings on the glass from adhesives, crayons, paint or other materials, apply a small amount of a mild abrasive cleaner (such as that used for glass cook tops on kitchen stoves) to a wet cloth. Apply to the spot, rub gently, and then wipe off with clear water on a clean rag. Solvents such as acetone, denatured alcohol or mineral spirits may also be tried. Apply solvents to a clean, dry cloth. Next, lightly rub the area that needs spot cleaning. Wipe with a clean, dry cloth. Then wash the entire glass surface with your cleaning solution.

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.

Removing Suction Cup Rings on Glass Surfaces

Suction cups are used to safely move glass or hold it in place during the window and door manufacturing process. This process may leave “rings” on the glass. They can be easily removed by following these simple steps:

Materials Required:

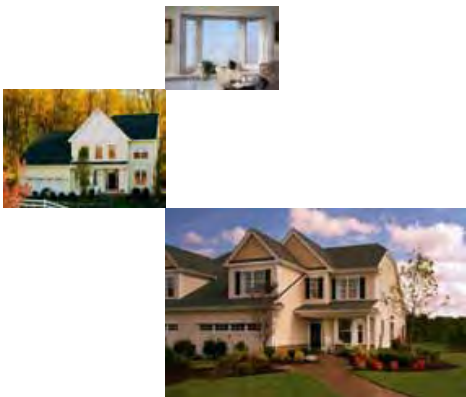
- Powder detergent (“ZUD” or “Bon Ami,”[®] recommended)
- Clean sponge
- Spray bottle & water
- Clean, lint-free cloth

Steps

1. Wet sponge and squeeze to remove excess water.
2. Apply dry powder detergent to sponge.
3. Clean affected area with straight vertical or horizontal strokes. Do not use a circular motion.
4. Wipe glass clean and dry with cloth.
5. Spray glass with clear water mist from spray bottle to ensure ring is gone.



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MAKE YOURSELF COMFORTABLE.™

Comfort comes from knowing that you chose the right brand of windows.
Comfort comes from learning that those windows come with wonderful high-end quality & features at a nice mid-range price.

And, most of all, comfort comes simply from loving your new home.
Make yourself comfortable with Superseal Windows & Doors.



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