

MITER BRANDS™

Care and Maintenance

GUIDE FOR CLEANING WINDOWS AND DOORS

MILGARD® | MI® | PGT®



THANK YOU FOR CHOOSING MITER BRANDS.

Day after day, year after year, our windows and doors help frame all of life's little moments. As a trusted family of window and door brands, our products offer the promise of long-lasting comfort, protection, and exceptional quality every step of the way.



MILGARD® | MI® | PGT®

Window and door care made easy

With a goal of 100% trouble-free, our teams work tirelessly to help ensure your project stays on track. From regular inspections and quality audits throughout the manufacturing process, we strive to ensure that the final product you receive meets our high standards.

It's important to provide routine care and cleaning over time to help ensure your windows and doors continue to perform and look their best. Please review the following care and maintenance tips. To ensure your products perform at their optimum levels, you must implement proper care and maintenance. The following tips in this guide, along with regular inspections and attention, will help extend the longevity of your windows and doors, prevent costly repairs, and protect you from voiding your product's warranty.

Keeping it clean

CLEANING FOR YOUR WINDOW TYPE

ALUMINUM, CAPSTOCK, FIBERGLASS, AND VINYL

Easily wash dirt and smudges from your frames with mild, non-abrasive soap and water. Wipe dry when finished. Never use abrasive or acidic cleaners, as they might cause permanent damage to the finish. Always test cleaners in an inconspicuous area first.

GLASS CARE

Whether your window comes with our standard energy efficient Low-E glass, or one of our enhanced glass options, an occasional cleaning is necessary.

SCREENS

When cleaning screens, use only mild soap, water, and a soft brush. When finished, rinse with clear water and wipe dry.

- Remove your screen carefully and place it on a clean, flat surface.
- Use a soft brush with a combination of mild soap and water to gently remove dirt, salt, and other deposits. Refrain from using objects that may cause punctures or tears.
- Once your screen is completely dry. Reinstall it gently.

HARDWARE

- The wheels on your sliding glass door(s) do not need lubrication since they contain a sealed ball bearing housing.
- A light oil lubricant, like mineral oil, or a light plant-based oil, like hemp, olive, or grapeseed, may be used to preserve easy operation on hinges, thumb turns, and other moving parts.
- Inspect and clean your weatherstrip with a damp cloth or a mixture of mild soap and water. Rinse and dry the weatherstrip thoroughly. If your weatherstrip is damaged, replace it promptly to ensure a proper seal.
- Routinely inspect and clean your water drainage (weep systems) to maintain proper drainage.
- Wipe your tracks and sills with a damp cloth, or use a vacuum to remove dust and dirt.

For painted vinyl, only use mild soap and water





When to clean your products

At a minimum, clean all the materials listed in this guide once a year. If you live in a coastal area, clean all these materials at least once a month. More frequent cleanings may be necessary depending upon your environmental factors.

Additional maintenance tips

- Periodically lubricate all sliding window and door tracks and rollers with a dry silicone spray. We recommend that you lubricate the hardware components at least once a year, twice a year in areas with high salt air.
- Sliding door rollers can be adjusted for proper height clearance. See the Care and Maintenance section of your specific brand's website for step-by-step instructions and, where available, video guidance.
- Regularly check weather-stripping to ensure your doors and windows seal airtight.
- Occasionally vacuum the tracks on all sliding doors and windows to remove any dirt or debris.
- Never use any of the following products on any part of your window or patio door: razor blades, putty knifes or abrasive pads (this is especially important for 4th Surface glass), caustic chemicals, petroleum-based chemicals, or high-pressure water hoses.
- For the best results, clean your glass during cooler temperatures without direct sunlight.



IMPORTANT PRECAUTIONS

Do not use the items below on your windows, screens, doors, or hardware. These improper tools may void your warranty and/or damage your products.

- A power washer or garden hose
- Metal tools or sharp objects, like razor blades, putty knives, and abrasive pads
- Petroleum-based products, abrasive or caustic cleaners/solvents, and hydrochloric/phosphoric acid

RECOMMENDED VINYL CLEANERS

- AquaClean
- CLR®
- Endust®
- Fantastik® Orange Action
- CRC® HydroForce Glass Cleaner
- Lysol® All Purpose Cleaner
- Mr. Clean® Magic Eraser Pad
- Murphy® Oil Soap
- Nu Vinyl®
- Pine-Sol®
- Simple Green®
- Soft Scrub®
- STARPOWER Degreaser®
- Vinyl Doctor Cleaner
- Windex®



CARING FOR YOUR PAINTED EXTERIOR VINYL FINISHES

Painted exterior vinyl finishes, as with all coatings, need regular maintenance to maintain the beauty of the finish. Debris, contaminants (e.g., bird droppings), or sand from a coastal environment should be removed immediately.

1. Remove any large particles with a soft bristle brush.
2. Then wash the surface using warm water, a mild detergent, and a soft, wet absorbent cloth.
3. Never use a dry cloth, as hard particles can abrade the finish.

If your Certified Dealer provided you with a complimentary bottle of touch-up paint, please note that the paint is designed to closely match the factory finish and is intended for covering small chips and minor scratches. Due to the differences in the curing process and application technique, the touch-up area may not perfectly match the factory finish. Never use abrasive, acidic cleaners or solvents (e.g., acetone,) as they may cause permanent damage to the frame finish.

CARING FOR YOUR ALUMINUM FRAMES

Clean aluminum frames very carefully after they are installed. These frames are extremely susceptible to corrosion caused by various chemicals on a construction site.

Apply a light, car-wax solution to your aluminum frames once a year. Make sure to apply the wax after you have cleaned the frames. Otherwise, the wax may seal salt spray deposits to the frames, allowing corrosion to occur.

ENABLING PROPER DRAINAGE

It's normal for water to build up on the sill or the outside track. Our specially designed "weep" drainage system with vented slots on the exterior bottom of our frames helps protect the inside of your home by allowing water to drain to the outside as it builds up.

Proper maintenance of your weep system is required to assure proper drainage. Periodically inspect the weep holes on the exterior bottom rails to make certain they are clear of any dirt or debris. Use a soft brush to clear openings, if necessary.



Weep Hole System

From gas to liquid

LEARNING ABOUT CONDENSATION

The insulating properties of the glass used in high-performing, energy efficient windows can cause condensation to collect on the glass under certain environmental conditions. Condensation generally does not occur with less energy-efficient windows because heat from the warm interior of the home escapes through the window, keeping the exterior temperature of the glass high enough to prevent condensation. Condensation does not occur on all windows, but it is not uncommon.

EXTERIOR CONDENSATION

Exterior condensation forms when moist air comes into contact with cool surfaces, such as glass, and the dew point in the air is higher than the temperature of the glass. This is the same environmental condition that causes dew to appear on the windshield of your car when it is parked outside overnight. It's more likely to occur when a cool night follows a warm day, typically during the spring and fall seasons, but it can happen any time of year.

Exterior condensation is an indication that the insulating glass in your window is performing as it should: reducing heat loss and lowering utility costs.

INTERIOR CONDENSATION

High-performance, energy-efficient windows are designed to be air tight, reducing heat loss. Condensation on interior surfaces of windows and doors can occur due to high humidity and low air exchange inside the home.





Three ways to fight interior condensation:

1 **Reduce moisture sources**

Such as humidifiers, plants, aquariums, etc.

2 **Increase ventilation**

Open windows for a few minutes each day, especially during steam-producing activities such as showering, laundry, and cooking.

3 **Interior window coverings**

Constructed from die-cast zinc, making it strong and built to last.

Other factors affecting condensation

- **Window size**
  Larger windows may have a higher tendency to show condensation.
- **Window location**
  Minor differences in conditions can cause condensation to form on one window and not another, even when they are side by side (i.e. sun and wind exposure).
- **Air circulation**
  Good air circulation can help reduce the occurrence of condensation.
- **Screens**
  Windows protected by exterior screens may allow condensation to form.
- **Temperature changes**
  Condensation on windows can be a seasonal occurrence, or take place overnight when glass temperature changes.



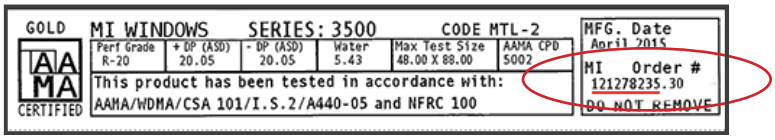


Here to support you

You can find support resources quickly and easily on our website 24 hours a day 7 days a week. Visit **MITERbrands.com/ourbrands** to find the brand associated with your purchase. From there, navigate to the “Contact Us” or “Support” section to access Frequently asked questions (FAQ’s), download a copy of your existing warranty and submit a service request.

BEFORE YOU REQUEST SERVICE

Before you submit a service ticket on our website, be sure to locate the Sales Order (SO) number first. This will help expedite your service request once you complete the form online. It is located in the top corner of the window or patio door, between the two panes of glass, on the metal spacer.



Sales Order Number

RECEIVING YOUR NEW PART

Submit a service ticket on the brand website, **MITERBrands.com/our-brands**, and ask the service representative if a DIY solution is available for your repair. You will then receive your part in the mail along with instructions that walk you through the process.



CARE AND MAINTENANCE GUIDE

MITER BRANDS™

Success means getting it right
in every detail, every time.

By MITER Brands™

A family of leading window and door
brands, united by our passion for
quality and relentless pursuit of 100%.

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