PLY GEM WINDOWS

VINYL WINDOWS

CARE & MAINTENANCE

Keep your windows
looking and working great

Care and Cleaning of vinyl windows

(SINGLE HUNG, DOUBLE HUNG, CASEMENT AND SLIDING WINDOWS)

Congratulations on your selection of windows from Ply Gem Windows... some of the most advanced replacement windows available in today's market. These windows are engineered to help seal out water and air, and provide increased energy efficiency for your home.

Cleaning windows has never been easier. The material used in your windows is vinyl, which will not rot, peel or swell, regardless of the weather conditions.

CARE OF PAINTED VINYL

Our painted vinyl windows are coated with a top quality and superior durable paint that offers excellent performance and can provide long lasting aesthetics with minimal maintenance. Contaminates such as bird droppings or sand from a coastal environment should be removed as soon as possible. When removing these items never use a dry cloth. Always use warm water containing a mild detergent and a soft absorbent cloth or sponge until the particles are removed. Rinse with warm water and dry with a soft cloth. Do not use any chemicals, abrasives or a power washer as this may discolor or damage the painted surface..

CARE OF VINYL

The natural lubricating ability of vinyl prevents dirt, grease or stains from penetrating the surface. But, as with any window, abrasives can dull the finish. Simply use soap and water or a cream wax cleaner or polish for every day cleaning. Other cleaners including turpentine or denatured alcohol are also acceptable. For stubborn spots, a non-abrasive household cleanser is best. Slight scratches can be polished out with a small amount of scouring powder. Finish off with cream wax or polish.

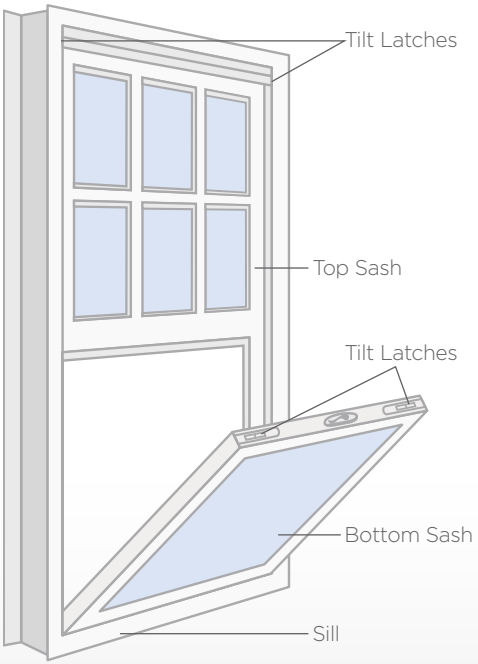
CARE OF SCREENS

Because our screens are made of advanced materials, your screen never has to be removed unless desired. Your screens can be sprayed with water or vacuumed clean.

SECURING SASHES AFTER CLEANING

After cleaning, tilt the sash back into place. Make sure the latches have also been sprung back into place. Push the top sash up into place, and check again to see that the bottom sash is in place. When tilting the sashes inward, keep each sash parallel to the sill to avoid any balance disengagements.

Should a balance disengagement occur, please all Ply Gem support at 888-9PLYGEM or email them at support@plygeminfo.com. They will gladly assist you with any questions.



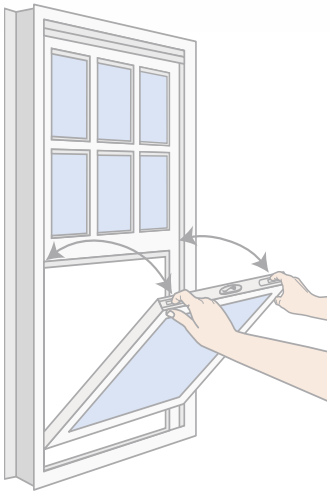
***NOTE**: Not all double and single hung products have a tilt latch option. Please consult your authorized Ply Gem Windows dealer or contractor for questions regarding your specific windows. For windows with a tilt option, your dealer or contractor can demonstrate the proper tilt and sash removal/reinsertion process for cleaning.*

Cleaning Glass
on single hung and double hung windows

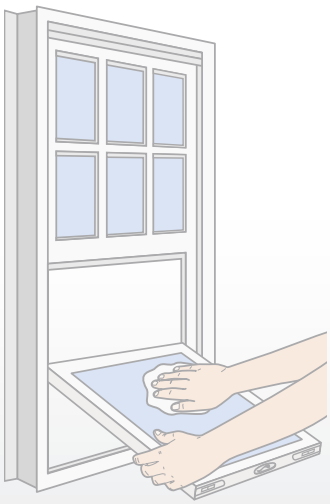
HOW TO TILT FOR CLEANING

You may clean your windows with soap and water or any common glass cleaning agent. The same recommendation applies if you have windows with Advanced Easy Clean Glass.

*__To Tilt in Bottom Sash__: Raise the bottom sash approximately three (3) inches from the sill. Using both hands as shown, disengage the tilt latches on both sides simultaneously. While holding the latches with your thumbs, gently pull the top of the sash toward you until the latches are clear of the frame. Holding the top of the sash, continue to lower it until you hear a "click." This "click" signifies that the balance locks have been engaged on both sides. When washing, rest the center of the sash on your knee. DO NOT lay the corner of the sash on anything that will leave the other corner unsupported.



STEP 1 : Tilt Latches



STEP 2 : Clean

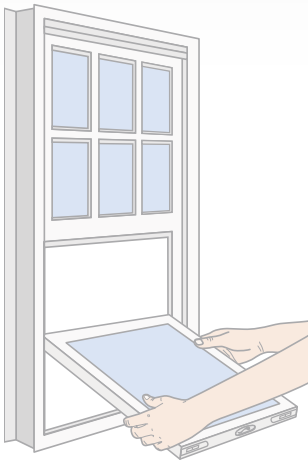
*__To Tilt in Top Sash__: Pull the top sash down until the sash stops. Slide the top sash latches toward the center and tilt the sash inward. Clean the top sash as you cleaned the bottom sash.

A single hung window may come with two tilt latches on the bottom sash only.

HOW TO REMOVE SASH

Each sash can be completely removed for glass replacement, balance service, or screen removal. Be careful when you remove the sash because they are heavy.

In the tilt position, lift and remove sash, as shown. Tilt the sash in so it is parallel with the floor. Lift the sash straight up and out.



Remove Sash

To restore the sash, reverse the procedure above being careful to insert the pin into the balance shoe. Insert the pin on the lower side, then insert the pin on the upper side and straighten the sash back into its level, operating position.

If a balance lock needs to be moved, or repositioned when the sash is removed, a flathead screwdriver can be used to operate the lock and move the balance up and down to position it for pin insertion.

***CAUTION**: The balances are pre-tensioned to operate with the weight of the sash. With the sash removed the balances will snap up if the balance lock is disengaged. Make sure the lock is engaged before removing the sash. If it does snap up, place the head of the flat-head screwdriver in the tilt pin hole, pull the lock down to extend the balance, and twist the screwdriver ¼ to ½ turn until the lock "clicks."*

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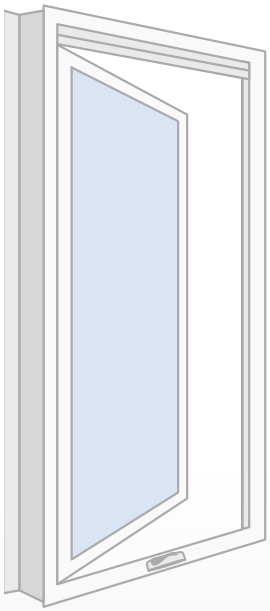
Cleaning Glass on casement windows

Before you begin to clean your Casement Windows you'll need to push the screen clips in to disengage the screen from the window. Then, unlock the window by lifting the lock handle up. Crank the sash all the way to the open position.

Clean the exterior of the sash by reaching your arm through the space between the main frame and the sash.

When you're finished cleaning, make sure to close and lock the window by pushing the lock handle down.



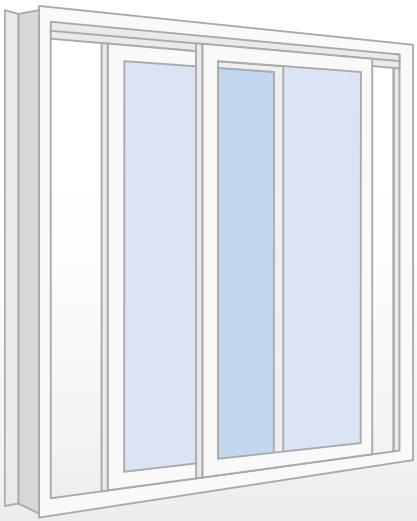
Cleaning Glass on sliding windows

Sliding windows are built to slide from side-to-side in their own tracks. They can be removed from these tracks for cleaning.

To remove the interior sash, simply open the window and slide the interior sash all the way to the opposite side past the two anti-lift blocks. Lift the sash up into the header of the main frame as high as it will go. Pull the bottom of the sash toward you, releasing it from the frame track. Then, lower it gently.

To remove the exterior sash, slide the exterior sash all the way to the opposite side past the anti-lift blocks. Lift the sash up and then pull the bottom toward you to release it from the frame track. Then, lower gently.

To reinsert the sash, pick up the exterior sash first and place it into the top outer window frame track to the opposite side of the anti-lift blocks, lift upward and push outward. Slide the window sash all the way to the side. Place the head of the interior sash into the top inner window frame track to the opposite side of the anti-lift blocks and push into place. Slide the window closed and make sure to lock it.



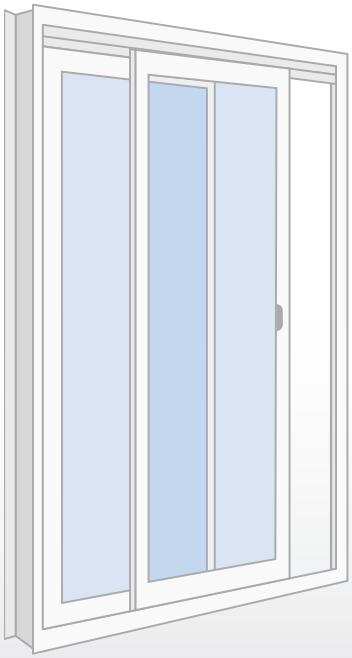
Operation and maintenance of sliding patio doors

HOW TO CLEAN YOUR DOOR

The operating panels of your patio door are equipped with tandem steel rollers that move horizontally along a sill track. When the door is open to the outside, these tracks are exposed to the elements and can collect dust, dirt and debris. A semi-annual cleaning is recommended to prevent this material from disrupting the proper operation of the patio door system.

Your door features an anti-take-out device in the head that makes it virtually impossible to remove the active panel, even with the rollers in their lowest adjustment position.

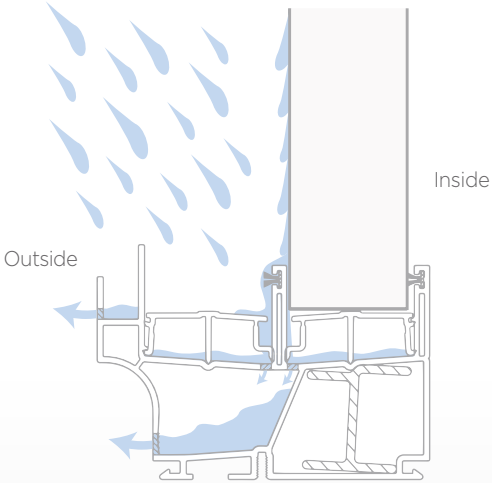
The door's threshold with a stainless steel roller guide resists frost and condensation and can be cleaned with soap and water as needed.



If you see water in the bottom track or sill area of your windows...

THERE IS NO CAUSE FOR ALARM.

Your horizontally sliding Ply Gem Window is designed to evacuate water efficiently from this track area. As the drawing depicts, the shaded area (water) is draining from both the outer and inner track areas. Small amounts of water, during periods of rain, may be visible, however, this water will drain efficiently as designed to diminish the possibility of overflow and/or water entry into your living area. Additionally there are "weep cover" protectors installed to protect against water and wind damage during severe weather.



Reverse or Outdoor Condensation of your windows

Condensation on the outdoor surface of an insulating unit is called reverse or outdoor condensation. It is not an indication that the glass or insulating unit is defective. Under the right set of atmospheric conditions, it is possible to get condensation on the exterior glass surface of an insulating glass unit.

Specifically, these conditions are as follows:
- Glass temperature below dew point temperature
- Clear night sky
- Still air
- High relative humidity
- Well-insulated glass units

Exposed to these conditions, the exterior surface of the glass can radiate heat away to the night sky such that the glass temperature falls below the dew point of ambient air. When this occurs, moisture from the air condenses on the glass surface. Only when the glass temperature rises above the dew point, will the condensation evaporate back into the air. Dew formation on grass, car hoods and roofs, building roofs and walls, is common and accepted as a fact of nature.

The presence of moisture indicates that the specific set of atmospheric conditions exist and that the insulating glass is indeed doing its job — that of insulating the building from the environment. In this case, that insulation capability is what impedes the flow of building heat through the glass and prevents warming of the exterior, above the dew point.

If exterior condensation occurs on insulating glass, there is little or nothing that can be done to prevent its recurrence. On some occasions, keeping draperies open to allow heat transfer through the glass has been known to reduce condensation.

It's more than a window. It's a whole new point of view. At Ply Gem Windows, we believe you should have access to all the top quality styles and brands you need to bring your vision to life. That's why we are committed to providing you with more features, more looks and more options. From smart, sustainable features to custom shapes, we'll help you find a look you'll love and a look that will match your home.

And, because we're part of the Ply Gem family, you'll always have access to leading brands. Windows, doors, siding and accessories, stone veneer, fence and rail, rainware, shutters and designer accents, we have something for every project. Realize your vision today with Ply Gem Windows.

www.plygemwindows.com

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