

Care and Maintenance & Operation of Your Interstate Windows and Doors

Care and Maintenance of Your Windows and Doors

Simple care and cleaning of your windows and doors can keep their beautiful appearance for years. Your windows and doors will get dirty from time to time. You can restore the beauty of your windows and doors by following these simple rules:

1. **Never pressure wash any window/door** as the high pressure can damage the product and compromise the integrity of the insulated glass seal.
2. Normal cleaning with a damp cloth will typically remove surface dust. For vinyl surfaces use a mild soap solution of Dawn® dish detergent, or for stubborn stains, a product such as Glass Surface Cleaner. Multi Purpose Cleaner may be used.
3. Do not use abrasives or razor blades.
4. Do not allow bleaching solutions, acid wash or acid wash overspray to come into contact with glass and frame/sash surfaces as it may cause surface damage and is specifically excluded from warranty coverage.
5. Do not use lubricants on the Light Lift™ SP Balance System, use only mild soap and water to flush and clean.

Glass & Vinyl Framing . . . Multi Surface Cleaner

Black Scuff Marks . . . Glass Cooktop Cleaner

Oil Based Marks . . . Dawn® Dish Soap

Grease . . . Lestoil®

Operation of Your Windows and Doors

Along with being virtually maintenance free, your windows and doors have been designed and manufactured to be thermally efficient, aesthetically pleasing and easy to operate. Double Hung and Slider sash tilt & lift out; Casement sash open by turning the handle.

To tilt in the operable sash on Double Hung and Single Hung windows, you must:

1. Unlock the sash and raise (or lower) it approximately 3 - 4" above the sill, prior to tilting in the bottom sash.
2. On the top of the sash you'll find the tilt latches. Slide the tilt latches toward the window lock and gently tilt and lower the sash towards you, letting it rest against the window sill.
3. If the sash is large and heavy, or the sash can't hang down freely, you may need assistance to support the tilted sash while cleaning. While cleaning the window, make sure you do not hold the tilted sash at a 90° angle and do not push up on the sash where it connects to the frame of the window. Doing these things may cause the sash to disengage from the frame. If this happens, see below instructions on how to re-insert the sash into the frame.
4. When finished cleaning, tilt the top and bottom sash up and snap the tilt latches into place. For safety, make sure the tilt latches are securely engaged.
5. If it becomes necessary to remove and reinsert the sash, tilt the sash inward to a 90° angle and lift the bottom of the sash up and out of the frame. To reinsert the sash into the frame, make sure both pivot bars (located at the bottom of the sash) are fully inserted into the balance shoes.

To remove a Slider sash, simply:

6. Slide the operating sash out of the jamb a few inches.
7. Lift the sash up into the head and pull the bottom of the sash towards you.

To operate Casements:

9. Unlock window by unlocking the handle on main frame. Unfold crank handle and turn clockwise to open sash. Turn counter clockwise to close window. engage the lock handle.

