

Although Window and Door systems from Supreme Windows require a minimum amount of maintenance, regular cleaning and maintenance will ensure the maximum product performance and will help prevent costly repair.

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i Safety Recommendations

- Insect screens are not security devices and will not prevent a fall from the window. Keep furniture well away from the window to prevent child injury.
- Use proper safety precautions when cleaning and servicing above ground exterior windows.
- Obtain assistance when working with a large window sash or patio door panel to avoid injury.
- If using commercial cleaning products, read and follow safety instructions, warnings, cautions and disposal instructions on manufacturer's label carefully. Wear safety gear (e.g. clothing, goggles, gloves) and provide plenty of ventilation.

i Recommended Maintenance Schedule

	1/2 Yr	1 Yr	As Needed
Clean Glass Surfaces	✓		
Clean Sash Tracks & Drain Holes		✓	
Clean Frame Surfaces & Screens		✓	
Clean & Lubricate Hardware		✓	
Check Weatherstripping & Caulking		✓	
Paint / Stain Wood Components			✓
Paint / Stain Door Slabs			✓

■ ■ ■ Cleaning Instructions

Glass Surfaces

DOs

- Clean glass with regular or ammonia based cleaning agents or a mixture of 1 gallon of cold water and 1/2 cup of vinegar.
- Rinse completely with clear water, then wipe dry with a soft cloth to avoid water spots.
- Avoid washing glass in direct sunlight.

DON'Ts

- Clean glass with any petroleum-based cleaners or caustic chemicals.
- Use a razor blade, putty knife or abrasive pad to clean the glass.
- Use any form of high-pressure spray nozzle when rinsing your windows after washing.

Drainage

- It is normal for water to accumulate in the sill or track area with wind driven rain. The water is intended to drain to the outside as water builds up or outside pressure subsides.
- Keep sill and track areas clean of dirt or debris.
- Make sure that outside and inside drainage holes and sill area are kept clear of any dirt, sand or building materials.
- Use a small, soft bottlebrush to clear openings.

Vinyl Frame & Sash Surfaces

DOs

- Vacuum dirt from sill and track area before washing.
- Clean window and door frames with mixture of mild dish soap and water.
- Always rinse completely with clear water and wipe dry.
- Ensure that you clean the condensation channel at the bottom of window or patio door at least twice a year.

DON'Ts

- Use abrasive or caustic cleaners or solvents as they may chemically react with the frame materials and cause deterioration.
- Use steel wool or abrasive pads and brushes as they may scratch the surfaces.

Screen

- Remove screen from the Window or the Door. (See next page to find how to remove screens)
- Wash on a flat and clean surface with mild soap and water using a soft brush.
- Rinse and wipe dry.
- Reinstall it in the Window or the Door.

■ ■ ■ Hardware Lubrication Instructions

Casement / Awning Windows

STEP 1 Open the windows fully and tighten each visible screw and verify that the roto-gear is not stripped and is free of dirt.

STEP 2 Place a small amount of greaseless, silicon base lubricant such as KLEEN SLIP on the hinge tracks, as well as the hardware pivot points on handles and hinges as indicated by the arrow.



Slider Windows

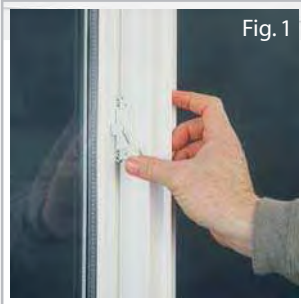
If your sliding windows are not hard to open or close, check the bottom track for dirt or debris.

STEP 1 Open the windows fully

STEP 2 Vacuum dirt and debris and clean the bottom track with a mild soap or diluted detergent.



Avoid using lubricants such as petroleum jelly and oil; they stay wet and will attract more dirt.



Horizontal Slider Windows

To Operate and Remove Sash for Cleaning

- STEP 1** Unlock the window by moving the lever fully upward, to the open position (Fig. 1).
- STEP 2** Grasp the 'Pull Rail' on the sliding window sash and slide it open 4-5 inches (Fig. 2).
- STEP 3** Remove the window sash by lifting upward and pulling the base of the sash toward you (Fig. 3).



To Remove and Reinstall Screen

- Remove** Grasp the tabs on the side of the screen and gently pull toward the center of the window (Fig. 4). Push the screen outward to remove.
- Reinstall** To reinstall the screen, push the screen into pocket at the side and pull up the tabs inward (Fig. 5). Push the screen into position and allow it to drop down into position behind screen clips.

Vertical Single Hung Windows

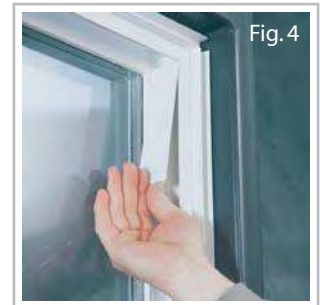
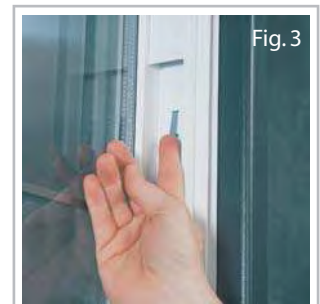


To Operate the Window

- STEP 1** Unlock the window by turning the lever clockwise to the open position. (Fig. 1).
- STEP 2** Grasp the 'Pull Rail' and raise the window sash. (Fig. 2).

To Remove Sash

- STEP 1** To remove the window sash, open the Sash Balance Clips located in the upper half of the window track. (Fig. 3).
- STEP 2** Remove the Sash Channel Blocks located at the top of the window track by gripping the bottom of the blocks and pulling firmly outward. (Fig. 4).
- STEP 3** Slide the sash fully upward and then move the sash slightly to the right to release it. The sash can now be pulled inward and removed. Reverse this procedure to reinstall the sash. Make sure to close Sash Balance Clips when completing the installation. (Fig. 5).



Window Operating Guides



Casement and Awning Windows



Fig. 1



Fig. 2

To Operate the Window

STEP 1 Unlock the window by lifting the sash lock handles upward until a distinctive 'CLICK' is heard. (Fig. 1, 2).

- Awning: 1 lock each side.
- Casement over 20" high: 2 single locks(Fig. 2) or 1 multi-point lock (Fig. 1)

STEP 2 Rotate the crank handle to open and close the window (Fig. 3).

Note: Do not use the crank handle to tighten the window when closing. Use the sash lock to pull the window tight.

To Remove and Reinstall Screen

Remove Grasp the edge of the screen and push the screen toward the outside edge of the window (Fig. 4).

Pull the screen inward in the same motion.

Reinstall To reinstall the screen, put the Spring Clips (left side of the screen) in the groove and snap into place by pulling the edge of the screen.



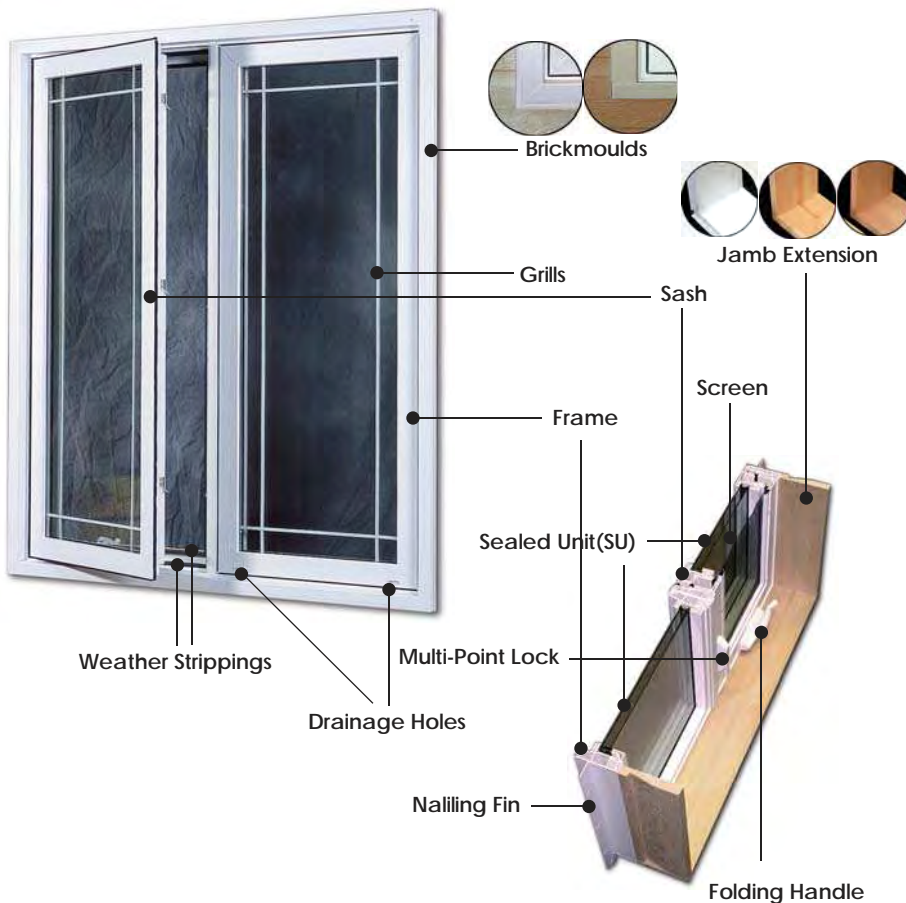
Fig. 3



Fig. 4



Window Terminology



Condensation Concerns



The varying and extreme climate of Southern Alberta often creates problems for homeowners keeping the humidity at a comfortable level and problem free.

Causes & Problems

- Condensation on window is a result of a higher air moisture content contacting lower temperatures on the glass. The higher the interior humidity and the lower the outside window temperature, the more condensation can occur. Excessive interior humidity can lead to structural damage and health concerns if high moisture levels are sustained inside wall cavities. Wood rot, mold and mildew can result.
- Most problems with humidity levels are result of improper setting or malfunctioning humidifier.

Actions

- Ensure the (de)humidifier is properly functioning and adjusted to suit the outside air temperature.
- Regularly use the ventilators especially when showering.
- Open windows and doors whenever practical or possible to allow interior moisture to escape.
- Open blinds or curtains to facilitate air movement.
- Install and use ceiling fans to circulate air.
- Upgrade windows or sealed units to a higher energy efficient product such as Low-E (Solarguard) or Triple Glazing sealed units.

Experience you can trust Quality you can depend on

Adjusting Steel / Fiberglass Entrance Door

Adjusting the Striker

Supreme Windows Entrance Doors are equipped with double adjustable striker and security plate. The variable climate seasonal change may cause expansion and contraction of the door and will cause the striker to go out of adjustment and adversely affect the door seal.

STEP 1 Loosen the striker plate screws and slide the striker slightly toward the outside.



STEP 2 Retighten the screws and test the door seal. It may be necessary to repeat this step several times until the desired amount of door seal is achieved.

Adjusting the Threshold

Supreme Windows Entrance Doors are also equipped with an adjustable threshold. If air is passing under your door or if you see light under the door your threshold may require adjustment.

STEP 1 Adjust the threshold screws equally turning each no more than 1/4 turn either clockwise or counterclockwise depending on the adjustment required.



STEP 2 Repeat this step as required and visually inspect the threshold to ensure it is leveled with the bottom of the door.

Dust Pad

If you can see daylight at the corner of the door, check to see if the dust pad is properly positioned.



Adjusting Gliding Vinyl Patio Door

Supreme Windows Patio Doors are equipped with adjustment screws at the bottom of the door and screen. If your door or screen are not sliding easily they may need adjustment.

Adjusting Patio Door Sash

STEP 1 Using a medium Robertson screwdriver adjust the bottom screw on the edge of the door.



STEP 2 Operate the door to determine if further adjustment is required. If so, repeat these steps.

Adjusting Patio Door Screen

STEP 1 Using a medium robertson screwdriver adjust the bottom screw in the groove of the screen frame.



STEP 2 Operate the screen to determine if further adjustment is required. If so, repeat these steps.

Limited Product Warranty

(For Products Purchased After January 1, 2013)

2/5 Year Supreme Windows (Calgary) Inc. and its authorized dealers and distributors warrant that its **window and door products** will be free from material and manufacturing defects for a period of five (2/5)* years from the date of manufacture.

3/20 Year **Insulating Glass units** (including dual-pane, triple-pane, Low-E glass, in-glass grills and tempered version of these glass options) to be free from defects in manufacturing, materials and workmanship for twenty (3/20)* years from the date of manufacture.

2/20 Year **Vinyl Extrusions** (including frame, sash, glazing stops and mullion connectors available in white and desertsand) will not crack, chip, peel or blister for twenty (2/20)* years from the date of manufacture.

In the event a product failure occurs within the limited warranty period, Supreme, at its option, will repair defective unit **free of charge for a period of two (2) years** from the date of manufacture. In addition, Supreme will provide replacement of the failed product and materials for a further three (3), eight (8) or eighteen (18) years from the date of manufacture. *After two (2) years from the date of manufacture, the customer will be responsible for the installation and arrangement cost of the defective product.*



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