



Window and Door Care and Maintenance

1. Installation
2. Paint/Stain
3. Hardware/Operation/Adjustment
4. Initial Cleaning
5. Ongoing Maintenance
6. Avoid
7. Problems/Trouble-Shooting

1. Installation:

Your Semco window and/or door units were provided with Installation recommendations. Installers may choose to install and flash a window differently from these recommendations. It is the Installers responsibility to ensure the installation/flashing methods used will provide a weatherproof installation that meets building codes and provides for proper operation of the window/door unit. Many different types of framing methods, flashing systems, panning systems, and exterior sheeting methods are available, The Contractor in charge of installation has to make sure all components of the installation integrate and work together to make a weather proof installation. Leakage around the window unit or faulty operation due to improper installation is not covered by Semco's warranty.

After installation the window/door should be level, square, and plumb for proper operation. All windows and doors should be checked for proper operation during the installation process. All operation issues should be addressed at installation before insulating the wall cavity around the window unit or applying the exterior sheeting system. Keep windows and doors closed and locked when not in use during the construction process. Finish windows with wood exteriors before they are exposed to weather conditions. Finish interior wood surfaces within six months of installation. Do not let unfinished interior wood surfaces become exposed to rain or excess moisture before being finished.

Label, and store screens and loose hardware where they will not be damaged by the construction process.

2. Paint/Stain:

Semco Clad products are supplied with exterior surfaces in aluminum and/or fiberglass. These surfaces are finished at the factory and do not need to be finished after installation.

Semco Wood products can be ordered as primed exterior or natural exterior.

Natural exterior products need to be primed before applying the finish coat. Prime all wood surfaces with a quality latex primer. Follow primer Manufacturer instructions for application. Prime all exterior surfaces and surfaces exposed to the exterior when the window or door is open.

Primed exteriors are primed at the factory with a latex base primer. Wood primed exterior surfaces should be finished as soon as possible before being exposed to weather conditions (excess rain prolonged sun/UV exposure).

Fill all nail, staple, and fastener holes and repair any handling damage with exterior grade sealants and/or wood fillers. Check all wood joinery; seal any joints that have opened up due to handling and the installation process. All surfaces should be cleaned and sanded smooth with fine (180-220) sandpaper. Remove excess sealants at joints and around glass edges. Cut the sealant clean to the edge of the wood glazing bead. Use a plastic scraper around glass edges and do not dig into or under wood surfaces. Clean all surfaces with a damp tack cloth.

After cleaning wood surfaces if any primer has been removed to expose raw wood surfaces prime with a high quality exterior latex primer recommended by the paint supplier. Do not apply primer to any vinyl surfaces or weather strip.

Mask off the glass surface leaving a 1/16" exposed edge of glass next to the wood glazing bead. This allows paint to penetrate into the joint right against the glazing bead helping to protect the joint from moisture penetration.

Paint all wood surfaces on the exterior and surfaces within the window/door frame and sash exposed when opening the window/door. These surfaces are exposed to weather when open. If it is necessary to remove sash and/or hardware for finishing make sure all hardware is reinstalled correctly, all fasteners tightened without stripping out. Sash is reinstalled with all hardware correctly attached to the window frame. If hardware is not correctly applied and reattached sash may fall out of the window frame or will not operate correctly. Do not reinstall sash until the paint finish has completely dried. If your wood windows have been

supplied with a factory installed storm window, it will need to be removed to properly finish the wood frame. Reinstall the storm window after the paint has fully dried.

Paint the exterior wood surfaces with a high quality exterior 100% latex or acrylic/urethane latex paint. See paint Supplier for exact paint recommendations. Allow each coat to dry before applying the next coat. Most paints need at least two coats to adequately protect the wood surfaces. Remove masking tape before final drying of the paint surface to avoid pulling the paint off the glass surface after it has dried.

Natural Wood Interiors can be painted or stained/clear coated.

Mask off the glass surface leaving a 1/16" exposed edge of glass next to the wood glazing bead. This allows paint or urethane to penetrate into the joint right against the glazing bead helping to protect the joint from moisture penetration.

Inspect all interior wood surfaces before starting to paint or stain the product. Fill any nail/staple holes. Lightly sand all surfaces with fine (180 – 220 grit) sandpaper to remove any surface blemishes. Clean all surfaces with a tact cloth to remove dirt and sanding dust.

If Staining; when staining a preconditioner can be used and should give a more uniform application of the stain. Follow manufacturers' recommendations for application.

Apply stain uniformly on each interior wood surface of the product. Some pieces of wood will absorb stain different than others so the amount of stain and time before rubbing off the stain will vary from surface to surface. Doing one surface at a time will help you match the different wood tones.

If staining or clear coating; apply two or three coats of a high quality spar or marine Urethane finish over all stained or natural surfaces. All interior wood surfaces must be sealed with the urethane finish to prevent moisture absorption into the wood. Make sure each coat is dry per the manufacturers' instructions before applying the next coat. Make sure the product is completely dry before reinstalling any sash or hardware.

3. Hardware/Operation/Adjustment:

Apply all loose hardware and any hardware removed for painting and/or staining. Be careful not to over tighten screws causing them to strip out the threads. All hardware should be fully locked when closed or completely unlocked when operating the window or door. Failure to fully unlock the hardware can cause damage to the window if the not fully open hardware interferes with the operation of the product. When closing a window completely close and lock the window or door. The locks are designed to

fully compress the sash into the weather strips to form the air and water barrier. The locks also help hold the sash straight and square when closed and locked.

Some components of the hardware are adjustable.

The casement hinges can be adjusted to square the sash inside of the frame. There is a brass cam located on the hinge track that can be rotated to push the sash closer to the hinge side or lock side to square the sash in the frame.

Sliding Doors have adjustable rollers on the bottom of the operating panel to level the door panel in the frame. The rollers can also be adjusted to reduce friction and make the door panel roll easier or harder depending on conditions.

Doors supplied with adjustable hinges can be squared and/or raised/lowered in the frame after installation. The center hinge will raise or lower the entire door panel. The top and bottom hinge will rotate or square the door panel within the frame. Follow the instructions supplied with the door.

Doors supplied with ball bearing hinges are not adjustable after installation. Make sure the door is operating correctly before final insulation and interior/exterior finish wall systems are applied. Hinges and strike plates should be solid shimmed and long screws driven through into the walls structural studs to hold the door plumb, square, and straight.

All sliding/friction components of the window or door can be wiped down with a dry silicone lubricate sprayed into a cloth and rub down the friction surfaces. This will improve operation ease, reduce any friction sounds, and extend the life of the components.

4. Initial Cleaning:

Open the window or door and vacuum out all construction dirt, and dust from around the window unit. Check all hardware and internal cavities around the window frame and sash.

Exterior painted aluminum and fiberglass surfaces can be washed with a mild detergent and plenty of clear rinse water. Additionally, an application of car wax is recommended; follow waxing instructions to help the aluminum clad finish retain its gloss. Do not use abrasive cleaners that may scratch the paint surface. Mortar stains may be removed with a 10% muriatic acid diluted with ten parts water. Immediately rinse thoroughly any surface that has a detergent or cleaning solution applied to it. Do not spray the windows or doors with a garden hose or pressure washer. The pressure of the water spray can damage the weather-strip components and force water into places water would not go under weather conditions.

Interior wood surfaces can be wiped down with a soft cloth and furniture cleaning/polishing products made for wood products.

Glass can be cleaned with commercial glass cleaners or a 10% vinegar 90% water solution. Rinse with clean water. Do not use metal razor blades on glass surfaces unless extreme caution is used. Blades must be new and free of nicks. Razor blades can scratch glass surfaces and is not covered by your warranty. A commercial adhesive remover can be used to remove adhesive residue from window stickers left on the glass too long. Thoroughly clean and rinse the glass after using the adhesive remover.

5. Ongoing Maintenance:

The window glass needs to be cleaned as needed. Glass can be cleaned with commercial glass cleaners or a 10% vinegar 90% water solution. Rinse with clean water. Do not use metal razor blades on glass surfaces unless extreme caution is used. Blades must be new and free of nicks. Razor blades can scratch glass surfaces and is not covered by your warranty.

The exterior aluminum and fiberglass surfaces can be wiped down with a mild detergent and water. Do not use abrasive cleaners. If over time the aluminum surfaces loose some of the gloss you can apply a car wax and follow the waxing instructions to restore the gloss.

Open the window or door and vacuum out all dirt, and dust from around the window unit. Check all hardware and internal cavities around the window frame and sash.

Interior wood surfaces can be wiped down with a soft cloth and furniture cleaning/polishing products made for wood products.

Window screens can be cleaned with a soft duster or a vacuum with an upholstery brush. Do not press down on the screen cloth during the cleaning process which can undo the screen spline holding the screen cloth in the screen frame. If this happens a screen repair company can rescreen the product for you.

Window and door hardware can be wiped with a wet cloth and mild detergent solution. Rinse with clean water after cleaning.

The casement/awning operator can be lubricated with a spot of grease applied to the gear mechanism under the operator cover. Open the window completely and look in from the outside at the sill of the window to see the metal gear.

Any pivot points or sliding components can have a little dry silicone spray applied to them.

Check all hardware to make sure it is connected and all fasteners are tight. Do not over-tighten screws causing them to strip-out. Do not use abrasive compounds on metallic finishes.

Check exterior opening conditions. Check caulk joints between window frame and exterior finish system (brick, siding, etc.). Check all joints on window frame and sash to ensure joints are tight. Wood exterior units should have joinery sealed and repainted as required.

Check interior wood surfaces. Refinish interior surfaces as needed. Condensation can cause the finish on the glazing bead at the sill to fail sooner than on the rest of the window. Refinish as required. Condensation control is critical to prevent premature wood failure.

6. Avoid Doing The Following:

Drilling holes in window frames to install security systems. Instead, use wireless contacts or running wires so they do not go through the window frames.

Applying film to the glass to reduce heat gain, UV, or glare. Films on the glass can affect the glass sealant compounds and will void the window/door warranty. Semco does offer several glass options that reduce heat gain, UV, and can give you glare control.

Leaving hardware disconnected for any reason. Make sure all hardware is reconnected correctly. Sash can fall from the window and cause injury if not connected or connected incorrectly.

Closing the window with hardware in the locked position. Damage to the hardware or window components may occur.

7. Problems/Trouble Shooting:

Interior Condensation; Windows and Doors do not cause condensation. Condensation occurs when the air reaches its dew point and condenses on the surface of the glass.

Condensation on the inside surface of the glass can be controlled by controlling the interior Relative Humidity in your home. Every home is different and exterior weather conditions are different. If condensation is occurring on the inside of your glass the humidity is too high. Interior condensation and resulting moisture that forms on the interior wood glazing beads can over time degrade the wood finish and harm the wood. Refinish the glazing bead as required and control the humidity to prevent this from occurring. Condensation control literature is available from Semco or can be found on the internet.

Condensation on the outside of the glass usually occurs in the summer and usually in homes with air conditioning and during periods of high

humidity. The exterior surface of the glass is cooler than the outside air and when the outside air contacts the glass it condenses its excess humidity on the cool glass surface. Exterior condensation will not harm your window and should go away with a drop in humidity or as the exterior glass surface warms above the air's dew point.

Do not paint and/or stain vinyl surfaces, hardware, or weather-strip components.

Moisture damage that is noticed on your wood surfaces should be dealt with quickly.

If your window has a wood exterior, maintaining the exterior paint is critical to prevent premature wood failure.

If you notice water stains on the interior wood surfaces, contact your Semco dealer to determine the cause of the damage and the best method to resolve the issue. Water damage can affect the long term performance of the window/door.

Mildew on surfaces is a sign of moisture present. Wipe mildew off with a mild bleach/water mixture. Keep the area dry to prevent mildew from occurring.

If your window or door does not operate correctly check for dirt in the hardware components or along the sliding tracks. If excessive force is required to open or close your window contact your Contractor or Semco Dealer to determine the cause and best method to repair.

Air infiltration does occur on all window units. Excessive air infiltration is usually the result of an installation, operation, locking, or weather stripping problem. Check weather stripping for tears, cracks, or damage. Replacement weather stripping can be ordered from your Semco dealer.

Following these care and maintenance guidelines will ensure performance and extend the life of your quality SEMCO Windows & Doors.