



This guide provides important information that will help keep wood, fiberglass and steel doors looking beautiful and operating smoothly for many years while maintaining warranty coverage. Regular inspections and minor maintenance are the best ways to keep these products in good condition.

Do-It-Yourself

Technician



INTRODUCTION

For optimal performance, new primed or unfinished products should be finished or painted as soon as possible after installation. Finishing is necessary because by nature, door construction materials are susceptible to the elements. Painting and finishing seals the surfaces, maintains, protects and enhances the beauty of the product by keeping it less susceptible to debris and easier to clean. Keeping doors properly finished is the first step in effective maintenance.

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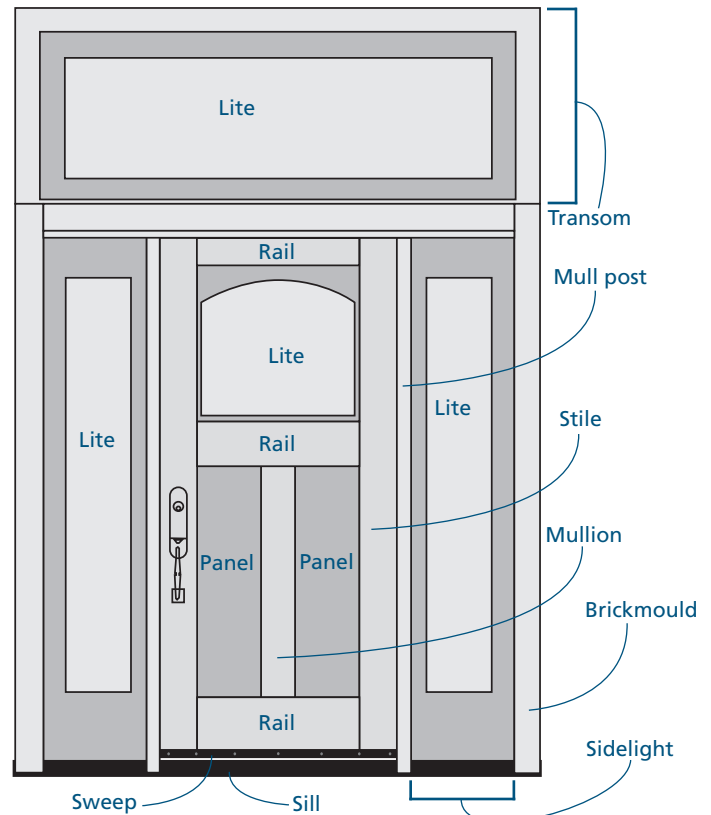
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CONTACT US

For questions, feel free to contact us by phone or email:

- Email: customerserviceagents@jeld-wen.com
- Phone: 1-(800)-JELD-WEN/1-(800)-535-3936

DOOR & DOOR SYSTEM PARTS



The advice offered herein can be done by a homeowner with some mechanical aptitude. If you are unsure, it is recommended that you hire a trained service provider such as a competent and licensed construction contractor or building professional. JELD-WEN disclaims any and all liability associated with the use and/or provision of these instructions. Any reliance upon the information or advice is at the risk of the party so relying. The information contained herein may be changed from time to time without notification.

PRECAUTIONS, SAFETY & CLEANING RECOMMENDATIONS

PRECAUTIONS & SAFETY

- Never mix cleaners or solvents. This may be dangerous as well as ineffective.
- If using commercial cleaning or finishing products or solvents, carefully read and follow safety instructions, warnings, cautions and disposal instructions on manufacturer's labels. Wear appropriate safety gear (e.g. clothing, goggles, gloves) and provide plenty of ventilation.
- Immediately clean spills.
- Most solvents are flammable and/or toxic and must be handled with extreme care. Do not use near open flame, sparks, or electrical motors.

RECOMMENDATIONS

- Do not power-wash doors or use a garden hose; this can cause seal failure in glass units and allow water to enter the structure.
- Avoid using metal tools, razor blades, or other sharp objects and abrasive cleaners. They can damage door surfaces, scratch glass and remove coatings.
- Do not allow aggressive cleaners to come into contact with door surfaces. Immediately rinse and dry.
- Do not allow cleaners to puddle or collect at glass edges near glazing materials.
- Avoid cleaning in direct sunlight or in temperatures too hot or too cold.
- Avoid excessive rubbing and over-cleaning.
- Do not scour.
- Clean and rinse one area at a time.
- Clean twice a year (monthly in coastal areas) or when dirty.
- After-market tints and films are not recommended on glass, as they may cause damage to the glass and/or sealant.

NEEDED MATERIALS & TOOLS

MATERIALS

- Baby shampoo or mild soap, or vinegar, and water
- Several clean, soft, non-abrasive, absorbent lint-free dry cloths (cleaning)
- Commercial glass cleaning products or solvents
- Plastic wrap (for label removal)
- High quality sealant (100% polyurethane if painted and 100% silicone if left exposed)

TOOLS

- Soft bristle brush
- Spray bottle
- Sponge
- Plastic putty knife (for paint or label removal)

BASIC INSPECTIONS & MAINTENANCE

GUTTERS & OVERHANGS

Gutters and overhangs protect doors from excess exposure to water. Clear at least once a year or as necessary.

SLAB & FRAME INSPECTION

- Inspect annually (due to the corrosive environment of coastal areas, inspect monthly).
- Inspect stiles and rails for damage (cracks or splits in wood or fiberglass surfaces, dents or scratches in metal surfaces).

- Immediately repair scratches or cracks in painted or finished surfaces. Re-finish surfaces as necessary when finishes fade, crack, peel, split etc.
- Check glass for cracks. If cracked, call us or your local glass supplier for replacement.
- For insulating glass units, look for moisture or fogging between glass panes (most likely to occur on cold mornings). This may be an indication of seal failure. See our Seal Failure Document at www.jeld-wen.com/resources or call us for recommendations.

BASIC INSPECTIONS & MAINTENANCE – CONTINUED

WEATHERSTRIP & SWEEP INSPECTION

Inspecting and maintaining weatherstrip can help avoid costly structural damage from water leakage and energy loss due to air and/or water infiltration. Replace weatherstrip, that has gaps or is missing, torn, cracked, brittle, discolored, gummy, or that has no “bounce back” when pressed down.

Precautions

- Solvents such as mineral spirits or petroleum-based products may damage or dissolve weatherstrip.
- When using alcohol, always test small area first to avoid product damage.
- Do not allow solvents or silicone to touch surfaces around weatherstrip.
- Do not use abrasives, sanders, or anything sharp near weatherstrip.

Light Cleaning

1. Clean with damp cloth or mild soap and water.
2. Rinse and dry thoroughly.
3. Repeat if necessary.

Non Water-Soluble Cleaning

Clean with denatured alcohol on soft cloth. Test on inconspicuous area first. If denatured alcohol doesn't work:

1. Clean with small amount of lacquer thinner on soft cloth. Follow all instructions and do not get lacquer thinner on fiberglass.
2. Repeat if necessary.
3. Clean with mild soap and water, then rinse. If unsuccessful, consider replacing weatherstrip.

Weatherstrip Repair

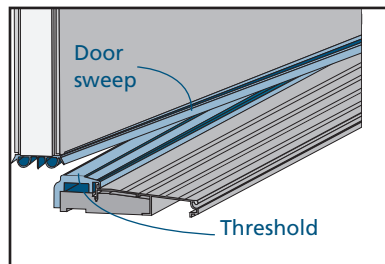
If weatherstrip is loose or falling out of the kerf:

1. Carefully remove weatherstrip.
2. Apply thin bead of silicone sealant into kerf.
3. Reinstall weatherstrip.
4. Hold in place with tape for 24 hours.
5. Carefully remove tape.

Sweep Inspection

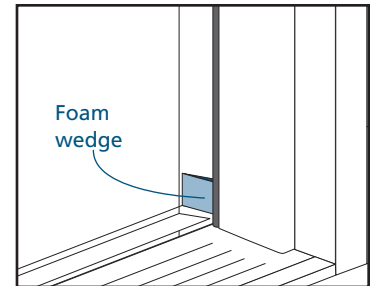
Visually inspect the sweep for tears and missing components. If the sweep is damaged, consider replacing it. See our product guide for replacement instructions.

When the door is closed, the sweep should be compressed by the threshold by approximately 1/8". If the threshold has screws visible on the top, it can be adjusted by turning the adjustment screws on the threshold clockwise to lower the threshold or counterclockwise to raise it. Adjust each screw until the threshold applies uniform compression on the sweep.



Foam Wedge Inspection

A foam wedge should be installed at each lower corner where the door slab is when it's closed. If the foam wedge is torn or missing, call us for a replacement.



BLINDS BETWEEN THE GLASS

For easiest operation, keep the slats in a fully open position while operating.

Adjustments

1. If the operator comes off of the track, hold the operator at a sharp angle to the glass and reinsert the two legs under the track opening.
2. Re-couple the operator magnets.

Re-couple operator magnets

1. Slide the operator until the first click.
2. Full travel blinds will fully engage when you hear the first click. Half travel (those units with a single side operation) will require you to continue moving the operator up until you hear the second click. This will ensure the magnets are fully engaged.

EXTERIOR SIDING & PRODUCT SEALANT JOINTS

A proper seal of the joints in the door system and between the door and the exterior surface of the structure will provide a proper shield from the elements and will keep water and/or air from leaking into the house.

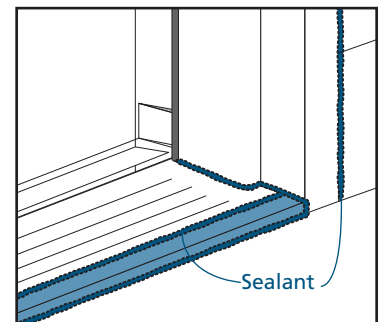
1. Inspect sealant in the joints for:

- Cracks
- Voids
- Deteriorating areas (e.g. loss of adhesion)

2. Repair damaged sealant with a best quality sealant.

Note! Do not apply sealant to areas where installer or contractor did not originally seal. Seek professional advice from an installer or contractor if unsure.

When repairing a sealant joint, 100% silicone sealant is the most durable, but it cannot be painted. Use 100% polyurethane sealant if painted. Follow sealant manufacturer's instructions for proper application.



CLEANING GLASS

GENERAL CLEANING

Prepare cleaning solution (1 tsp baby shampoo to one gallon of water or 1 1/2 cups vinegar to one gallon of water).

1. Rinse surface with clean water from top to bottom.
2. Clean with mild soap and water and sponge or soft brush with uniform pressure horizontally, then vertically.
3. Promptly rinse thoroughly with clean water (sponging while rinsing may be helpful; do not allow cleaning solution to dry on the surface or collect and puddle).
4. Wipe dry with lint-free dry cloth.
5. If necessary, repeat steps above until clean.
6. Dry door with separate cloth.

LABEL REMOVAL

Slowly peel from one corner. If label tears or sticks, moisten with soapy water and gently scrape with plastic putty knife. Stubborn labels can be soaked with soapy water and covered overnight with plastic wrap. Gently remove with plastic putty knife.

PAINT REMOVAL

1. Soak dried latex paint drips with warm water and baby shampoo solution. For oil-based paint, consult a paint professional.
2. Wipe with damp cloth or sponge.
If needed,
3. Scrape gently with plastic putty knife. Repeat soak and scrape.
4. Repeat if necessary.

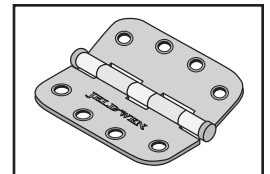
DOOR SURFACE CLEANING & HARDWARE LUBRICATION

Cleaning and lubrication help to maintain and restore smooth operation to movable parts such as hinges and locksets and, in most cases, offers some corrosion protection.

Clean door surface and maintain hardware any time doors are not opening or closing properly or at least bi-annually (monthly for coastal areas):

- Clean dirt/debris with mild soap and water and rinse clean
- Tighten loose screws
- Replace damaged hardware

1. Lubricate hinges with light oil (3-In-One® oil or equivalent) annually or when noisy.
2. Spray keyway lock with graphite lubricant.



PRECAUTIONS

The following substances may damage protective finishes. Do not use:

- Vinegar-based cleaners (use on glass only)
- Citrus-based cleaners (lemon, etc.)
- Paint removers
- Window cleaners
- Brick/siding washes
- Any other industrial or abrasive cleaners

STUBBORN STAIN REMOVAL

Commercial glass cleaning products may be necessary.

- Apply small amount directly to the stain. Avoid spilling or dripping down the glass.
- Some persistent stains may need higher strength cleaning solutions that contain active ingredient chemicals such as denatured alcohol or acetone. Special care must be taken when using these types of cleaners.
- For oil and grease: try baking soda and water.

MORE INFORMATION ON GLASS CLEANING

- The Glass Association of North America (GANA): www.glasswebsite.com

Note on Websites! Website content is subject to change and should be used for informational purposes only. JELD-WEN is not responsible for third-party information.

GLOSSARY**Astragal**

The vertical trim attached to one of the panels of a French door that bridges the gap between the panels when closed to provide weather and overswing protection.

Door System

An assembly of a door slab and frame where the slab has been pre-hung in the frame.

Frame

The assembly of structural members (head, sill and jambs) used to fasten the door to the structure.

Insulated Glass Unit

A sealed assembly of two or more panes of glass separated by a spacer.

Kerf

A groove that often holds weatherstrip.

Keyway

The slot in the lock where the key is inserted.

Lite

A framed piece of glass within the door slab, sidelight or transom.

Rail

The horizontal pieces of a door slab.

Seal Failure

The airtight seal between two panes of an insulating glass unit has broken and is usually discovered when excess moisture fogs the inside of the glass panes.

Sidelight

A fixed, usually rectangular decorative glass component on either side, or both sides of a door system.

Slab

The operating part of the door system.

Stile

The vertical pieces of a door slab.

Sweep

The flexible seal material attached to the bottom of the door slab.

Threshold

The bottom component of a door system.

Transom

The decorative glass component installed above the door system.

Weatherstrip

A strip of material that covers the joint between the door slab and frame and is used to help prevent rain, snow and air from entering.

INSPECTION CHECKLIST

INSPECTION DATE ____/____/____

EXTERIOR	NOTES
<ul style="list-style-type: none"> • Paint or Finish <ul style="list-style-type: none"> <input type="checkbox"/> Dirty <input type="checkbox"/> Cracks, scratches, blisters, fading, flaky other damage 	
<ul style="list-style-type: none"> • Sealant Joint <ul style="list-style-type: none"> <input type="checkbox"/> Cracks, voids, other damage <input type="checkbox"/> Deterioration, loss of adhesion 	
<ul style="list-style-type: none"> • Glass (if applicable) <ul style="list-style-type: none"> <input type="checkbox"/> Dirty <input type="checkbox"/> Scratched, cracked, other damage <input type="checkbox"/> Moisture between Panes (insulating glass only) 	
<ul style="list-style-type: none"> • Weatherstrip <ul style="list-style-type: none"> <input type="checkbox"/> Missing or loose <input type="checkbox"/> Tears, cracks, other damage <input type="checkbox"/> Brittle, gummy, discolored <input type="checkbox"/> No "bounce back" 	
<ul style="list-style-type: none"> • Gutters <ul style="list-style-type: none"> <input type="checkbox"/> Dirty or clogged <input type="checkbox"/> Damaged <input type="checkbox"/> Missing 	
<ul style="list-style-type: none"> • All Product Hardware <ul style="list-style-type: none"> <input type="checkbox"/> Dirty or damaged <input type="checkbox"/> Discolored or tarnished <input type="checkbox"/> Hinges or locksets loose or need lubrication 	
INTERIOR	
<ul style="list-style-type: none"> • Paint or Finish <ul style="list-style-type: none"> <input type="checkbox"/> Dirty <input type="checkbox"/> Scratched, cracked, other damage 	
<ul style="list-style-type: none"> • Glass (if applicable) <ul style="list-style-type: none"> <input type="checkbox"/> Dirty <input type="checkbox"/> Moisture between Panes (insulating glass only) 	
<ul style="list-style-type: none"> • All Product Hardware <ul style="list-style-type: none"> <input type="checkbox"/> Dirty or damaged <input type="checkbox"/> Discolored or tarnished <input type="checkbox"/> Hinges or locksets loose or need lubrication 	