



Caring for your C-3500™ windows and patio doors will save time and money. It is necessary to take some time every year to clean and inspect your C-3500 windows and patio doors for damage. Proper maintenance requires periodic tasks to maintain long life, smooth operation, and warranty coverage. Regular inspections and minor maintenance are the best ways to keep these products in good condition.

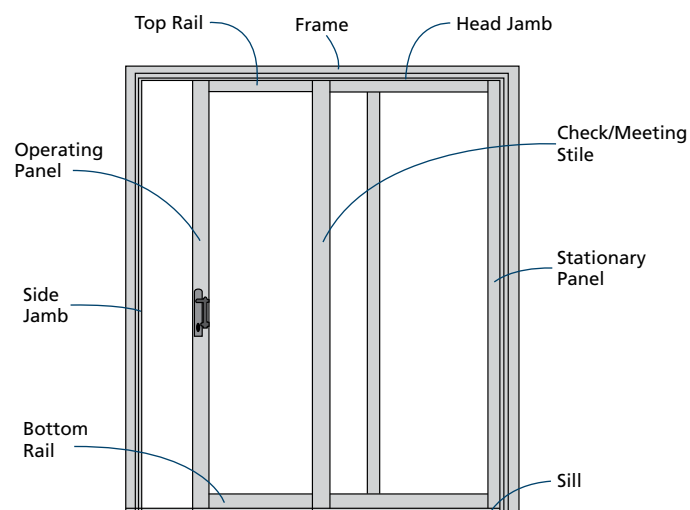
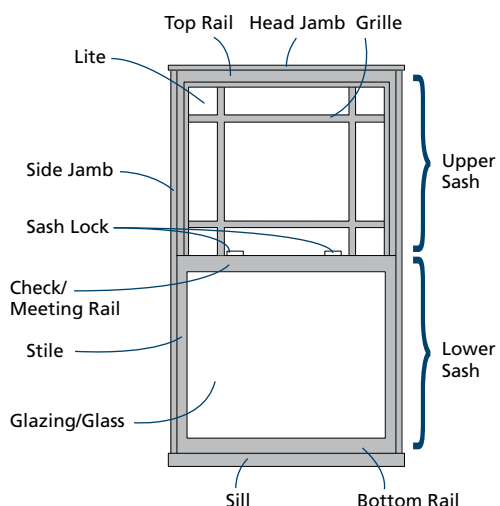
INTRODUCTION

This guide provides important information that will help to keep C-3500 windows and patio doors looking beautiful and operating smoothly for many years. C-3500 products contain ultraviolet (UV) inhibitors designed to reduce sun damage. C-3500 is manufactured to be low maintenance and long-lasting without the need for painting or finishing.

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Window And Patio Door Parts



PRECAUTIONS, SAFETY AND CLEANING RECOMMENDATIONS

Precautions And Safety

- Window insect screens are not security devices and will not prevent a child or anyone from falling through.
- Remove protective film (if applicable) on the glass within six months.
- 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.
- Use proper/safe equipment and precautions when cleaning and servicing the exterior side of windows above ground level.
- Use help when working with a large window sash or patio door panel to avoid injury.

⚠ WARNING

Removing patio door panels can be dangerous, panels can be HEAVY! Larger panels may require additional tools or machinery for handling and installation. Minimum of two person lift!

Recommendations

- **DO NOT** power-wash windows or use a garden hose; this can cause seal failure and allow water to enter the structure.
- When cleaning exterior, multi-story windows, begin with the upper story and work down.
- Avoid using metal tools, razor blades, or other sharp objects and abrasive cleaners. They can damage window surfaces, scratch glass and remove exterior glass coatings.
- Aggressive cleaners or solvents can damage composite surfaces and may cause yellowing. 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, as they may cause damage to the glass and/or sealant.

NEEDED MATERIALS AND TOOLS

- Baby shampoo or mild soap and water or vinegar and water
- Several clean, soft, non-abrasive, absorbent Chamois or lint-free dry cloths
- Soft bristle brush
- Spray bottle
- Vacuum cleaner
- Sponge
- Appropriate solvent (for hardware only)
- Commercial glass cleaning products or solvents (for stubborn stains)
- Plastic putty knife (for paint or label removal)
- Plastic wrap (for label removal)
- Spray silicone

BASIC INSPECTIONS AND MAINTENANCE

Insect Screens

1. Inspect for the following:
 - Cuts, scratches or holes.
 - Loose screws.
2. Maintain:
 - Lightly lubricate tracks with silicon spray.
 - Clean tracks with a vacuum.
3. Replace or repair damaged screens; if replacement is necessary, contact a local supplier for repair or replacement information.

Your local hardware or home improvement store is a good source for supplies and information on screen repair.

Cleaning

1. Remove screen and place screen into tub or shower if indoors; on the lawn or hard surface if outdoors (avoid exposure to dirt).
2. Gently spray with water and brush lightly with a soft bristle brush until clean (use gentle spray nozzle setting).

- For stubborn dirt,
3. Gently scrub with a soft bristle brush with mild soap and water.
 4. Rinse clean.
 5. Reinstall screen when dry.

NOTE: Screens may not be covered under the manufacturer's warranty. To be sure, ask your supplier or distributor.

Sash/Panel Inspection

Inspect sash or patio door panel annually (monthly for coastal areas). If the window has a removable sash, it may be helpful to remove it before the inspection.

- Inspect optional opening control devices for proper operation. Contact us if not operating properly.
- Inspect stiles and rails for damage.
- Check glass for cracks. If cracked, call 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. Call us for recommendations.

BASIC INSPECTIONS AND MAINTENANCE (CONTINUED)

Gutters and Overhangs

Gutters and overhangs protect windows and patio doors from excess water exposure. Clear at least once per year.

Weep System

Composite windows and patio doors are not subject to moisture damage; however, damage could develop in the structure around the unit if water does not drain properly from the sill area to the exterior.

Interior weep holes are usually rectangular or round holes cut in the bottom of the sill track or in the face of a vertical member of the sill near the bottom. Weep holes may be covered by a sill insert or roller track. Access to the weep holes may require removing the sash or panel. Sash/panel removal can be awkward, see the appropriate product guide at www.jeld-wen.com for safety recommendations and the proper procedure for removing the sash or panel.

Exterior weep holes are usually round or rectangular holes cut in the exterior face of the sill. These may have a small flap or baffle covering the hole.

1. Regularly clean sill track with vacuum or wipe thoroughly with a damp cloth. Thoroughly remove any blockage in the corners and from the exterior weep holes caused by caulking, masonry/stucco products or a piece of trim.

2. Pour a small amount of water (1 cup) into the interior sill track. If water does not drain quickly from the sill through the weep system, insert a thin wire into the weep hole to clear the blockage. When clearing exterior weep holes, the passages through the inside of the frame may be slightly offset to the left or right. **DO NOT** insert the wire farther than necessary because the insulating glass unit may be damaged. Call us if unsure. Repeat until water runs clear to the exterior. If not successful, call a service technician.

Exterior Siding Joint

A proper seal of the joint between the window and the exterior surface of the structure will keep water and/or air from leaking into the house. Inspect the sealant joint for:

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

Repair damaged sealant with high-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 SURFACES

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 the 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.
NOTE: Quickly rinse and dry any run-down. Don't allow cleaning solutions to collect or puddle on composite surfaces, crevices, etc.
3. Promptly rinse thoroughly with clean water (sponging while rinsing may be helpful; **DO NOT** allow cleaning solution to dry on the glass or composite surface).
4. Wipe dry with a lint-free, dry cloth.
5. If necessary, repeat the steps above until clean.
6. Dry window frame and sill with a separate cloth.

Paint Removal

1. Soak dried latex paint drips with warm water and baby shampoo solution.
2. Wipe with a damp cloth or sponge.

3. Scrape gently with a plastic putty knife.
4. Repeat if necessary.

NOTE: For oil-based paint drips, consult local paint professional.

Label Removal

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

Stubborn Stain Removal

For stubborn stains, commercial glass cleaning products may be necessary.

- Apply a 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 toluene, xylene, mineral spirits or naphtha. Special care must be taken when using these types of cleaners. Avoid getting onto composite surfaces.
- For oil and grease, try baking soda and water or washing soda and water.
- Rinse thoroughly with clean water and dry.

CLEANING FRAME SURFACES

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.
NOTE: Quickly rinse and dry any run-down. Don't allow cleaning solutions to collect or puddle on frame surfaces, crevices, etc.

3. Promptly rinse thoroughly with clean water (sponging while rinsing may be helpful; **DO NOT** allow cleaning solution to dry on the glass or frame surface).
4. Wipe dry with a lint-free, dry cloth.
5. If necessary, repeat steps above until clean.

HARDWARE CLEANING AND LUBRICATION

Cleaning and lubrication help to maintain and restore smooth operation to movable parts of windows and patio doors and, in most cases, offer corrosion protection. Always thoroughly clean hardware before lubricating. Maintain hardware any time windows are not opening or closing properly or at least biannually (monthly for coastal areas) for the following:

- Clean dirt/debris
- Tighten loose screws
- Replace damaged hardware

Precautions

The following substances may damage protective hardware finishes. **DO NOT** use:

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

Use caution with silicone-based sprays. Apply only in small amounts and **DO NOT** over spray. Wipe off excess lubricant to avoid staining and/or damage to other window or patio door parts. Silicone may cause some hard plastic parts to become brittle.

Hardware Types

Metal hardware offers functionality, aesthetic appeal and resistance to corrosion but is not corrosion-proof. Replace corroded hardware.

Plastic hardware offers high resistance to the elements; however, over time, can deteriorate from ultraviolet light, heat, cold and chemical exposure.

Hardware Cleaning

General Cleaning

1. Remove hardware for easier cleaning.
2. Use mild soap and water on a soft cloth or sponge; rinse and wipe dry. **NOTE: For stubborn dirt, use a soft bristle brush to gently scrub.**
3. Apply several coats of high-quality, non-abrasive car wax.
4. Reinstall hardware.

Heavy Cleaning

Solvents, abrasives, and other cleaners could cause damage to protective coatings on hardware. If the general cleaning procedure is not sufficient, call us for recommendations.

Hardware Lubrication

Different hardware parts need different types of lubricants.

Suggested Lubricant Types

White or Lithium Grease:

Protects metal surfaces against corrosion, reduces friction and wear on moving parts, and is an excellent multi-purpose lubricant.

Light Oil (such as 3-in-One®):

Use for sliding or rotating joints.

Graphite (spray black carbon powder):

Use for door lock keyways and hinges.

NOTE: Use care when applying graphite to prevent possible staining of parts.

Spray Silicone:

Use for slider tracks and weatherstrip.

NOTE: DO NOT spray directly onto hardware surfaces. Spray onto a clean cloth to apply.

Plastic Hardware

Most hard plastic hardware parts (e.g. sash retainer latches) require periodic cleaning for smooth operation and **DO NOT** require lubrication.

Slider Tracks

Slider tracks can become dirty and difficult to operate. Clean and lubricate as follows:

1. Remove sash(es).
2. Vacuum track or wipe with a soft cloth.
3. Apply spray silicone to dry, soft cloth. Wipe onto the track, jamb liner and/or weatherstrip. **DO NOT** apply silicone to pile (fuzzy) weatherstrip.
4. Reinstall sash(es) and check operation.

Casement/Awning Rotating Joints

Light oil provides lubrication for rotating joints such as hinge pivots. Spray lubricants or graphite are acceptable, but need frequent application.

1. Open the window for access to joints.
2. Oil the rotating parts.

Patio Door Rollers and Multi-Point Locks

WARNING

Removing patio door panels can be dangerous, panels can be HEAVY! Larger panels may require additional tools or machinery for handling and installation. Minimum of two person lift!

1. Remove the door panel.
2. Tip door panel for access to rollers on the bottom.
3. Lubricate rollers where the shaft goes through the middle of the wheels with light oil.
4. Lightly oil multi-point lock at each latching point.
5. Spray keyway lock with graphite lubricant.

GLOSSARY

Casement

A window with a sash that opens from the side like a door.

Egress Hinge

A hinge used in conjunction with certain casement windows to allow a wider opening to meet emergency exit requirements.

Frame

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

Grille

A Decorative grid on the interior or exterior of the glass or between the glass panes.

Insulated Glass Unit

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

Keyway

The slot in the lock where the key is inserted.

Patio Door Panel

An assembly comprised of stiles (vertical pieces), rails (horizontal pieces) and the patio door's glass.

Rail

The horizontal piece of a sash or panel.

Sash

An assembly comprised of stiles (vertical pieces), rails (horizontal pieces) and the window's glass.

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.

Side Jamb

The vertical frame member on either side of the window or patio door.

Sill

The bottom horizontal frame member of a window.

Sill Track

The track on the sill of a sliding/gliding window or patio door that guides the sash as it opens and closes.

Slider

A window with one or more sashes that slide horizontally.

Stile

The vertical piece of a sash or panel.

Weatherstrip

A strip of material that covers the joint between two separate parts of a window or patio door and is used to prevent rain, snow and cold air from entering.

Weep Hole

The visible exit or entry part of a water drainage system used to drain water out of a window unit.

INSPECTION CHECKLIST

INSPECTION DATE ____/____/____

Exterior	Notes
Composite Surface <ul style="list-style-type: none"> • Dirty • Scratched or other Damage 	
Sealant Joint <ul style="list-style-type: none"> • Cracks, voids, other damage • Deterioration, loss of adhesion 	
Glass <ul style="list-style-type: none"> • Dirty • Scratched, cracked, other damage 	
Weatherstrip <ul style="list-style-type: none"> • Missing or loose • Tears, cracks, other damage • Brittle, gummy, discolored • No "bounce back" 	
Insect Screen <ul style="list-style-type: none"> • Dirty • Missing or loose • Mesh damaged or loose 	
Gutters <ul style="list-style-type: none"> • Dirty • Damaged • Missing 	
Interior	
Composite Surface <ul style="list-style-type: none"> • Dirty • Scratched or other Damage 	
Glass <ul style="list-style-type: none"> • Dirty • Moisture between Panes (insulating glass only) 	
All Product Hardware <ul style="list-style-type: none"> • Dirty or damaged • Discolored or tarnished • Problems with sash locks 	
Casement/Awning Windows <ul style="list-style-type: none"> • Operators working properly • Operators need lubrication 	
Single-Hung Windows <ul style="list-style-type: none"> • Sash balances fail to hold properly 	
Sliding/Gliding Windows <ul style="list-style-type: none"> • Track dirty 	
Patio Doors <ul style="list-style-type: none"> • Track dirty • Problems with rollers • Problems with locks • Locks or hinges need lubrication 	



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.