



CASCADE

W I N D O W S

care and maintenance



CARE AND MAINTENANCE

Care & Maintenance Guide

While your Cascade vinyl windows and doors require little care and maintenance, it is recommended that you clean and inspect them at least once a year to keep things operating smoothly and to protect your warranty. This brochure outlines how to go about keeping your windows and doors properly cleaned and maintained.

Glass Care

Regular cleaning of your insulating, low-e or heat reflective glass is a relatively easy, this is an important part for maintaining their effectiveness and to ensure the best performance over the life of the product.

DO'S:

- Clean glass with a mixture of mild soap and water or glass cleaner. Rinse completely with clear water and dry with a soft cloth or squeegee to help avoid water spots.
- Clean and rinse one area at a time.
- When cleaning exterior, multi-story windows, begin with the upper story and work down.

DON'TS:

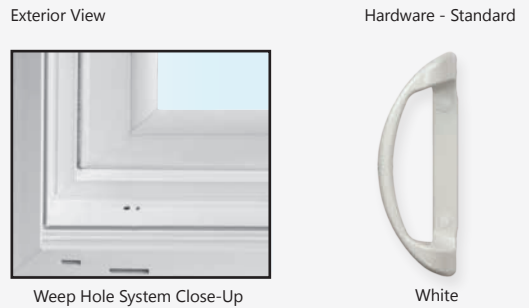
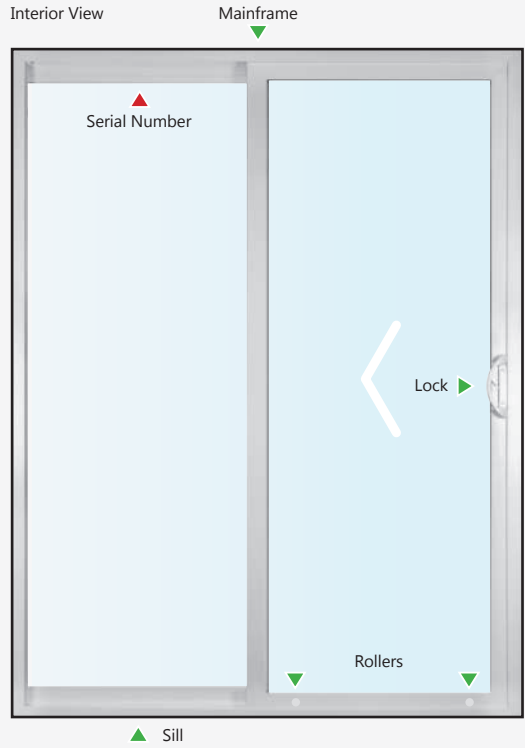
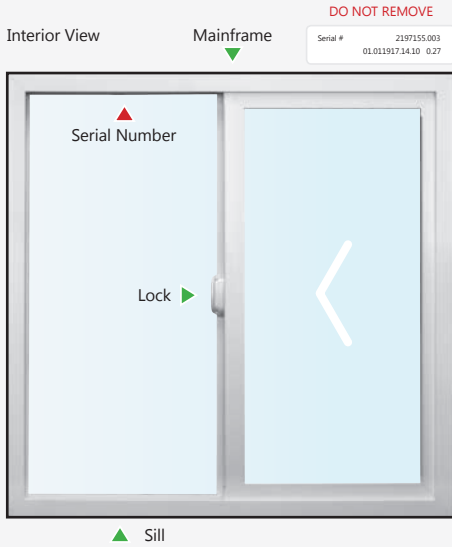
- Do not power-wash windows or use a high pressure hose. This can damage the glass seal or cause water to enter the structure.
- Don't allow water or cleaners to puddle or collect at the glass edges near glazing materials.
- Avoid cleaning in direct sunlight or in temperatures too hot or too cold.
- Never use abrasive cleaners, petroleum based solvents or chemicals on glass as they can damage the glass, insulated glass seal or other window components.
- Never use metal tools, razor blades, abrasive pads or other sharp objects as they can damage window surfaces, scratch glass and remove exterior glass coatings.
- Do not scour and avoid excessive rubbing or over cleaning.
- Never attach masking tape, tints or films to your glass. These can cause excessive heat buildup resulting in heat cracks and seal failures. Use of such products will void your warranty.



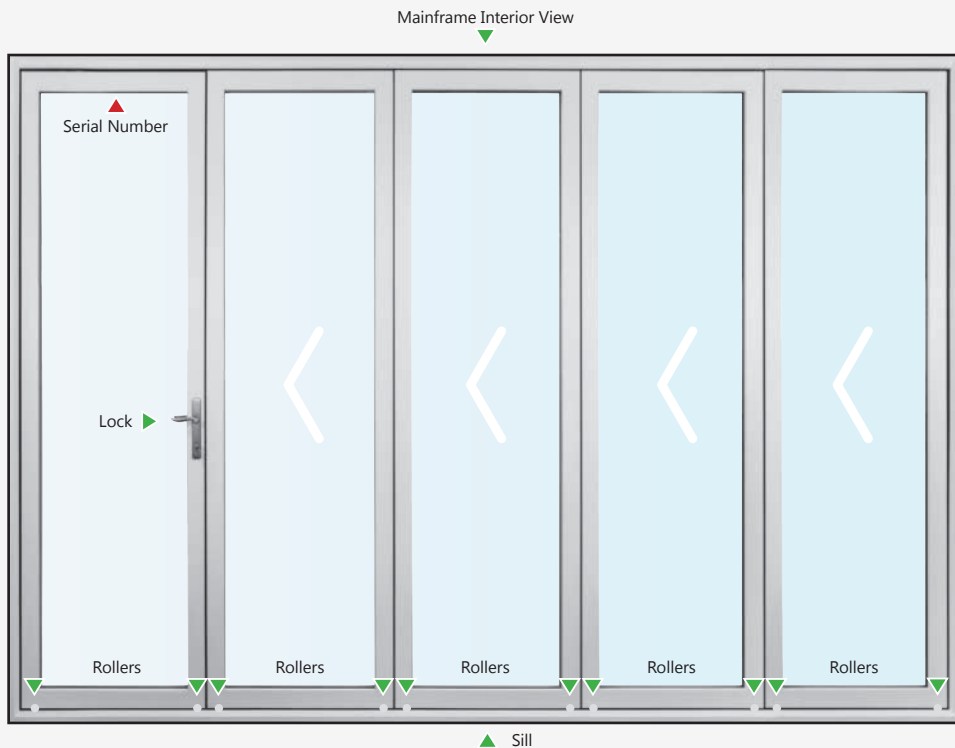
Mild soap and glass cleaner are recommended for routine care of your Cascade products.

CALL CASCADE CARES AT 800.442.8544

WINDOW & DOOR ANATOMY



FOLDING DOOR SYSTEM



Folding Door System

The great thing about Cascade's Folding Door System is that, unlike other doors, this system is bottom track supported. To ensure ease of operation it's necessary to check and make sure the bottom track is clear of all debris on a regular basis. These simple maintenance steps will ensure the ease of operation for your door system.

Use a small amount of silicone spray on both the top and bottom tracks to assist in the smooth operation of your folding door system as routine maintenance.

FRAME CARE

Frame Care

Protecting the frames of your windows and doors is just as important as cleaning the glass. While the vinyl or aluminium material naturally prevents penetrating stains from dirt and grease, it is still important that you clean and maintain to protect the life and extend the beauty of your windows and patio doors.

DO'S:

- Vacuum soil and debris from the sill or track prior to washing.
- Windows and doors have weep holes. Make sure they are clear of obstruction and draining properly. See Window Weeping/ Drainage Systems for more information.

Cleaning and lubricating the window track twice a year is suggested for easy operation.

- Use a mixture of mild soap and water.
- Rinse completely and dry with a soft cloth.
- Use a cream wax cleaner or polish for more stubborn stains.

DON'TS:

- Never use abrasive cleaners, solvents or chemicals as they may damage the finish or other components.
- Don't use a hard bristle brush on finishes.
- Don't allow water or cleaners to puddle or collect on surfaces and crevices.



PAINTED VINYL, HARDWARE & SCREEN CARE

Painted Frame Care

Our painted vinyl products are painted with a superior painting process that is highly durable and requires the same maintenance as our standard frames. However, it is best to remove contaminants and debris as quickly as possible. Soap and water are recommended.

Hardware Cleaning and Lubrication

Hardware parts, tracks and rollers should be inspected and lubricated annually. More frequently if in high moisture or a salt air environment.

DO'S:

- Use mild soap and water on a soft cloth, rinse and thoroughly wipe dry.
- For stubborn dirt use a soft bristle brush.
- Use a dry silicone spray on hinges, rollers & sash where frame contact is made.
- Apply a coat of high quality, non-abrasive car wax.

DON'TS:

- Never use abrasive cleaners, solvents or chemicals as they may damage the finish or protective coatings.

Screen Care

Because our screens are made of advanced materials, it is not necessary to remove the screen for the initial cleaning. You can simply vacuum clean or gently wipe down with water and a soft cloth. For a more detailed cleaning:

- Gently scrub with a soft bristle brush and mild soap and water.
- Rinse clean.
- Reinstall screen when dry.
- Rolling screen doors may need to be adjusted to run smoothly. Simply use a screwdriver at both the top and bottom corners to make the adjustment.

Note! Screens are not covered under Cascade's Lifetime Warranty.



We recommend a dry silicone spray for lubricating tracks.

PATIO DOOR CARE



Sliding patio door roller adjustment with plug removed. Raise or lower your door, based on operation and leveling of panel.

Patio Door Door Care

Most moving parts, including window and patio door vent panels, require annual inspection and lubrication to ensure smooth and easy operation. In high moisture or salt air environments, more frequent cleaning and lubrication is necessary.

DO'S:

- Vacuum soil and debris from the sill or track prior to washing.
- Windows and doors have weep holes. Make sure they are clear of obstruction and draining properly. See window weeping/drainage systems for more information.

- Use a mixture of mild soap and water.
- Rinse completely and dry with a soft cloth.
- Cream wax cleaner or polish can be used for stubborn stains.
- Clean and lubricate the track system.

DON'TS:

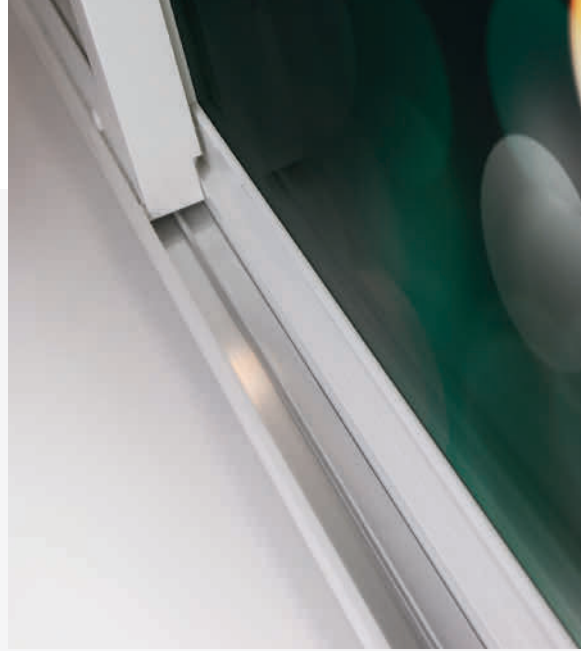
- Never use abrasive cleaners, solvents or chemicals as they may damage the finish or other components.
- Don't use a hard bristle brush on finishes.
- Don't allow water or cleaners to puddle or collect on vinyl surfaces and crevices.

PATIO DOOR CARE

Sliding Patio Door Roller Adjustment

To adjust the patio door rollers for proper height clearance, remove panel plugs to access the adjustment screw. Simply turn the screw to adjust the vent either higher or lower and replace the plug when finished.

◀ Photo for reference.



Keeping the Patio Door track clean and free of debris will insure ease of operation.

Patio Door Lock Adjustment

You may need to realign your strike plate with the frame panel lock if you have made any vent panel adjustments. Locate the strike plate screw and turn for proper alignment and test that the door locks securely.



DRAINAGE SYSTEM

Water Management

Vinyl and Aluminium 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. A simple drainage system of “weep” holes are designed into the frame to allow for accumulated water to drain to the exterior of the dwelling. While it is normal to see some water in the bottom track or sill with wind driven rain, these water drainage pathways must be kept clean and clear of obstructions to operate effectively and to ensure no water infiltration into your home.

- Vacuum soil and debris from the sill or track prior to washing.
- Make sure that weep holes are clean of all debris, stucco, dirt or other blockage.
- Use a soft bristle brush such as a toothbrush or paintbrush to clear weeps should they become clogged.
- Use of an air compressor or can of compressed air can be used to remove debris from weeps.



Weep system on the Cascade WinPro Series exterior shown.

CONDENSATION

Interior Condensation

The interior of windows can encounter condensation due to high humidity levels and poor air flow in a home. High efficiency, high-performance windows are weather tight, but this also reduces air circulation. In order to reduce the likelihood of window condensation, take these steps in your home:

- Remove or reduce sources of moisture, such as aquariums, humidifiers and plants.
- Run exhaust fans or open windows to improve air flow and ventilation, particularly when showering or cooking.
- Allow air flow near windows. Raise interior blinds or shades a few inches above window sill.

Other Condensation Factors:

- Window Screens: Windows with screens may have different condensation patterns than windows without, even in similar conditions.

- Weather Conditions: Condensation can be heavily influenced by seasonal or nighttime weather conditions. In cold, winter months and in warm conditions as well, the glass temperature will often be above the dew point.
- Outdoor Air Circulation: If a window is blocked by trees or bushes, other projections or structures, it may cause condensation. On the other hand, good air flow will reduce the likelihood of condensation.
- Shades or Blinds: Keeping shades and blinds open can help reduce condensation as more heat can transfer to the glass, while also improving air flow to the window.

Exterior Condensation

Summer condensation occurs when the outside window surface is cooler than the dew point temperature of the outside air. This is a natural occurrence.

Find more information visit: www.aamanet.org/pages/understanding-indoor-condensation



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W I N D O W S

CALL CASCADE CARES AT 800.442.8544
or visit cascadewindows.com

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