# PerfeXion® by Norandex West Coast Window Warranty

PerfeXion® by Norandex™ Products [PerfeXion® Classic and PerfeXion® Deluxe] ("Product") includes the vinyl, fiberglass, hardware, glass, and screens. This Limited Warranty applies only when all of these parts are genuine Norandex components.

## Coverage

### Double-Lifetime Limited Warranty with Labor – Residential
### 10-Year Limited Warranty – Commercial/Multi-Resident

Subject to the limitations and exclusions below, and for the duration of the applicable Warranty Period of the Residential Warranty Holder or Commercial/Multi-Resident Warranty Holder (as defined below), Norandex, a Division of American Builders & Contractors Supply Co., Inc. (hereinafter, "Norandex"), warrants that the Product will be free from non-conformities in material and workmanship. Norandex will (1) repair or replace any Product that fails to meet this Limited Warranty and (2) pay the reasonable costs of labor (only valid for products installed in Washington, Oregon, California, Nevada, Arizona and Hawaii) required to repair or replace any such defective Product (excluding screens and hardware that property owners are commonly capable of installing) of a Residential Warranty Holder that is installed up to an elevation of not more than three (3) stories (for Product installations over three stories contact Norandex for warranty consideration); provided in either case, Norandex may refund the purchase price (the lesser of the original Product/component purchase price or the original catalog list price) if in Norandex's opinion such repair or replacement is not commercially practical or reasonable or cannot timely be made. This Limited Warranty is applicable to Products purchased and installed in the United States or Canada only.

## Warranty Period

**Residential Warranty Holder: Double-Lifetime Limited Warranty**
The Lifetime Limited Warranty (excluding Factory-Applied Exterior Coating coverage for vinyl Product and Factory-Applied Paint Finish coverage for fiberglass hinged patio door Product) is transferable by the original Residential Warranty Holder once either (a) to a subsequent Residential owner and the Residential Warranty Period will continue ("Double Lifetime"), or (b) to a subsequent Commercial/Multi-Resident owner and the Commercial Warranty Period will apply only until the 10th anniversary of the original purchase date of the Product; and in either case for such shorter period if it is expressly stated in this Limited Warranty for the Product component, and only if the Warranty has been properly transferred following the procedure set forth below. The 10-year Limited Warranty for Factory-Applied Exterior Coating for vinyl Product and 20-year Factory-Applied Paint Finish Coverage for fiberglass hinged patio doors) is transferable by the original Residential Warranty Holder once until the 10th anniversary of the purchase of the vinyl Product (20th anniversary of the purchase of the fiberglass hinged patio door Product) and either (a) to a subsequent Residential owner and the Residential Warranty Period will continue for any balance of the Warranty Period (10 years vinyl Product; 20 years fiberglass hinged patio door Product) of the original Warranty Holder, or (b) to a subsequent Commercial/Multi-Resident owner of vinyl Product and the Commercial Warranty Period will continue only until the three (3) year anniversary of the purchase of the vinyl Product by the original Warranty Holder (Note: the 20-year Limited Warranty for Factory-Applied Paint Finish on fiberglass hinged patio door Product is not transferable to a Commercial/Multi-Resident Warranty Holder). In each case, transferability will be effective only if the Warranty has been properly transferred following the procedure set forth below.

**Commercial/Multi-Resident Warranty Holder: 10 years** (excluding Factory-Applied Exterior Coating coverage for vinyl Product; note: the Factory-Applied Paint Finish coverage for fiberglass hinged patio door Product does NOT apply to Commercial/Multi-Residential Warranty Holders) from the earlier of the date Product was shipped from Norandex or an authorized dealer; transferable to successor non-Residential owners during and for any balance of the 10-year Warranty Period and only if the Warranty has been properly transferred following the procedure set forth below. The three (3) year Factory-Applied Exterior Coating Limited Warranty on vinyl Product applies from the earlier of the date Product was shipped from Norandex or an authorized dealer; NOT transferable.

## Warranty Transfer

Any Warranty Transfer described above will be deemed effective only if the following procedures are completed: (1) written notice is provided to Norandex within 30 days after the transfer of ownership of the premises where the Products are installed, (2) accompanied by a copy of this Limited Warranty and the Product order number (bar code located in the sash head, sill or jamb of each Product).

### Warranty Holder Classifications

**Residential Warranty Holders:** If the Product is installed in (1) a new residential dwelling and the first occupant owns the dwelling or (2) an existing owner-occupied residential dwelling, and in each case, at the time of installation such owner is also responsible for Product replacement, then that owner is a Residential Warranty Holder. For example, assume the Product is installed in a condominium unit (a "dwelling") in a multi-resident building. If the first occupant of the condominium unit is the first owner of that unit and is also responsible for Product replacement, then that owner is a Residential Warranty Holder; however, if the owner is not the first occupant or if someone else other than the owner (for example, the condominium association) is responsible for Product replacement, then the owner is not a Residential Warranty Holder.
**Commercial/Multi-Resident Warranty Holders:** If the Product is installed under conditions in which no one qualifies as a Residential Warranty Holder as described above, then the warranty holder is the owner of the dwelling or building in which the Product has been installed at the time of installation (and its builder and contractor). That owner is classified as a Commercial/Multi-Resident Warranty Holder. For example, this includes

owners of commercial or investment buildings, or multiresident premises in which the occupant is not responsible for Product replacement whether or not the occupant owns the residential dwelling unit in the premises (including by example, certain condominiums, town homes, duplexes, apartments, cooperatives).

This Limited Warranty is further subject to the limitations and exclusions below:

## Bays, Bows and Garden Window Products

All Products making up a bay, bow, or garden window are covered under this Limited Warranty ONLY if the use, installation, finishing and maintenance are consistent with Norandex's recommendations and written instructions that are generally available in Norandex's Installation Instructions as updated by bulletins or other written communications or on Norandex's website at www.Norandex.com. However, without limiting the foregoing the following installation procedures are emphasized and failure to do so will void the Limited Warranty:

- A roof must be built over all Bay or Bow windows (not required for Garden Windows) after installation as the top of the Bay or Bow window is not designed to prevent water penetration as manufactured, without the help of a roof
- A cable system must be used to help support from above all Bay or Bow windows (not required for Garden Windows).
- Knee braces must be utilized and must be secured to studs to help support from below all Garden Windows that are greater than 72" wide or 60" high (not required for Bay or Bow windows)
- All joints must be checked and re-caulked, if necessary, because handling of the Products during installation may, in some cases, cause factory sealed joints to be compromised
- DO NOT USE water-based stains or water-based sealers on the Oak or Birch veneer in the Bay/Bow or Garden Window unit Use of water-based stains or water-based sealers can cause delamination or other damage of the wood veneer and is not covered by the limited warranty.

## Vinyl

**Double-Lifetime — Residential;**
**10 years — Commercial/Multi-Resident**

The vinyl components of Products are warranted against peeling, flaking, chipping, blistering and corrosion for the applicable Warranty Period. If such defects occur, Norandex will provide replacement parts at no charge to the Warranty Holder. This Limited Warranty on vinyl is void if the vinyl is painted, stained or if the surface is altered in any way.

## Fiberglass Hinged Patio Door Factory - Applied Paint Finish

**20 years — Residential**

The factory-applied paint finish on the exterior and interior surfaces of the fiberglass hinged patio door are warranted against peeling, flaking, chipping, blistering and fading for a period of 20 years to the original Residential Warranty Holder, transferable to a subsequent Residential owner during, and for any balance of that 20-year Warranty Period and only if the Warranty has been properly transferred following the procedure set forth below. If such defects occur, Norandex will provide a replacement fiberglass door or other affected components, at no charge to the Residential Warranty Holder. THIS LIMITED WARRANTY ON THE FACTORY APPLIED PAINT FINISH IS VOID IF FOLLOWING APPLICATION OF THE FACTORY FINISH THE FIBERGLASS IS PAINTED, STAINED OR IF THE SURFACE IS ALTERED IN ANY WAY.

## Factory-Applied Exterior Coating (Vinyl Product Only)

**Residential — 10 Years; transferable and continuing until**
**10th anniversary of Product purchase**
**Commercial/Multi-Resident — 3 Years; not transferable**

For Products purchased with a factory-applied exterior coating on the vinyl components, the factory-applied exterior coating is warranted to the Residential Warranty Holder against peeling, flaking, chipping, blistering and corrosion, and for significant ultraviolet fading or discoloration caused by natural environmental conditions (subject to the limitations below), for the applicable Warranty Period. If such defects occur, Norandex will, at its option, provide the Warranty Holder factory-authorized repair at no charge, or provide replacement parts only at no charge to the Warranty Holder (assembly and labor not included), or refund the purchase price of the Product or component (the lesser of the original Product or component purchase price or the original catalog list price at the time of purchase). Repaired or replaced Products or components are NOT guaranteed to match the color of the original Product or component or of other windows or doors in the premises, due, in part, to the normal effects of weathering over time on exterior coating or finishes.

This Limited Warranty does not include non-conformities or damage attributable to or arising from:

- Any painting, staining, or other alteration of the factory-applied exterior coating surface of the Products
- Minor scratches or minor visual imperfections within the Product's standard manufacturing and quality specification parameters. For questions or to purchase a touch-up kit, contact, contact 1-800-746-6686.
- Damage to the factory-applied exterior coating occurring after the Product leaves Norandex's facility, whether arising during pre-installation handling or storage (including inadequate shelter or inadequate venting of shipping wrap in hot and humid locations), installation, maintenance, or otherwise
- Minor scoring or scratching of the factory-applied exterior coating surface due to normal operation of the Products is not considered a manufacturing defect
- Chemicals or solvents, including by example, acidic brick washes, or stucco leach
- Maintenance inconsistent with the Care and Maintenance recommendations set forth in the Limited Warranty
- Harsh natural environmental conditions, including by example, from substantial exposure to sun, salt spray or airborne pollutants
- Excessive artificial temperature buildup or exposure, including by example, from the use of storm doors or windows or shutters under certain circumstances

- Installation in locations or a manner that exceeds or deviates from product design standards and/or testing and certified performance specifications, and/or not in compliance with building codes
- Labor for removing, installing, or replacing Product or components or labor for other materials that are removed, reinstalled or refinished in conjunction with repairing or replacing the Product or component
- Fading, discoloration, or color change of the factory-applied color coating that equals or is less than five (5) E units, calculated in accordance with ASTM D2244, paragraph 6.2, effective on the date the Product is manufactured, and which covers less than a material portion or the exterior vinyl components of the Product. Color change will be measured on an exposed colored surface of the Product that has been properly cleaned of soils, and the corresponding values measured on the original or unexposed colored surface. Non-uniform fading or color change is a natural occurrence if the exterior surfaces of the Product are not equally exposed to the sun and other environmental conditions.
- Any matter stated in "WHAT THIS WARRANTY DOES NOT PROVIDE"

## Hardware

**Double-Lifetime – Residential;**
**10-years – Commercial/Multi-Resident**

The Product Hardware (mechanical and locking mechanisms, stainless steel hinge system, hardware finishes (standard and custom) and other operating hardware components is warranted against peeling, flaking, rusting, blistering, corrosion, and breaking during the applicable Warranty Period, however, Product Hardware on Casement and Awning style-windows installed within two (2) miles of any body of salt water with stainless steel product hardware (i.e., no finish); is only covered by a ONE (1) YEAR WARRANTY PERIOD. If a defect covered under this section occurs, Norandex will provide replacement parts at no charge to the Warranty Holder. Repaired or replaced hardware or Products with hardware are NOT guaranteed to match the color of the original Product or component of other windows or doors in the premises. The provisions of "WHAT THIS WARRANTY DOES NOT PROVIDE" apply:

| Product Hardware | Residential | Commercial/Multi-Resident |
|---|---|---|
| Mechanical and Locking Mechanisms and Finish: Windows **(for windows: cam locks, lift handles, crank handles, and any applied lift/pull handle not extruded as part of the vinyl sash)** | | |
| • With Standard Finishes (white, tan) and Custom Finishes (dark bronze, satin nickel, brass) | Double-Lifetime | 10-years |
| Mechanical and Locking Mechanisms and Finish: Door **(for patio doors: patio door handles and locksets or multi-point locking system)** | | |
| • With Standard Finishes (white, tan) and Custom Finishes (dark bronze, satin nickel, brass) | 10-years | 10-years |
| Other Operating Hardware Components: (for windows: fasteners, rollers, balances; for patio doors: hinges) | Double-Lifetime | 10-years |

## Hardware Labor Coverage

**Residential**

In general, the Lifetime Limited Warranty of a Residential Warranty Holder does not include the labor cost of installing replacement hardware components that residential property owners are commonly capable of installing themselves. Norandex will evaluate special circumstances and requests of Residential Warranty Holders for labor coverage for hardware replacement on a case-by-case basis. The Limited Warranty of a Commercial/Multi-Resident Warranty Holder does not include the labor cost of installing replacement hardware components.

## Glass

**Double-Lifetime — Residential;**
**10 years — Commercial/Multi-Resident**

The installed and sealed insulating glass unit is warranted against permanent and material obstruction of vision from film formation caused by dust or moisture in the air space for the Warranty Period. If such defects occur, Norandex will replace the insulating glass unit at no charge to the Warranty Holder.

Insulating glass units containing capillary tubes (recommended for use in insulating glass units traveling through or being installed in areas with elevations 7,000 feet or more above sea level) are warranted against permanent and material obstruction of vision from film formation caused by dust or moisture in the air space for the Warranty Period. If such defects occur, Norandex will provide a replacement insulating glass unit at no charge to the Warranty Holder.

The Limited Warranty for Glass does not include:

- Minor variations in glass color or imperfections that do not affect the structural integrity of the glass or do not permanently and materially obstruct vision
- Any sound that occurs from the grids tapping or otherwise striking the glass due to vibrations from use of the window or exterior vibrations to the windows (such as caused by opening or closing the window; animals, person, or objects striking the glass; wind; or outside traffic,

trains, or airplanes, etc) is not considered an imperfection or defect, nor is the grid touching the glass (even in triple-strength units) considered an imperfection or defect.
- Glass covered with after-market window films, coatings or other products not originally supplied by Norandex
- Stresses from localized heat which causes excessive temperature differentials over the glass
- Post-manufacture dissipation of inert gases (as Argon), or the amount of gas in Products with inert gas-filled insulating glass
- Scratches or other imperfections not readily observable beyond four feet away
- Mineral deposits
- Internal and external condensation*, frost, dew or mold resulting from humidity within the building or from outside conditions along with interior/exterior temperature differentials

*There is no such thing as a condensation-free window in high humidity conditions. Controlling the amount of moisture in your home is the most effective action you can take to avoid internal condensation. External condensation happens when energy-efficient windows and doors keep heat inside your home in colder months. When heat does not escape to warm the outer pane of glass and the glass temperature drops below the outdoor dew point temperature, exterior condensation can occur. For additional information concerning condensation please visit https://www.norandex.com/resources.

## Glass Breakage

**25 Year — Residential (Texas)**

**Double-Lifetime — Residential (Select States – Washington, Oregon, California, Nevada, Arizona, and Hawaii)**

If the glass component of the Product (including products made with tempered glass) breaks during the Warranty Period of a Residential Warranty Holder, Norandex will replace the glass component at no charge to the Warranty Holder in the following states only: Washington, Oregon, California, Nevada, Arizona, Hawaii, and Texas (25 year).

All products sold in remaining U.S. states and Canada are excluded from this portion of the warranty.

This Glass Breakage Limited Warranty does not include:

- Specialty glass such as glass with grid patterns that have been cut into the glass surface
- Glass breakage following a transfer of the premises on which the Product is installed to a Commercial/Multi-Resident Warranty Holder
- Breakage arising from "Certain Environmental Conditions" as set forth below
- Breakage arising from riot or civil disorder, building settlement or structural failures of walls or foundations

## Screens

**One year — Residential**

The Product's screen frame is warranted to the Residential Warranty Holder against peeling, flaking, blistering and corrosion for the Warranty Period. The fiberglass screen mesh is warranted to the Residential Warranty Holder against insect damage, accidental punctures and tears for the Warranty Period. If such defects occur, Norandex will ship via common carrier replacement screens at no charge to the Residential Warranty Holder.

This Limited Warranty does not include:

- Screen material damage caused by domestic or wild animals
- Bent screen frames due to improper installation or removal
- Installation and the cost of labor for screen replacement

## What This Limited Warranty Does NOT Cover

**A. Generally**

This Limited Warranty does not include non-conformities or damages attributable to or arising from:

- Minor scratches or minor visual imperfections
- Negligence; vandalism, riot or civil disorder, acts of terrorism, improper use, installation, finishing, maintenance or operation inconsistent with Norandex's recommendations and written instructions that are generally available in Norandex's installation instructions as updated by bulletins or other written communications or on Norandex's website at www.Norandex.com. Improper pre-installation storage, including inadequate shelter or inadequate venting of shipping wrap in humid locations
- Misapplication or faulty building design or construction, including inadequate flashings or caulking; building settlement or structural failures of walls or foundations
- Subjection to improper temperature, humidity, or other environmental conditions including by example, harmful fumes, vapors, solvents, chemicals, or pollutants in the atmosphere
- Normal wear and tear, including without limitation, wear and tear to weatherstripping or door bottom gaskets
- The caulking used to seal the frames or trim packages
- Product installations over an elevation of three stories, unless a written exception to this Limited Warranty exclusion has been obtained from Norandex
- Products installed other than in the United States or Canada

**B. Certain Environmental Conditions**

This Limited Warranty does not guarantee safety for persons or property, nor make a premises hurricane-proof or impact-proof. Follow weather and news reports in order to assess severe weather situations and obey local authorities' shelter and evacuation orders. This Limited Warranty does not cover damage attributable to or caused by acts of nature that include, but are not limited to stresses, high winds, floods, fire and other conditions that exceed Product designs that are test evaluated and certified as referenced in Norandex's published literature. CERTIFICATION APPROVAL, RATING, AND REFERENCES TO OTHER PERFORMANCE STANDARDS MEAN THAT THE PRODUCT MEETS THE ESTABLISHED SPECIFICATION PARAMETERS OF THE CERTIFICATION PROCESS OR STANDARD TESTING AT THE TIME THE PRODUCT IS MANUFACUTURED. However, with exposure over time to environmental conditions, including by example, high wind events and other forces of nature, the Product will be subjected to normal and abnormal wear and its performance capability may change. Consult local building code laws, and

the certification and rating agencies' published materials and websites, for guidelines on the standards necessary to meet all regulations and codes in your area. Product features designed to help address pressurization of a building during high-wind or other severe storm events are not a guarantee against water and air infiltration. Norandex is not responsible for claims or damages caused by water or air infiltration or improper installation. PRODUCT SELECTION IS THE SOLE RESPONSIBILITY OF THE WARRANTY HOLDER.

**C. Damage From Failure to Inspect Product Following Each High-Wind or Impact Event**
Product that is subject to any high wind event or the possibility of having been impacted by wind-borne debris should be promptly inspected by the Warranty Holder or by a building professional if the Warranty Holder cannot perform this inspection themselves or if there is concern about Product damage. Proper care and maintenance of the Product is the responsibility of the Warranty Holder and failure to do so may void the Limited Warranty. Although a Product may appear to be in good working condition, the effects of such an event(s) may have adversely affected the ability of the Product to provide subsequent protection against another such event.

**This Limited Warranty's Exclusive Remedy**

If the Product or any components fail to meet this Limited Warranty, Norandex's sole obligation is, to either (as Norandex elects): a) repair the component (aesthetic matching not guaranteed); or b) provide replacement component(s) to the Warranty Holder or to Norandex's designated dealer (aesthetic matching not guaranteed); or c) refund the Warranty Holder's purchase price (the lesser of the original Product/component purchase price or the original catalog list price). Repaired or replaced components are warranted only on the same terms and for the remainder of the Warranty Period. Norandex reserves the right to discontinue or change any Product. If the Product or component is not available, Norandex may select and provide a replacement Product or component of equal quality and price. This is the Warranty Holder's sole and exclusive remedy for the Product under this Limited Warranty. By example but not limitation, this Limited Warranty does not cover the following costs and expenses: (1) except as expressly set forth in this Limited Warranty, labor for removing, reinstalling, refinishing Product (or other materials that are removed, reinstalled or refinished to repair or replace the Product); (2) shipping/freight expenses to return the Product to Norandex; (3) normal maintenance; or (4) consequential, special, or indirect losses or damages of any kind.

**Disclaimer of Warranties**

THIS LIMITED WARRANTY IS IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES NOT EXPRESSLY SET FORTH HEREIN, EXPRESSED OR IMPLIED BY OPERATION OF LAW OR OTHERWISE, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT THAT ANY IMPLIED WARRANTIES MAY NONETHELESS EXIST BY OPERATION OF LAW, SUCH WARRANTIES ARE LIMITED TO THE DURATION PROVIDED BY LAW. SOME STATES/PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY. NORANDEX DOES NOT AUTHORIZE ANYONE TO CREATE FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION WITH PRODUCTS.

**Limitation of Liability**

NORANDEX'S SOLE LIABILITY UNDER THIS LIMITED WARRANTY IS REPLACEMENT, REPAIR, OR REFUND OF THE PURCHASE PRICE AS SET FORTH ABOVE. IN NO EVENT WILL NORANDEX BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGE OF ANY KIND TO A PREMISES, LOSS OF PRODUCT USE, REINSTALLATION, LABOR, REMOVAL, REFINISHING (EXCEPT TO THE EXTENT EXPRESSLY PROVIDED IN THIS LIMITED WARRANTY), TEMPORARY OR PERMANENT RELOCATION OF RESIDENTS OR PROPERTY, LOSS OF PROFITS/REVENUE, INTEREST, LOST GOODWILL, WORK STOPPAGE, IMPAIRMENT OF OTHER GOODS OR WORK, INCREASED OPERATING EXPENSES, EMOTIONAL DISTRESS CLAIMS, OR CLAIMS OF THIRD PARTIES FOR SUCH DAMAGES, WHETHER BASED ON CONTRACT, WARRANTY), TORT (INCLUDING, BUT NOT LIMITED TO, STRICT LIABILITY OR NEGLIGENCE) OR OTHERWISE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY. THIS LIMITED WARRANTY PROVIDES SPECIFIC LEGAL RIGHTS BUT WARRANTY HOLDER MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. IF THIS LIMITED WARRANTY IS DEEMED TO HAVE FAILED OF ITS ESSENTIAL PURPOSE, IN NO EVENT WILL NORANDEX'S ENTIRE LIABILITY EXCEED THE LESSER OF THE PRODUCT'S OR THE NONCONFORMING COMPONENT'S PURCHASE PRICE.

**Claims**

Claims must be initiated during the Warranty Period. To initiate a claim, please contact the builder, dealer or contractor who installed or sold the Product. If that party is unknown or unreachable, contact Norandex at 800-746-6686 or at www.Norandex.com. Claimant will be required to provide proof of premises ownership, the date of Product purchase, the order number (bar code located on the sash head, jamb or sill of each Product), and specify the alleged defect. Norandex reserves the right to inspect the Product, and may be required to return the Product or component to Norandex (at Claimant's expense).

## Care and Maintenance of Your Vinyl Windows and Doors

Congratulations on choosing windows and doors that offer the easy care and low maintenance of vinyl. As a result, with only simple care and cleaning, your windows and doors can keep their beautiful appearance for years. Like any surface exposed to outside elements, your windows and doors will get dirty from time to time, but cleaning them is rather simple. Often, heavy rains will wash the vinyl clean, but if the rain isn't enough, you can restore the splendor of your windows and doors by following these simple instructions.

**Vinyl Windows and Doors**

- Wash using mild detergent (if necessary) and a soft cloth or ordinary soft bristle brush. Do not clean the windows or doors with a high-pressure washer. The extreme spray pressure could crack or destroy the caulking around the window or door.
- For difficult to remove dirt and stains use the readily available household cleaners listed on the chart. Follow the manufacturer'sinstructions on use of the cleaners.
- In some cases, you may wish to use a mildly abrasive cleanser such as Soft Scrub,® but the use of any abrasive material could scratch the surface of the glass and window or door frame.
- DO NOT USE liquid grease remover, strong soaps or detergents containing organic solvents, nail polish remover, furniture polish or cleaners containing chlorine bleach. These items could affect the surface appearance of the vinyl.

| | |
|---|---|
| Bubble Gum | Fantastik® Scrubbing Bubbles® All Purpose Cleaner, Murphy Oil Soap®, solution of 30% vinegar and 70% water, Windex®, |
| Crayon | Lestoil®, *Mr Clean® Magic Eraser®* |
| DAP (oil based caulk) | Fantastik® Scrubbing Bubbles® All Purpose Cleaner |
| Dirt and Scuff Marks | Fantastik® Scrubbing Bubbles® All Purpose Cleaner, Lestoil®, *Mr Clean® Magic Eraser®,* Murphy Oil Soap®, |
| Felt-tip pen | Fantastik® Scrubbing Bubbles® All Purpose Cleaner, water-based cleansers |
| Grass | Fantastik® Scrubbing Bubbles® All Purpose Cleaner, Lysol®, Murphy Oil Soap®, Windex®, |
| Lipstick | Fantastik® Scrubbing Bubbles® All Purpose Cleaner, Lysol®, Murphy Oil Soap®, |
| Lithium Grease | Fantastik® Scrubbing Bubbles® All Purpose Cleaner, Lestoil®, Murphy Oil Soap®, Windex®, |
| Mold and Mildew | Fantastik® Scrubbing Bubbles® All Purpose Cleaner, Solution of 30% vinegar and 70% water, Windex® |
| Motor Oil | Fantastik® Scrubbing Bubbles® All Purpose Cleaner, Lysol®, Murphy Oil Soap®, Windex®, |
| Oil | Soft Scrub® |
| Paint | *Mr Clean® Magic Eraser®* |
| Pencil | Soft Scrub®, *Mr Clean® Magic Eraser®* |
| Rust | Fantastik® Scrubbing Bubbles® All Purpose Cleaner, Murphy Oil Soap®, Windex® |
| Tar | Soft Scrub® |

*Cleaning materials are listed in alphabetical order

**Glass**

- For routine cleaning, we recommend using a 30% white vinegar and 70% water premixed cleaning solution. Use a soft, lint-free cloth or paper towels to wipe clean, rubbing in different directions. If there is any residual streaking, rinse with clear water and wipe again.
- Ammonia-free glass cleaners such as Windex® also produce good results.
- Rinse windows and doors first if there is excessive dirt and debris.
- Thoroughly dry water and/or cleaning solution from glass and all window surfaces.
- DO NOT clean glass with a high-pressure washer. The extreme spray pressure could damage the glazing and destroy the seal of the insulating glass unit.
- DO NOT USE razor blades, metal blades, abrasive cleaning solutions or materials to clean the glass due to the high probability that damage to the glass will occur.

**Exterior Coatings**

- Wash using mild detergent (if necessary) and a soft cloth or ordinary long-handled soft bristle brush. Do not clean the exterior coating with a high-pressure washer. The extreme spray pressure could damage the surface or crack or destroy the caulking around the window or door.
- Mild window cleaners that are safe to clean the exterior coating on windows and doors include Windex,® Formula 409.®
- DO NOT USE liquid grease remover, strong soaps and detergents containing organic solvents, nail polish remover, furniture polish or cleansers containing chlorine bleach. These items could affect the surface appearance of the vinyl.

**Screens**

- For routine cleaning carefully vacuum your window screens
- To thoroughly clean window screens, remove the screens from the window frame. Place the screens on a flat surface (such as the driveway) and use mild soap and water with a soft bristle brush to remove dirt and grime. Clean both sides of the screen and around the interior and exterior of the frame. Rinse off the unit with lukewarm water. Allow the screen to dry completely before replacing in the window
- Do not use a high-pressure spray to clean screens; it could damage the units.
- Use extreme care when cleaning aluminum mesh, since it can be dented or creased if too much pressure is placed on the screen.

**Fiberglass Hinged Patio Doors**

- Wash using mild detergent (if necessary) and a soft cloth or ordinary long-handled soft bristle brush.
- Do not wash the door with a high-pressure spray. The extreme pressure could crack or destroy the caulking around the door.
- For difficult to remove dirt and stains you can test mild household cleanser in an inconspicuous area to ensure the door's finish does not change in color or appearance.

## Operation of Your Vinyl Windows

Along with being virtually maintenance free, your windows and doors have been designed and manufactured to be thermally efficient, aesthetically pleasing and easy to operate. All operable sash on Double Hung and Single Hung windows tilt in, Slider sash lift out, Casements open by turning the handle and Patio Doors feature corrosion-resistant rollers.

**To tilt in the operable sash on Double Hung and Single Hung windows, you must:**

- Unlock the sash and raise (or lower) it approximately 4" above (or below) the frame.
- Slide the tilt latches toward the cam lock and gently tilt the sash in. Always support tilted sash while cleaning.
- When finished cleaning, tilt the sash up and snap the tilt latches into place. For safety, make sure the tilt latches are securely engaged.
- If it becomes necessary to remove and reinsert the sash, tilt the sash inward to a 90-degree angle and lift the bottom of the sash up and out of the frame. To reinsert the sash into the frame, make sure both pivot bars (located at the bottom of the sash) are fully inserted into the balance shoes.

**To remove a Slider sash, simply:**

- Unlock the sash and slide it past the sash retainer insert located in the head. Note: Some windows may have a sash retainer clip instead of an insert that must be removed before opening the sash.
- Lift the sash up into the head and pull the bottom of the sash towards you.

**To operate Casements:**

- Lift the handle on the side of the frame to unlock the sash. Turn the handle on the bottom of the frame to open the sash to the desired position.
- Turn the handle in the opposite direction to close the sash. To lock the window, make sure the sash is fully closed then lower the handle on the side of the frame.

**To lock doors:**

- Close the operable panel and make sure it is fully against the frame.
- Lock the panel with the lever located on the handle.

NORANDEX

EXTERIOR PRODUCTS FOR YOUR HOME