



Cleaning procedures

Cleaning Vinyl Surfaces

The vinyl surfaces of your window and door systems can be cleaned with a mild solution of soap and water. Use a soft rag, cloth or sponge and merely wipe away any accumulated dirt or debris. For heavier deposits, the soap and water solution may be substituted with any commercially available non-abrasive cleanser. Do not use solvents or paint removers as they may chemically react with the vinyl material and cause deterioration or decay of the window components. Do not use abrasive particles, steel wool, or abrasive pads and brushes. They may scratch and mark the surface leaving a dull textured finish.

Cleaning Glass Surfaces

Glass can be cleaned with regular or ammonia based cleaning agents. Try to avoid cleansers that leave a film or residue on the glass after cleaning. Your casement, awning and double-hung windows are designed with specific operations that allow you to clean both the interior and exterior glass surfaces from inside your home. Avoid dripping any cleaner on the hardware, wood or vinyl. Use mild detergents or approved glass cleaners that do not attack caulking seals.

Removing Tape and Adhesives

Your window may still have the original packaging and performance labels glued to the glass surface. Any adhesive residue on the window may be removed with various alcohol-based cleaners. Other household products like vinegar or peanut butter are helpful in dissolving the sticky remains. Be sure to thoroughly rinse the surfaces with water after the operation. Avoid dripping any cleaner on the hardware, wood or vinyl.

DO NOT use sharp instruments to clean your glass, they can score glass which will lead to cracking

Cleaning Exterior Aluminum Cladding

Occasional cleaning of the exterior aluminum surfaces will help maintain the luster of the original finish. Use a mild soap with water to clean the aluminum surfaces. Stubborn stains and deposits may be removed using mineral spirits. Using tools or abrasive materials on any stains are NOT recommended as they may damage the surface. If such damage does occur, contact your Ply Gem dealer to obtain a colour-matched touch-up paint. An application of automotive paste will restore the luster to the aluminum cladding.

Thermal Bow Occurrences

During severe cold weather conditions, your windows and even more so your doors, can take on a thermal bow. This is caused by the cold exterior surface of the product contracting while the warm interior surface remains stable. Restrict the use of your windows during this period and make sure both locking mechanisms are latched. Do not force a lock, If you have windows open for an extended period of time and they are difficult to lock, wait for a warmer period to lock them. With respect to doors you may wish to adjust your strikers particularly the dead bolt striker to find an acceptable location to handle seasonal changes.

Regular Minimum Maintenance Chart

During a period of construction in your area or a lack of landscaping, be aware that frequent cleaning may be necessary for the care and function of the products in your home.

	6 Months	12 Months	36 - 60 Months
Cleaning Window Tracks	•		
Cleaning Glass Surfaces	•		
Hardware Lubrication		•	
Cleaning Exterior Vinyl Frames & Screens		•	
Cleaning Exterior Aluminum Cladding		•	
Check Caulking		•	
Cleaning Patio Door Tracks			•
Re-painting/Staining Wood			•
Re-painting Steel Doors			•
Recaulking Windows			•