



Caring for Eagle[®] Windows and Doors

Introduction

Congratulations and thank you for choosing Eagle[®] window and door products.

The information provided here is to assist you in maintaining your windows and doors.

“Caring for Eagle[®] Windows and Doors” includes instructions on finishing, cleaning and maintaining your windows and doors. Please read thoroughly. The Eagle warranty is available online at EagleWindow.com

Should you have additional questions, please contact your local Eagle Window & Door dealer.



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General Warnings and Cautions

Safety should always come first. Following are a listing of warnings and cautions that you need to be mindful of related to window and door products.

⚠ WARNING

Use caution when working at elevated heights and around unit openings. Follow manufacturer's instructions for ladders and/or scaffolding. Failure to do so may result in injury or death.

⚠ WARNING

Follow manufacturer's instructions for hand or power tools. Always wear safety glasses. Failure to do so may result in injury and/or product damage.

⚠ WARNING

Do not leave openings unattended when small children are present. Falling from an opening may result in serious injury or death.

CAUTION

Acid solutions used for cleaning masonry or concrete will damage glass, fasteners, hardware, and metal flashing. Protect unit and follow cleaning product instructions carefully. If acid contacts unit, wash all surfaces with water immediately.

⚠ WARNING

Avoid placing furniture near or in front of windows to keep children from climbing onto window. Screens will not stop a child from falling out a window. They are designed only to keep insects out, not children in.

CAUTION

Do not apply any type of film to insulating glass. Thermal stress and glass damage can result. Shading devices (insulated coverings, shutters, etc.) may also cause thermal stress and condensation damage.

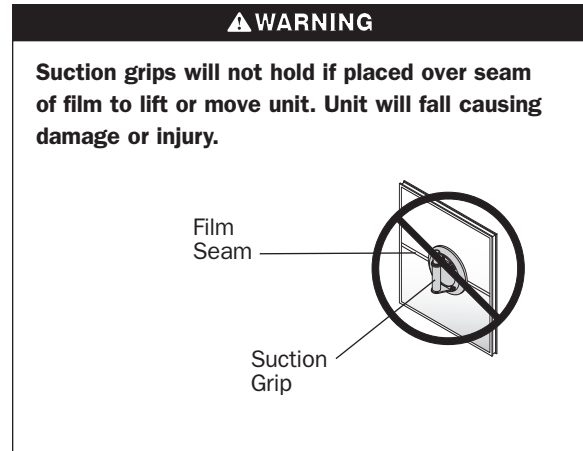
⚠ WARNING

If window blinds are utilized, keep cords out of reach of children to avoid strangulation. The following devices may assist: clamp or clothes pin, cleat, tie-down device, or tying the cord to itself.

Storage and Installation

Storage of windows and doors

All windows and doors should be stored **upright** in clean, dry surroundings prior to installation. Do not store flat or on edge. Protect unfinished windows and doors from dirt, water and abuse. Do not expose unfinished windows and doors to excessive moisture, heat, direct sunlight or extreme dry conditions. Always handle with clean hands and follow appropriate handling warning, as illustrated.



Installation of windows and doors

Proper installation is important. Failure to properly install any Eagle product will void any warranty, written or implied.

Installation instructions for Eagle windows and doors are available online at EagleWindow.com. Siding, trim,

moldings and other finish materials around the window opening should be installed in conformity with the manufacturer's specifications and instructions for such material.

Interior Finishing

Prior to finishing the interior of windows and doors, please review the following warnings and cautions:

⚠ WARNING

Sanding, staining, painting, varnishing and other finishing procedures should always be done in well-ventilated areas.

CAUTION

- ▶ Do not apply finishes to surfaces that have a sliding contact with another surface, as this could cause damage to one or both of the surfaces.
- ▶ Finish wood surfaces immediately after installation. Unfinished wood will deteriorate, discolor, and/or may bow and split. Do not stain or paint weatherstrip, vinyl, glass or hardware. Product damage may occur.

Preparatory steps for finishing

1. Tape glass edge with painter's tape prior to staining or painting. Protective film is not a substitute for edge masking.
2. Fill any visible nail holes in the glazing and sash stops with a quality wood filler.
3. Sand all unfinished interior wood surfaces lightly with 180 grit sandpaper to remove any handling marks. Do not use orbital or belt sanders. Hand sanding with a sanding block is sufficient and allows for a consistent finish. Always sand in the same direction as the wood grain. Be careful not to scratch the surface of the glass while sanding.
4. Wipe all surfaces clean of dust with a clean tack cloth or a soft light rag.

Read and follow finishing product instructions and warnings on finish material.

To prevent magnification of blemishes, avoid using dark stains on light colored wood surfaces and entry door lite surrounds.

Do not close the window or door until the finish is thoroughly dry as per finish manufacturer's recommendations.

Recommended steps for staining

1. A sanding sealer applied prior to staining may deliver improved staining consistency.

2. Apply a high-quality stain to all wood surfaces, following the stain manufacturer's instructions.
3. Allow stain to dry. Then apply a high-grade, polyurethane, clear top coat over the stain, again following the manufacturer's instructions.
4. When dry, lightly sand with 220 grit sandpaper. Wipe clean with a clean tack cloth to remove dust.
5. Apply second coat of clear top coat.
6. If a third coat is desired, repeat steps 3 and 4.

Recommended steps for painting

1. Apply one coat of a quality primer to all wood surfaces, following the primer manufacturer's instructions.
2. Allow primer to dry. Then apply two coats of a quality paint.

Recommended steps for a natural finish

1. Apply a high-grade, polyurethane, clear top coat following top coat manufacturer's instructions.
2. When dry, lightly sand with 220 grit sandpaper. Wipe clean with a clean tack cloth to remove dust.
3. Apply second coat of clear top coat.
4. If a third coat is desired, repeat steps 2 and 3.

Glass Care

Film removal

Prior to film removal from windows and doors, please review the following warnings:

⚠ WARNING

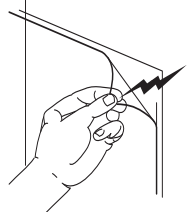
Use caution when working at elevated heights and around unit openings. Follow manufacturer's instructions for ladders and/or scaffolding. Failure to do so may result in injury or death.

⚠ WARNING


Dispose of film immediately after removing. Film may pose suffocation hazard to children.

⚠ WARNING

Static created when removing film can ignite flammable materials or cause a shock, and can pass through the other side of the glass. See warning label on glass.



- Remove from the area:
 - Thinners
 - Cleaners
 - Mineral spirits
 - Foam insulation cans
 - Solvent-soaked rags



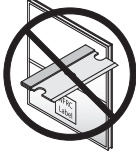

Most glass on Eagle windows and doors is protected with a translucent protective film on both the interior and exterior sides. Remove protective film from seam or corner using a plastic scraper if needed.

Remove protective film within nine (9) months of installation and when temperature is above 32°F. Failure to do so may add additional time and effort to the cleaning process.

Glass Care

Prior to cleaning the glass on windows and doors, please review the following cautions:

CAUTION

- ▶ Metal razor blades can damage glass surface and exterior coating. 
- ▶ Abrasive cleaners will damage glass surface. 
- ▶ Sealants will damage exterior coating on glass.
- ▶ Do not apply any type of film to insulating glass. Thermal stress and glass damage can result. Shading devices (insulated coverings, shutters, etc.) may also cause thermal stress and condensation damage.

General glass cleaning

Eagle's high-performance glass has a special low-maintenance exterior coating that helps reduce water spots. It may still be necessary from time to time to remove larger deposits of dirt and residue. Most regions may require cleaning only a few times per year. However, some coastal, industrial or agricultural areas contain high amounts of airborne particles and may require more frequent cleaning. Interior cleaning is also recommended as needed.

As general practice, never clean glass in direct sunlight, as the surface temperature may be too hot for optimum cleaning.

Always start cleaning from the uppermost window and work downward to reduce the risk of leaving cleaning residue on glass at lower levels.

- 1.** Rinse the entire exterior glass surface with clean

water to help loosen dirt and debris.

- 2.** Clean the glass with a mild soap and water solution using a sponge or soft brush. Other commercial products like Windex[®] or Fantastik[®] glass cleaners are sufficient.
- 3.** Rinse clean with water using a sponge if needed. Do not allow to air dry.
- 4.** Dry immediately with a lint-free cloth or soft squeegee (with no exposed metal edges that could cause scratching).
- 5.** Wipe cleaning solutions dry from the window frames and weatherstrip.

To remove stubborn stains such as sealants, grease and oil on the glass, use denatured alcohol or mineral spirits sparingly. Follow up by cleaning with a mild soap and water solution. If cleaning solution has come in contact with painted surfaces, weatherstrip or hardware, clean immediately with a damp cloth.

Glass Care

Glass cleaning specific to window type

⚠ WARNING

Use caution when working at elevated heights and around unit openings. Follow manufacturer's instructions for ladders and/or scaffolding. Failure to do so may result in injury or death.

The exterior glass of most Eagle® windows can be cleaned from the interior with a few minor operations.

Casement windows:

To clean a casement window, first remove the insect screen. Then, unlock sash locks and crank out the sash to 90 degrees. Reach between the sash and frame to clean. Note: Casement windows with special egress hardware or piano hinges require washing from the exterior.

Awning windows:

To clean an awning window, first remove the insect screen. Unlock sash locks, crank open sash and unhook the operator arm from the sash bracket. Push the sash upward to a 90 degree angle and reach between the sash and frame to clean.

⚠ WARNING

While the sash is detached from the operator arm, support the sash at all times. Failure to do so may result in injury or product damage.

Double-hung windows:

To clean a double-hung window, unlock the sash locks and raise the sash about 3". Then push the sash locks inward another 1/4 turn to release the tilt latches and tilt the lower sash inward. Support the sash on an object. To clean the upper sash, the lower sash must remain tilted out. Lower the upper sash about 3" to 6" and disengage the tilt latches at the top of the sash. Tilt the upper sash inward to clean.

Some units have a fixed upper sash and will not operate. Never try to raise or lower a sash when it is in the tilted position.

Slide-by windows:

A slide-by window can be easily cleaned by removing the operable sash from its frame.

⚠ WARNING

Use extreme care when working around window opening. Never leave a window opening unattended, especially when children are present. Falling from the window opening may result in severe injury or death.

To remove, unlock sash locks and slide open the sash about 3". Next, grasp sash on both sides firmly. Lift up on the sash and pull out from the bottom sill track. Lean sash against a stable object or set on a table. Then clean both surfaces of the glass. To clean the exterior of the fixed sash, reach through the opening and clean with a squeegee. To set the operable sash back into the frame, set the top of the sash into the head track, lift up and carefully guide the bottom of the sash into the sill track.

Window, Door and Accessory Care

Prior to cleaning and maintaining the exterior frame and sash members, weatherstrip, hardware, screens, blinds and/or shades of windows and doors, please review the following cautions:

CAUTION

- ▶ Do not use any abrasive cleaners or scraping tools that may damage the finish.
- ▶ Do not allow solvent-based materials to come in contact with weatherstrip. This will impact its flexible qualities.
- ▶ Do not use solvents, polishes, cleansers or abrasives on the hardware. This will break down the protective coating.
- ▶ Do not remove grease from moving hardware components such as gear trains and other areas where metals are in contact with each other.

Exterior surfaces

Exterior finish:

To clean the exterior frame and sash members of aluminum clad windows and doors, use a soft cloth, brush or sponge with a mixture of mild soap and water. Washing should be done with uniform pressure and motion. Rinse thoroughly with clean water and dry with a soft clean cloth. Always restrict cleaning to mild weather or on the shaded side of the building. For stubborn dirt or grime, use a mild solvent such as mineral spirits or a solution of water and denatured alcohol. Always rinse surface with clean water when finished and dry with a soft cloth. Periodic waxing with an automotive-type wax may prolong the finish life. Make sure the wax contains no abrasives and follow the wax manufacturer's instructions.

For coastal seashore (areas of high salt concentration), such as those within two (2) miles of the coastal seashore or industrial atmospheres, it is recommended that a systematic fresh water-cleaning program is implemented that consists of cleaning with mild soap and water at least every three (3) months or more. This cleaning prevents the accumulation of concentrated salt deposits. Periodic waxing with an automotive-type wax may prolong the finish life. Make sure the wax

contains no abrasives and follow the wax manufacturer's instructions.

Even with a systematic cleaning program, products installed in these conditions can deteriorate more than products installed in less caustic atmospheric conditions.

More information regarding the cleaning and maintaining of exterior finishes is available through the American Architectural Manufacturers Association (AAMA) online at aamanet.com.

Sill:

Clean the exterior sill area under window sashes and door panels frequently to prevent dirt and debris from interfering with the window or door's performance.

Sealant:

Inspect the exterior caulked areas around the window frame. Trim off any old or deteriorated caulking and seal with a high-quality exterior caulk.

Window, Door and Accessory Care

Weatherstrip

Inspect and assure the weatherstripping remains properly seated and located on windows and doors. Doing so can help prevent costly damage due to water infiltration.

Clean weatherstrip with a solution of mild soap and water. Replace any weatherstrip that is cracked, torn or brittle. Contact your local Eagle dealer for replacement materials.

General hardware maintenance

Maintain the hardware on windows and doors. Keep hinges, tracks, operating devices and other parts free of dirt and debris. A small brush, vacuum and/or a damp, soft cloth with a mixture of mild soap and water may aid your cleaning efforts.

After cleaning, lubrication of moving parts can be done with a dry silicone spray. Do not use heavy oil lubricants that may collect corrosive particles.

Maintaining exterior exposed hardware finishes

Remove hardware and mechanisms to ensure that no paint and finishing products are allowed to come in contact with them during the finishing processes.

Weathering of hardware finishes may vary and is not considered a defect. To prolong the finish life, it is recommended that a systematic fresh water-cleaning program is implemented on all exterior exposed hardware finishes. This consists of cleaning with mild soap and water at least every three (3) months or more to prevent build up of unwanted elements.

Hardware finish types

Polished Brass, Antique Brass, Pewter, White or Black Powder Coated finishes:

The hardware's finish is protected with a clear or solid color durable paint. To clean, use a mixture of mild soap and water, rinse and dry with a soft clean cloth. An automotive-type wax may prolong the finish life. Make sure it contains no abrasives and follow the wax manufacturer's instructions.

Oil-Rubbed Bronze finish:

The oil-rubbed bronze finish is an oxidized black copper finish. You can expect to have variations in color from piece to piece. Oil-rubbed bronze is really a "living finish" and changes color over time depending upon usage and weather conditions. It is common to have worn edges and even green patina accents lending it an artisan, old-world look.

CAUTION

Do not perform any abrasive cleaning action like scrubbing or polishing. Do not wax oil-rubbed bronze finishes. Product damage may occur.

To clean, pat gently with a damp, soft clean cloth and pat dry. Just let nature take its course.

(continued on next page)

Window, Door and Accessory Care

Hardware finish types (cont'd)

Bright Chrome, Satin Chrome or Limited Lifetime Brass finishes:

Because of various atmospheric and weather conditions (especially where hardware is exposed to high concentrations of salt in the air), cleaning is required for Bright Chrome, Satin Chrome and Limited Lifetime Brass finishes.

To clean, use a mixture of mild soap and water, rinse and dry with a soft clean cloth. An automotive-type wax may prolong the finish life. Make sure it contains no abrasives and follow the wax manufacturer's instructions.

For severe build-up, a cleaning product named 'CLR[®]', (which can be purchased at most home and garden or drug stores) will assist the cleaning process. Read and follow product instructions and warnings on finish material.

Remove the hardware from the window or door. Submerge each piece of hardware into the cleaner. Wait about 1/2 hour. Remove hardware from solution and rinse with warm running water. Rub with a paper towel to remove the rest of the salt, calcium, dirt or oil. Repeat until all unwanted elements are removed. Apply an automotive-type wax. Make sure it contains no abrasives and follow the wax manufacturer's instructions. Then reinstall the hardware.

Stainless Steel finish:

Stainless steel is protected from corrosion by a thin layer of chromium oxide, which occurs naturally. Oxygen from the atmosphere combines with the chromium in the stainless steel to form a passive chromium oxide film that protects the metal from further corrosion. However, *dirt, oils, salts and other contaminants, that can corrode themselves on the surface, interrupt this natural passivation process and trap corrosive agents that reduce the stainless steel's corrosion protection ability.*

CAUTION

DO NOT USE any cleaning product containing CHLORIDE. Chloride will damage stainless steel.

Salts will cause stainless steel to rust. Therefore, cleaning is required.

To clean, use warm mild soap and water on a soft clean cloth. Rinse and dry with a soft clean cloth. For stains, fingerprints and discoloration only, the name brand products that follow can be used. Rub in the direction of the finish lines. The Stainless Steel Industry of North America (SSINA) approves of these products: 3M[®] Stainless Steel Cleaner and Polish, Arcal 20, Lac-O-Nu, Lumin Wash, O'Cedar Cream Polish or Stainless Shine.

Use of proprietary names is intended only to indicate a type of cleaner and does not constitute an endorsement. Omission of any proprietary cleanser does not imply its inadequacy. All products should be used in strict accordance with manufacturer's instructions on package.

Please visit ssina.com for more information on stainless steel and its properties.

Window, Door and Accessory Care

Blinds and shades

System 3 blinds and shades are attached to a removable storm panel, which in turn is attached to the sash of the unit. Therefore the blinds and shades are encased in a dust-free environment and are virtually maintenance-free. However, occasional cleaning may be required.

System 3 blinds:

To clean a System 3 blind, first remove the insect screen. Note: The blind drawstring is routed through a screen grommet in the insect screen. Remove the drawstring from the screen. Remove the screws around the exterior of the storm panel, and carefully remove the storm panel and blind from the sash. Tilt the blinds in a downward position using the control knob at the bottom of the panel. Use a vacuum cleaner with a brush attachment to remove dust. For fingerprints or dirt, gently wipe clean using a clean, damp cloth. Tilt the blind the opposite direction and repeat the procedure. To clean the interior glass of the storm panel, pull the blind to the stacked position and wash the glass. When complete, reverse these procedures, and reinstall the insect screen.

System 3 fabric shades:

To clean a System 3 fabric shade, first remove the insect screen. Note that the shade drawstring is routed through a grommet in the insect screen. Remove the drawstring from the screen. Remove the screws around the exterior of the storm panel, and carefully remove the storm panel and shade from the sash. Use a vacuum cleaner with a brush attachment to remove dust. For fingerprints or dirt, gently wipe clean using a clean, damp cloth.

CAUTION

Do not use cleaners with ammonia. Damage to the shade fabric will occur.

Storm panel - interior glass:

To clean the interior glass of the storm panel, pull the blind or shade to the stacked position and wash the glass. When complete, reverse these procedures and reinstall the insect screen.

Insect screens

Conventional insect screens and TruScene[®] insect screens are best cleaned with a damp, soft cloth or sponge.

Understanding Condensation

Condensation and humidity

Condensation is the visible result of excess humidity. Warm air holds more moisture than cool air; but when warm air comes into contact with a cool surface, it cools and can't hold as much moisture. That excess moisture changes to water and becomes visible as condensation. Window and door surfaces may be the first place you notice condensation forming.

Persistent condensation problems on windows and doors, mold on ceilings or walls, and musty odors are all signs of moisture-related problems in the home. These problems are not only annoying, but can cause extensive damage to your home and windows and doors if not remedied. There are many steps you can take to reduce or eliminate condensation from your home.

- ▶ As a temporary solution, open a window or door in each room for a few moments. This circulation of fresh air will help to remove some of the existing moisture.
- ▶ Open drapes, blinds and shades to help circulate the air. Window coverings can contribute to condensation problems by restricting the flow of warm room air over the glass surface.
- ▶ Use exhaust fans in your kitchen and bath more frequently in the winter months.
- ▶ Move plants away from windows and doors.
- ▶ Use a dehumidifier.

Detailed information regarding condensation, why it occurs and additional steps to help control it is available online at EagleWindow.com. Other information sources include: wdma.com, efficientwindows.org, energystar.gov and cardinalcorp.com. Or speak with your local heating and cooling specialist for further information.