



TENSION SEAL PRODUCTS

HOMEOWNER INFORMATION

Congratulations on choosing TENSION SEAL vinyl windows and doors for your home. Our vinyl windows and doors are energy efficient, easy to use and are low maintenance.

GLASS SURFACES: Can be cleaned with ordinary household glass cleaners. Initial cleaning may require the use of a non-abrasive cleaner or an alcohol based product to remove residue or glue.

VINYL (PVC) PRODUCTS:

Our vinyl windows and doors can be cleaned with a solution of mild soap and water. Use a non-abrasive cleaner such as Soft Scrub® for tough jobs. DO NOT use solvents, abrasive particles, paint removers or sharp objects to clean your windows. DO NOT paint vinyl with after-market paints.

WINDOW & DOOR CARE:

To provide the optimum service life, it is required that the operating hardware be cleaned and re-lubricated semi-annually. Operating hardware should be cleaned with a mild detergent and water mixture to loosen stubborn dirt and remove excess salt deposits. Always rinse the hardware with clean water. Allow the hardware to dry completely before lubricating. Windows with sub-sills, which may include double-hung, sliders and stationary, must have open weep holes to provide drainage. It is the homeowner's responsibility to periodically check these weep holes for obstructions and clean as necessary. Failure to do so may result in water overflowing the window track to the inside of the house.

Cleaners to avoid: Citrus based cleaners and industrial strength and/or abrasive cleaners. Glass cleaners and brick/siding washes, with these ingredients must not come in contact with the hardware. These types of cleaners will not only remove the lubricants from the hardware, they can also remove the corrosion resistant coatings.

Lubrication: After the hardware is clean and dried it must be lubricated to restore smooth operation, and in some cases corrosion resistance. There are a number of commercially available products which can be used. It is recommended that the replacement lubricant be similar to what was removed. Because of its waterproofness properties, lithium grease is recommended for all gear drives such as operators and locks. Commercially available food grade spray lubricants can be used on all sliding or rotating joints such as hinges & rollers. Do not wash windows or doors with a high pressure spray.

WINDOW OPERATION:

Tilt and clean Double Hung windows:

- Unlock and raise the bottom sash approximately 3”.
- Slide the tilt latches toward the center of the window and gently tilt the sash in. Repeat for top sash. 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.

Remove the sash to clean Slider windows:

- Slide the sash to the middle of the frame. Lift the sash up into the head and pull the bottom of the sash towards you. Repeat for outer sash. When finished cleaning, install removed sash in reverse.

INTERIOR CONDENSATION on windows is caused by excess interior humidity in your home. It is your responsibility to control your home’s relative humidity.