



**WESTECK**

**WINDOWS & DOORS**

# **CARE & MAINTENANCE GUIDE**

AUGUST 15, 2020

WESTECK WINDOWS & DOORS MFG. INC.

[www.westeckwindows.com](http://www.westeckwindows.com)





**Thank You!**

For choosing Westeck Windows & Doors.

Your windows and/or doors will provide you with many years of trouble-free use.

The following information will provide you important details on product maintenance, adjustments, and your products warranty.

Sincerely,

Your Westeck team



# WESTECK WINDOWS & DOORS MFG. INC

## Care & Maintenance Guide

### Windows & Doors

## OVERVIEW

Proper care and maintenance of your windows and doors will result in prolonged smooth operation as well as preserving warranty coverage. This will save you time and money, as well as keep your windows and patio doors in good condition season to season. Taking a little time every year to clean and inspect for cracks and damage will be necessary to properly maintain your windows & doors. Regular maintenance and inspection are the best ways to prolong the life of your vinyl windows & doors.

## Introduction

**This Maintenance and Care Guide will provide help relating to your vinyl windows and patio doors, wood windows and doors, window and door screens, and window and door hardware.**



The advice offered in this guide is meant to be used by homeowners who have some experience in basic home maintenance and tools. It is recommended that you hire a trained service professional if you are unsure. Westeck Windows & Doors Mfg. Inc. disclaims any and all liability with the use of or provision of this guide. Perform maintenance and care at your own risk. The information on maintenance and care may be changed from time to time without notification. Please visit our website at [www.westeckwindows.com](http://www.westeckwindows.com) for updated information.

Use Extreme Caution when working around window and door openings. Falling from an opening may result in personal injury or death. Using ladders, scaffolding, or working at elevations may be hazardous. Sanding, staining, varnishing, and painting should always be done in well-ventilated areas. Windows & Doors may be heavy. Use safe lifting techniques and a reasonable number of people with enough strength to safely lift and carry your window and door products.

## Safety

- **Window screens are not security devices** and will **not** prevent a child, pet, or anyone from falling through an open window.
- When using cleaning products NEVER mix ingredients as the result may be toxic and possibly combustible.
- Use proper equipment and safety procedures when cleaning and servicing the exterior surfaces of your windows, especially if above ground level.
- DO NOT USE SOLVENTS, CAUSTIC or CORROSIVE products on or near your Westeck products. The use of Solvents, Caustic or Corrosive products (especially brick-wash/muriatic acid) on or near your Westeck products will **VOID** your warranty.

## Recommendations

- It is the responsibility of the installing contractor or building owner to ensure that once delivered the product is protected from the elements that may cause damage or for wood products, moisture absorption.
- Finish and install wood windows & doors within 72 hours of delivery.
- Wood Windows and Doors must be finished, sealed, or suitably protected no later than 72 hours after arriving at the job site.
- The use of pressurized water is not recommended. This includes “power-washing” or using a garden hose with a pressurized nozzle. These may damage your seals and cause failure and allow water to enter the unit or building.
- Do not let cleaners pool or build up at the edge of the glass or near seals. Clean and rinse small areas at a time.
- Avoid excessive rubbing or over-cleaning. Do not scour.
- Avoid cleaning in extreme heat or cold. Avoid cleaning in direct sunlight.
- When cleaning exterior windows start from the top (highest window) and work your way down.
- Avoid using metal tools, razors, sharp tools, or applicators. These may damage window surfaces and coatings and possibly scratch the glass.
- Clean your window & door products from Westeck Windows & Doors Mfg. Inc. twice a year. For coastal areas that have exposure to salt and more severe weather conditions it is recommended to clean your windows & doors monthly.
- Wood doors and windows facing sun exposure should not be finished with dark paints like black or dark brown/green.
- DO NOT use lacquer or polyurethane finishes on exterior of wood doors & windows because they tend to break down, and these may not offer resistance to UV light, and are less flexible.
- DO NOT apply tints or films as they may cause damage to the glass or sealant for your windows & doors and will VOID your warranty.

## How does it affect your windows & doors?

Numerous homeowners have experienced instances that happened in the middle of the night. The stories are all very similar. They are awakened by a loud “crack” or “pop”. Yes, part of their house cracked like a dry piece of kindling wood. However, often the part that cracked is the foundation! Other stories speak to doors and windows that perfectly work one day and stick the next day. Sometimes the sticking is seasonal. That is, the doors and windows work fine for three to four months and then trouble begins. Magically, the doors and windows work fine four to six months later.

In all these cases, the common denominator is some form of major structural movement. The movement can be within the house (lumber swelling and shrinkage) or it can involve the entire house (settlement or some other force which is stressing the entire structure.) All too often, however, the term ‘settlement’ is used to describe any movement. This can be misleading, as settlement is just one form of movement which can affect the way the inside and outside of your house looks. Cracks can develop in your house from other forces such as landslides, heaving (frost or soil swell), soil shrinkage, erosion of soil from beneath your foundation, earthquakes, construction blasting, soil creep, etc. As you see, lots of things can happen, sometimes, two or more at once.

## Common Causes:

**Hillside Construction:** It is not uncommon for a house to be built on fill dirt or on a hillside. Have you seen huge earth moving machines working on a new subdivision? They scrape dirt from the high spots and deposit it on the low areas. The dirt that is used for fill is supposed to be compacted. However, it may not always be. Gravity and water entering the soil over time compacts the loose fill. If the compaction is not the same under the entire foundation, your foundation may fracture.

In hillside construction, gravity is constantly pulling the soil down the hill. This soil creep, as it is called, takes place at a faster rate the closer one is to the surface of the ground. So, houses dug into a hillside basically have their backsides exposed! The part of the foundation that is shallow and is near the surface is subject to movement, while the remainder of the foundation is quite stable where it is dug deeply into the hillside. Perhaps you have seen foundation failures like this. Hillsides also pose another problem. The soil creeping down the hillside can exert huge forces on the uphill part of the foundation. These walls can crack or tilt inward from the force of this pressure.

**Water:** Water, or the movement of water in soils, can cause foundations or slabs to crack as well. For instance, imagine if a sewer line or water line that runs beneath your house develops a leak. It erodes soil from beneath your house and floor. Eventually the foundation footer, wall, and/or floor cracks in response to the absence of the support this soil used to give. Remember, your foundation was designed to work with adequate support beneath it. Remove this support and...CRACK!

**Clay Soils:** Some clay soils shrink and swell (like a sponge) in response to the amount of water they contain. This movement can be dramatic. As the soil beneath your foundation dries out, your foundation drops. In wet weather the clay swells and lifts your foundation. This is no problem if the movement is the same at every point along your foundation. In more cases than not the movement is not equal. Stress builds and your foundation cracks.

### Solutions:

If your foundation develops a crack or a fracture, it usually can be stabilized. If the crack is vertical or diagonal, it may require a support from beneath that cradles the footer or foundation. If your foundation develops a horizontal crack, it can be stabilized in several ways as well. In all instances, it would be wise to consult with a licensed structural engineer who specializes in residential problems. If you try to solve the problem yourself, or merely trust the workmen, you may have a problem occur later. Some of the solutions can actually transmit the stress of the problem to another portion of your foundation. These cracks may happen months later. The contractor will generally say that those are not his fault, when, in fact, they may be! Have a structural engineer develop the solution. Then hire a contractor to perform the work. **See section titled "Troubleshooting common door issues".**

Adapted: Tim Carter-Ask the Builder

It is recommended that you use only the suggested products and tools for cleaning and maintaining your Westeck Windows & Doors Mfg. Inc. vinyl window & patio door products:

Vinyl Windows & Patio Doors Tools	Products
Several clean & soft, non-abrasive chamois or lint-free dry cloths	Baby shampoo
A soft-bristle brush	Mild soap & water
A spray bottle	Water & vinegar solution
A plastic putty knife	Spray silicone
A vacuum cleaner	
A sponge	

Wood Windows & Doors Tools	Products
Safety glasses	Alkyd-resin based clear sealer
Sanding block	Finish material as desired
220 grit sandpaper	Exterior grade wood filler
Tack cloth or clean rag	Wood conditioner (optional)
Putty knife	

Hardware Lubrication: Product:	Purpose:
White or Lithium Grease	Protects metal surfaces against corrosion, reduces friction and wear on moving parts, and is excellent as a multi-purpose lubricant.
Light Oil (i.e.: '3 in One')	Use for sliding or rotating joints
Spray Silicone **Note: Silicone based lubricants can cause a breakdown of the seals on Insulated Glass Units (IGU) and lead to failure of the seals. Try to limit use near IGU.	Use for plastic latches, plastic tie bar guides and slider tracks.





NOTE: Wood windows and doors must be finished, sealed, or suitably protected no later than 72 hours after arriving at the job site. Interior and exterior surfaces should be finished at the same time.

### Safe handling and pre-installation guidelines:

- Inspect the doors and/or windows for any visible damage or defects upon delivery.
- Doors and windows should be handled with clean hands and equipment.
- Lift and carry windows and doors, do not drag them along the floor or other surfaces.
- Store products in a well-ventilated, dry, level space. Ensure the relative humidity does not exceed 50%.
- Do not install unfinished (wood) windows or doors before drywall, plastering or cement work has been completed and has dried.
- Do not expose unfinished doors and windows to:
  - Excessive heat
  - Direct Sunlight
  - Extreme dryness
  - High Humidity
  - Sudden and extreme changes to temperature

### Cleaning GLASS surfaces

#### GENERAL CLEANING

- Prepare cleaning solution:
  - 1 tsp baby shampoo to 1 gallon of water
  - 1.5 cups white vinegar to 1 gallon of water
- Clean surfaces with your mild cleaning solution using sponge or soft brush. Be careful to not allow run-down to pool on vinyl surfaces or along seals. Use vertical and horizontal strokes
- Rinse immediately with clean water, sponge off cleaning solution but do not allow cleaning solution to dry on surfaces
- Wipe dry with lint-free dry cloth
- If necessary, repeat this process until clean
- Dry window frame and sill with a separate clean dry cloth

#### REMOVING LABELS (Note: Labels must be left in place until after final inspection)

- Peel off labels from one corner. If label cannot be removed easily use damp sponge to moisten with cleaning solution (as above, mild solution only). Gently scrape with a plastic putty knife. For stubborn labels repeat these steps until removed. DO NOT USE metal tools, razors, sharp tools or harsh chemicals or solvents on your glass surfaces
- Commercial glass cleaning products may be used on small areas of your glass surfaces. Do not allow drips or spills down the glass. It is recommended to apply these products to your sponge or soft brush first to avoid run- down or pooling and contact with the frame


#### PAINT REMOVAL

- When you paint the interior or exterior of your home be sure to use care to cover your windows and doors prior to painting. In the event some of that paint gets onto the surface of your windows please follow these recommendations for removal. When in doubt, always consult a paint professional.
  - LATEX PAINT: Follow instructions above for removal of labels by cleaning with mild solution and use a plastic putty knife to remove dried latex paint
  - OIL-BASED PAINT: Consult a local paint professional

### Cleaning VINYL surfaces

- Prepare cleaning solution:
  - 1 tsp baby shampoo to 1 gallon of water
  - 1.5 cups white vinegar to 1 gallon of water
- Rinse surfaces with clean water before washing with cleaning solution
- Clean with mild cleaning solution (above) and use sponge or soft brush using vertical and horizontal strokes
- Do not allow cleaning solution to pool or dry on vinyl surfaces or seals
- Rinse immediately with clean water, using sponge
- Wipe surfaces dry (after fully rinsed) with a clean, dry, lint-free cloth
- If necessary, repeat this process until clean

### Window and Patio Door Adjustments:

Scan the QR code to the right for adjustment instruction manual.	
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### Window & Door screens

Your new window package has come with FlexScreens™ please consult the below QR codes.

FlexScreen™ installation and removal instructions	FlexScreen™ warranty information	FlexScreen™ website
		

For retractable patio door screens please consult local listings for suppliers that can provide repairs and/or replacement screen services.

### MAINTENANCE

- Inspect your screens for Cuts, frayed areas, and holes
- Repair or replace damaged screens
- During freezing temperatures, it is recommended that retractable screens are kept fully retracted
- Use silicone spray to lightly lubricate tracks

### GENERAL CLEANING

- Remove screen or for retractable screens leave in place
- Clean screen tracks with a vacuum
- Gently spray with water (use mist) and brush lightly with a soft bristle brush until clean
- Use mild soap and water for stubborn dirt and stains, including bird droppings. Gently scrub with soft brush
- Rinse screen with clean water and re-install screen when dry.

### PATIO DOOR SCREENS (Rolling)

- Use caution when moving heavy objects over tracks
- If magnet is not engaging adjust the strike plate (on handle) so that the flat side faces the magnet
- Do not apply excessive pressure to screen handle, check for obstructions or tracking problems
- If screen binds, try lightly lubricating tracks with silicon spray

### Sash/Panel

Inspect sash or patio door panel twice a year, or monthly for coastal areas. If the window has a removable sash, it may be helpful to remove it before inspection and cleaning. For specific sash removal refer to your product guide at [www.westeckwindows.com](http://www.westeckwindows.com).

- Inspect sash/panel frames for damage including cracks, chips, or splits in surfaces
- Check glass for cracks if cracked call Westeck Windows Mfg. Inc. for replacement

### Weather-strip

Inspecting and maintaining the weather-strip will help avoid structural damage, energy loss, and the cost of repairs due to water and air infiltration. Replace weather-strip that is missing, torn, cracked, brittle or discolored, gummy or that has no “bounce back” when pressed down.

#### REPAIRS:

- If weather-strip is loose or falling out of the kerf, carefully remove the weather-strip
- Apply a thin bead of silicone sealant into the kerf,
- Reinstall the weather-strip in the kerf,
- Hold in place using tape for 24 hours then carefully remove the tape.

#### CLEANING:

- Use mild soap and water
- Do not use anything sharp near weather-strip
- To clean, use your chosen cleaning solution and a soft cloth.
- Rinse with clean water and dry thoroughly.
- If cleaning is unsuccessful consider replacing weather-strip.

### Weep System

Vinyl windows and patio doors will not develop moisture damage themselves; however, the structures around the units may be susceptible to damage from water not draining properly away from the sill to the exterior. Weep holes are the water drainage system used to drain water out of a window/patio door unit and are usually rectangular or round.

Interior weep holes can be found in the bottom of the sill track or in the face of a vertical part of the sill near the bottom, and may be covered by a sill insert or roller track

Exterior weep holes can be found in the exterior face of the vinyl sill sash. They may have a small flap or ‘weep gate’ covering the hole.

- Regularly clean sill track with vacuum or wipe thoroughly with damp cloth.
- Remove blockages in the corners and from the exterior weep holes caused by trim, caulking, stucco, or masonry products.
- Pour a small amount of water into the interior sill track and watch to see if water drains quickly from the sill through the weep system.
  - If not draining, or draining slowly, simply use a thin wire into the weep hole to clear blockages
- Repeat until water runs through to the exterior

**\*\*Do not force the wire if it seems impassable. Contact a service tech if it does not drain or you are unable to clear your weep system\*\***

### Exterior Siding Joint

A proper seal of the joint between the window/door and the exterior surface of the structure will help to limit water and/or air from leaking into the house. Inspect the sealant joint for:

- Deterioration of the seal
- Cracking
- Gaps or cavities in the seal
- Blockages of the drainage pathway

Repair damaged sealant. DO NOT apply sealant to area where installer or contractor did not originally seal. Seek professional advice if unsure. Recommended products:

- 100% silicone sealant is the most durable, but it cannot be painted
- Use 100% polyurethane sealant if painting will be required
- Follow sealant manufacturer's instructions for proper application.

All wood windows and doors must be finished & sealed within 72 hours of delivery. Finish interior and exterior windows and doors at the same time.

NOTE: Westeck Windows Mfg. Inc. cannot evaluate all paints, stains, or application requirements. Please contact a paint professional for the coating finish system best suited for your specific project and region. Select only top-quality paints, stains and finishes and follow manufacturer's preparation and application instructions.

- Westeck Windows Mfg. Inc. is not responsible for final finish results. Color variation is a natural characteristic of wood. To compensate for variations in wood color, the finisher is responsible for adjusting the final process in finishing to achieve desired results.
- Always read and follow product instructions and warnings on labels for finish materials including primers, paints, stains, and varnishes.
- Certain wood species contain chemicals that may react to products in the finish process, causing dark spots or stains. TEST a small area prior to application when possible.
- Avoid using dark colored finishes on window and door surfaces exposed directly to sunlight. These may increase the chance of warping or cracking.
- Finish or seal all wood sides and edges of door panels and window sash. All exposed wood surfaces including top and bottom rails, hinge pockets, cutouts, and hardware preps must be sealed.
- Do not attempt to finish product in wet or freezing conditions. Refer to product label for manufacturer's recommendations.
- Do not paint or stain surfaces that are not wood such as weather-strip, hinges, locks, or hardware.
- Put your removed hardware &/or weather-strip in a safe location for re-installation after finishing.
- Using high gloss finishes or topcoat will accentuate imperfections in surfaces.
- Do not use caustic or abrasive cleaners as they may damage your wood products.

### Surface Preparation:

Proper surface preparation is the most important step in any finishing process. The window or door must be dry, with less than 12% moisture content. If necessary, remove window and door panel and store in controlled temperature until the moisture content is appropriate for finishing.

- Inspect your windows and doors upon delivery and ensure all handling marks, raised areas, defect, scratches, scuffs or undesirable blemishes are removed by sanding with 220 grit sanding blocks.
- Small amounts of pitch, grease, or oil can be removed using mineral spirits.
- If your product has been primed prior to delivery proceed to the section titled **"Painting"** below.
- If your product is not primed and is being painted, fill all nail and fastener holes as well as any other cracks or imperfections using exterior grade wood filler compatible with the paint or finish you are using.
- Use a 220 Grit sanding block on all wood surfaces thoroughly. Always sand in the direction of the grain of the wood surface.

### Staining:

- Ensure wood surfaces are dry and free of dirt and dust.
- Apply a wood conditioner prior to staining to help reduce the possibility of color variations.
- Start with a "sealing coat" using an alkyd-resin based clear sealer or a combination of stain and sealer. For very porous woods a second "sealing coat" is advisable.
- When choosing stain, use a product with high quality ultraviolet blockers. Avoid using transparent or semi-transparent stains on exterior wood surfaces. Solid color stains are made with a higher pigment concentration and will better protect wood against ultraviolet damage from the sun.
- For a clear topcoat finish use a solvent based finish with an ultraviolet inhibitor. A "Spar" or "Marine" urethane is recommended. Apply a minimum of three clear topcoats.
  - Lightly sand between topcoats using 220 grit sandpaper.
  - Remove dust before each application of topcoat.

### Painting:

- After surfaces have been cleaned and prepped, apply a quality primer, unless product is already primed.
  - DO NOT use water-based primer on wood surfaces.
- When primer has cured, apply a compatible and high-quality topcoat finish as desired.
  - A minimum of two layers of topcoat are recommended for optimal finish results
  - Latex resin-based topcoat paint may be used but only over a quality oil-based primer.
  - Lightly sand between coats using 220 grit sandpaper, removing dust before each application of topcoat.

## Maintaining the Finish:

To preserve the finish and beauty of your wood windows and doors for many years to come, and to comply with all conditions of your limited warranty, you must maintain your product's finish. Maintaining the finish will ensure your wood products resist moisture absorption. Restore your finish immediately if upon inspection you find any of the following conditions:

- Hairline cracks in the topcoat
- Changes in color or dulling of your finish
- Changes in texture including flaking, scaling, chalking, or bubbling of the finish
- Water penetration between wood moldings, panels, or glass
- Wood joint separation.

## Restoring the finish:

- Lightly sand with 220 grit sandpaper and wipe away dust using a clean damp cloth
- Apply at least two coats of the original topcoat used to refinish. If original finish is not known consult with a paint professional.
  - Lightly sand between coats using 220 grit sandpaper, removing dust before each application of topcoat.

## Mechanical maintenance for doors:

To keep a working door functioning properly takes only a few quick steps. For example, occasionally oil the hinges to keep them moving freely. Keep hinge and door hardware screws tight. See below section titled "Hardware cleaning and lubrication" for details. Some door-specific general maintenance tips include:

- Make sure strike plates remain tight as the screws can loosen when a door gets a lot of use.
  - The bolt can then catch on the loose strike plate and bang it back and forth, damaging the woodwork around it.
- Any mirrors or decorations hung on a door should be placed centrally so the weight is distributed evenly.
- Finally, avoid hanging laundry straps or other similar devices across the top of a door as they can press weight down on the door and cause them to come out of alignment.

## Troubleshooting common door issues:

Replacing or repairing a door can be easy. Here are a few common problems and their do-it-yourself solutions to fix a misaligned or ill-fitting door. As the main entry point into a home, doors get a lot of use. As a result, doors will occasionally go out of alignment, swinging into a different position or not closing at all. Doors can also break, requiring replacement.

Repairing a door is not as hard as the average do-it-yourselfer might think. In fact, with a bit of planning and the right tools, most door problems can be corrected. When a door needs repair, it is often because it becomes misaligned, not closing properly or at all.

- **Humidity** can cause the door to expand and warp, again preventing the door from fitting in the door frame. If you suspect humidity is the culprit, give the door a chance to dry out before you make any changes. Wait for a cooler, drier weather and see if the door goes back in place.



- **House shifting** can cause the door to dislocate in the doorframe or can cause a door to swing open instead of staying in place. House movement can take place year-round.
- When you open a door, if it tends to swing instead of staying on place, you can tighten the hinges to keep it steady.
  - A trick of the trade is to remove the hinge pin. Before removing the pins, prop up the door with wedges or shims and always remove the bottom hinge pin first. Lay it on a flat surface and hit it slightly with a hammer to make it a bit crooked. Then put the pin back in the hinge and it will hold the door in position. (NOTE: not with 'NRP' or 'non-removable pin' hinges)
  - If a hinge pin refuses to budge out of hinge, saturate it with a little penetrating oil and try removing it a few minutes later. You can also use a center punch or a large nail to try to free the pins.
- If a door slab does not fit properly into the frame, there are several adjustments you can make:
  - If the door is too tight on the hinge side, it will bind, again not allowing it to close properly. What you can do there is take out the hinge screws, put a shim behind the screw plate and replace the screws.
  - If the door fits into frame but the latch will not turn, it may be hitting the strike plate on the door jamb. Move the strike plate to better accommodate the latch. The latch opening can also be enlarged with a file.

Scheduled cleaning and lubricating will help to maintain the moveable parts on your windows and patio doors. You can restore smooth operation, and even in most cases protect against corrosion. If your vinyl windows and doors are not opening and closing smoothly, simply performing some maintenance as outlined in this section of the guide may remedy the problem. Regular maintenance for your hardware is recommended twice per year, or monthly for coastal areas. NOTE: Always clean your hardware before lubricating.

### HARDWARE TYPES

- Metal Hardware
  - Functional, aesthetic appeal and resistant to corrosion. Replace if corroded.
- Plastic Hardware
  - Resistant to the elements, but can deteriorate with exposure to UV rays, heat, cold and chemicals.

### PRECAUTIONS

To avoid damage to your hardware DO NOT USE:

- Vinegar based cleaners
  - Citrus based cleaners (lemon, orange)
  - Window cleaners (ammonia based)
  - Brick or Siding washes
  - Abrasive or corrosive or any acid-based cleaners
- Use Caution:
- Use silicone-sprays only in small amounts and do not overspray. Always wipe off excess.
  - Silicone-sprays may cause some plastic parts to become brittle or stain other parts of your windows and patio doors.

### CLEANING YOUR HARDWARE

- Use mild soap and water on a soft cloth, soft bristle brush or sponge, rinse and wipe dry.

### LUBRICATING YOUR HARDWARE

#### Butt Hinges

Butt hinges are located on swinging doors and some styles of casement windows.

- Lubricate hinges with light oil annually, or when noisy.

#### Slider Tracks

If slider tracks become dirty and difficult to operate. Clean and lubricate as follows:

- Vacuum track or wipe with a soft cloth
- Apply spray silicone onto track. Do not apply silicone to pile weather-strip (the fuzzy weather-strip).

#### Casement/Awning Hardware

NOTE: New hardware and hinges are already greased and oiled and should not need lubrication. Periodically lubricate gear mechanisms with white or lithium grease.

- Remove cover mechanism
  - Some handle styles will not have screws and will just pull off, or

- Loosen set screw on crank handle with a small screwdriver or Allen wrench and remove handle
- Gently remove cover from the base
- Apply grease to gears and oil to joints
- Non-Removable cover mechanism
  - Use a small mirror for a better view of the gears
  - Apply grease/oil through the back side of operator

### **CASEMENT / AWNING Rotating Joints**

Light oil provides lubrication for rotating joints such as hinge pivots. Spray lubricants are also acceptable but need to be applied more frequently.

- Open window to access all joints
- Oil joints

### **SLIDING WINDOWS / PATIO DOOR Rotating Joints**

Removing patio door panels can be dangerous and should be performed by a service professional or at least with a qualified and capable helper.

- Remove door panel
- Carefully rotate the door panel for access to rollers on the bottom
- Lubricate rollers where the shaft goes through the middle of the wheels with light oil
- Lightly oil multi-point lock at each latch point

### **Gutters and Overhangs**

Gutters, eaves troughs and overhangs protect your windows and patio doors from excessive weather and water exposure. It is recommended that you clean and clear your gutters, eaves troughs and overhangs at least once per year.

**The following table provides you with some common terms and definitions:**

Casement	Window with sash cranking outward to right or left.
Egress Hinge	Egress Window is a Window designed to be large enough for a firefighter to climb in or a person to climb out in an emergency. An Egress Hinge will allow a casement window to meet emergency exit requirements
Frame	The structural assembly of head, sill and jambs used to fasten the window or patio door to the structure
Grid	A term referring to windowpane dividers or muntin bars that are fitted inside the sealed insulating glass unit, when it also is referred to as a grille, or internal grids.
Insulated Glass Unit (IGU)	Two or more lites of glass separated and sealed to form a hermetic airspace. The sealed space may contain air or be filled with an inert and denser gas, such as argon, to improve the effect of dead air space
Jamb	Main vertical members forming the sides of a window or door frame; contrasted to sash stiles, or the sides of a sash.
Kerf	A groove that holds a weather-strip
Patio Door Panel	The assembly of stiles (vertical pieces), rails (horizontal pieces) and the patio door glass
Rail	Horizontal member of the framework of a window sash or door
Sash	An assembly of stiles and rails (vertical and horizontal members) made into a frame for holding glass
Seal Failure	The airtight seal between two panes of an insulating glass unit that has broken and is usually discovered when excess moisture causes fogging between the panes of glass
Sill	The main horizontal member forming the bottom of the frame of a window or door
Sill Track	The track on the sill of a sliding/gliding window or patio door that guides the sash as it opens and closes
Slider	A window with one or more sashes that slides horizontally
Stile	The main vertical frame members of a sash or door
Weather-strip	A material or device used to seal the openings, gaps, or cracks of venting window and door units to prevent water and air infiltration.
Weep Hole	A small opening in window or sill member through which water may drain to the building exterior

For further glossary of terms please visit our website at:  
[www.westeckwindows.com/glossary-of-window-and-door-terms/](http://www.westeckwindows.com/glossary-of-window-and-door-terms/)

## CONTACT US

For questions: Feel free to contact us by phone or email  
 Email: [service1@westeckwindows.com](mailto:service1@westeckwindows.com) • Phone: 1.877.606.1166

Checklist	INTERIOR	EXTERIOR	Date Completed
<b><u>GLASS:</u></b> Clean and check for cracks, scratches, or other damage Is there moisture between the panes?			
<b><u>VINYL SURFACES:</u></b> Clean dirty surfaces, check for cracks, blisters, or other damage			
<b><u>WINDOW &amp; DOOR SCREENS:</u></b> Clean screens. Check for missing or loose screens Check for damaged or loose mesh			
<b><u>WEATHER-STRIP:</u></b> Check for missing or loose pieces Check for tears, cracks, or other damage. Check for brittle, gummy, discolored or firm (no bounce-back) areas			
<b><u>WEEP SYSTEM:</u></b> Check for blockages and clean weep system			
<b><u>SEALANT JOINT:</u></b> Check for cracks, cavities, other damage or deterioration, loss of adhesion			
<b><u>WOOD SURFACES:</u></b> Inspect surfaces of wood for defect in finish or water seepage or damage. Are doors operating properly?			
<b><u>HARDWARE:</u></b> Are windows and doors operating properly? Is metal hardware tarnished or corroded? Are locks operating properly? Clean and lubricate hardware			
<b><u>SASH / PANEL:</u></b> Are sash balance springs holding properly? Remove and clean parts as instructed for glass, vinyl, and hardware.			
Notes:			

Periodic condensation on windows is normal, particularly in cold weather.

However, hidden condensation can become a significant problem if not corrected. This Guide to Energy Management will help you recognize the sources of excessive condensation and take action to remedy the problem.

For more detailed information about your windows & doors and condensation please visit <https://www.westeckwindows.com/learn-about-condensation/> or scan the QR Code.



**[Condensation](https://www.westeckwindows.com/learn-about-condensation/)**

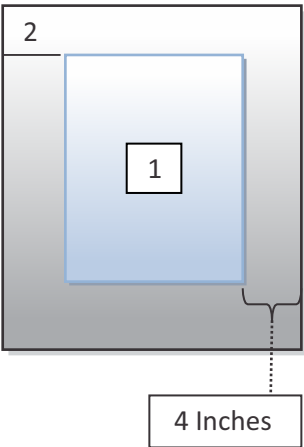
**1. Central Area**

Defects such as scratches, seeds, pits and lumps shall be considered rejectable when readily visible in normal lighting (not in direct sunlight) with casual inspection from a perpendicular angle at a distance of 3 feet.

**2. Outer Area 4" from edge.**

Defects such as scratches, seeds, pits, and lumps shall be considered rejectable when readily visible in normal lighting (not direct sunlight)

with a casual inspection from a perpendicular angle at 3 feet.



**3. Low E Glass**

Under natural or artificial light, Low E glass shall exhibit a detectable reflected color compared to clear glass. This shall be considered representative of the purchased product and not an imperfection or flaw in the product. Slight variations in reflected color may also occur and will be deemed acceptable.

**Westeck Glazing Standards**

Imperfection	<u>Maximum allowable size</u>	
	Central Area	Outer Area
Round or elongated seeds	1/16"	1/8"
Imbedded imperfections	1/16"	1/8"
Lightly pitted Area	Shall not be detectable at distances greater than 3 ft	
Scratches	Shall not be detectable at distances greater than 3 ft	
Debris	Shall not be detectable at distances greater than 3 ft	

## WINDOWS



2300 Series Slider  
Windows



4300 Series  
Casement Windows



4300 Series Combo  
Windows



7000 Series Metal  
Clad Windows



6000 Series Wood  
Windows



6100 Series PH  
Wood Windows



RevXL  
Windows



RevXL HP  
Windows



RevXL Passive  
House Windows



## **PATIO DOORS**



425 Patio  
Slide



GrandView  
MultiSlide



RevXL  
Lift & Slide



Metal Clad  
Lift & Slide

## **SWING DOORS**



RevXL  
Swing Doors



Entry  
Doors

Warranty Information can be accessed  
by visiting the following link



<https://www.westeckwindows.com/brochures-and-forms/#Warranty-Info>

Westeck prides itself on delivering a premium product and all our products are backed by extensive warranties. Occasionally rectifying/remediating manufacturing errors or deficiencies is required. Here is a summary of key FAQ's regarding your recent purchase.

### **Insulated glass:**

1) How long is the warranty for?

- Limited warranty of ten years for replacement of units only.

2) Is replacement labour free?

- Yes, labour is free during the first two years; after two years labour is charged.

3) Is there a warranty on sealed units in 3rd party windows (if the product is not manufactured by Westeck)?

- No, the manufacturer is responsible for the sealed unit's warranty.

4) Are there other exclusions from the warranties?

- Yes, paragraph one of the warranty provides a thorough description of all exclusions.

Some common exclusions include:

- Scratched or broken glass not reported when delivered.
- Units within 1km of saltwater- swimming pools and train tracks (too much vibration).
- Sealed units where vinegar or another chemical was used to clean the window.

5) Insulated Glass is distorted, is this warrantied?

- No, distorted or wavy glass occurs in safety glass on a regular basis, and the larger the unit, the more likely it will be distorted.
- Read more here: [http://www.cardinalcorp.com/source/pdf/tsb/ig/IG18\\_01-2016.pdf](http://www.cardinalcorp.com/source/pdf/tsb/ig/IG18_01-2016.pdf)

### **Screens:**

1) Our screens are damaged/missing, will you replace them?

- Window screens are shipped installed in the windows. If screens are missing / damaged, report it within 48 hours, and Westeck will replace them free of charge.
- Requests for missing screens after this 48-hour period will not be honored.

## Vinyl Windows:

- 1) Is there a warranty on vinyl window extrusion?
  - Yes, please refer to the warranty links above.
- 2) When must I report vinyl frame damage?
  - At time of delivery or within 48 hours.
- 3) Is there a warranty for scratched or damaged windows?
  - Scratched window claims must be reported prior to window installation and before 48 hours has passed. Please note that most damage and scratching occur during installation.
- 4) Do I have a warranty on hardware?
  - Yes, provided the products are regularly oiled and well-maintained.
  - Corrosion and rust issues are caused by improper maintenance of windows and are excluded from the warranty.
- 5) My windows and doors are painted, do I have a warranty?
  - Yes, please visit the warranty link in the warranty section.
- 6) While Westeck service staff are visiting our home, can we ask them to look at other not previously reported issues?
  - Yes, to a maximum of fifteen minutes, so service staff can maintain their daily time commitments.
  - Follow-up visits can be arranged for an additional cost.
- 7) My windows and doors require adjusting; will you do that for us?
  - Windows and doors require adjustment from time to time, due to settling, incorrect installation, flashing, etc. Adjusting can be done by your contractor, installer, or finisher.
  - Please read the adjustment instructions for our products on our website: [http://www.westeckwindows.com/pdf/westeck\\_adjustment\\_part\\_id.pdf](http://www.westeckwindows.com/pdf/westeck_adjustment_part_id.pdf)
  - Westeck can adjust your windows and doors for an additional cost.
- 8) My windows are leaking; can you fix them?
  - Our windows have been rigorously tested and leakage is rarely due to a window defect. Some common causes for leakage include incorrect flashing, and water draining in from incorrect installation. Please review your window installation carefully before contacting Westeck.
- 9) My patio door lock does not catch the strike, will you fix it?
  - All sliding doors require adjustments. Adjustment can be done by your contractor, installer, or finisher.
  - Please read the adjustment instruction for patio doors on our website.

- 10) My patio door does not slide properly into the pocket cavity when closing, can this be fixed?
- The door was likely not installed plumb and square. Please contact your contractor, installer, or finisher.

## **Swing Doors**

- 1) My doors are out of square, who do I call?
- Westeck provides a door install service. If Westeck installed your doors and they are not correctly installed, please contact us within 48 hours.
  - If your doors were not installed by Westeck, please contact your installer.
- 2) My doors are damaged, who do I call?
- Damaged door claims must be reported prior to door installation and before 48 hours has passed. Please note that most door damage occurs by trades during the construction.
- 3) My door sills are damaged, is this a warrant issue?
- Please see 2) above
- 4) My doors are warped, cracked, or split; can they be replaced?
- Damaged door claims must be reported prior to door installation and before 48 hours has passed. Storage, humidity, or installation issues can all affect your doors. Also, if the door(s) are not finished on six sides, warpage may occur.
  - Any wood or wood-clad door located near bodies of water, or facades without or with minimal overhang are also very susceptible to warpage.
  - Please read the warranty carefully before contacting Westeck.
- 5) My doors are leaking and swelling, what might be the reason?
- Location – close to ocean, lakes, swimming pool.
  - Overhang – no overhang, or minimal overhang.
  - Finishing – product not finished behind hinges, behind hardware, or on six sides.
  - Please read the warranty carefully before contacting Westeck.
- 6) My door hardware is two years old (or more) and is now defective. Will you replace the hardware?
- Hardware warranties against defective workmanship for two years, excluding labor.
  - Please read the supplier warranty carefully before contacting Westeck.  
<http://emtek.com/warranty.php>

7) Why is the weather stripping missing from my door/frames?

- Missing weather-stripping claims may be reported prior to door installation and before 48 hours has passed. Please Note, painters/finishers commonly take it out to paint the door/frame.

## **Site work during construction:**

1) Will you prepare the openings before and/or after installation of the products?

- No, Westeck only installs the products. Openings must be fully prepared by the customer. Please also note that scaffolding or anything needed to perform the install is the responsibility of the customer.
- Rod, caulking, and envelope sealing is the customer's responsibility.

2) Our job site is not fully backfilled and is not cleared of debris, will you install anyway?

- WorkSafeBC (or similar authority) prevents Westeck from carrying heavy products onto unsafe work sites.
- The average weight of a window is +/- 9 lbs. per sq. ft. A 60"x60" window is +/- 225 lbs. Please ensure there is adequate accessibility for the manual transportation of your products.
- Our products are very heavy; will Westeck place them on the second floor?
  - Westeck provides tailgate delivery, or within 10 ft of the truck's location. A Moffitt forklift is available for elevating products to the second floor. Pre- arrangement is necessary at a cost \$150.00 per hour.

3) Who do I contact for Warranty or Service?

- While the home/building is still under construction, call your Product Consultant.
- If the home has been completed and it is a warranty issue, please email your original invoice (proof of purchase) to [warranty@westeckwindows.com](mailto:warranty@westeckwindows.com)
- If it's a non-warranty issue, email your original invoice (proof of purchase) to [service@westeckwindows.com](mailto:service@westeckwindows.com)

For all warranty enquiries, please be sure to have a copy of your original invoice. We require it to look up your Westeck products.





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