

Wood products maintenance and care

- **DO NOT use metal razor blades .**
- **DO NOT allow any sealants (including silicone) to contact the exterior glass surface.**
Sealants may cause damage to the exterior low-maintenance coating of the glass.
- **DO NOT use abrasive cleaners on any glass surface, or on the exterior of Low-E glass.**
- **DO NOT apply any after-market films to glass. Thermal stress conditions resulting in glass damage may occur. The use of movable insulating materials such as window coverings, shutters and other shading devices may damage glass or vinyl. In addition, excessive condensation may result, causing deterioration of the window unit.**
- **Acid solutions used to wash masonry will damage glass, fasteners, hardware and metal flashing. Follow the acid solution manufacturer's instructions carefully. Protect and/or cover Intus products during cleaning process to prevent acid contact. If acid does come in contact with window unit, immediately wash all surfaces with clean water.**

Wood window care includes proper finishing and maintenance of wood and cleaning and caring for metal clad surfaces. Bi-annual inspections are sufficient for most areas; however, coastal areas require monthly inspections because of moisture and salt in the air.

EXPOSED WOOD SURFACES

Clean exposed wood surfaces with mild soap and water. For stubborn residue or mildew, consider lightly sanding and refinishing, or contact a paint professional for recommendations. Refinish cracks or voids immediately.

BRONZE CLADDING

Bronze clad products and components will naturally change color and appearance over time due to exposure to the environment. Depending upon the products' specific exposure, differences in appearance may occur in the same structure. Repair or replacement of products may also result in variations between original and replacement parts. Intus is not responsible for any variations in appearance of bronze parts. Wear cotton gloves during installation or servicing to avoid fingerprints on bronze surface. If fingerprints do occur and the following recommendations for cleaning do not remove them, call us for assistance.

Maintenance & Cleaning

To maintain an aged look, no maintenance is required except for occasional cleaning of surface debris with mild soap and water. For heavier cleaning, follow the same cleaning instructions for aluminum cladding. Do not use any solvents or cleaners that contain ammonia, salts or oxides.

Oxidation Removal

For a shiny, non-oxidized bronze appearance, try removing the oxidation with a baking soda/water solution. A nonabrasive paste cleaner may also work. Always test in an inconspicuous area first, and read the manufacturer's label for instructions.

ALUMINUM CLADDING

Aluminum cladding offers durability and excellent resistance against cracking, blistering, and flaking under normal use. When properly maintained, aluminum clad products will remain attractive for many years. Aluminum cladding usually does not require painting or finishing. Clad surfaces exposed to sunlight are subject to chalking which may cause color-fading. This is a natural process that occurs over time, even with proper maintenance. Certain chalking or fading and damage to exterior cladding from acid rain, salt air, or other corrosive elements may not be covered under the manufacturer's warranty. Moderate to Heavy Non Water-Soluble Cleaning Some solvents are acceptable for removing heavy soils (e.g. oil, grease, sealants, dried concrete stains, tar, rust and graffiti). See the following Solvent Recommendations. After using solvents, clean area with mild soap and water to remove traces of remaining solvent.

Note! Do not use solvent on painted surfaces other than metal cladding or damage may result.

Caution: Do not allow petroleum-based products to come in contact with hardware and weatherstrip. Do not use acetone and paint removers on coated aluminum clad surfaces. They may remove coatings.

These solvents may be used to clean non water-soluble debris from coated aluminum clad surfaces.

Use only in small, inconspicuous areas first.

Alcohols:

Try these least strong solvents first for non water-soluble debris.

- Denatured alcohol (ethanol)
- Isopropyl (rubbing alcohol)
- Methanol (wood alcohol)

Petroleum solvents and turpentine:

Especially helpful in removing grease, sealants, or some caulking compounds.

- VM&P naphtha
- Mineral spirits
- Kerosene
- Turpentine (wood or gum spirits)

Ketones, esters and lacquer thinner:

Use with extreme caution. Limit contact to one minute.

- Lacquer thinner
- Methyl ethyl ketone (MEK)

Chemical solutions:

Especially helpful in removing rust and masonry grout or concrete stains. Limit contact to five minutes. Thoroughly rinse with water. Acid solutions are corrosive. Mix one part to ten parts water.

- Sodium hypochlorite solution (laundry bleach)
- Acetic acid (vinegar) • Hydrochloric acid (muriatic acid)

Cleaning frame and glass

Most Intus tilt/turn windows can be washed from the inside. Simply open the window. Wash the sash from the inside, using caution to avoid accidental falls or mishaps. To remove dust, dirt, smoke, film, soot and salt spray use a mild detergent water solution and a soft cloth or brush. To remove heavy dirt or grime from glass, first wipe loose debris from the glass surface with a soft, dry cloth. Then apply a cleaning solution, such as mild soapy water, vinegar or a liquid window cleaner, and wipe in a circular motion. Remove cleaning solution with a squeegee or a clean, lint-free cloth. Do not use abrasive cleaners on the exterior Low-E glass. As a general practice, you should never clean glass in direct sunlight. To avoid damage to the glass, never use razor blades on glass surface.

To clean upvc exteriors, use a mild detergent and water solution and a soft cloth or brush. Abrasive cleaners or solutions containing corrosive solvents should not be used. For persistent dirt or grime, Mr. Clean® or Soft Scrub® brand cleansers or a mixture of water and alcohol or ammonia can be used. Casement and awning hinges need to be cleaned and lubricated occasionally to eliminate squeaking and binding. Hardware screws, especially hinge screws, should be periodically inspected and tightened if necessary. Wind buffeting the sash over time can loosen hardware fasteners. Remove grease or debris with a soft, dry cloth, then lubricate hinges and all other moving parts with a dry silicone spray. Lubricants or harsh abrasive cleaners are not recommended. Dry silicone spray may be purchased from your local hardware store.

Cleaning Grilles and Insect Screens

to remove dust, dirt, smoke, film, soot and salt spray from grilles, use a mild detergent water solution and a soft cloth or brush. To remove grease, oil or industrial solids, you may need to use stronger solutions such as Mr. Clean®, Soft Scrub® or rubbing alcohol. Glass surface should not come in contact with any abrasive materials.

Conventional insect screens are best cleaned with a soft cloth or sponge.

“Mr. Clean” is a registered trademark of the Procter & Gamble Company.

“Soft Scrub” is a registered trademark of the Clorox Company.

Maintaining Intus Hardware

Your Intus hardware has been manufactured of high-quality, fine metal. Fine metal requires periodic attention to maintain its beauty and characteristics. Climate, location, and exposure to corrosive environments such as industrial areas, pesticides, herbicides, or salts can affect the hardware's beauty and characteristics.

- **DO NOT use or apply harsh chemicals, abrasives and/or cleaners. Product damage could occur.**
- **DO NOT refurbish hardware. Contact a professional hardware restorer for refurbishing.**

With the cost of everything on a rise, replacing windows and doors is the last thing on anybody's mind but, to keep your windows, doors and even conservatories in a good working order, it's important to lubricate the hinges and locks on occasions. Following these few simple steps can keep your windows and doors working, almost as good as new.

Pre-Step: Choosing the Right Lubricant

1. You can use either WD-40 or Silicon Spray, which are available in most supermarkets and DIY stores across the country.

Step One: Open the Window/Door/Conservatory

2. Opening enables you to get to the hinges and lock easily.
3. Note! If your window doesn't open, call a professional as lubricating the window will not help, if you can't get to the windows.

Step Two: Spraying the Locks, Hinges and Patio Door Wheels

4. Spraying these areas on your windows, doors and conservatories will help keep them in a good working order, as these are the areas that tend to fail first, if not treated.



Spraying a door lock

5. When spraying the handle, make sure you spray it in the open and closed (when the window is actually open) position, as it has the best impact.

Step Three: Test the Hinges and Locks

6. Open the windows, doors and conservatories several times to work the spray in. Once you're satisfied with the feel of it opening and closing, you can finally close and the process is complete.
7. Periodically lubricate all sliding window and door tracks and rollers. We recommend that you lubricate the hardware components every 6 months. In areas with high salt air, every 4 months is recommended.
8. Regularly check weatherstripping to ensure your patio doors (and windows) seal airtight.
9. Occasionally vacuum the tracks on all sliding patio doors and windows to remove any dirt or debris.



Lubricating window, door hardware.